



Uses a simple **question-and-answer format**



Can be used **without needing to sign up as a member**



Yucho Tetsuzuki App

Get the app here



For iPhone



For Android

- * iPhone is a trademark of Apple Inc. that is registered in the U.S. and other countries.
- * Android is a trademark of Google LLC.
- * Network charges apply for downloading, updating, and using the app and are to be paid by customers.

*Users will need to have a smartphone equipped with a camera and an IC chip reading function (NFC).

What you can do with the app



Application for opening an account

Have your residence card ready to apply to open an account.

* Only available for opening a bankbook-free general account.



Declaration of customer info

You can update your information such as the period of stay and notification of the purpose of transaction etc.



Change address

You can change your address when you move.

Please select the transaction



Open a new account



Open a new account for my child



Declaration of customer info/Update the information such as the period of stay



Change address/name



**** Re-register the PIN



Have a bankbook/cash card reissued



Apply for inheritance transaction

Reset your PIN

Even if you forget your cash card PIN, you can reregister it.



Have a bankbook / cash card reissued

If you have lost your bankbook or cash card, you can apply for reissue.

See other side for more details

What you will need for transactions

Application for opening an account

Residence card, e-mail address

* If your status of residence is "Student" or "Technical Intern Training", you will need your student ID card, employee ID card, or certificate of enrollment.

Declaration of customer info (updating the information such as the period of stay) and changing your address

Residence card

Declaration of customer info (except for the updating the information such as the period of stay), reset your PIN, and have a bankbook/cash card reissued

- Yucho Bankbook App or Yucho Authentication App
 - * Registration of authentication information is required before you can use the Yucho Bankbook App.
- Personal identification document (Residence card, driver's license, or individual number card)

* Your residence card must have a photo and show your current address.



Notes

Application for opening an account

- Please note that the only type of account that you can apply to open from this app is **bankbook-free general account "Yucho Direct + (Plus)"**. If you require a bankbook, you can request it (switching to a bankbook-type account) on an ATM that has a bankbook carry-over function using the cash card that was issued. The first request made within two months of opening your account is free (then the standard fee applies).
- The Operation Support Center will need to confirm the details of your application. **The confirmation result usually takes about a week** to arrive at the e-mail address you provided.
- The period between the application date and the **Expiration Date of Period of Stay must be longer than three months**.

Have a bankbook / cash card reissued

- **Prescribed fees** will be charged depending on the reason for requesting reissuance. If you do not have sufficient funds in the account to pay the fees, you will be unable to have your card reissued.

* Supported languages vary depending on the transaction.

* Some transactions may not be available. Please check the notes indicated on the Japan Post Bank website or in the app.

Various support to help you

Learn how to use the app

Guidebook



Japan Post Bank Website

Read the guidebook and learn how to use the app!

Learn how to open an account

Video



YouTube

Watch the video to learn the flow of procedure!

Learn how to update the information such as the period of stay

Guidebook Video



Japan Post Bank Website

See the guide to using the app (available in 18 languages)!

If you have any problems

FAQ



Keyword search

Find answers for your questions by keywords!

Live chat support



Artificial intelligence (AI) operator

Ask your question to an AI operator!

If you have inquiries about Yucho Tetsuzuki App

Yucho App support desk <Toll-free>

0120-210-765

Service hours Please check the inquiry page on the Japan Post Bank website. For information about Japan Post Bank's products and services, please visit the Japan Post Bank Website.

<https://www.jp-bank.japanpost.jp/>

* Calls to this number are also free from cellular phones.

* This service may not be available for some devices, such as IP telephones.

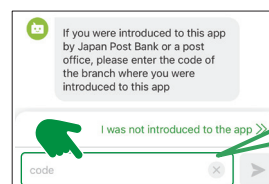
* Please notify your caller number when using the service (If your phone is set to block your caller ID, please add 186 at the beginning of the above number to contact us.).

* Support is available only in Japanese. If you do not speak Japanese, please contact us together with someone who speaks Japanese.

Entering the code of the branch

When the message "If you were introduced to this app by Japan Post Bank or a post office, please enter the code of the branch where you were introduced to this app" is displayed on the screen, please enter the code of the branch shown on the right.

* Post offices are bank agents handling Japan Post Bank's products and services.



Code of the branch
「 4 4 0 4 3 」