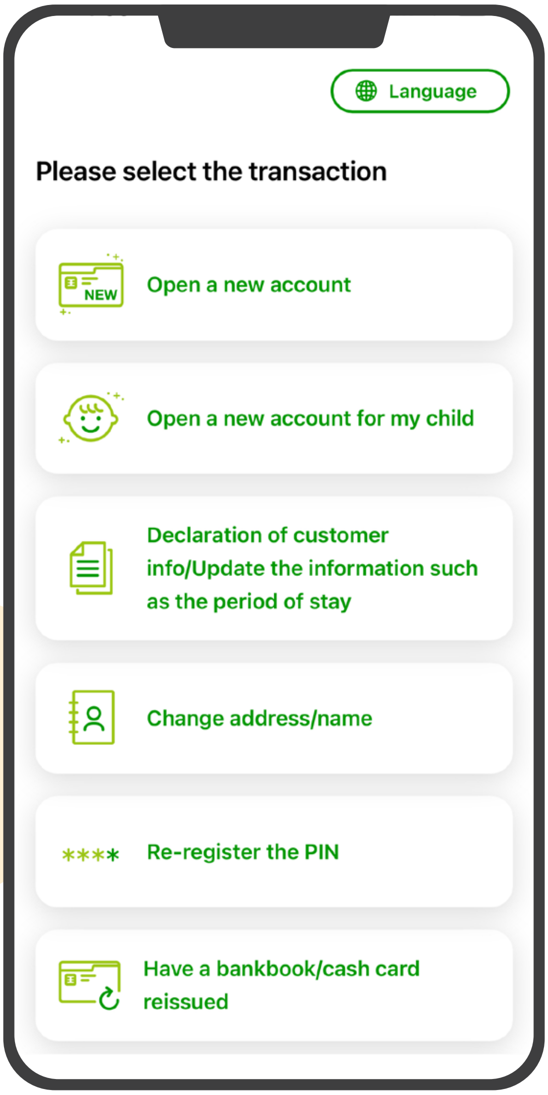
For Foreign Nationals

Yucho Tetsuzuki App

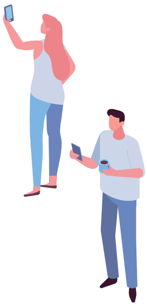
User Guide



Language

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



ゆうちょ手続き

You can easily open accounts or update information of your residence card such as the period of stay at any time, anywhere with the Japan Post Bank official app.

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.

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Benefits!

- ✓ **No need to sign up!** Use the app straight away
- ✓ Application for opening an account and updating the information such as the period of stay can be made in **English, Chinese (simplified), Vietnamese, and Japanese**.
- ✓ **One question, one answer!** Manage your bank account in an easy and stress-free way by answering a few quick questions
- ✓ **Do everything from your smartphone!** You can manage your bank account whenever you like, at home or anywhere else

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⚠ **This guidebook provides instructions for using the app to foreign nationals.**

*We have a separate guidebook for Japanese nationals.

What is the Yucho Tetsuzuki App?

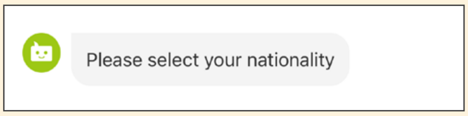
The Yucho Tetsuzuki App is an official app offered by the Japan Post Bank. It can be used anytime to easily open an account, for declaration of customer info, to change address, to reset your PIN, or to have a bankbook/cash card reissued.

Using the app

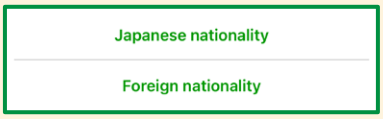
You can easily go through the procedures in a one-question, one-answer format.

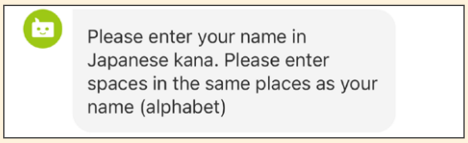
You can go through the procedures simply by answering the questions shown on the screen.

Check the question,

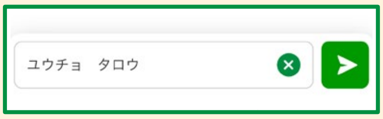

Please select your nationality

pick the answer!



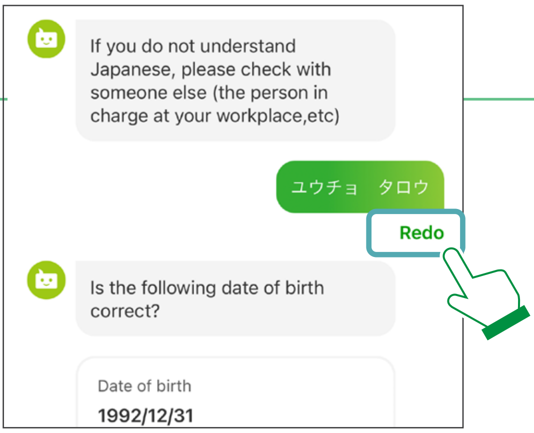

Please enter your name in Japanese kana. Please enter spaces in the same places as your name (alphabet)

Fill in and send!


ユウチョ　タロウ

I want to correct what I entered

You can select “Redo” to correct what you’ve entered if you made a mistake.


If you do not understand Japanese, please check with someone else (the person in charge at your workplace,etc)

ユウチョ　タロウ

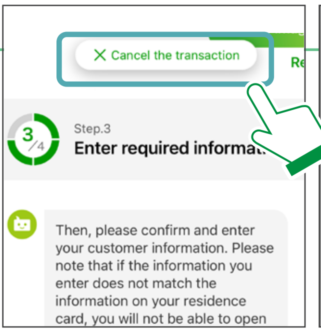
Is the following date of birth correct?

Date of birth
1992/12/31

I want to cancel the transaction

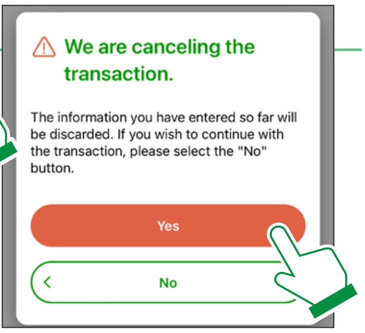
Select “Cancel the transaction” at the top of the screen. Guidance related to canceling will be displayed. Select “Yes” to cancel the transaction.

*Please note that information partially entered will be erased.



Step.3
Enter required informat

Then, please confirm and enter your customer information. Please note that if the information you enter does not match the information on your residence card, you will not be able to open


We are canceling the transaction.

The information you have entered so far will be discarded. If you wish to continue with the transaction, please select the "No" button.

About identity verification

Identity verification is required for all procedures.
You can confirm your identity with the following methods.

Identity verification methods

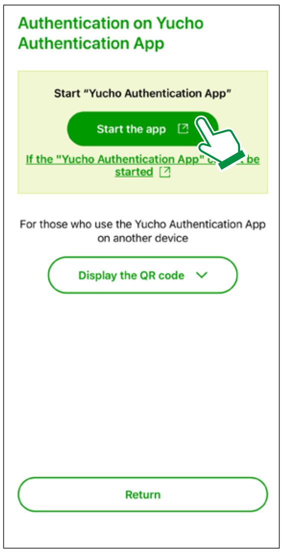
Opening an account		**Personal identification document** (Residence card)
Declaration of customer info (Notification of the purpose of transaction etc., Updating the information of your residence card such as the period of stay)	**Notification of the purpose of transaction etc.**	**Any of the following ❶ to ❸** **❶ Yucho Authentication App** **❷ Personal identification document** (Residence card, driver's license, or individual number card) **❸ Enter the date of birth / PIN**
	Updating the information such as the period of stay	**Personal identification document** (Residence card)
Change address		**Personal identification document** (Residence card) **+ PIN entry + verification by phone**
Reset your PIN		**Either ❶ or ❷** **❶ Yucho Authentication App*** **❷ Personal identification document** (Residence card, driver's license, or individual number card)
Have a bankbook/ cash card reissued		**Either ❶ or ❷** **❶ Yucho Authentication App*** **❷ Personal identification document** (Residence card, driver's license, or individual number card) **+ PIN entry**

* Only valid when "Identity verification by documents (eKYC)" is completed in the Yucho Authentication App.

Identity verification procedure in the app

Yucho Authentication App

The Yucho Authentication App is a free smartphone app which can be used for identity verification with the Yucho Tetsuzuki App. It can also be used with “Yucho Direct”, “Yucho Bankbook App”, and “Yucho Pay.”



Authentication on Yucho Authentication App

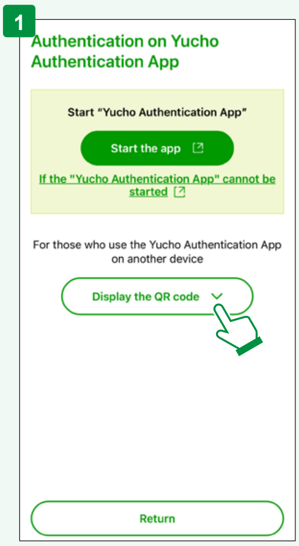
Start “Yucho Authentication App”

Start the app
If the "Yucho Authentication App" c be started
For those who use the Yucho Authentication App on another device
Display the QR code
Return

Select the “Start the app” button. The Yucho Authentication App will start, so follow the guidance and verify your identity.
After confirming your identity,you will automatically be transferred to the Yucho Tetsuzuki App.

! If using the Yucho Authentication App on a separate device from the Yucho Tetsuzuki App

1



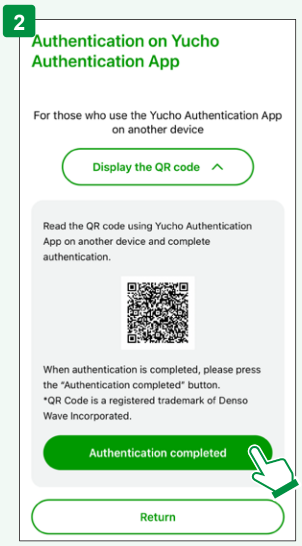
Authentication on Yucho Authentication App

Start “Yucho Authentication App”

Start the app
If the "Yucho Authentication App" cannot be started
For those who use the Yucho Authentication App on another device
Display the QR code
Return

Select “Display the QR code”.

2



Authentication on Yucho Authentication App

For those who use the Yucho Authentication App on another device

Read the QR code using Yucho Authentication App on another device and complete authentication.

When authentication is completed, please press the “Authentication completed” button.
*QR Code is a registered trademark of Denso Wave Incorporated.

Display the QR code
Authentication completed
Return

Scan the QR code with the Yucho Authentication App and follow the guidance to verify your identity.
Once you have verified your identity,select the “Authentication completed” button in the Yucho Tetsuzuki App.

*QR Code is a registered trademark of Denso Wave Incorporated.

Personal identification document

Residence card | Driver's license | Individual number card

1 Select the personal identification document you wish to use and scan it with the app.

! IC chip scanning preparation

Follow the automated guidance.

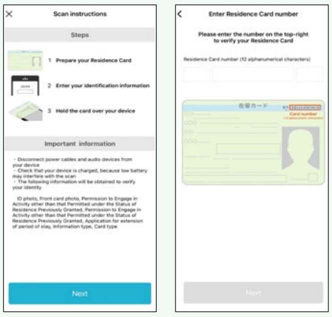
Residence card

Enter your residence card number.

*Accounts cannot be opened if the expiration date of the period of stay is three months or less or if the current address is not listed.

*Residence cards without a photo are not accepted.

(Example) Residence card



Scan instructions

Steps

1 Prepare your Residence Card

2 Enter your identification information

3 Hold the card over your device

Important information

・Disconnect power cables and audio devices from your device

・Check that your device is charged, because low battery may interfere with the scan

・The following information will be obtained to verify your identity

ID photo, Front card photo, Permission to Engage in Activity other than that Permitted under the Status of Residence Previously Granted, Permission to Engage in Activity other than that Permitted under the Status of Residence Previously Granted, Application for extension of period of stay, Information type, Card type

Enter Residence Card number

Please enter the number on the top-right to verify your Residence Card

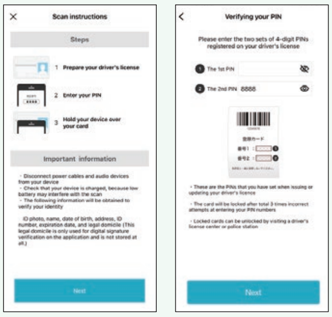
Residence Card number (12 alphanumerical characters)

Driver's license

Enter the two PINs you received or renewed your card. Your account will be locked if you make a mistake when entering your PIN three times.

*You will need to visit your nearest police office or driver's license center to unlock it.

(Example) Driver's license



Scan instructions

Steps

1 Prepare your driver's license

2 Enter your PIN

3 Hold your device over your card

Important information

・Disconnect power cables and audio devices from your device

・Check that your device is charged, because low battery may interfere with the scan

・The following information will be obtained to verify your identity

ID photo, name, date of birth, address, ID number, expiration date, and legal domicile (This legal domicile is only used for digital signature verification on the application and is not stored at all.)

Verifying your PIN

Please enter the two sets of 4-digit PINs registered on your driver's license

① The 1st PIN

② The 2nd PIN 8888

・These are the PINs that you have set when issuing or updating your driver's licence

・The card will be locked after total 3 times incorrect attempts at entering your PIN numbers

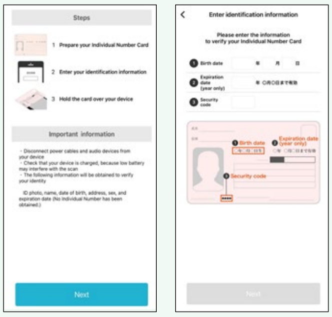
・Locked cards can be unlocked by visiting a driver's license center or police station

Individual number card

Enter the information on the front of the card.

*Japan Post Bank will not ask for your individual number in transactions using this app.

(Example) Individual number card



Steps

1 Prepare your Individual Number Card

2 Enter your identification information

3 Hold the card over your device

Important information

・Disconnect power cables and audio devices from your device

・Check that your device is charged, because low battery may interfere with the scan

・The following information will be obtained to verify your identity

ID photo, name, date of birth, address, sex, and expiration date (No Individual Number has been obtained.)

Enter identification information

Please enter the information to verify your Individual Number Card

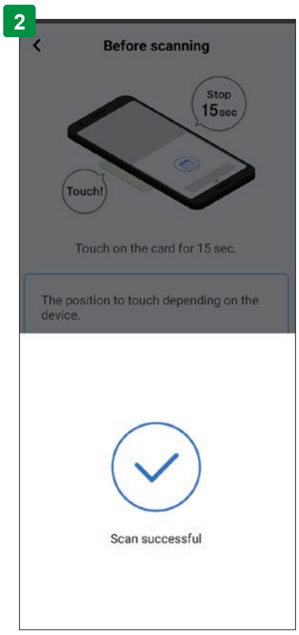
① Birth date 年 月 日

② Expiration date (year only) 年 〇月〇日まで有効

③ Security code

▼

2



Before scanning

Touch on the card for 15 sec.

The position to touch depending on the device.

Scan successful

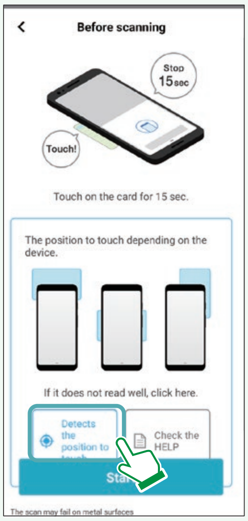
Follow the on-screen guidance, hold your smartphone over your personal identification document, and scan your IC chip. You've completed the scan successfully if a checkmark is displayed, as shown on the left.

! If your IC chip cannot be scanned

- Remove any cables, such as the power cable or headphones.
- Ensure that your smartphone is sufficiently charged.
- Do not place the IC card on top of a metal desk.
- Remove your card from its case.
- After the scanning screen opens, hold your phone still.
- Change the position of the smartphone and try again.
- Scanning may be easier if you remove your smartphone case.
- If you have a ring or grip attached to your smartphone, remove it.
- Place your smartphone on the card and wait a few seconds for the scan to complete. It may take about 15 seconds.
- Changing your smartphone settings may solve the issue.

For individuals using Android, the position where the card should be placed will vary depending on the smartphone being used.

If you are not sure where the scanning position for the IC chip is on your device, select “Detect the position to touch” follow the on-screen guidance and search for the IC chip scanning position.

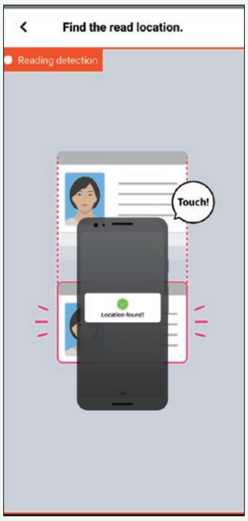

Before scanning
Stop 15 sec
Touch!
Detects the position to touch
Check the HELP
Start

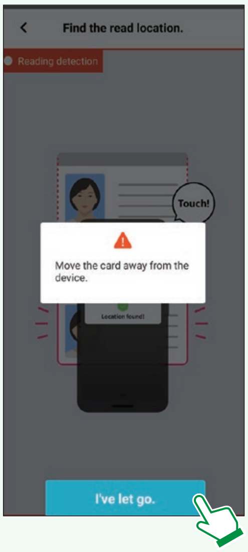
Touch on the card for 15 sec.

The position to touch depending on the device.

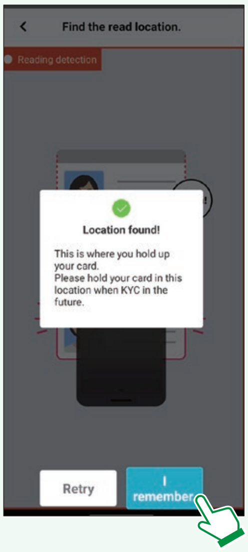
If it does not read well, click here.

The scan may fail on metal surfaces


Find the read location.
Reading detection
Touch!
Location found!


Find the read location.
Reading detection
Touch!
Location found!
I've let go.

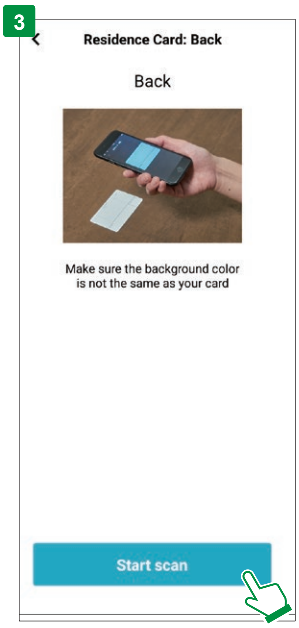
Move the card away from the device.


Find the read location.
Reading detection
Retry
I remember

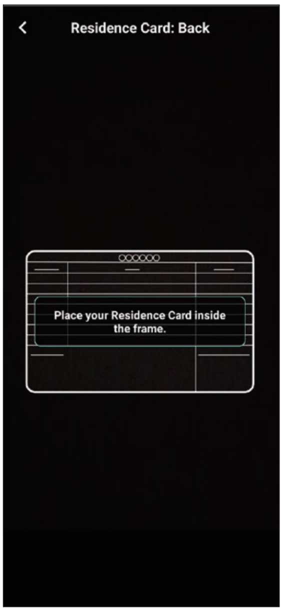
Location found!

This is where you hold up your card.
Please hold your card in this location when KYC in the future.

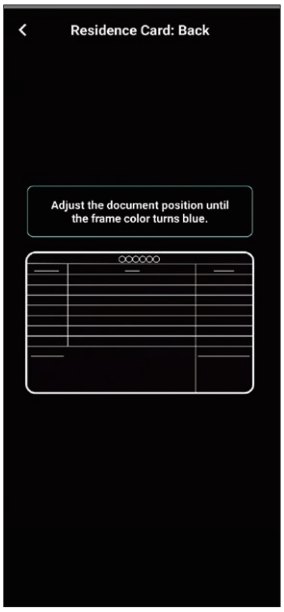
3


Residence Card: Back
Back
Start scan

Make sure the background color is not the same as your card


Residence Card: Back

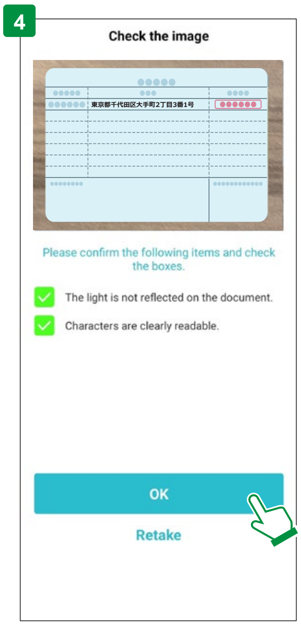
Place your Residence Card inside the frame.


Residence Card: Back

Adjust the document position until the frame color turns blue.

Follow the app’s guidance and take a picture of the “back” of your residence card.
If your residence card is in a case, remove it from the case and then take a picture.

4

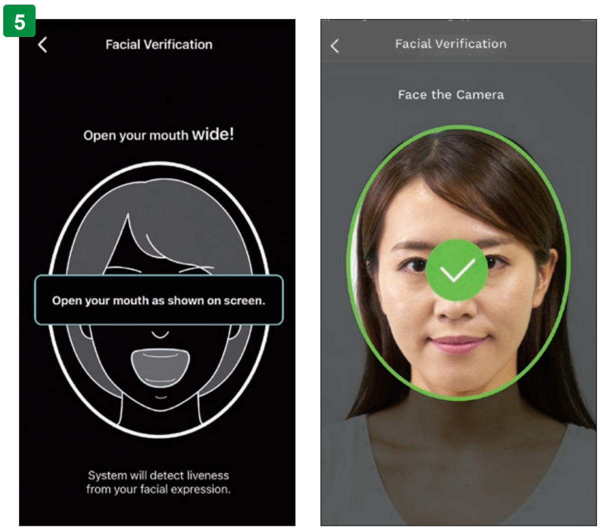

Check the image
東京都千代田区大手町2丁目3番1号
OK
Retake

Please confirm the following items and check the boxes.

☑ The light is not reflected on the document.
☑ Characters are clearly readable.

Check the picture.
If the image is fuzzy,
select “Retake”.

5


Facial Verification
Facial Verification

Open your mouth wide!

Open your mouth as shown on screen.

System will detect liveness from your facial expression.

Face the Camera

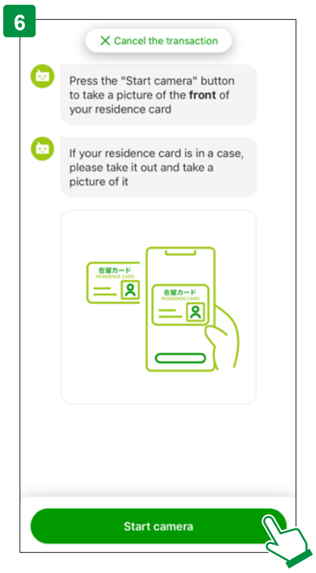
After photographing the “back” of your residence card, follow the app’s guidance and take a photo of your face. Photographing has been completed successfully if a green checkmark is displayed.

! If you aren’t able to properly photograph your face

- Find an area with good lighting.
- If there are fingerprints or dirt on your camera lens, wipe it clean with a soft cloth.
- Remove glasses, hats or masks.

If opening an account

6

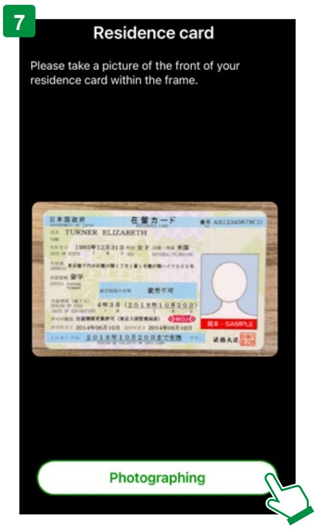

Cancel the transaction
在留カード
RESIDENCE CARD
在留カード
RESIDENCE CARD
Start camera

Press the "Start camera" button to take a picture of the **front** of your residence card

If your residence card is in a case, please take it out and take a picture of it

Start your camera and take a picture of the “front” of your residence card. If your residence card is in a case, remove it from the case and then take a picture.

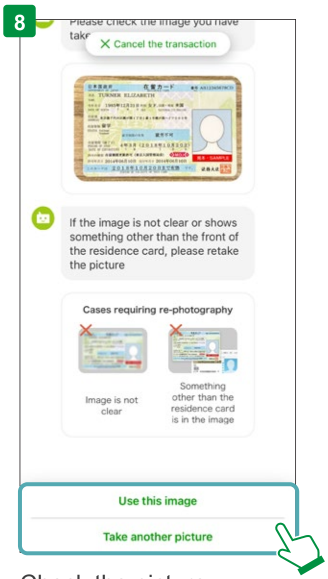
7


Residence card
Photographing

Please take a picture of the front of your residence card within the frame.

Follow the on-screen guidance to ensure the front of your residence card is within the frame.

8

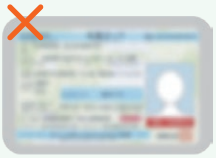

Cancel the transaction
Cases requiring re-photography
Image is not clear
Something other than the residence card is in the image
Use this image
Take another picture

Please check the image you have take

If the image is not clear or shows something other than the front of the residence card, please retake the picture

Check the picture. If the image is fuzzy or something other than the front of the residence card is in the picture, take the picture again.

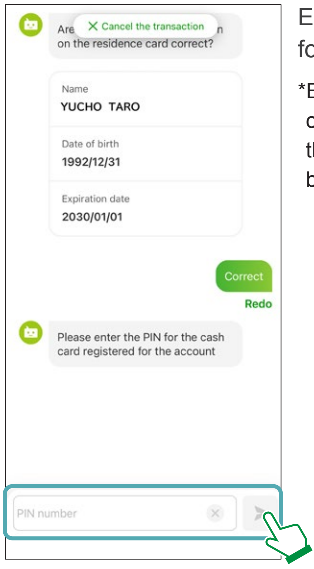
! When you need to retake the picture



The image is fuzzy

Something other than the residence card is in the photo

PIN entry



Are ✕ Cancel the transaction n
on the residence card correct?

Name
YUCHO TARO

Date of birth
1992/12/31

Expiration date
2030/01/01

Correct

Redo

Please enter the PIN for the cash card registered for the account

PIN number

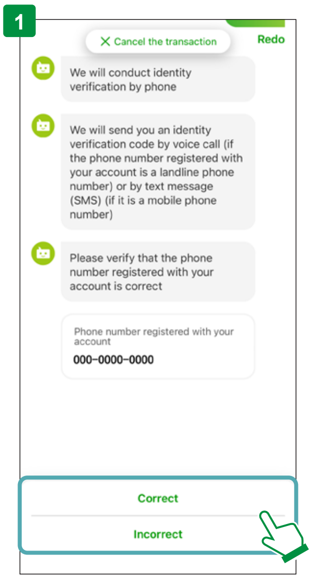
Enter the cash card PIN for your account.

*Even when reissuing a cash card for a proxy, the PIN for the person who the card belongs to must be entered.

Verification by phone

We will send you an identity verification code by voice call (if the phone number registered with your account is a landline phone number) or by text message (SMS) (if it is a mobile phone number).

1



✕ Cancel the transaction

Redo

We will conduct identity verification by phone

We will send you an identity verification code by voice call (if the phone number registered with your account is a landline phone number) or by text message (SMS) (if it is a mobile phone number)

Please verify that the phone number registered with your account is correct

Phone number registered with your account
000–0000–0000

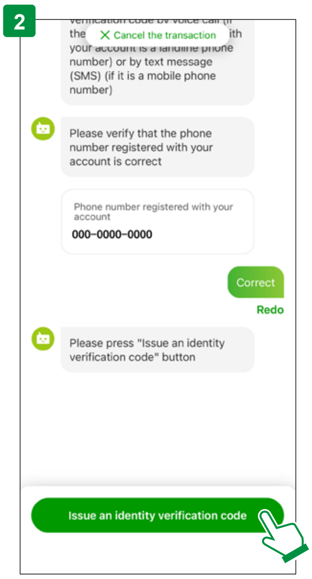
Correct

Incorrect

The phone number registered with your account will be displayed. Ensure the number is correct.

*The final three numbers are hidden.

2



the ✕ Cancel the transaction ith
your account is a landline phone number) or by text message (SMS) (if it is a mobile phone number)

Please verify that the phone number registered with your account is correct

Phone number registered with your account
000–0000–0000

Correct

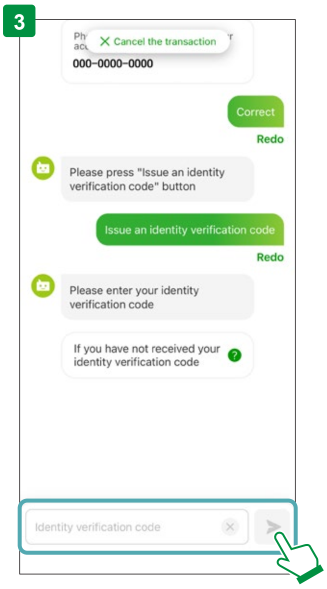
Redo

Please press "Issue an identity verification code" button

Issue an identity verification code

Select the “Issue an identity verification code” button.

3



Ph ✕ Cancel the transaction r
acc
000–0000–0000

Correct

Redo

Please press "Issue an identity verification code" button

Issue an identity verification code

Redo

Please enter your identity verification code

If you have not received your identity verification code ?

Identity verification code

Enter the identity verification code as instructed by voice or short message (SMS).

What you can do with the Yucho Tetsuzuki App

Supported languages: English, Chinese (Simplified), Vietnamese, Japanese

❶ Opening an account

Have your residence card ready when applying to open an account. The Operation Support Center will need to confirm the details of your application when opening an account. Please note that the only type of account that you can apply to open from the Yucho Tetsuzuki App is bankbook-free general account "Yucho Direct+ (Plus)", for which no bankbook is issued.

*The Operation Support Center will send the confirmation results to the e-mail address you provided in about one week.

*This app does not register a personal stamp when an account is opened. For customers who need to register their personal stamp for things such as public utility fee withdrawals, first open an account and then take your IC cash card, the stamp you wish to register, and a personal identification document with a photo (residence card, driver's license, individual number card, etc.) to the savings counter of the nearest Japan Post Bank or Post Office branch and complete the procedure for registering your stamp.

*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).

Customers who can open an account

Customers who do not have a Japan Post Bank general account

Customers over 16 years old

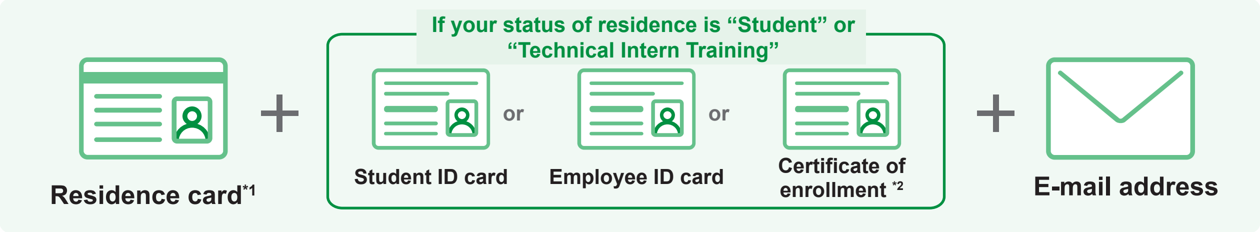
Customers living in Japan

We cannot process your request if you fall under any of the following categories:

- ·Customers who already have a general account with us
- ·Individual customers who wish to use an account for business purposes
- ·Corporate and organization (association or foundation without legal personality) customers
- ·Customers under 16 years of age
- ·Customers who are foreign nationality and do not have a residence card (special permanent residents, diplomats, etc.)
- ·Customers whose residence card has an Expiration Date of Period of Stay expiring in three months or less, or is currently in the process of being renewed
- ·Individuals who holds an important official position in a foreign government, etc. or a family member of such a person (foreign PEPs)
- ·Customers not residing in Japan
- ·Customers using the adult guardianship system
- ·Customers whose name includes Roman numerical (II, III, etc.)

What you will need for transactions

You need the smartphone you regularly use, personal identification documents (residence card, etc.), and an e-mail address.


Residence card[*1] + If your status of residence is "Student" or "Technical Intern Training" Student ID card or Employee ID card or Certificate of enrollment[*2] + E-mail address

*1 The period between the application date and the Expiration Date of Period of Stay must be longer than three months, and the address must be your current address.

*2 If you do not have a student ID card, employee ID card, or any other ID that proves you are enrolled, use the certificate of enrollment template provided on the Japan Post Bank website (ask a responsible person at your company or school to fill it in).

You can open an account with four simple steps. Open the Yucho Tetsuzuki App and let's get started.

1/4 **Step. 1** Confirmation of Important Notices

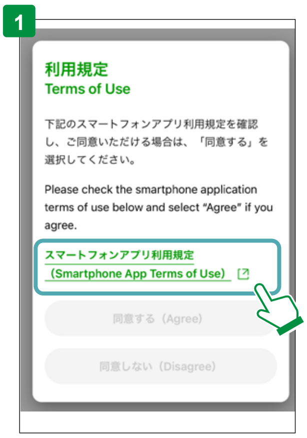
2/4 **Step. 2** Identity verification

3/4 **Step. 3** Enter required information

4/4 **Step. 4** Confirmation of transaction details

Check before submitting your requests

1



利用規定
Terms of Use

下記のスマートフォンアプリ利用規定を確認し、ご同意いただける場合は、「同意する」を選択してください。

Please check the smartphone application terms of use below and select "Agree" if you agree.

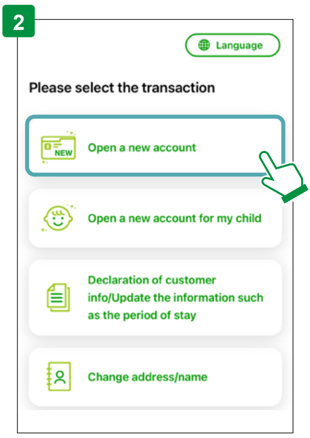
スマートフォンアプリ利用規定（Smartphone App Terms of Use）

同意する（Agree）

同意しない（Disagree）

You must agree to the usage agreement displayed after starting the app to use the app. Select the usage agreement, read it carefully, and select the "Agree" button if you agree.

2



Language

Please select the transaction

Open a new account

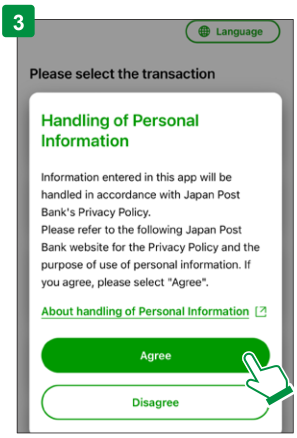
Open a new account for my child

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

Change address/name

Select "Open a new account" on the app home screen.

3



Language

Please select the transaction

Handling of Personal Information

Information entered in this app will be handled in accordance with Japan Post Bank's Privacy Policy.
Please refer to the following Japan Post Bank website for the Privacy Policy and the purpose of use of personal information. If you agree, please select "Agree".

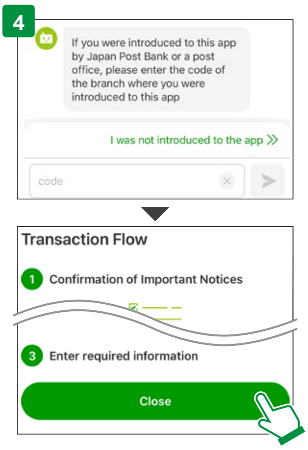
About handling of Personal Information

Agree

Disagree

Read our personal information handling policy and select the "Agree" button if you agree.

4



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

I was not introduced to the app »

code

Transaction Flow

1 Confirmation of Important Notices

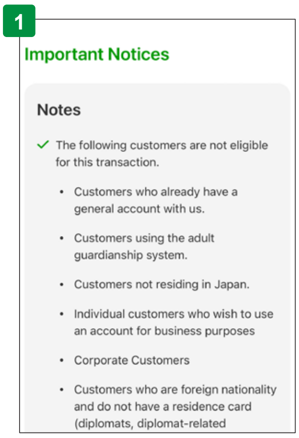
3 Enter required information

Close

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. Select the "Close" button after confirming the procedure flow.

1/4 Step. 1
Confirmation of Important Notices

1



Important Notices

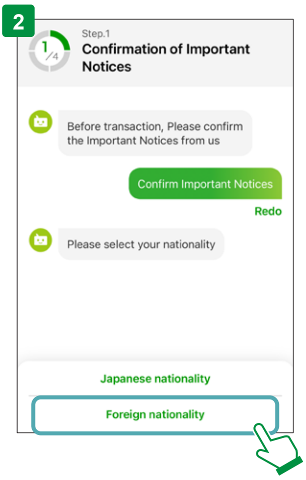
Notes

✓ The following customers are not eligible for this transaction.

- Customers who already have a general account with us.
- Customers using the adult guardianship system.
- Customers not residing in Japan.
- Individual customers who wish to use an account for business purposes
- Corporate Customers
- Customers who are foreign nationality and do not have a residence card (diplomats, diplomat-related

Open the app and check the Important Notices. Here you can find out whose request cannot be processed and the features of accounts.

2



Step.1
Confirmation of Important Notices

Before transaction, Please confirm the Important Notices from us

Confirm Important Notices

Redo

Please select your nationality

Japanese nationality

Foreign nationality

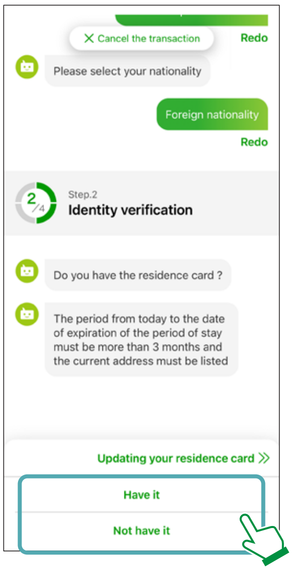
Select your nationality and go to Step. 2.

Notes

- •As a result of the screening, your request to open an account may be rejected.
- •You can apply for a JP BANK card and Yucho Debit Card after opening an account.
- •Ensure that the person on the personal identification documents is the one making the application.

2/4 Step. 2

Identity verification


Cancel the transaction
Redo
Foreign nationality
Redo
Updating your residence card
Have it
Not have it

Please select your nationality

2/4 Step.2
Identity verification

Do you have the residence card ?

The period from today to the date of expiration of the period of stay must be more than 3 months and the current address must be listed

Please select whether you have a residence card or not.

About identity verification

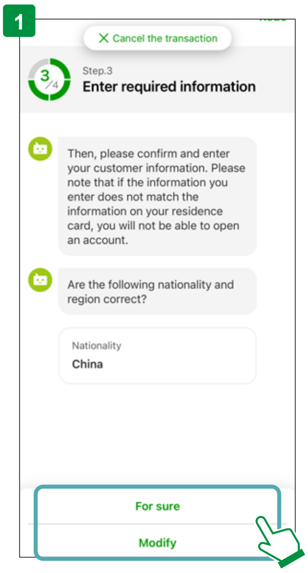
Please see pages 04 to 09, “About identity verification”, for concrete details.

Identity verification will be performed with your Residence card when opening an account.

3/4 Step. 3

Enter required information

1


Cancel the transaction
For sure
Modify

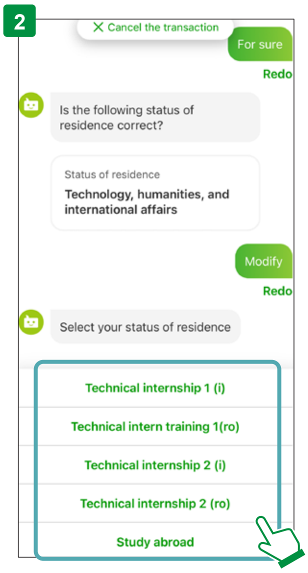
3/4 Step.3
Enter required information

Then, please confirm and enter your customer information. Please note that if the information you enter does not match the information on your residence card, you will not be able to open an account.

Are the following nationality and region correct?

Nationality
China

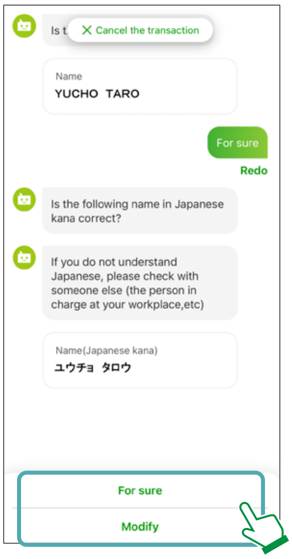
2


Cancel the transaction
For sure
Redo
Modify
Redo
Technical internship 1 (i)
Technical intern training 1(ro)
Technical internship 2 (i)
Technical internship 2 (ro)
Study abroad

Is the following status of residence correct?

Status of residence
Technology, humanities, and international affairs

Select your status of residence


Cancel the transaction
For sure
Redo
For sure
Modify

Name
YUCHO TARO

Is the following name in Japanese kana correct?

If you do not understand Japanese, please check with someone else (the person in charge at your workplace,etc)

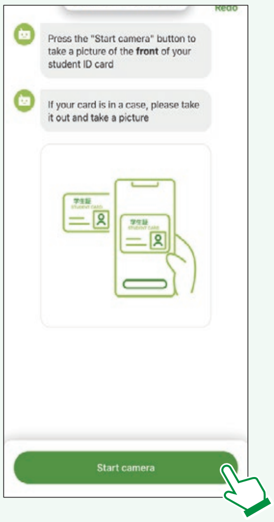
Name(Japanese kana)
ユウチョ タロウ

Follow along with the chat guidance and confirm your nationality.

Ensure there are no mistakes in your status of residency, period of stay or name.
If corrections are needed, follow the chat guidance and make corrections.
If you are not sure how your name is spelled in Japanese kana, please check it before entry.

If your status of residence is "Student" or "Technical Intern Training"

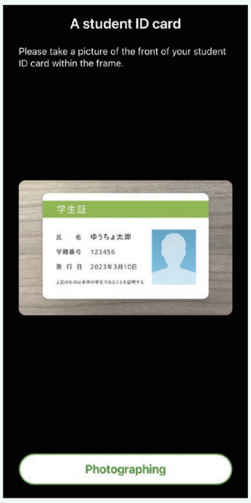
You must take a picture of your student ID card, employee ID card, or certificate of enrollment*.
Prepare the necessary documents, follow the guidance, start your camera, and take the picture.



Press the "Start camera" button to take a picture of the **front** of your student ID card

If your card is in a case, please take it out and take a picture

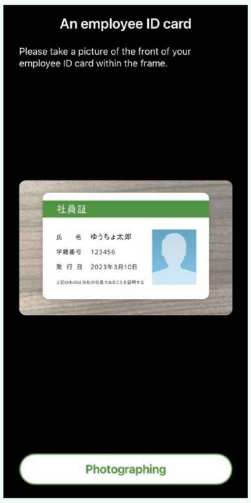
Redo
学生証
STUDENT CARD
Start camera



A student ID card

Please take a picture of the front of your student ID card within the frame.

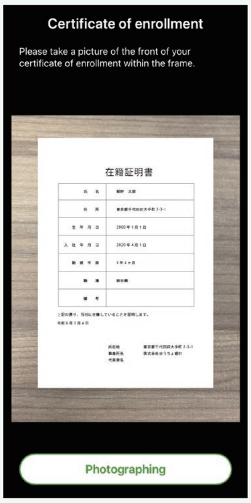
学生証
氏　名　ゆうちょ太郎
学籍番号　123456
発行日　2023年3月10日
Photographing



An employee ID card

Please take a picture of the front of your employee ID card within the frame.

社員証
氏　名　ゆうちょ太郎
学籍番号　123456
発行日　2023年3月10日
Photographing



Certificate of enrollment

Please take a picture of the front of your certificate of enrollment within the frame.

在籍証明書
Photographing

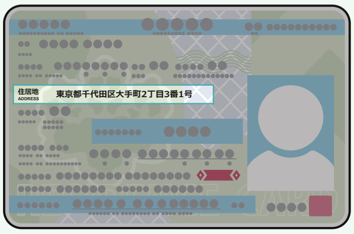
*It must list your name and the name of the company or school where you work or study, and your name must match what is on your residence card. Your resident register and individual number card notification document cannot be used to confirm the name of the company or school where you work or study, so they cannot be used as certificates of enrollment.

Points for attention concerning photographing

- Please be careful to keep things out of the background when taking a picture.
- If the Operation Support Center is unable to check the details because the picture used for the application is blurry or if it has other things in the background, you may be asked to submit the application again.

About address confirmation

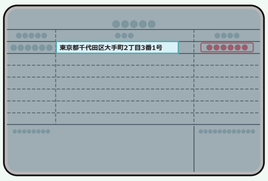
Ensure that the address listed on the front of your residence card and the address shown on the chat screen match.



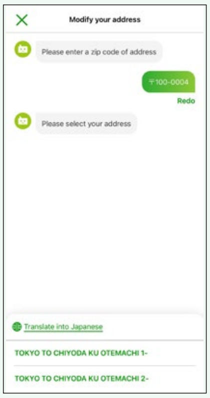
住居地
ADDRESS
東京都千代田区大手町2丁目3番1号

Points for attention when checking your address

- If you have changed your address, follow along with the chat guidance and enter your current address, which is listed on the back of your residence card.
- You can use a hyphen (-) between the street number and number and other numbers.



東京都千代田区大手町2丁目3番1号



Modify your address

Please enter a zip code of address

〒100-0004

Please select your address

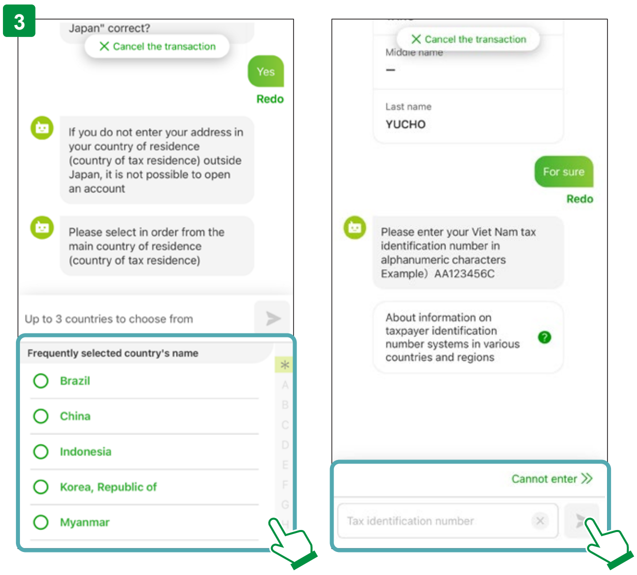
TOKYO TO CHIYODA KU OTEMACHI 1-

TOKYO TO CHIYODA KU OTEMACHI 2-

Redo
Translate into Japanese

*See the detailed guidebook for more information.

3


Cancel the transaction
Yes
Redo
Up to 3 countries to choose from
Frequently selected country's name
○ Brazil
○ China
○ Indonesia
○ Korea, Republic of
○ Myanmar
Cancel the transaction
Middle name
–
Last name
YUCHO
For sure
Redo
Cannot enter
Tax identification number

Japan" correct?

If you do not enter your address in your country of residence (country of tax residence) outside Japan, it is not possible to open an account

Please select in order from the main country of residence (country of tax residence)

Please enter your Viet Nam tax identification number in alphanumeric characters Example) AA123456C

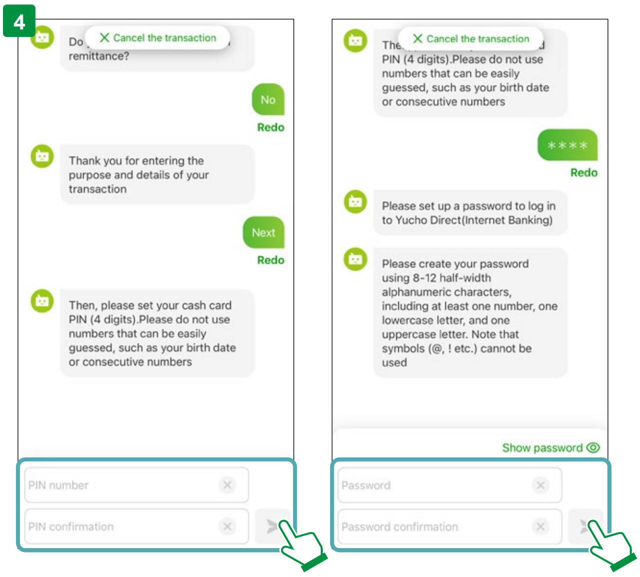
About information on taxpayer identification number systems in various countries and regions

Follow along with the chat guidance and enter your country of residence (country of tax residence), etc. Additionally, enter the purpose of use for the account after reading about verification at the time of transaction.

Notes

- The country of residence is the country of your tax address. If you are a resident of Japan, you will need to report your country of residence as “Japan”. If you have any questions, contact your nearest tax office.
- Based on the Act on Special Provisions of the Income Tax Act, we will report a portion of non-resident account information (name, address, date of birth, (country of residence, taxpayer identification number, remaining balance in account, etc.)) to the National Tax Administration Agency.
- Notifications of country of residence (country of tax residence), etc., are required by law, and you will not be able to carry out any of the transactions if you do not agree to the notification and reporting to the National Tax Administration Agency. Thank you for your understanding.
- The US Foreign Account Tax Compliance Act (FATCA) asks that we disclose information to the US Internal Revenue Service when we have confirmed information indicating that a transaction has been performed by a US citizen.

4


Cancel the transaction
No
Redo
Next
Redo
PIN number
PIN confirmation
Cancel the transaction
****
Redo
Show password
Password
Password confirmation

Do remittance?

Thank you for entering the purpose and details of your transaction

Then, please set your cash card PIN (4 digits).Please do not use numbers that can be easily guessed, such as your birth date or consecutive numbers

The PIN (4 digits).Please do not use numbers that can be easily guessed, such as your birth date or consecutive numbers

Please set up a password to log in to Yucho Direct(Internet Banking)

Please create your password using 8-12 half-width alphanumeric characters, including at least one number, one lowercase letter, and one uppercase letter. Note that symbols (@, ! etc.) cannot be used

Finally, provide the details required to use the account.

- Cash card PIN
- Yucho Direct*1 password, and maximum daily remittance / payment amount*2

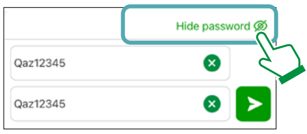
Notes

Set a Yucho Direct*1 password that meets all of the following criteria. Symbols, such as “@”, “!”, etc., cannot be used.

- Half-width alphanumeric, 8 to 12 characters
- At least one number, lowercase letter, and uppercase letter must be included.

If the above criteria are not met, you will not be able to click the confirm button.

There is a show password feature to help you type the password.


Hide password
Qaz12345
Qaz12345

*Please be careful of where you use the app or how you handle the password to ensure that your password is not revealed to other people.

---

*1 Internet banking

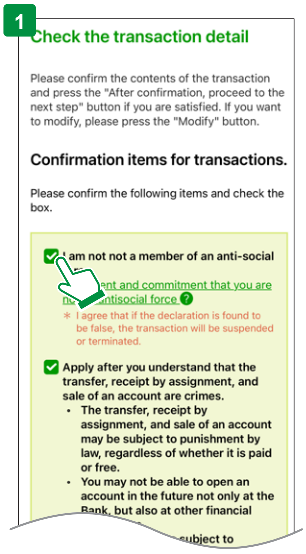
*2 The maximum cumulative amount that can be remitted or paid in a single day with Yucho Direct or the Yucho Bankbook App

4/4

Step. 4

Confirmation of transaction details

1



Check the transaction detail

Please confirm the contents of the transaction and press the "After confirmation, proceed to the next step" button if you are satisfied. If you want to modify, please press the "Modify" button.

Confirmation items for transactions.

Please confirm the following items and check the box.

☑ I am not not a member of an anti-social

ent and commitment that you are

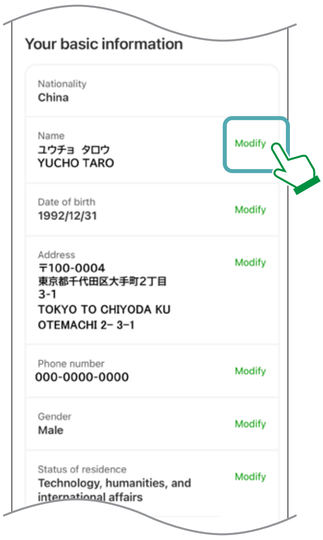
antisocial force

＊ I agree that if the declaration is found to be false, the transaction will be suspended or terminated.

☑ Apply after you understand that the transfer, receipt by assignment, and sale of an account are crimes.

- The transfer, receipt by assignment, and sale of an account may be subject to punishment by law, regardless of whether it is paid or free.
- You may not be able to open an account in the future not only at the Bank, but also at other financial

subject to



Your basic information

Nationality
China

Name
ユウチョ タロウ
YUCHO TARO

Date of birth
1992/12/31

Address
〒100-0004
東京都千代田区大手町2丁目
3-1
TOKYO TO CHIYODA KU
OTEMACHI 2– 3–1

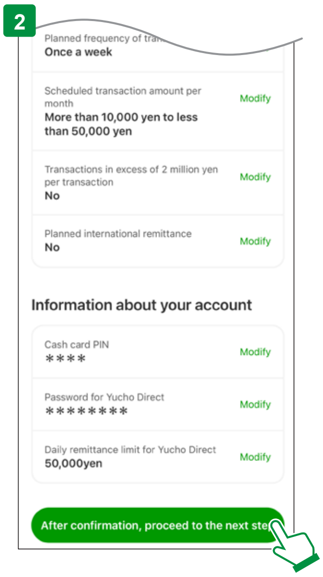
Phone number
000-0000-0000

Gender
Male

Status of residence
Technology, humanities, and international affairs

Go through the checklist and then ensure that the details you have provided are correct.
If corrections are needed, select the “Modify” button to make corrections.

2



Planned frequency of tra
Once a week

Scheduled transaction amount per month
More than 10,000 yen to less than 50,000 yen

Transactions in excess of 2 million yen per transaction
No

Planned international remittance
No

Information about your account

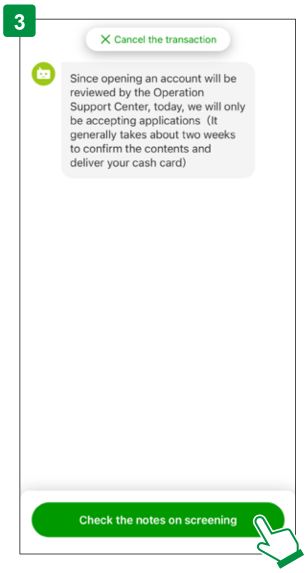
Cash card PIN
＊＊＊＊

Password for Yucho Direct
＊＊＊＊＊＊＊＊

Daily remittance limit for Yucho Direct
50,000yen

If the details you have provided are correct, select “After confirmation, proceed to the next step”.

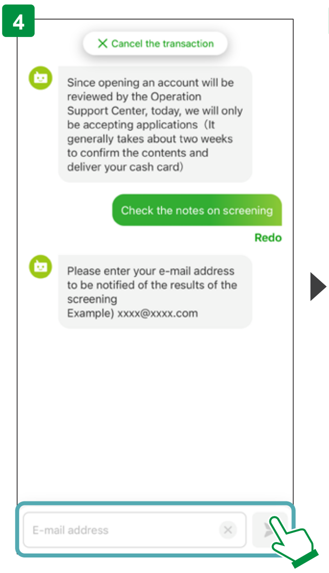
3



Since opening an account will be reviewed by the Operation Support Center, today, we will only be accepting applications（It generally takes about two weeks to confirm the contents and deliver your cash card）

The Operation Support Center will need to confirm the details of your application.
*Today, we will only be accepting applications.

4



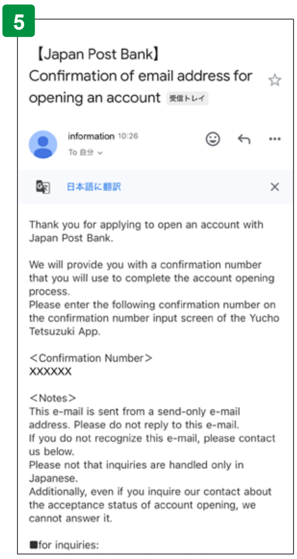
Since opening an account will be reviewed by the Operation Support Center, today, we will only be accepting applications（It generally takes about two weeks to confirm the contents and deliver your cash card）

Check the notes on screening

Please enter your e-mail address to be notified of the results of the screening
Example) xxxx@xxxx.com

Register an e-mail address so that we can send you your results of the screening.

5



【Japan Post Bank】
Confirmation of email address for opening an account 受信トレイ

information 10:26
To 自分

Thank you for applying to open an account with Japan Post Bank.

We will provide you with a confirmation number that you will use to complete the account opening process.
Please enter the following confirmation number on the confirmation number input screen of the Yucho Tetsuzuki App.

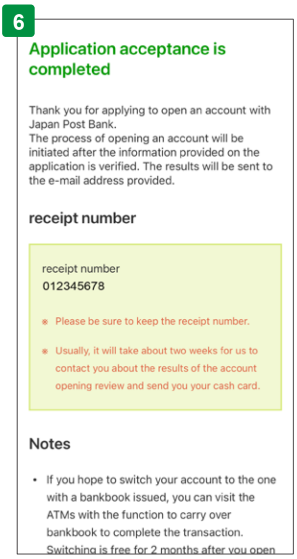
＜Confirmation Number＞
XXXXXX

＜Notes＞
This e-mail is sent from a send-only e-mail address. Please do not reply to this e-mail.
If you do not recognize this e-mail, please contact us below.
Please not that inquiries are handled only in Japanese.
Additionally, even if you inquire our contact about the acceptance status of account opening, we cannot answer it.

■for inquiries:

A confirmation number will be sent to your registered e-mail address.
Please enter it in the app.

6



Application acceptance is completed

Thank you for applying to open an account with Japan Post Bank.
The process of opening an account will be initiated after the information provided on the application is verified. The results will be sent to the e-mail address provided.

receipt number

receipt number
012345678

※ Please be sure to keep the receipt number.

※ Usually, it will take about two weeks for us to contact you about the results of the account opening review and send you your cash card.

Notes

- If you hope to switch your account to the one with a bankbook issued, you can visit the ATMs with the function to carry over bankbook to complete the transaction. Switching is free for 2 months after you open

You have submitted your application!
Ensure that you make a note of the receipt number shown on the screen.

! Notes

Email with the results of the screening

The results of the screening will be sent to the e-mail address you provided.

*It normally takes about a week to receive the results of the screening.

Cash card

If opening an account is possible as a result of the screening, your cash card will be sent to the address you registered after about a week. (Sending method: simple registered mail with no forwarding required) Please be careful, as transactions on your account may be temporarily restricted if you are not able to get the card.

*Please be aware that there may be instances in which you may not be able to open an account as a result of the screening.

Account information

We will also send documents* that have your Yucho Direct customer number along with your cash card. Use the customer number and the direct login password that you set when you opened the account to login to Yucho Direct for the first time.

*Your “customer number” and “account number” will be listed, so store them in a safe place.

Recommendations for Those Who Have Opened Accounts

The Yucho Bankbook App lets you use your smartphone to check your current balance, your incomings and outgoings, and transfer money.
You can use it right after opening an account!

For iPhone

For Android

What you can do with the Yucho Tetsuzuki App

Supported languages: English, Chinese (Simplified), Vietnamese, Japanese

❷ Declaration of customer info

You can declare your customer info (notification of the purpose of transaction etc., update the information of your residence card such as the period of stay).
Those who have had messages displayed about the purpose of their transactions at ATMs or Yucho Direct, etc., can submit these requests with this app.

Customers who can declare customer info

Individual customers who have a general account with Japan Post Bank

We cannot process your request if you fall under any of the following categories:

- Individual customers who use accounts for business purposes
- Corporate and organization (association or foundation without legal personality) customers
- Individuals who holds an important official position in a foreign government, etc. or a family member of such a person (foreign PEPs)
- Customers who do not use the cash card service

What you will need for transactions

You need the smartphone you regularly use and either of the following ❶ to ❸:
When you update the information such as the period of stay, you will need your residence card.

❶ **Yucho Authentication App Registration**

❷ **Personal identification document (Residence Card, Driver's License, or Individual Number Card)**

❸ ************

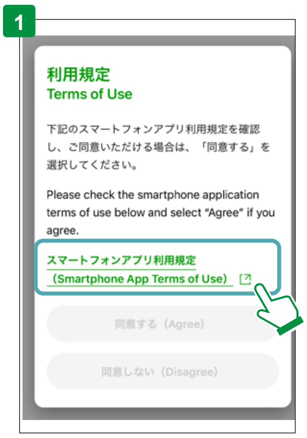
Date of birth / PIN entry

You can declare customer information with four simple steps.

1/4 **Step. 1** Confirmation of Notes ▶ 2/4 **Step. 2** Identity verification ▶ 3/4 **Step. 3** Enter required information ▶ 4/4 **Step. 4** Confirmation of transaction details

Check before submitting your requests

1


利用規定
Terms of Use

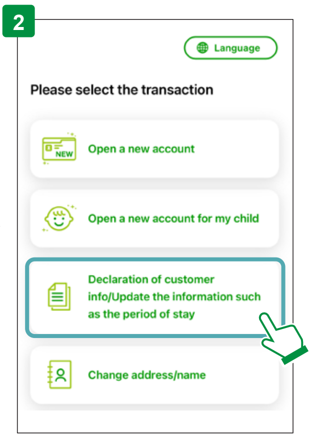
下記のスマートフォンアプリ利用規定を確認し、ご同意いただける場合は、「同意する」を選択してください。

Please check the smartphone application terms of use below and select "Agree" if you agree.

スマートフォンアプリ利用規定
(Smartphone App Terms of Use)

You must agree to the usage agreement displayed after starting the app to use the app. Select the usage agreement, read it carefully, and select the "Agree" button if you agree.

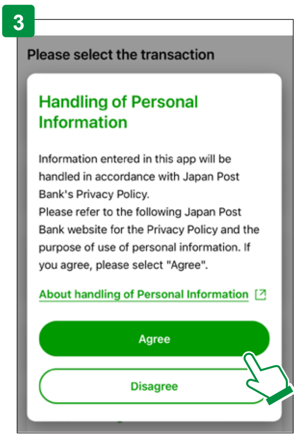
2


Please select the transaction

Language
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

Select "Declaration of customer info/Update the information such as the period of stay"on the app home screen.

3


Please select the transaction

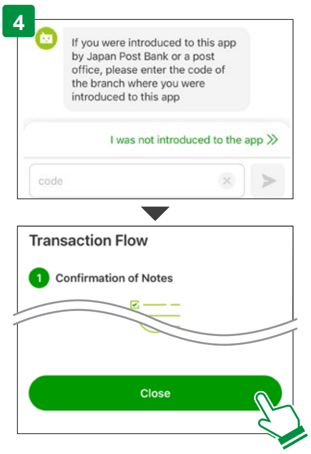
Handling of Personal Information

Information entered in this app will be handled in accordance with Japan Post Bank's Privacy Policy.
Please refer to the following Japan Post Bank website for the Privacy Policy and the purpose of use of personal information. If you agree, please select "Agree".

About handling of Personal Information

Read our personal information handling policy and select the "Agree" button if you agree.

4

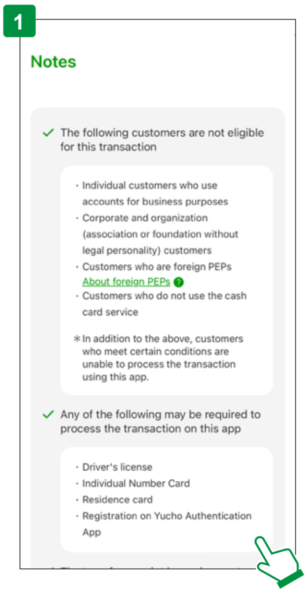

If you were introduced to this app by Japan Post Bank or a post office, please enter the code of the branch where you were introduced to this app

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. Select the "Close" button after confirming the procedure flow.

1/4 **Step. 1**

Confirmation of Notes

1


Notes

✓ The following customers are not eligible for this transaction

- Individual customers who use accounts for business purposes
- Corporate and organization (association or foundation without legal personality) customers
- Customers who are foreign PEPs
  About foreign PEPs
- Customers who do not use the cash card service

＊In addition to the above, customers who meet certain conditions are unable to process the transaction using this app.

✓ Any of the following may be required to process the transaction on this app

- Driver's license
- Individual Number Card
- Residence card
- Registration on Yucho Authentication App

Please read the notes.
Here you can find out which customers cannot have requests processed and other such information.

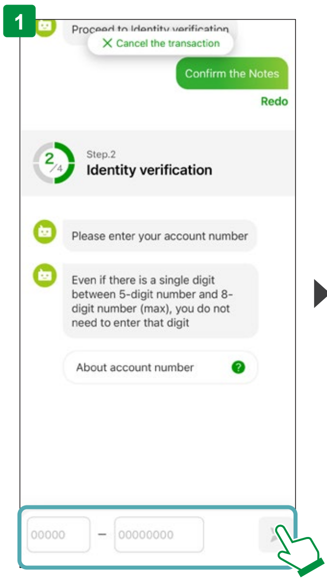
From Step. 2, guidance will vary depending on your desired transaction.

Notification of the purpose of transaction etc. Page 19
Update the information such as the period of stay Page 21

Notification of the purpose of transaction etc.

2/4 Step. 2
Identity verification

1


Cancel the transaction
Confirm the Notes
Redo
2/4
00000 – 00000000

Proceed to Identity verification

Step.2
Identity verification

Please enter your account number

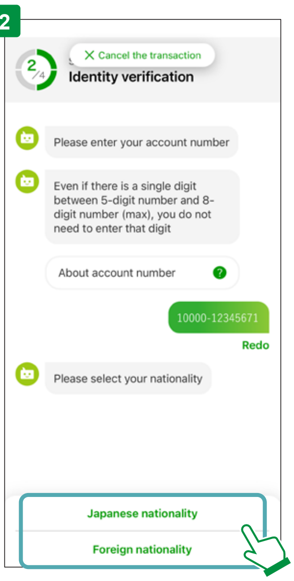
Even if there is a single digit between 5-digit number and 8-digit number (max), you do not need to enter that digit

About account number ?

Please enter your account number.

*See the FAQ on page 34 regarding your account number.

2


Cancel the transaction
2/4
Redo
Japanese nationality
Foreign nationality

Identity verification

Please enter your account number

Even if there is a single digit between 5-digit number and 8-digit number (max), you do not need to enter that digit

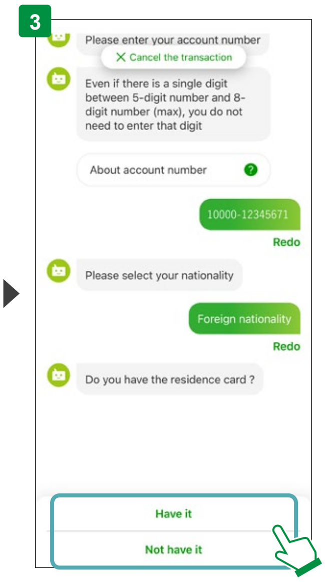
About account number ?

10000-12345671

Please select your nationality

Please select your nationality.

3


Cancel the transaction
Redo
Redo
Have it
Not have it

Please enter your account number

Even if there is a single digit between 5-digit number and 8-digit number (max), you do not need to enter that digit

About account number ?

10000-12345671

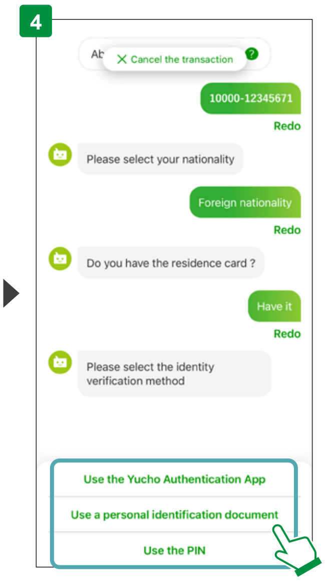
Please select your nationality

Foreign nationality

Do you have the residence card ?

Please select whether you have a residence card or not.

4


Cancel the transaction
Redo
Redo
Redo
Use the Yucho Authentication App
Use a personal identification document
Use the PIN

10000-12345671

Please select your nationality

Foreign nationality

Do you have the residence card ?

Have it

Please select the identity verification method

Please select your personal identification document for the transaction.

About identity verification

Please see pages 04 to 09, “About identity verification”, for concrete details.

One of the following ❶ ~ ❸ will be required for identity verification to notify about transaction purposes, etc.

❶ **Yucho Authentication App**

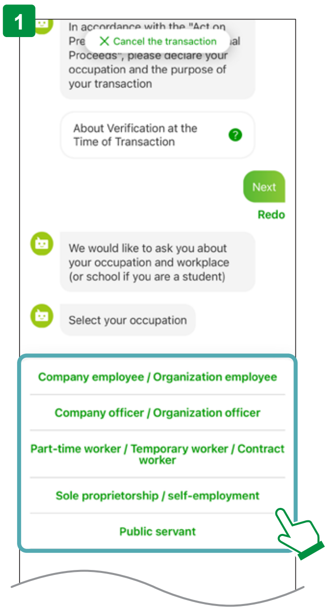
❷ **Personal identification document** (either **Residence card** **Driver’s license** or **Individual number card**)

❸ **Enter the date of birth / PIN**

Once you have finished identity verification, go to 3/4 **Step. 3** **Enter required information** ▶

3/4

Step. 3
Enter required information



1

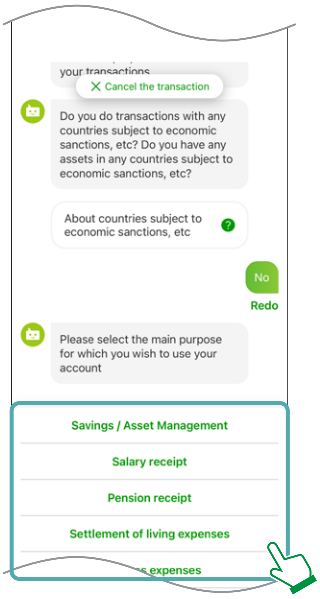
In accordance with the "Act on Pre[illegible]al Proceeds", please declare your occupation and the purpose of your transaction

✕ Cancel the transaction
About Verification at the Time of Transaction ?
Next
Redo

We would like to ask you about your occupation and workplace (or school if you are a student)

Select your occupation

Company employee / Organization employee
Company officer / Organization officer
Part-time worker / Temporary worker / Contract worker
Sole proprietorship / self-employment
Public servant



your transactions

✕ Cancel the transaction

Do you do transactions with any countries subject to economic sanctions, etc? Do you have any assets in any countries subject to economic sanctions, etc?

About countries subject to economic sanctions, etc ?
No
Redo

Please select the main purpose for which you wish to use your account

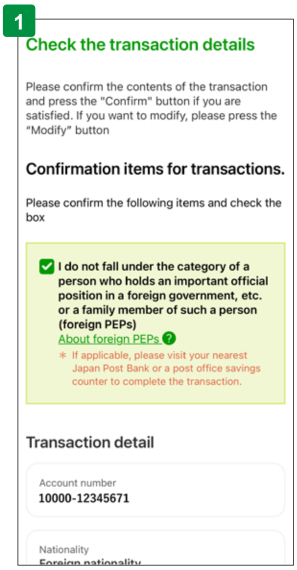
Savings / Asset Management
Salary receipt
Pension receipt
Settlement of living expenses
expenses

Follow the chat guidance and enter your occupation and the primary purpose of use for the account after confirming the verification at the time of transaction.

*If you wish to use the application in a language other than Japanese, be sure to fill in the "Free Fields" in Japanese.

4/4

Step. 4
Confirmation of transaction details



1

Check the transaction details

Please confirm the contents of the transaction and press the "Confirm" button if you are satisfied. If you want to modify, please press the "Modify" button

Confirmation items for transactions.

Please confirm the following items and check the box

☑ **I do not fall under the category of a person who holds an important official position in a foreign government, etc. or a family member of such a person (foreign PEPs)**

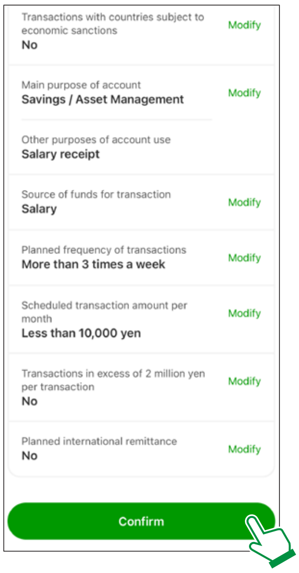
About foreign PEPs ?

＊ If applicable, please visit your nearest Japan Post Bank or a post office savings counter to complete the transaction.

Transaction detail

Account number
10000-12345671

Nationality
Foreign nationality



Transactions with countries subject to economic sanctions
No

Main purpose of account
Savings / Asset Management

Other purposes of account use
Salary receipt

Source of funds for transaction
Salary

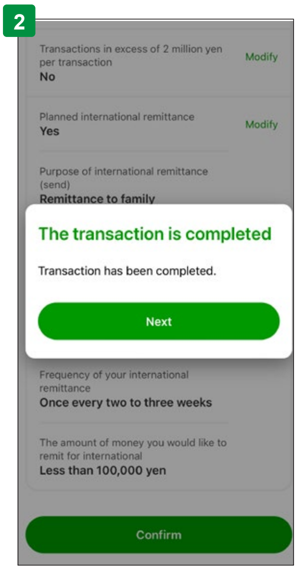
Planned frequency of transactions
More than 3 times a week

Scheduled transaction amount per month
Less than 10,000 yen

Transactions in excess of 2 million yen per transaction
No

Planned international remittance
No

Modify
Confirm



2

Transactions in excess of 2 million yen per transaction
No

Planned international remittance
Yes

Purpose of international remittance (send)
Remittance to family

The transaction is completed

Transaction has been completed.

Frequency of your international remittance
Once every two to three weeks

The amount of money you would like to remit for international
Less than 100,000 yen

Modify
Next
Confirm

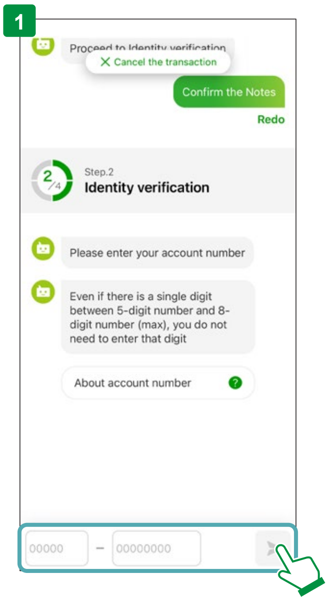
Go through the checklist and then ensure that the details you have provided are correct.
If corrections are needed, select the "Modify" button to make corrections.
If the details you have provided are correct, select "Confirm".

Procedure complete!

*If "Notice for you" is displayed, follow the guidance and complete the procedure.

Update the information such as the period of stay

2/4 Step. 2
Identity verification


1

Proceed to Identity verification

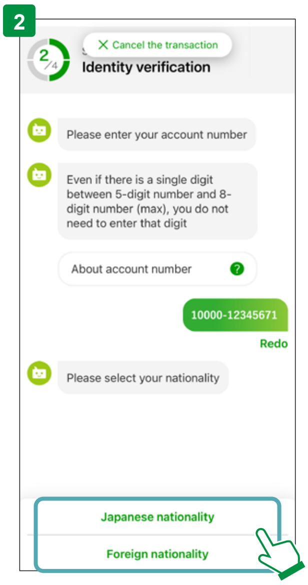
Please enter your account number

Even if there is a single digit between 5-digit number and 8-digit number (max), you do not need to enter that digit

Cancel the transaction
Confirm the Notes
Redo
Step.2
Identity verification
About account number
00000
00000000

Please enter your account number.

*See the FAQ on page 34 regarding your account number.


2

Please enter your account number

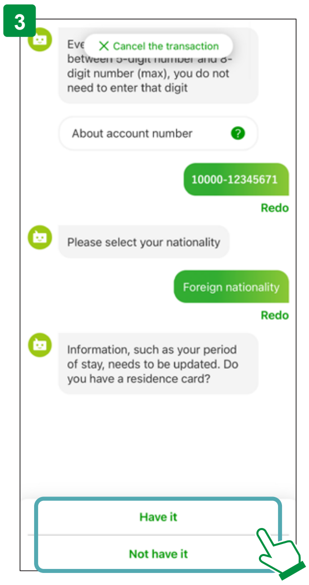
Even if there is a single digit between 5-digit number and 8-digit number (max), you do not need to enter that digit

10000-12345671

Please select your nationality

Cancel the transaction
Identity verification
About account number
Redo
Japanese nationality
Foreign nationality

Please select your nationality.


3

Eve… between 5-digit number and 8-digit number (max), you do not need to enter that digit

10000-12345671

Please select your nationality

Foreign nationality

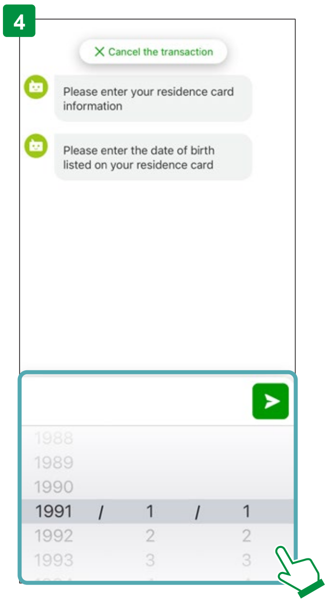
Information, such as your period of stay, needs to be updated. Do you have a residence card?

Cancel the transaction
About account number
Redo
Redo
Have it
Not have it

Please select whether you have a residence card or not.

About identity verification

Please see pages 04 to 09, "About identity verification", for concrete details. Identity verification will be performed with your Residence card when updating the information such as the period of stay.


4

Please enter your residence card information

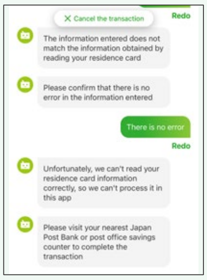
Please enter the date of birth listed on your residence card

1988		
1989		
1990		
1991 /	1 /	1
1992	2	2
1993	3	3

Cancel the transaction

See the notes on updating the information such as the period of stay and input your residence card information.

! If the information on your residence card was not correctly scanned


The information entered does not match the information obtained by reading your residence card

Please confirm that there is no error in the information entered

There is no error

Unfortunately, we can't read your residence card information correctly, so we can't process it in this app

Please visit your nearest Japan Post Bank or post office savings counter to complete the transaction

Cancel the transaction
Redo
Redo

If the information scanned from your residence card does not match the information you entered, the app cannot process your request.
Please visit your nearest Japan Post Bank or post office savings counter to complete the transaction.

When updating the information such as the period of stay, we also ask that you provide notification of the purpose of transaction etc.

Go to page 20

3/4 Step. 3 Enter required information **confirm and proceed** ▶

What you can do with the Yucho Tetsuzuki App

Supported languages: English, Japanese

❸ Change address

You can change your address.
In this app, you can only carry out transactions for ordinary accounts and saving accounts.

Customers who can change their address

Individual customers who have a general account with Japan Post Bank

You cannot undertake this transaction if:

- Individual customers who use accounts for business purposes
- Corporate and organization (association or foundation without legal personality) customers
- Customers using the adult guardianship system
- Customers who do not use the cash card service

What you will need for transactions

You only need the smartphone you regularly use and personal identification documents (residence card). Please have your residence card ready to use as your personal identification document.

Residence card[*1]

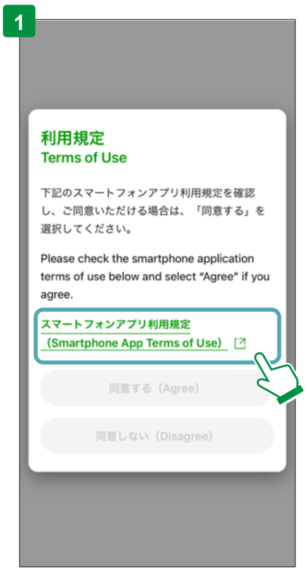
*Special permanent residents can go through this transaction with a personal identification document (driver's license or individual number card) or the Yucho Authentication App.

[*1] Residence cards without a photo are not accepted.

You can change the address with three simple steps.

1/3 **Step. 1** Confirmation of Notes ▶ 2/3 **Step. 2** Identity verification ▶ 3/3 **Step. 3** Entering new address

Check before submitting your requests


1

利用規定
Terms of Use

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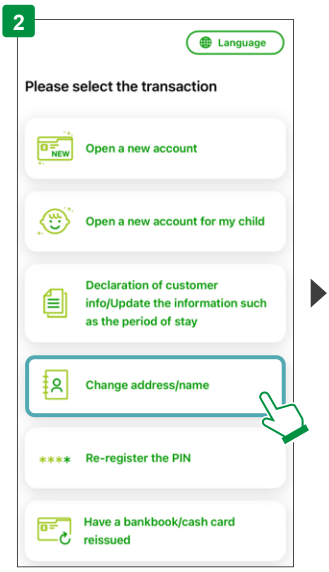
Please check the smartphone application terms of use below and select "Agree" if you agree.

スマートフォンアプリ利用規定
(Smartphone App Terms of Use)

同意する（Agree）
同意しない（Disagree）

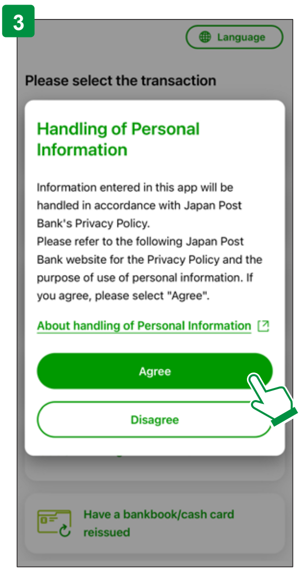
You must agree to the usage agreement displayed after starting the app to use the app. Select the usage agreement, read it carefully, and select the "Agree" button if you agree.


2

Please select the transaction

Language
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

Select "Change address/name" on the app home screen.


3

Please select the transaction

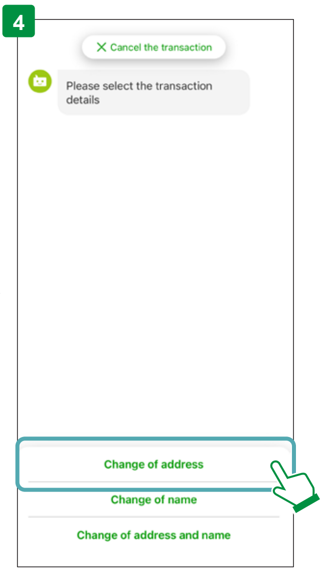
Handling of Personal Information

Information entered in this app will be handled in accordance with Japan Post Bank's Privacy Policy.
Please refer to the following Japan Post Bank website for the Privacy Policy and the purpose of use of personal information. If you agree, please select "Agree".

About handling of Personal Information

Language
Agree
Disagree
Have a bankbook/cash card reissued

Read our personal information handling policy and select the "Agree" button if you agree.


4

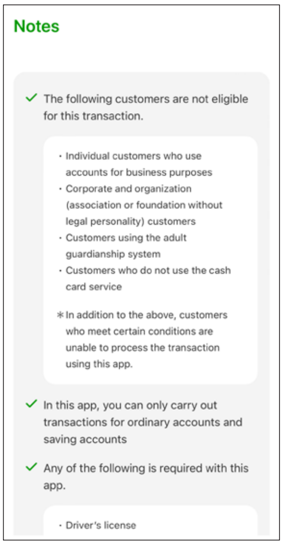
Please select the transaction details

Cancel the transaction
Change of address
Change of name
Change of address and name

Please select "Change of address".

*If you are a foreign national, you cannot change your name with this app.

1/3 Step. 1 Confirmation of Notes


Notes

✓ The following customers are not eligible for this transaction.

- Individual customers who use accounts for business purposes
- Corporate and organization (association or foundation without legal personality) customers
- Customers using the adult guardianship system
- Customers who do not use the cash card service

＊In addition to the above, customers who meet certain conditions are unable to process the transaction using this app.

✓ In this app, you can only carry out transactions for ordinary accounts and saving accounts

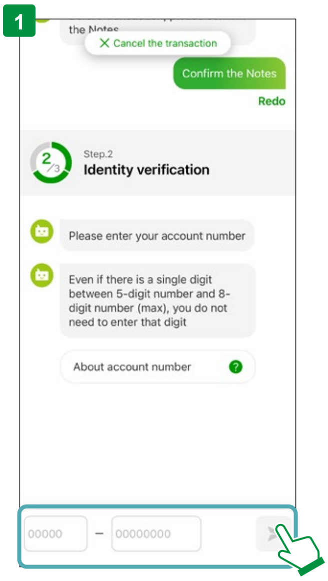
✓ Any of the following is required with this app.

- Driver's license

Please read the notes. Here you can find out which customers cannot have requests processed, what you need, and other such information.

Step. 2
Identity verification

1


Cancel the transaction
Confirm the Notes
Redo
About account number
00000
00000000

Step.2 Identity verification

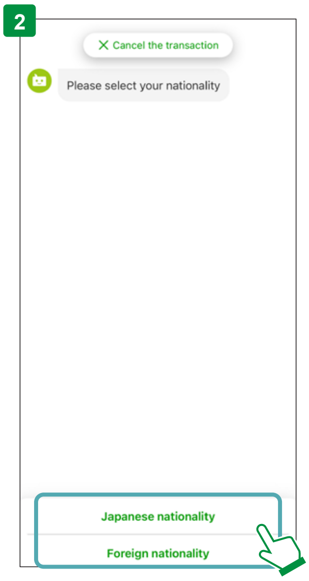
Please enter your account number

Even if there is a single digit between 5-digit number and 8-digit number (max), you do not need to enter that digit

Please follow the chat guidance and enter your account number.

*See the FAQ on page 34 regarding your account number.

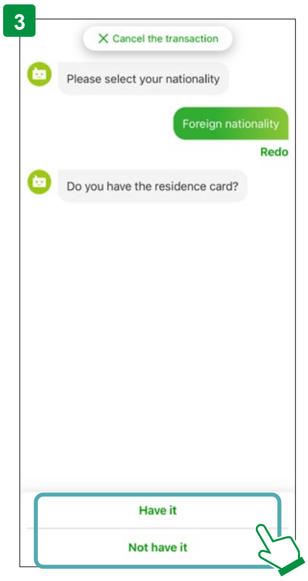
2


Cancel the transaction
Japanese nationality
Foreign nationality

Please select your nationality

Please select your nationality.

3


Cancel the transaction
Foreign nationality
Redo
Have it
Not have it

Please select your nationality

Do you have the residence card?

Please select whether you have a residence card or not.

*Foreign nationals (excluding special permanent residents) will only need their residence card.

About identity verification

Please see pages 04 to 09, “About identity verification”, for concrete details.
For address changes, your identity will be confirmed with Residence card , the PIN entry, and authentication by phone.

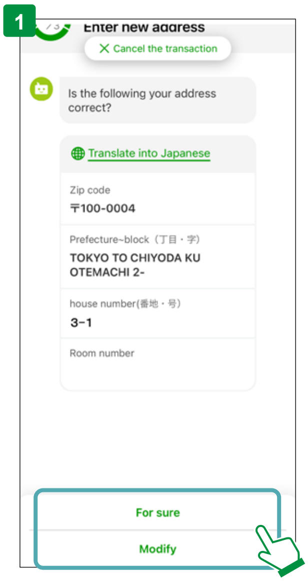
Once you have finished identity verification, go to Step. 3 Enter new address

3/3

Step. 3

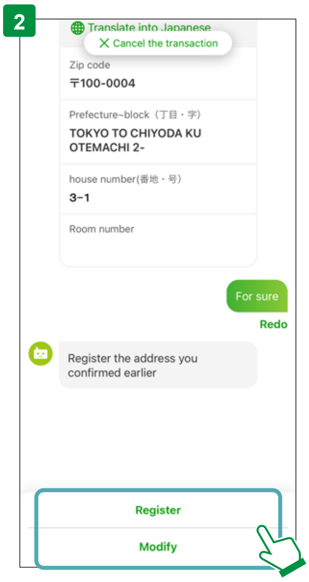
Entering new address

1


Enter new address
Cancel the transaction
Is the following your address correct?
Translate into Japanese
Zip code
〒100-0004
Prefecture~block（丁目・字）
TOKYO TO CHIYODA KU OTEMACHI 2-
house number(番地・号)
3-1
Room number
For sure
Modify

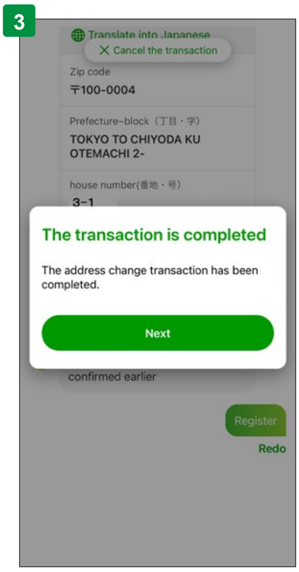
Check the displayed address, and if corrections are needed, select the “Modify” button to make corrections.

2


Translate into Japanese
Cancel the transaction
Zip code
〒100-0004
Prefecture~block（丁目・字）
TOKYO TO CHIYODA KU OTEMACHI 2-
house number(番地・号)
3-1
Room number
For sure
Redo
Register the address you confirmed earlier
Register
Modify

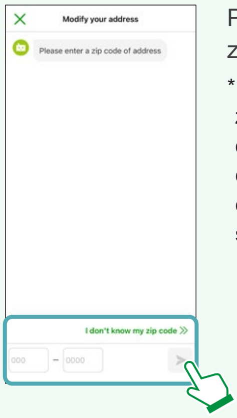
If the details you have provided are correct, select “Register”.

3


Translate into Japanese
Cancel the transaction
Zip code
〒100-0004
Prefecture~block（丁目・字）
TOKYO TO CHIYODA KU OTEMACHI 2-
house number(番地・号)
3-1
The transaction is completed
The address change transaction has been completed.
Next
confirmed earlier
Register
Redo

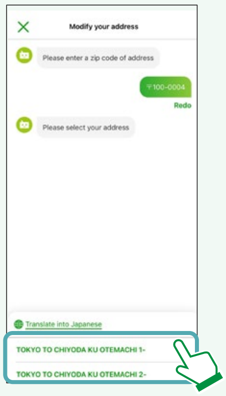
Transaction complete!
*If “Notice for you” is displayed, follow the guidance and complete the procedure.

! If your address is not scanned correctly

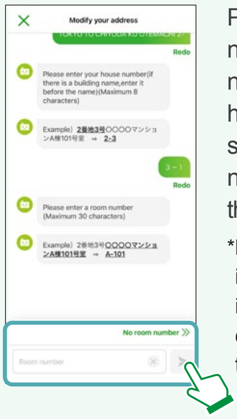

Modify your address
Please enter a zip code of address
I don't know my zip code »
000 – 0000

Please enter your zip code.

*If you don’t know your zip code, select “I don’t know my zip code”, then follow the chat guidance and select your address.


Modify your address
Please enter a zip code of address
〒100-0004
Redo
Please select your address
Translate into Japanese
TOKYO TO CHIYODA KU OTEMACHI 1-
TOKYO TO CHIYODA KU OTEMACHI 2-

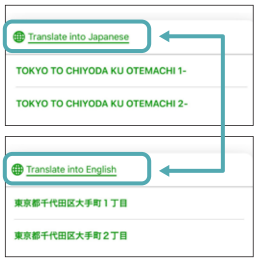
Please select the prefecture and block that correspond to your zip code from those displayed.


Modify your address
TOKYO TO CHIYODA KU OTEMACHI 2-
Redo
Please enter your house number(if there is a building name,enter it before the name)(Maximum 8 characters)
Example）2番地3号○○○○マンションA棟101号室 ⇒ 2-3
3－1
Redo
Please enter a room number (Maximum 30 characters)
Example）2番地3号○○○○マンションA棟101号室 ⇒ A-101
No room number »
Room number

Please enter your house number and room number. If you do not have a room number, select “No room number” and proceed to the next screen.

*If mailed items need to indicate a building name in order to be delivered correctly, please enter the building name.

? Select “Translate into Japanese” to convert the prefecture and block into Japanese.


Translate into Japanese
TOKYO TO CHIYODA KU OTEMACHI 1-
TOKYO TO CHIYODA KU OTEMACHI 2-
Translate into English
東京都千代田区大手町１丁目
東京都千代田区大手町２丁目

What you can do with the Yucho Tetsuzuki App

Supported languages: English, Japanese

❹ Reset your PIN

You can also unlock your cash card, meaning after registering your new PIN, you can go through procedures immediately with your new PIN.

Customers who can reset their PIN

Individual customers who have a general account with Japan Post Bank

We cannot process your request if you fall under any of the following categories:

- Individual customers who use accounts for business purposes
- Corporate and organization (association or foundation without legal personality) customers
- Customers who do not use the cash card service
- Customers using the adult guardianship system
- Customers whose cash card transactions have been stopped due to loss or theft

What you will need for transactions

You need the smartphone you regularly use and either (❶ or ❷) of the following.

❶

ゆうちょ認証

Yucho Authentication App Registration

❷

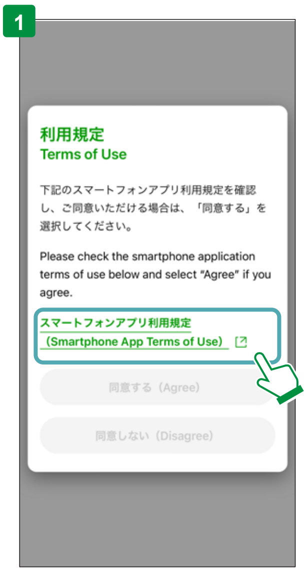
Personal identification document (Residence Card, Driver's License, or Individual Number Card)

You can reset your PIN in three simple steps.

1/3 **Step. 1** Confirmation of Notes ▶ 2/3 **Step. 2** Identity verification ▶ 3/3 **Step. 3** Entering a new PIN

Check before submitting your requests

1



利用規定
Terms of Use

下記のスマートフォンアプリ利用規定を確認し、ご同意いただける場合は、「同意する」を選択してください。

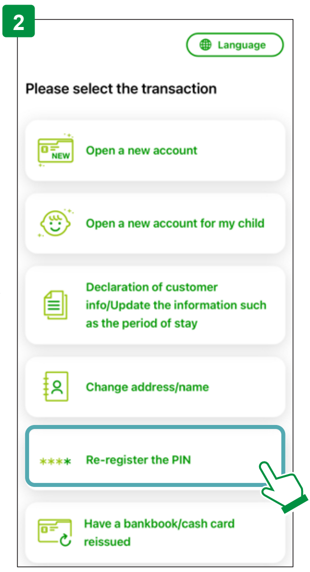
Please check the smartphone application terms of use below and select "Agree" if you agree.

スマートフォンアプリ利用規定（Smartphone App Terms of Use）

同意する（Agree）
同意しない（Disagree）

You must agree to the usage agreement displayed after starting the app to use the app. Select the usage agreement, read it carefully, and select the “Agree” button if you agree.

2

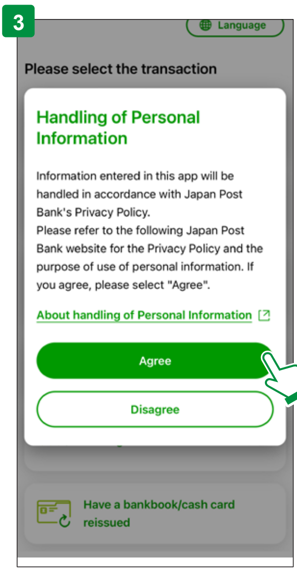


Please select the transaction

Language
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

Select “Re-register the PIN” on the app home screen.

3



Please select the transaction

Handling of Personal Information

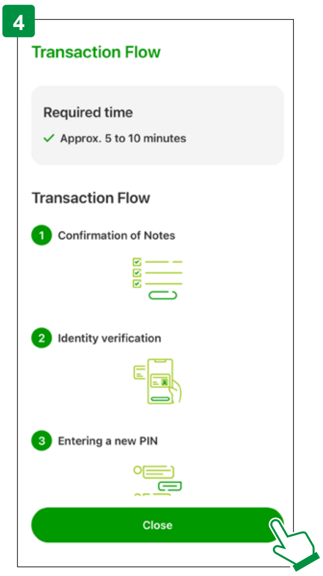
Information entered in this app will be handled in accordance with Japan Post Bank's Privacy Policy.
Please refer to the following Japan Post Bank website for the Privacy Policy and the purpose of use of personal information. If you agree, please select "Agree".

About handling of Personal Information

Language
Agree
Disagree
Have a bankbook/cash card reissued

Read our personal information handling policy and select the “Agree” button if you agree.

4



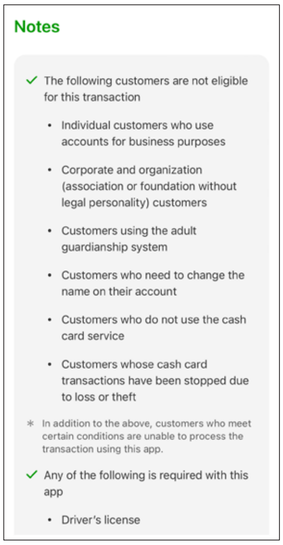
Transaction Flow

Required time
✓ Approx. 5 to 10 minutes

Transaction Flow
1 Confirmation of Notes
2 Identity verification
3 Entering a new PIN

Select the “Close” button after confirming the procedure flow.

1/3 Step. 1
Confirmation of Notes



Notes

✓ The following customers are not eligible for this transaction

- Individual customers who use accounts for business purposes
- Corporate and organization (association or foundation without legal personality) customers
- Customers using the adult guardianship system
- Customers who need to change the name on their account
- Customers who do not use the cash card service
- Customers whose cash card transactions have been stopped due to loss or theft

＊ In addition to the above, customers who meet certain conditions are unable to process the transaction using this app.

✓ Any of the following is required with this app

- Driver's license

Please read the notes. Here you can find out which customers cannot have requests processed, which documents you need, and other such information.

Notes
(regarding the PIN for your bankbook)

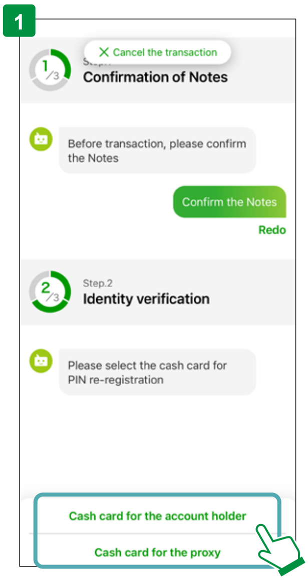
If you have entered an incorrect PIN more than the permitted number of times, resulting in a lock being placed on your bankbook, it will not be automatically unlocked even after registering a new PIN. To unlock it, you will need to visit your nearest Japan Post Bank or post office savings counter.

2/3

Step. 2

Identity verification

1


Cancel the transaction
1/3
Confirm the Notes
Redo
2/3
Cash card for the account holder
Cash card for the proxy

Step.1 Confirmation of Notes

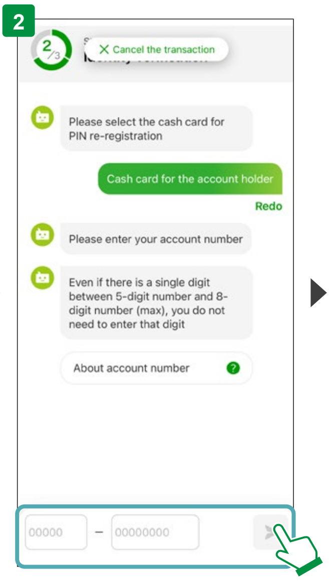
Before transaction, please confirm the Notes

Step.2 Identity verification

Please select the cash card for PIN re-registration

Select the type of cash card you wish to reregister the PIN for.

2


2/3
Cancel the transaction
Cash card for the account holder
Redo
About account number
00000
–
00000000

Please select the cash card for PIN re-registration

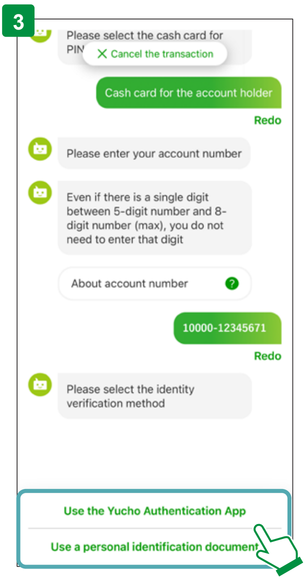
Please enter your account number

Even if there is a single digit between 5-digit number and 8-digit number (max), you do not need to enter that digit

Please enter your account number.

*See the FAQ on page 34 regarding your account number.

3


Cancel the transaction
Cash card for the account holder
Redo
About account number
10000-12345671
Redo
Use the Yucho Authentication App
Use a personal identification document

Please select the cash card for PIN

Please enter your account number

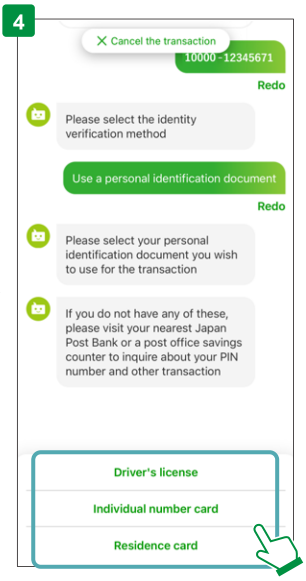
Even if there is a single digit between 5-digit number and 8-digit number (max), you do not need to enter that digit

Please select the identity verification method

Please select your personal identification document for the transaction.

*This screenshot is for the Yucho Authentication App.

4


Cancel the transaction
10000-12345671
Redo
Use a personal identification document
Redo
Driver's license
Individual number card
Residence card

Please select the identity verification method

Please select your personal identification document you wish to use for the transaction

If you do not have any of these, please visit your nearest Japan Post Bank or a post office savings counter to inquire about your PIN number and other transaction

If you selected “Use a personal identification document”, select the personal identification document you wish to use and scan it with the app.

About identity verification

Please see pages 04 to 09, “About identity verification”, for concrete details.

Confirm your identity with either ❶ or ❷ below to reset your PIN.

❶ Yucho Authentication App

❷ Personal identification document (either Residence card Driver’s license or Individual number card)

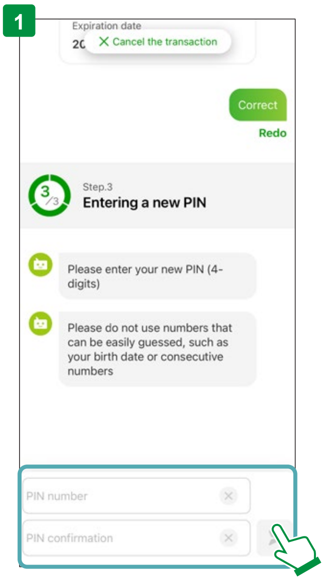
Once you have finished identity verification, go to 3/3 **Step. 3 Entering a new PIN** ▶

3/3

Step. 3

Entering a new PIN

1


Expiration date
20
Cancel the transaction
Correct
Redo
3/3
Step.3
Entering a new PIN
PIN number
PIN confirmation

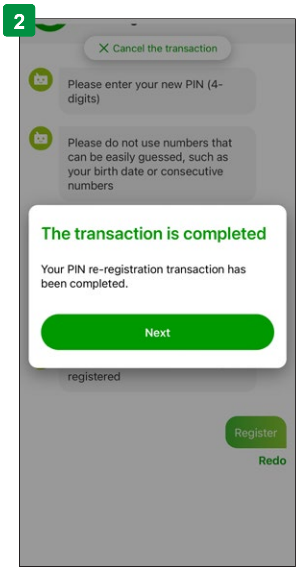
Please enter your new PIN (4-digits)

Please do not use numbers that can be easily guessed, such as your birth date or consecutive numbers

Enter a new 4-digit PIN to register.

*You cannot use numbers that are easy to guess, such as your date of birth or consecutive numbers.

2


Cancel the transaction
Next
registered
Register
Redo

Please enter your new PIN (4-digits)

Please do not use numbers that can be easily guessed, such as your birth date or consecutive numbers

The transaction is completed

Your PIN re-registration transaction has been completed.

Transaction complete! Please be careful with your PIN.

*If “Notice for you” is displayed, follow the guidance and complete the procedure.

What you can do with the Yucho Tetsuzuki App

Supported languages: English, Japanese

❺ Have a bankbook/cash card reissued

You can apply to have your bankbook or card reissued if you lose it or need to have it reissued for one reason or another. This feature is available for ordinary accounts and savings accounts. You can also apply to switch your cash card from a magnetic cash card to an IC card.

*The Operation Support Center will need to confirm the details of your application. If there are any problems with the information you have provided in your application, you will be contacted via the e-mail address you provided.

*Prescribed fees will be charged depending on the reason for requesting reissuance (these will be collected from your account between your application and the reissuing).

*The new bankbook or cash card will be delivered by mail to the address registered for the account. Therefore, if your registered address is not up to date, please change your address using the app before applying for reissue. (See page 22)

⚠ **Request for notification of lost/stolen card or bankbook**

If you wish to have a lost or stolen card reissued, please first contact us using the contact details below.

Contact (available 24/7)
Card loss center: 0120-794-889 (toll free)
From overseas: 045-279-6201 (call charges apply)

Customer who can get their bankbook/cash card reissued

Individual customers who have a general account with Japan Post Bank

⚠ **You cannot undertake this transaction if:**

- Individual customers who use accounts for business purposes
- Corporate and organization (association or foundation without legal personality) customers
- Customers using the adult guardianship system
- Customers who use the braille service
- Customers who do not have an e-mail address
- Customers who do not use the cash card service

What you will need for transactions

You need the smartphone you regularly use, personal identification documents (residence card, etc.), and an e-mail address.

❶ **Yucho Authentication App Registration**

❷ **Personal identification document (Residence card, driver's license, or individual number card)**

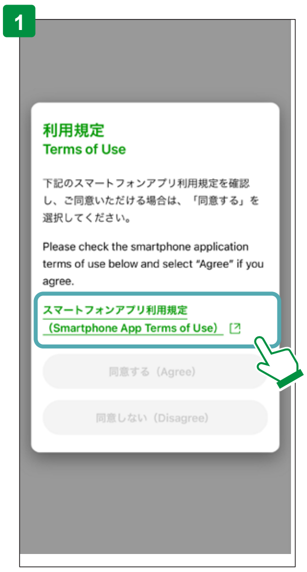
+ **E-mail address**

You can have a bankbook/cash card reissued with four simple steps.

1/4 **Step. 1** Confirmation of Notes ▶ 2/4 **Step. 2** Identity verification ▶ 3/4 **Step. 3** Enter required information ▶ 4/4 **Step. 4** Confirmation of Notes

Check before submitting your requests

1


利用規定
Terms of Use

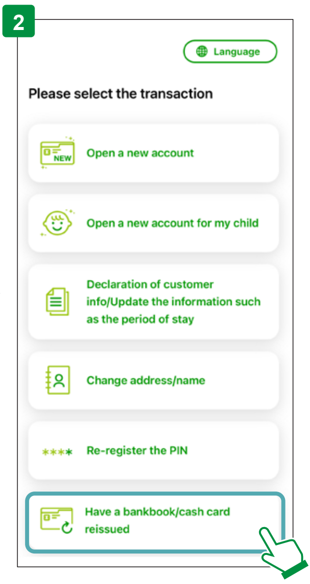
下記のスマートフォンアプリ利用規定を確認し、ご同意いただける場合は、「同意する」を選択してください。

Please check the smartphone application terms of use below and select “Agree” if you agree.

スマートフォンアプリ利用規定
（Smartphone App Terms of Use）
同意する（Agree）
同意しない（Disagree）

You must agree to the usage agreement displayed after starting the app to use the app. Select the usage agreement, read it carefully, and select the “Agree” button if you agree.

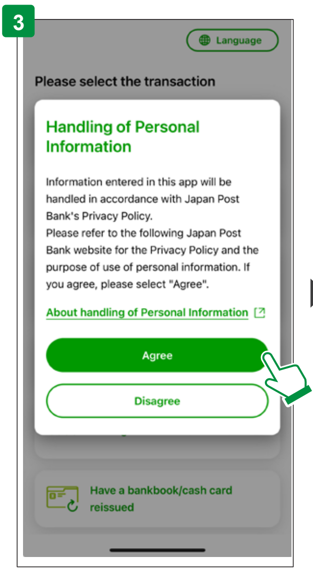
2


Please select the transaction

Language
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

Select “Have a bankbook/cash card reissued” on the app home screen.

3


Please select the transaction

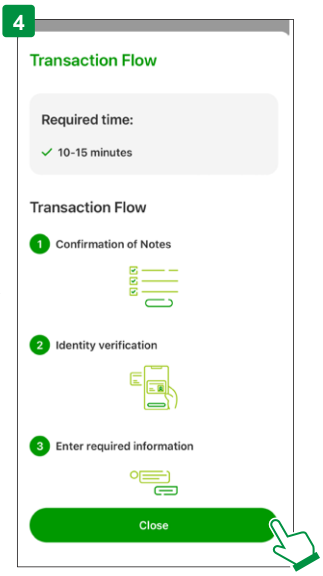
Handling of Personal Information

Information entered in this app will be handled in accordance with Japan Post Bank's Privacy Policy.
Please refer to the following Japan Post Bank website for the Privacy Policy and the purpose of use of personal information. If you agree, please select "Agree".

Language
About handling of Personal Information
Agree
Disagree
Have a bankbook/cash card reissued

Read our personal information handling policy and select the “Agree” button if you agree.

4


Transaction Flow

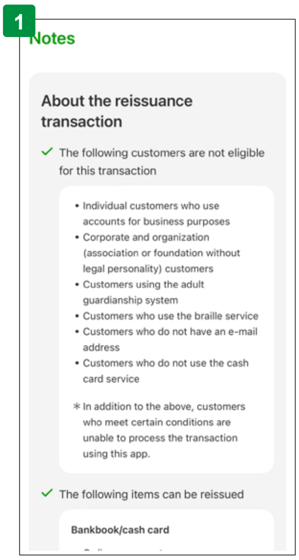
Required time:
✓ 10-15 minutes

Transaction Flow
1 Confirmation of Notes
2 Identity verification
3 Enter required information

Select the “Close” button after confirming the procedure flow.

1/4 Step. 1 Confirmation of Notes

1


Notes

About the reissuance transaction

✓ The following customers are not eligible for this transaction

- Individual customers who use accounts for business purposes
- Corporate and organization (association or foundation without legal personality) customers
- Customers using the adult guardianship system
- Customers who use the braille service
- Customers who do not have an e-mail address
- Customers who do not use the cash card service

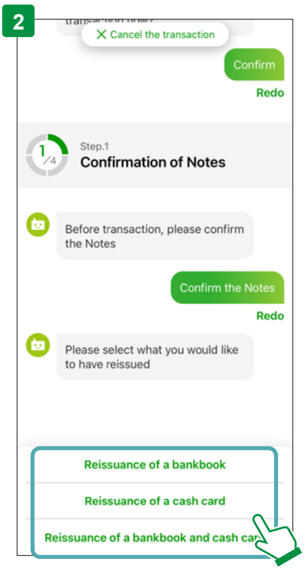
＊In addition to the above, customers who meet certain conditions are unable to process the transaction using this app.

✓ The following items can be reissued

Bankbook/cash card

Please read the notes. Here you can find out which customers cannot have requests processed, an explanation of reissue fees, and other such information.

2


Step.1
Confirmation of Notes

Before transaction, please confirm the Notes

Please select what you would like to have reissued

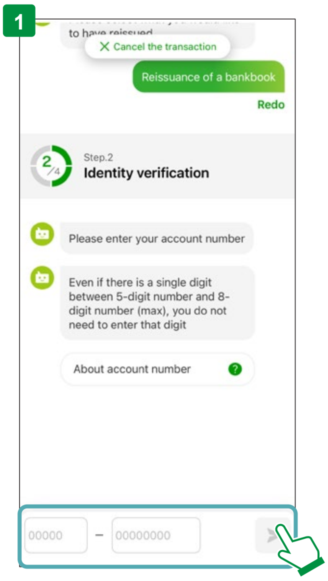
Cancel the transaction
Confirm
Redo
Confirm the Notes
Redo
Reissuance of a bankbook
Reissuance of a cash card
Reissuance of a bankbook and cash car

Select what you want to have reissued.
If you want to have a cash card reissued, select either cash card for the account holder or cash card for the proxy.

2/4

Step. 2
Identity verification

1



to have reissued

X Cancel the transaction

Reissuance of a bankbook

Redo

2/4 Step.2
Identity verification

Please enter your account number

Even if there is a single digit between 5-digit number and 8-digit number (max), you do not need to enter that digit

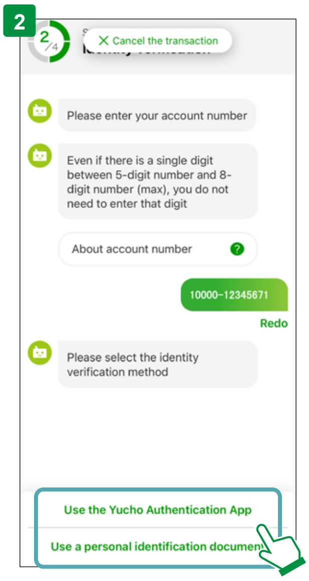
About account number

00000 – 00000000

Please follow the chat guidance and enter your account number.

*See the FAQ on page 34 regarding your account number.

2



X Cancel the transaction

Please enter your account number

Even if there is a single digit between 5-digit number and 8-digit number (max), you do not need to enter that digit

About account number

10000-12345671

Redo

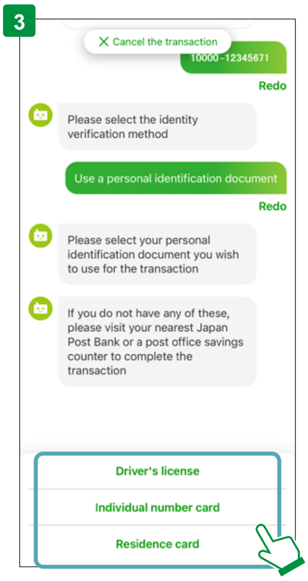
Please select the identity verification method

Use the Yucho Authentication App

Use a personal identification document

Please select your personal identification document for the transaction.

3



X Cancel the transaction

10000-12345671

Redo

Please select the identity verification method

Use a personal identification document

Redo

Please select your personal identification document you wish to use for the transaction

If you do not have any of these, please visit your nearest Japan Post Bank or a post office savings counter to complete the transaction

Driver's license

Individual number card

Residence card

If you selected “Use personal identification document”, select the personal identification document you wish to use and scan it with the app.

About identity verification

Please see pages 04 to 09, “About identity verification”, for concrete details.

To have a bankbook/cashcard reissued, you need either ❶ or ❷ below to confirm your identity.

❶ Yucho Authentication App

❷ Personal identification document (either Residence card Driver’s license or Individual number card)
and PIN entry

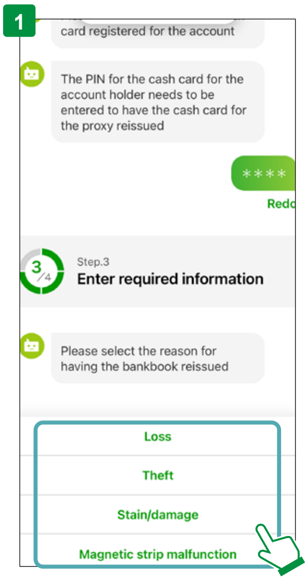
Once you have finished identity verification, go to 3/4 **Step. 3 Enter required information**

3/4

Step. 3

Enter required information

1


card registered for the account

The PIN for the cash card for the account holder needs to be entered to have the cash card for the proxy reissued

＊＊＊＊

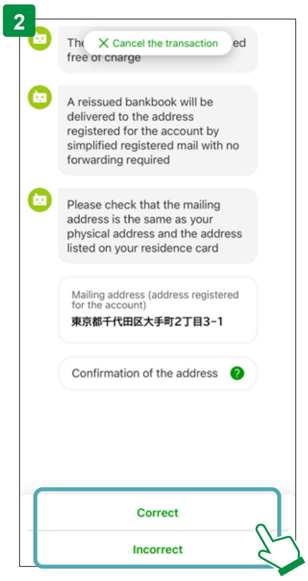
Redo

Step.3
Enter required information

Please select the reason for having the bankbook reissued

Please specify or confirm the reason for reissuing.

2



The ... ed free of charge

A reissued bankbook will be delivered to the address registered for the account by simplified registered mail with no forwarding required

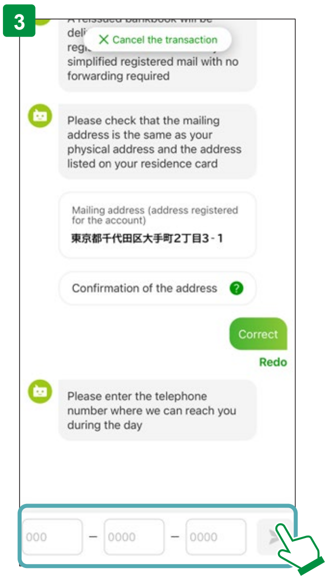
Please check that the mailing address is the same as your physical address and the address listed on your residence card

Mailing address (address registered for the account)
東京都千代田区大手町2丁目3-1

Confirmation of the address

Ensure there are no mistakes in your mailing address (address registered for the account). Reissuing will not be possible if there are any mistakes in your address, so use the app to update it if necessary.

3



deli... regi... simplified registered mail with no forwarding required

Please check that the mailing address is the same as your physical address and the address listed on your residence card

Mailing address (address registered for the account)
東京都千代田区大手町2丁目3-1

Confirmation of the address

Correct

Redo

Please enter the telephone number where we can reach you during the day

000 – 0000 – 0000

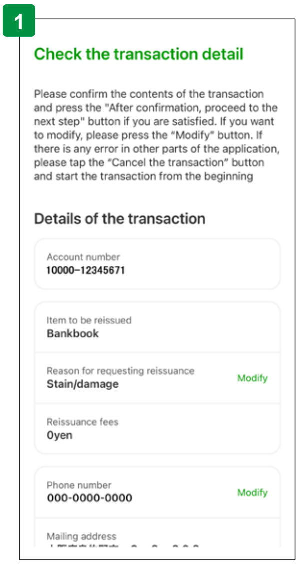
Please specify a phone number that you can be contacted during the day.

4/4

Step. 4

Confirmation of transaction details

1


Check the transaction detail

Please confirm the contents of the transaction and press the "After confirmation, proceed to the next step" button if you are satisfied. If you want to modify, please press the "Modify" button. If there is any error in other parts of the application, please tap the "Cancel the transaction" button and start the transaction from the beginning

Details of the transaction

Account number
10000-12345671

Item to be reissued
Bankbook

Reason for requesting reissuance
Stain/damage
Modify

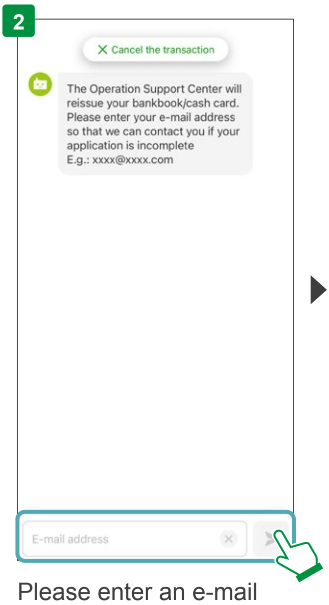
Reissuance fees
0yen

Phone number
000-0000-0000
Modify

Mailing address

Ensure that the details you have provided are correct.

2

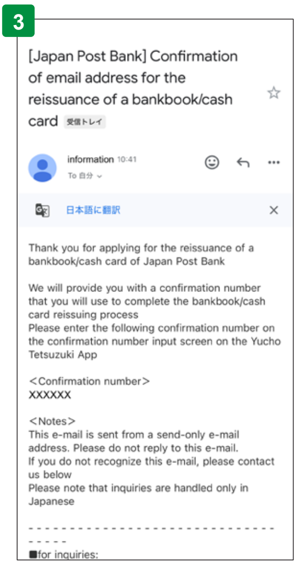


The Operation Support Center will reissue your bankbook/cash card. Please enter your e-mail address so that we can contact you if your application is incomplete
E.g.: xxxx@xxxx.com

Please enter an e-mail address that can be used to contact you if there are any problems with your application.

*No e-mail will be sent if the information is complete, and the process finishes without problems.

3


[Japan Post Bank] Confirmation of email address for the reissuance of a bankbook/cash card 受信トレイ

information 10:41
To 自分

Thank you for applying for the reissuance of a bankbook/cash card of Japan Post Bank

We will provide you with a confirmation number that you will use to complete the bankbook/cash card reissuing process
Please enter the following confirmation number on the confirmation number input screen on the Yucho Tetsuzuki App

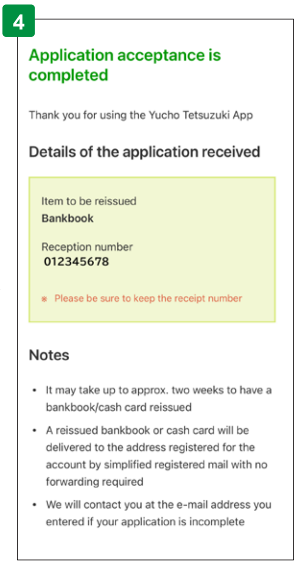
<Confirmation number>
XXXXXX

<Notes>
This e-mail is sent from a send-only e-mail address. Please do not reply to this e-mail.
If you do not recognize this e-mail, please contact us below
Please note that inquiries are handled only in Japanese

■for inquiries:

The confirmation number will be sent to the e-mail address that you provided. Please enter it in the app.

4


Application acceptance is completed

Thank you for using the Yucho Tetsuzuki App

Details of the application received

Item to be reissued
Bankbook

Reception number
012345678

※ Please be sure to keep the receipt number

Notes

- It may take up to approx. two weeks to have a bankbook/cash card reissued
- A reissued bankbook or cash card will be delivered to the address registered for the account by simplified registered mail with no forwarding required
- We will contact you at the e-mail address you entered if your application is incomplete

You have submitted your application!
Ensure that you make a note of the receipt number shown on the screen.

*Reissuing a bankbook/cashcard can take up to two weeks.

*Reissued bankbooks and cash cards will be sent by simple registered mail with no forwarding required to the addressregistered for your account.

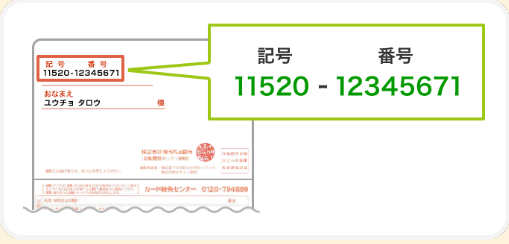
FAQ

If you have any problems when using the Yucho Tetsuzuki App, please check the FAQ on the website.

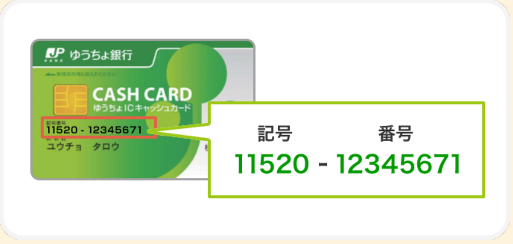
Q Where can I find my account number?

Your account number is composed of a code of five digits and a number of up to eight digits. You can find it on your bankbook and cash card.

Bankbook



Cash card



Q When opening an account with the Yucho Tetsuzuki App, I have to take a photo of my certificate of enrollment, but it has several pages, so I cannot take a photo that includes all of them. What should I do?

You can only take a photo of one page of your evidence of enrollment when opening an account with the Yucho Tetsuzuki App. If you need to take a photo of several pages, please print out the certificate of enrollment template available on the Japan Post Bank website, ask a person at your company or school to fill it in, and then take a photo of it.

Q Can I open a children’s account with the Yucho Tetsuzuki App?

You can use the Yucho Tetsuzuki App to open a children’s account only if the account holder (the child) and their proxy (the person with parental responsibility) both have Japanese nationality. Customers who do not have Japanese nationality need to present their residence card, so please visit your nearest Japan Post Bank or post office savings counter to do this.

Q After scanning my residence card with the Yucho Tetsuzuki App, I get a message saying, “You cannot use this residence card with this app” and I am unable to update my period of stay and other information. What should I do?

It may be that the necessary information has not been scanned successfully.
If this problem is not resolved by scanning your residence card again, please visit your nearest Japan Post Bank or post office savings counter.

Q Will I be able to use my account immediately after updating the information such as the period of stay with the Yucho Tetsuzuki App?

Once you have completed the procedure on the Yucho Tetsuzuki App, usage restrictions* on your account will be lifted immediately.

*This only applies to restrictions imposed due to incomplete update of residence card/period of stay information.
If you are unable to use your account for any other reasons, please visit a Japan Post Bank or Post Office savings counter.
Messages about updating your residence card and period of stay information will also be immediately canceled.

Refer to **To All Customers Who Have Received a Notice Regarding Updating Their Residence Card Information** for further instructions.

Q I used the Yucho Tetsuzuki App to have a bankbook/cash card reissued. When will the reissue fee be taken from my account?

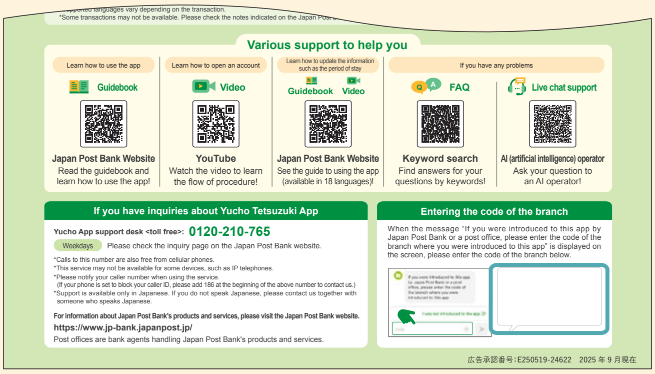
The reissue fee will be collected from your account at some point between your application and reissuing. Ensure there are sufficient funds in your account.

Q I was told to enter the code of the branch at a Japan Post Bank or a post office when processing with the Yucho Tetsuzuki App. Where should I enter it?

After selecting "Open a new account" or "Declaration of customer info / Update the information such as the period of stay" in the Yucho Tetsuzuki App, when the chat content “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 along with a response field, please enter the code of the branch (five or six digits).

*If you do not see this content, select “I was not introduced to the app”.

Guidance leaflet



languages vary depending on the transaction.
*Some transactions may not be available. Please check the notes indicated on the Japan Post

Various support to help you

Learn how to use the app	Learn how to open an account	Learn how to update the information such as the period of stay	If you have any problems	
Guidebook	Video	Guidebook Video	FAQ	Live chat support
Japan Post Bank Website Read the guidebook and learn how to use the app!	YouTube Watch the video to learn the flow of procedure!	Japan Post Bank Website See the guide to using the app (available in 18 languages)!	Keyword search Find answers for your questions by keywords!	AI (artificial intelligence) 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**

Weekdays Please check the inquiry page on the Japan Post Bank website.

*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.

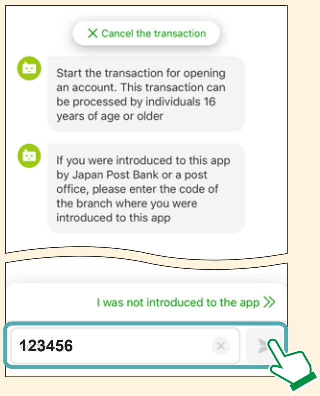
For information about Japan Post Bank's products and services, please visit the Japan Post Bank website.
https://www.jp-bank.japanpost.jp/
Post offices are bank agents handling Japan Post Bank's products and services.

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 below.

広告承認番号:E250519-24622　2025 年 9 月現在

Information entry screen



Start the transaction for opening an account. This transaction can be processed by individuals 16 years of age or older

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

123456

Enter the code of the branch noted in the bottom right on the back of the guidance leaflet.

Inquiries

If you are having any problems, check the website

Check the Japan Post Bank website

Find information including how to use the Yucho Tetsuzuki App.

ゆうちょ手続きアプリ
Benefits
Services available on this app
Application for opening an account
How to Use the App
Video

Get a full explanation of how to use the app and the details of procedures!
English, Chinese (simplified), Vietnamese, and Japanese

Guidebook Available

Japan Post Bank Website

If there is anything you are unsure about

Try an FAQ keyword search

キーワードを入力 検索

Inquire via chat

24 hours a day

Click the button on the website ▶ チャットで質問する

If you have inquiries about Yucho Tetsuzuki App

Yucho App support desk <Toll-free> **0120-210-765**

[Weekdays] Please check the inquiry page on the Japan Post Bank website.

Follow the automated guidance, and press [3] on your keypad for the Yucho Tetsuzuki App. You do not have to wait for the guidance to finish to select this option.

For information about Japan Post Bank's products and services, please visit the Japan Post Bank website.

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

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