

For Foreign Nationals

Open an Account

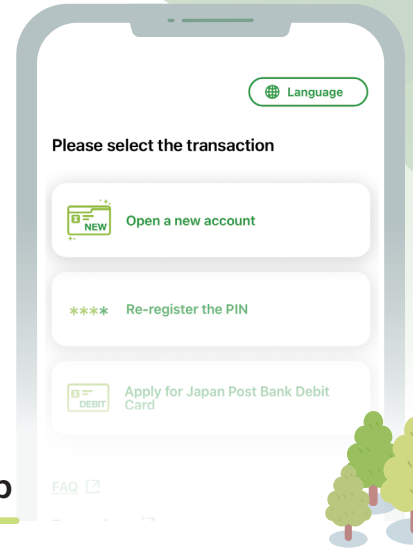
Reset your PIN

ゆうちょ手続きアプリ

Japan Post Bank procedures on your smartphone.



Procedures available via the app



Approx. 15–20 min

Open an Account ^{*1} (Application)

Apply to open an account ^{*1} easily with your residence card ^{*2} and smartphone.

Approx. 5–10 min

****** Reset your PIN** ^{*3}

If you forget your cash card PIN, you can easily reset it.

^{*1} The application must be confirmed by the Savings Administration Center before an account can be opened. The result of the confirmation will be sent to the e-mail address you provided, in approximately 2 weeks.

^{*2} The date of expiration on your residence card must be more than three months after the application date, and your current address must be listed on the card.

If your residence status is "Student" or "Technical Intern Training," you are required to submit a student ID, employee ID, or certificate of enrollment.

^{*3} You can only reset your PIN with the Japanese and English versions.

Why use the app?

POINT 1



ゆうちょ手続き

No membership registration required!
Start using the app immediately

POINT 2



Procedures to open an account available in English, Chinese (Simplified), Vietnamese, or Japanese

POINT 3



One answer for each question!
Proceed by answering questions quick and easy!

POINT 4



Do it all from your smartphone!
Use the app anywhere, anytime



Install Yucho Tetsuzuki App



iPhone



Android

^{*} iPhone is trademarks of Apple Inc. registered in the U.S. and other countries.
^{*} Android is trademarks of Google LLC.
^{*} Customers are responsible for data charges related to downloading, updating, and using the app.

Procedures



Open an Account ^{*1} (Application)

You can easily apply to open an account with your residence card^{*2}. A bankbook is not issued.

4 Easy Steps (Approx. 15–20 min)

STEP 1



Open the app and review the important notices

STEP 2



Verify your identity with your residence card^{*2}

STEP 3



Simply answer a few questions to apply

STEP 4



Confirm your details to complete your application!

**** Reset your PIN ^{*3}

If you have an ID document with an IC chip, you can use your card immediately after resetting your PIN.

3 Easy Steps (Approx. 5–10 min)

STEP 1



Open the app Review the precautions

STEP 2



Verify your identity with an identification document with IC chip^{*4} and your account number

STEP 3



Enter new PIN
PIN Reset Complete!

^{*3} You can only reset your PIN with the Japanese and English versions.

^{*4} Eligible identification documents are a residence card, driver's license, or Individual number card obtained in Japan. When using your driver's license, you must enter the two PINs that you set when you received it.

^{*1} The application must be confirmed by the Savings Administration Center before an account can be opened. The result of the confirmation will be sent to the e-mail address you provided, in approximately 2 weeks.

^{*2} The date of expiration on your residence card must be more than three months after the application date, and your current address must be listed on the card.
If your residence status is "Student" or "Technical Intern Training," you are required to submit a student ID, employee ID, or certificate of enrollment.

*Please note that some procedures may not be available. Please read the precautions displayed in the app and on the Japan Post Bank website.

*Please note that we only accept individual applications, and applications submitted on behalf of another person will not be accepted.



For more details

Check the Japan Post Bank website which explains how to use Yucho Tetsuzuki App

Japan Post Bank Website



It provides detailed instructions and information about the various procedures. **Guidebooks** are available in English, Chinese (Simplified), Vietnamese, and Japanese



If you encounter any problems, use specific keywords to search the FAQ



Chat with us whenever you want 24 hours a day

チャットで質問する



Inquiries regarding Yucho Tetsuzuki App

Yucho App support desk (toll free) : **0120-210-765**

Business Hours Please check the contact page on the Japan Post Bank website

- * This service is also available free of charge from mobile phones.
- * VoIP and similar services may not be supported.
- * If your phone is set to withhold your number when making calls, please dial 186 at the beginning of the above phone number.
- * Japanese only. Customers who do not speak Japanese should contact us together with a Japanese-speaking customer.

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

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

Post offices function as representatives providing Japan Post Bank products and services.