

**STEP 3. Enter Required Information**

**Confirmation of Date of Entry into Japan**

**1 Confirm or Correct Your Date of Entry into Japan**

Please review the provided information. If everything is correct, select **“For sure”** to proceed to the next screen.

If you need to make a correction, select **“Modify”** and enter the correct details.



Translate into Japanese

Cancel the transaction

Prefecture=都道府県 (丁目・字)

**TOKYO TO CHIYODA KU OTEMACHI 2-**

House number  
**3-1**

Room number  
**201**

For sure

Redo

Is the following date of entry into Japan correct?

Date of entry into Japan  
**2020/03/24**

YYYY/MM/DD

1

For sure

Modify

## STEP 3. Enter Required Information

### ● Enter Other Information

#### Enter Your Phone Number

##### 1 Enter Your Phone Number

Enter your **phone number**.

##### 2 Confirm Your Phone Number

Tap the **Confirm button** and proceed to the next screen.



If you have a phone number, you must enter it. (If you do not have a phone number, leave it blank and select **"I do not have a phone"** Once you have a phone number, please register it at an ATM or other Japan Post Bank location.)

Cancel the transaction

20

For sure  
Redo

Is the following date of entry into Japan correct?

Date of entry into Japan  
2020/03/24

For sure  
Redo

Please enter your phone number. If you have a cell phone, please enter your cell phone number

I do not have a phone >>

3 digits - 4 digits - 4 digits

Japanese mobile number

## STEP 3. Enter Required Information

### Selecting Gender

#### 1 Selecting Gender

Select your **gender**.

The screenshot shows a vertical sequence of prompts and responses in a chat-like interface. At the top right is a 'Redo' button. The first prompt is 'Is the following date of entry into Japan correct?' with a 'Cancel the transaction' button above it. The user's response is '2020/03/24'. The next prompt is 'Please enter your phone number. If you have a cell phone, please enter your cell phone number'. The user's response is '00-0000-0000'. The final prompt is 'Please select a gender'. The user's response is 'Female', which is highlighted with a green box and a hand icon. A 'No answer >>' option is also visible. A green circle with the number '1' is placed on the left side of the gender selection area.

## STEP 3. Enter Required Information

### Confirmation of Employment or Enrollment in School

\* This screen is displayed only to certain individuals.

Individuals with residence status as “Student” or “Technical Intern Training” are required to provide additional enrollment verification.

#### 1 Selecting Enrollment Verification Documents

Select the enrollment verification documents you are able to provide.

**Cancel the transaction** Redo

Please enter your phone number. If you have a cell phone, please enter your cell phone number

00-0000-0000 Redo

Please select a gender

Male Redo

Please select and take a photo about your student ID card, employee ID card, or certification of enrollment to confirm your enrollment at your place of work or school

1

A student ID card

An employee ID card

Certificate of enrollment



**STEP 3. Enter Required Information**

**Select Your Occupation**

**1 Selecting Your Occupation**

Select your occupation from the listed options. The options are as follows.

Company employee / Organization employee

Company officer / Organization officer

Part-time worker / Temporary worker / Contract worker

Sole proprietorship / self-employment

Public servant

Lawyer / Judicial Scrivener / Accountant / Tax Accountant / Administrative Scrivener

Housewife/Househusband

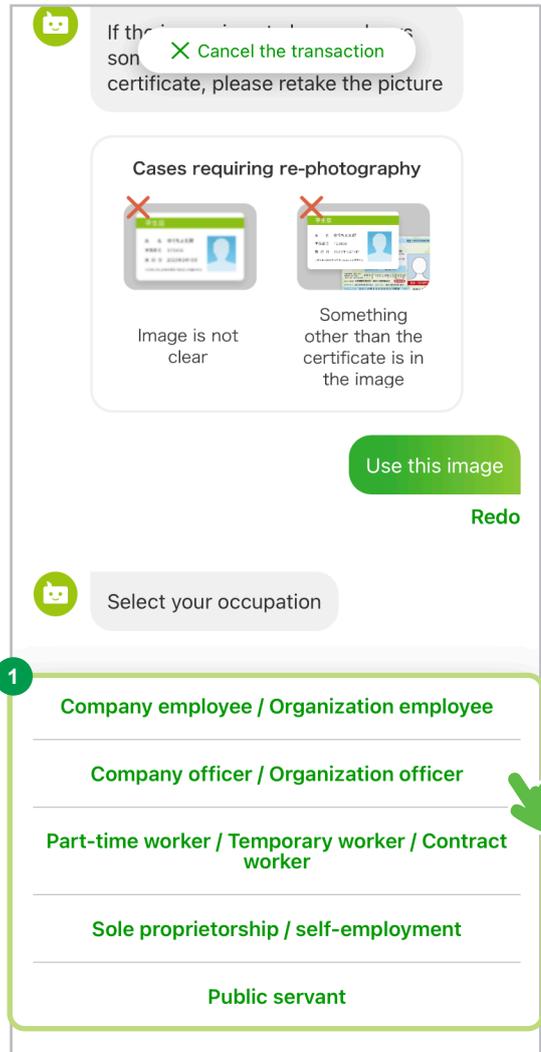
Retired person / Unemployed person / Preschooler

**Student**

Other



If you select "Other" in the options given for "Occupation," a field will appear for you to enter the details of your occupation. Please enter the details in Japanese.



Select "Student".

## STEP 3. Enter Required Information

### Confirmation for Non-Resident Individuals

\* This screen is displayed only to certain individuals.

#### 1 Review the Precautions

Select “**Confirm Notes**” and proceed to the next screen.  
Please be sure to read the precautions.

#### 2 Confirm and Proceed

After reviewing the notes.  
Tap “**閉じる (Close)**”.  
Please proceed to the next screen.

#### 3 Confirmation of Owning a Permanent Establishment in Japan

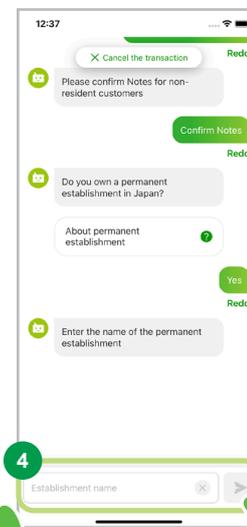
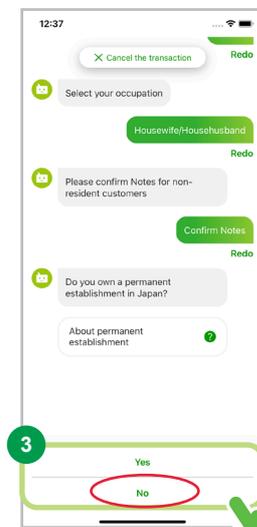
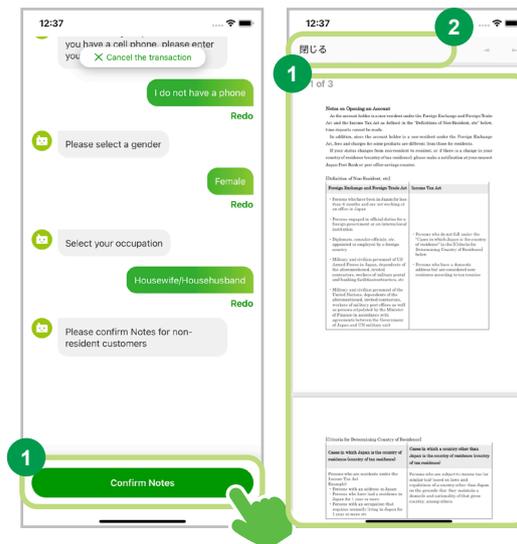
Select the option that matches your situation and proceed to the next screen.

#### 4 Enter the Name of the Permanent Establishment

Enter the name of the permanent establishment. Once it is entered, select the **Confirm** button and proceed to the next screen.

#### 5 Enter the Address of the Permanent Establishment

Please enter the address of the permanent establishment. Once it is entered, select the **Confirm** button and proceed to the next screen.



Please enter the name and address of the permanent establishment in Japanese.

Please refer to P73 for details on how to confirm the address.

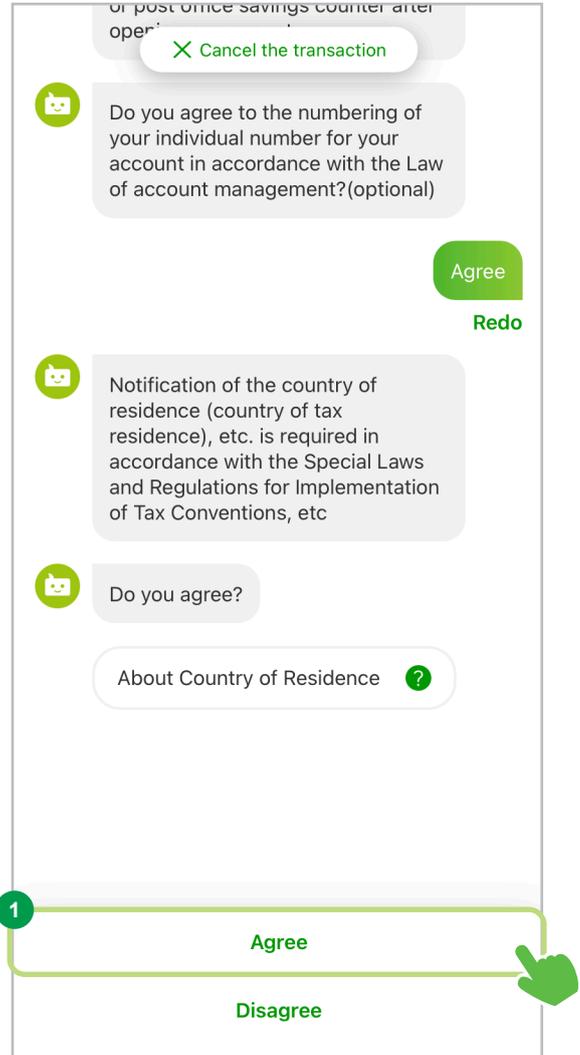
**STEP 3. Enter Required Information**

● Confirmation of Your Country of Residence (Tax Country)

Confirmation of the country of residence (country of tax residence), etc. in accordance with the Special Laws and Regulations for Implementation of Tax Conventions, etc

- 1 Consent to the country of residence (country of tax residence), etc. in accordance with the Special Laws and Regulations for Implementation of Tax Conventions, etc

If you agree with the content of the declaration, tap “Agree”.



STEP 3. Enter Required Information

Your Country of Residence (Tax Country)

\* This screen is displayed only to certain individuals.

1 Select Your Country of Residence (Tax Country)

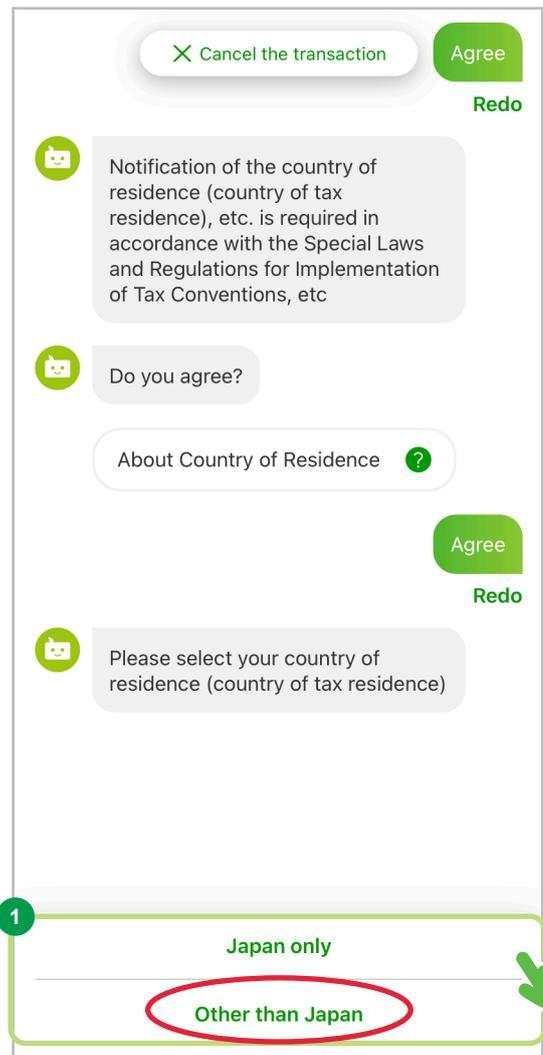
✓ If your country of residence is “Japan only”

Select “Japan only”.

✓ If your country of residence is “other than Japan”

Select “Other than Japan”.

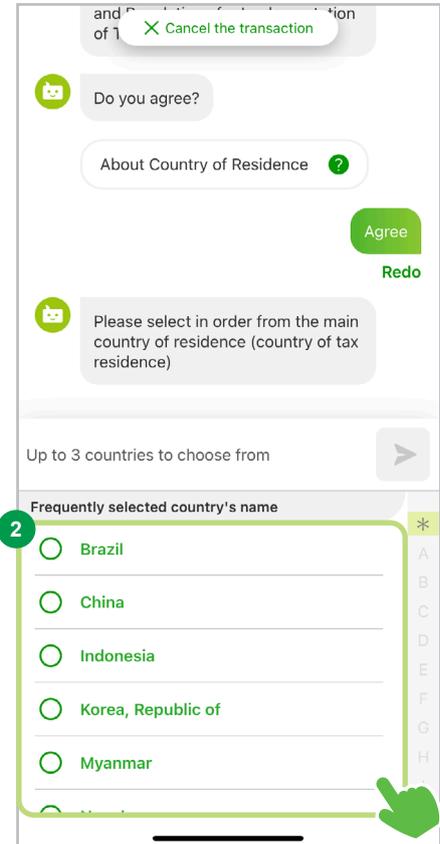
Individuals who select “Other than Japan” for their country of residence (tax country) will need to prepare their tax identification number.



## STEP 3. Enter Required Information

### 2 Select the Main Country of Residence (Country of Tax Residence)

Please select your main country of residence (tax residence) from the options provided on the screen. You can select up to 3 countries.



### Please note

- Country of residence refers to the country where you have a tax address. If you are a resident of Japan, you must declare Japan as your country of residence. If you have any questions, please contact your nearest tax office.
- Based on the Special Laws and Regulations for Implementation of Tax Conventions, certain information about non-resident accounts (including name, address, date of birth, country of residence (tax country), taxpayer identification number, and account balance, etc.,) will be reported to the National Tax Agency.
- Declaring your country of residence (tax country) etc., is a legal obligation, and we cannot proceed with any transactions if you do not agree to this declaration and the reporting to the National Tax Agency. We appreciate your understanding.
- In accordance with the United States' Foreign Account Tax Compliance Act (FATCA), we are required to submit consent forms to the IRS (Internal Revenue Service) for the disclosure of information when US persons are identified during transactions.

## STEP 3. Enter Required Information

### 3 Confirmation or Correction of Your Name Classification

Please check the information on the screen. If you are sure, please select “**For sure**” and proceed to the next screen.

If you wish to correct the information, please select “**Modify**” and enter the correct information.

### 4 Enter the Tax Identification Number

Please enter the alphanumeric tax identification number of your country of residence.



We request that you enter your tax identification number unless your country of residence does not have a tax identification number system or you are unable to present it due to the laws and regulations of that country.

\* If you do not enter your tax identification number, you may not be able to open an account.

### 5 Confirm the Tax Identification Number

Please tap the **Confirm** button and proceed to the next screen.

The first screenshot shows a screen with a 'Cancel the transaction' button at the top. Below it is a 'Brazil' button with a 'Redo' option. A message box asks 'We would like to ask you about your name' and 'Is the following classification of your name correct?'. Below this are input fields for 'First name' (TARO), 'Middle name' (—), and 'Last name' (YUCHO). At the bottom, there are two buttons: 'For sure' and 'Modify'. A green circle with the number '3' is next to the 'For sure' button, and a hand icon points to it.

The second screenshot shows a screen with a 'Cancel the transaction' button at the top. Below it are input fields for 'FIRST NAME' (TAR), 'Middle name' (—), and 'Last name' (YUCHO). At the bottom right, there is a 'For sure' button with a 'Redo' option. A message box asks 'Please enter your Brazil tax identification number in alphanumeric characters' with an example 'AA123456C'. Below this is a link 'About information on taxpayer identification number systems in various countries and regions'. At the bottom, there is a 'Tax identification number' input field with a 'Cannot enter >>' button to its right. A green circle with the number '4' is next to the input field, and a green circle with the number '5' is next to the 'Cannot enter >>' button, with a hand icon pointing to it.

## STEP 3. Enter Required Information

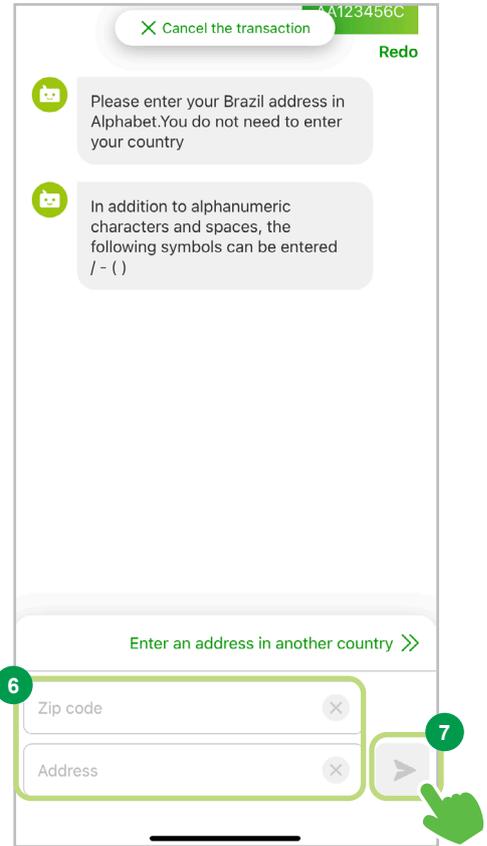
### 6 Enter the Address of Your Residence

Please enter the **address** of your residence.

**!** Please enter your address in alphabetical characters. There is no need to enter the name of the country. In addition to alphanumeric characters and spaces, the / - ( ) symbol can be entered.

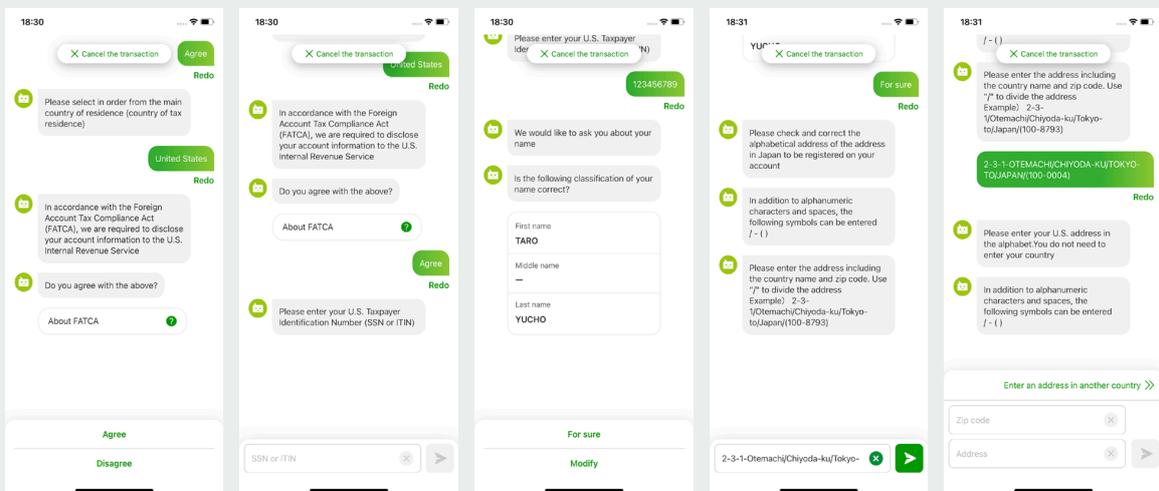
### 7 Confirm the Address of Your Residence

Please tap the **Confirm** button and proceed to the next screen.



**?** For individuals whose primary country of residence (country of tax payment) is “U.S.A.” or whose nationality is “U.S.A.”, please enter or confirm your U.S. tax identification number, name classification, address in Japan (in romanized letters)\*, and address in the United States (in romanized letters).

\* We will convert your address into romanized letters, but some letters may not be converted. If this is the case, please correct those parts only.



STEP 3. Enter Required Information

● Declaration of Purpose of Making Transactions

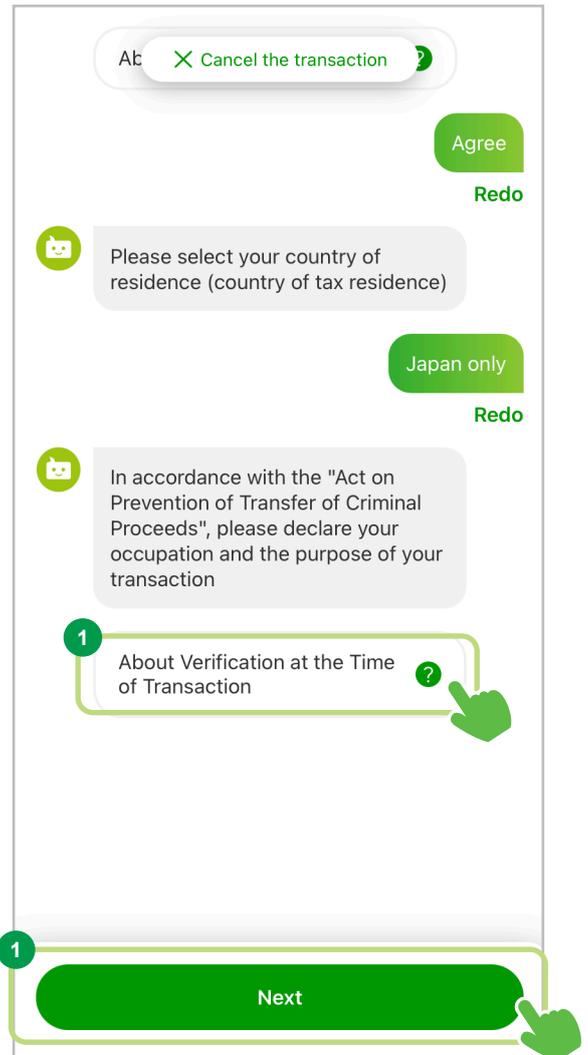
Declaration Regarding the Purpose of Transactions, Based on the Act on Prevention of Transfer of Criminal Proceeds

1 Confirmation of “About Verification at the Time of Transaction”

Tap “About Verification at the Time of Transaction” and confirm the content.

2 Tap “Next”

Tap the “Next” button and proceed to the next screen.



## STEP 3. Enter Required Information

Select the Business/Industry in Which You Work, the Type of Work You Do, and the Position You Hold.

\* This screen is displayed only to certain individuals.

### 1 Select Each Item

Select the options that apply to you from the listed options.

 If you select "Other" in any category, a field will appear for you to enter your information. Please input the details in Japanese.

 You can make multiple selections for Business/ Industry type.

Multiple selections allowed

- Agriculture / Fishing / Forestry / Ore industry
- Manufacturing
- Construction
- Information and communication industry
- Transportation

No answer >>

- Sales
- General office work
- General affairs/accounting
- Planning/Administration
- Manufacturing/Development

No answer >>

- Representative
- Officers
- Managers
- General employees
- Others

**STEP 3. Enter Required Information**

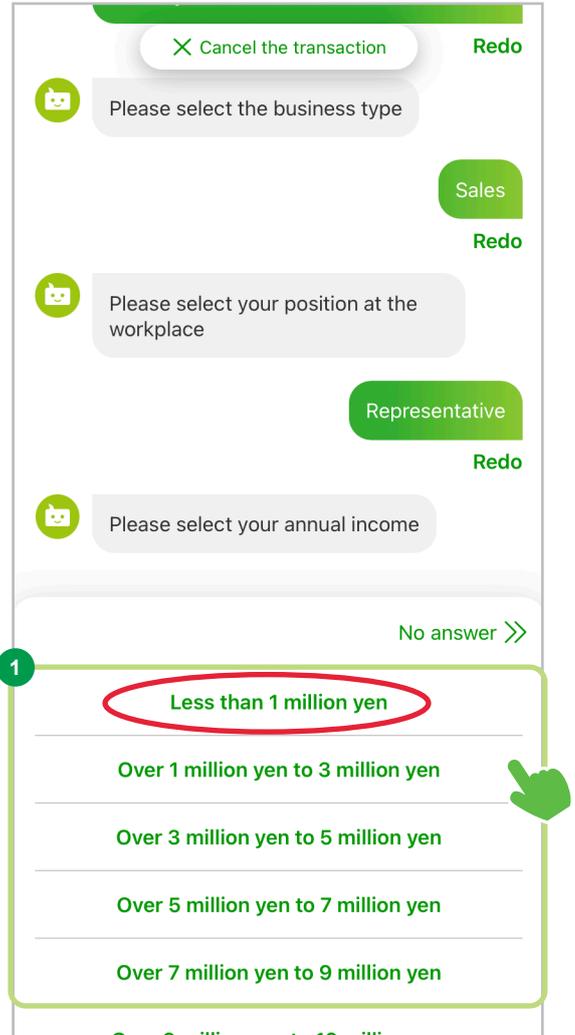
**Select Annual Income**

\* This screen is displayed only to certain individuals.

**1 Select Annual Income**

Please select your annual income from the listed options.  
The options are as follows.

- Less than 1 million yen**
- Over 1 million yen to 3 million yen
- Over 3 million yen to 5 million yen
- Over 5 million yen to 7 million yen
- Over 7 million yen to 9 million yen
- Over 9 million yen to 12 million yen
- Over 12 million yen



STEP 3. Enter Required Information

Entering the Name of the Company or School Where You Work or Study

\* This screen is displayed only to certain individuals.

1 Entering the Name of the Company or School Where You Work or Study

Enter the name of the company or school.

⚠ Enter the name of the company or school in Japanese. Alphabetical characters included in the name of the company or school should be written as they are.

2 Confirm Your Entry

Tap the **Confirm** button and proceed to the next screen.

Please enter the name of the university in Japanese.

なごや がいこくご だいがく  
名古屋外国語大学

Cancel the transaction Representative Redo

Please select your annual income Less than 1 million yen Redo

Please enter the name of the company or school where you work or study

Please enter the name of the company, including the type of corporation (e.g., stock company), and the name of the school, including the type of school (e.g., university)  
Example) OO Company, OO University

No answer >>

1 名古屋外国語大学 2

## STEP 3. Enter Required Information

### Enter the Address of Your Workplace or School

\* This screen is displayed only to certain individuals.

#### 1 Enter the Address of Your Workplace or School

Enter the **address** of your workplace or school in Japanese. If you know the zip code, select “**Search the address by zip code**”, if you do not know the address, select “**Select from Prefecture**”.

 Enter the address in Japanese.

Please refer to P73 for details on how to confirm the address.

Less than 1 million yen

✕ Cancel the transaction
Redo

 Please enter the name of the company or school where you work or study

 Please enter the name of the company, including the type of corporation (e.g., stock company), and the name of the school, including the type of school (e.g., university)  
Example) ○○ Company, ○○ University

株式会社ゆうちょ銀行

Redo

 Please enter the address of your workplace or school

No answer >>

1

**Search the address by zip code**  
(individual office number or building hierarchy number will not work)

Select from Prefecture

Please enter the address of the university in Japanese.

Zip Code: **470 - 0131**

Address:

あいちけん にっしんし いわさきちょう たけのやま

**愛知県 日進市 岩崎町 竹ノ山57**

Aichi-ken, Nisshin-shi, Iwasaki-cho, Takenoyama 57

## STEP 3. Enter Required Information

### Enter the Phone Number of Your Workplace or School

\* This screen is displayed only to certain individuals.

#### 1 Enter the Phone Number of Your Workplace or School

Enter the **phone number** of your workplace or school.

#### 2 Confirm the Phone Number of Your Workplace or School

Tap the **Confirm button** and proceed to the next screen.

Please enter the phone number of the university.  
International Office: **0561-75-1756**

characters)

Cancel the transaction

Example) 2番地3号〇〇〇〇マンションA棟101号室 ⇒ 2-3

3-1

Redo

Please enter a room number (Maximum 30 characters)

Example) 2番地3号〇〇〇〇マンションA棟101号室 ⇒ A-101

2 0 1

Redo

Please enter the telephone number of your workplace or school

No answer >>

1 0561 - 0070 75 - 1070 1756 2

## STEP 3. Enter Required Information

### Confirmation Regarding Transactions With Countries Subject to Economic Sanctions, etc

#### 1 About Countries Subject to Economic Sanctions, etc

Tap “About countries subject to economic sanctions, etc” and confirm the content.

#### 2 Select Relevant Situation

Please select the appropriate response and proceed to the next screen.

The screenshot shows a multi-step confirmation process. At the top, there is a 'Cancel the transaction' button with an 'X' icon and a 'Redo' button. The first step asks for a telephone number, with a text input field containing '00-0000-0000' and a 'Redo' button. The second step asks for the purpose and details of transactions. The third step asks if the user has transactions with countries subject to economic sanctions or assets in such countries. A green box highlights the question 'About countries subject to economic sanctions, etc' with a question mark icon and a hand cursor. The bottom of the screen shows two radio button options: 'Yes' and 'No'. A green box highlights the 'No' option with a hand cursor. A green line connects the highlighted question to the 'No' option, indicating the user's selection.

## STEP 3. Enter Required Information

### Select the Use of Your Account

#### 1 Select the Main Use of Your Account

Select the main use of your account from the listed options.  
The options are as follows.

Savings / Asset Management

Salary receipt

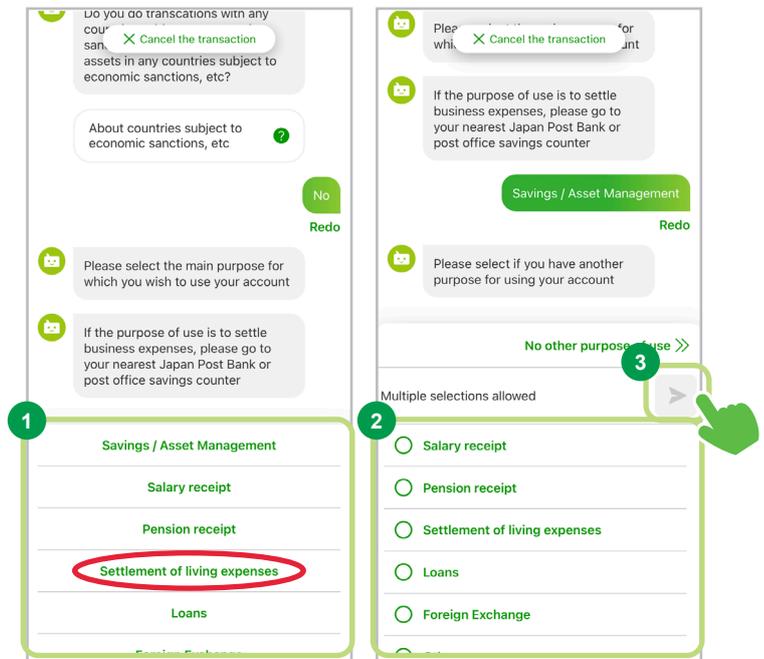
Pension receipt

**Settlement of living expenses**

Loans

Foreign Exchange

Other



#### 2 Select Other Uses for Your Account

If you have other uses for your account, please select them from the listed options. Select all that apply.

#### 3 Confirm the Purpose of Use

Once you've selected all applicable purposes of use, tap the **Confirm** button to proceed to the next screen.



Please specify all intended uses of the account.

If you have no other purpose other than the main one, select “No other purpose of use” for ② “Select other uses for your account”



If you select “Other” in the options given for “Purpose of use,” a field will appear for you to enter the details of your purpose of use. Please input the details in Japanese.

STEP 3. Enter Required Information

Reason for Needing To Open an Account With Japan Post Bank

\* This screen is displayed only to certain individuals.

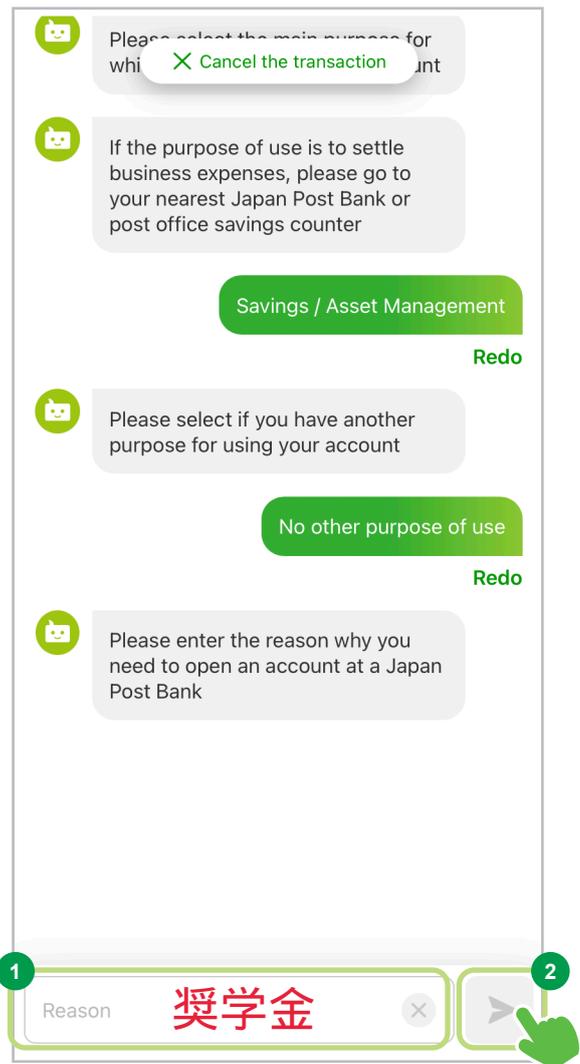
1 Enter the Reason for Opening an Account

Please enter the reason for opening the account in Japanese.

2 Confirming the Reason for Opening an Account

Tap the Confirm button and proceed to the next screen.

The reason for opening an account is to receive the scholarship from the university.  
 Please enter “<sup>しょうがくきん</sup>奨学金” here.



## STEP 3. Enter Required Information

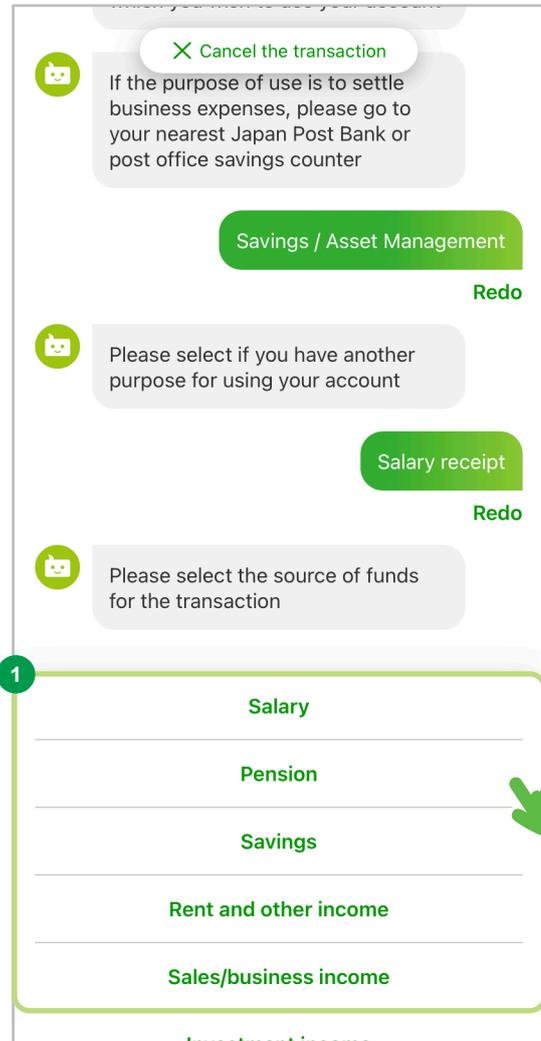
### Selection of the Source of Funds for Transaction

#### 1 Select the Source of Funds

Please select the source of funds for the transaction.

 If you select “Other” in the options given for “Source,” a field will appear for you to enter the details of the source of funds. Please input the details in Japanese.

Please select “Other”.



 Cancel the transaction

If the purpose of use is to settle business expenses, please go to your nearest Japan Post Bank or post office savings counter

Savings / Asset Management

Redo

 Please select if you have another purpose for using your account

Salary receipt

Redo

 Please select the source of funds for the transaction

1

Salary

Pension

Savings

Rent and other income

Sales/business income

Investment income

STEP 3. Enter Required Information

Detailed Entry of the Source of Funds for Transaction

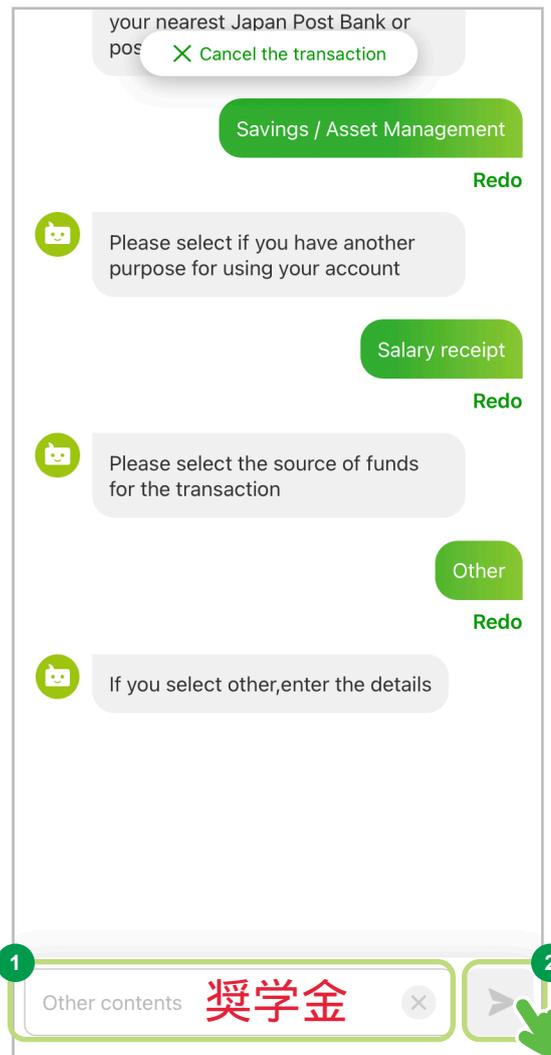
\* This screen is displayed only to certain individuals.

1 Enter the Details Regarding the Source of Funds

Please enter more detailed information about the source of funds in Japanese.

2 Confirm the Details Regarding the Source of Funds

Please tap the **Confirm button** and proceed to the next screen.



Please enter “<sup>しょうがくきん</sup>奨学金” here.

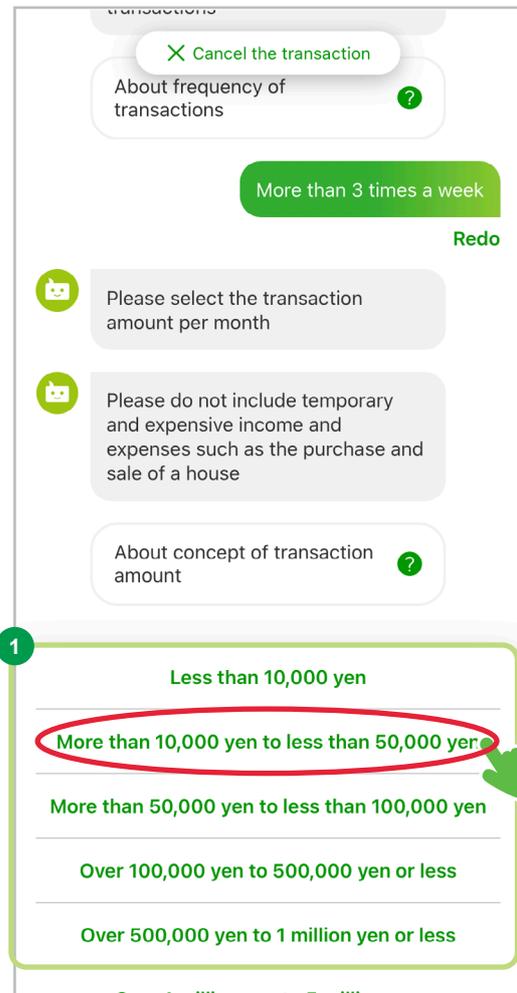
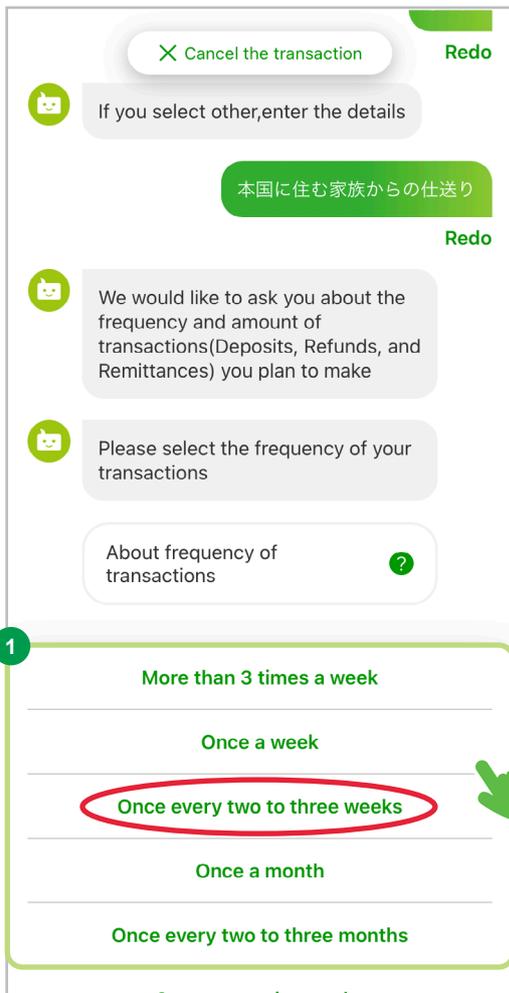
STEP 3. Enter Required Information

Selection of Transaction Frequency and Amount

1 Selection of Transaction Frequency and Amount

Please select the purpose of the transaction from the listed options.

For details on transaction frequency and transaction amount, please check the explanation by clicking the “?” mark in the chat.



STEP 3. Enter Required Information

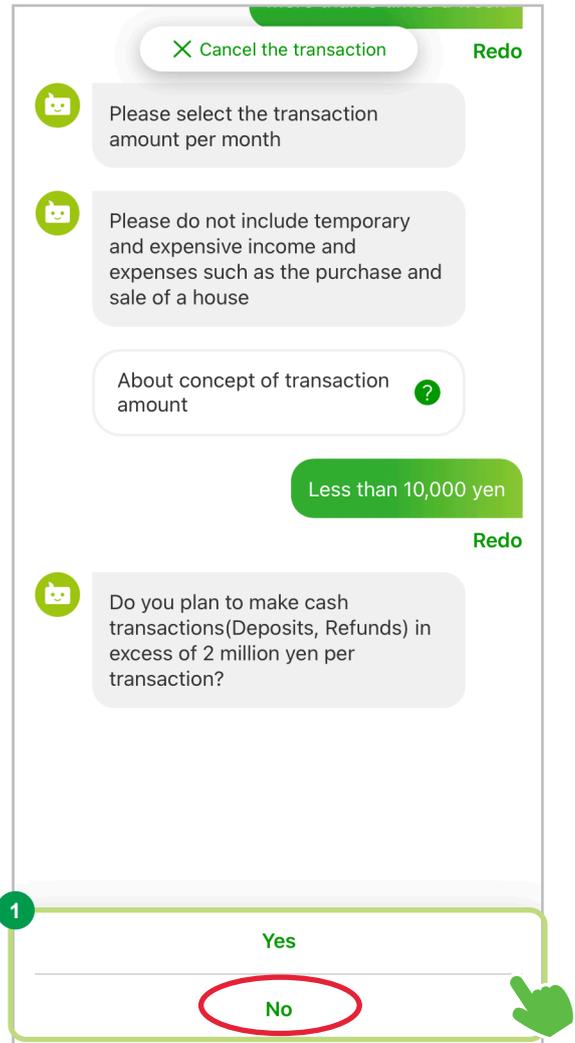
Cash Transactions Exceeding 2 Million Yen per Transaction

1 Selection of Planned Transaction Amount

Individuals planning cash transactions (deposits/refunds) exceeding 2 million yen per transaction should select “Yes”.

Individuals not planning such transactions should select “No”.

 If “Yes” is selected, an input field will appear. Please enter the reasons for these cash transactions in Japanese.



Cancel the transaction Redo

Please select the transaction amount per month

Please do not include temporary and expensive income and expenses such as the purchase and sale of a house

About concept of transaction amount ?

Less than 10,000 yen Redo

Do you plan to make cash transactions (Deposits, Refunds) in excess of 2 million yen per transaction?

1 Yes

No

## STEP 3. Enter Required Information

### International Money Transfer

#### 1 Confirmation of Planned International Money Transfers

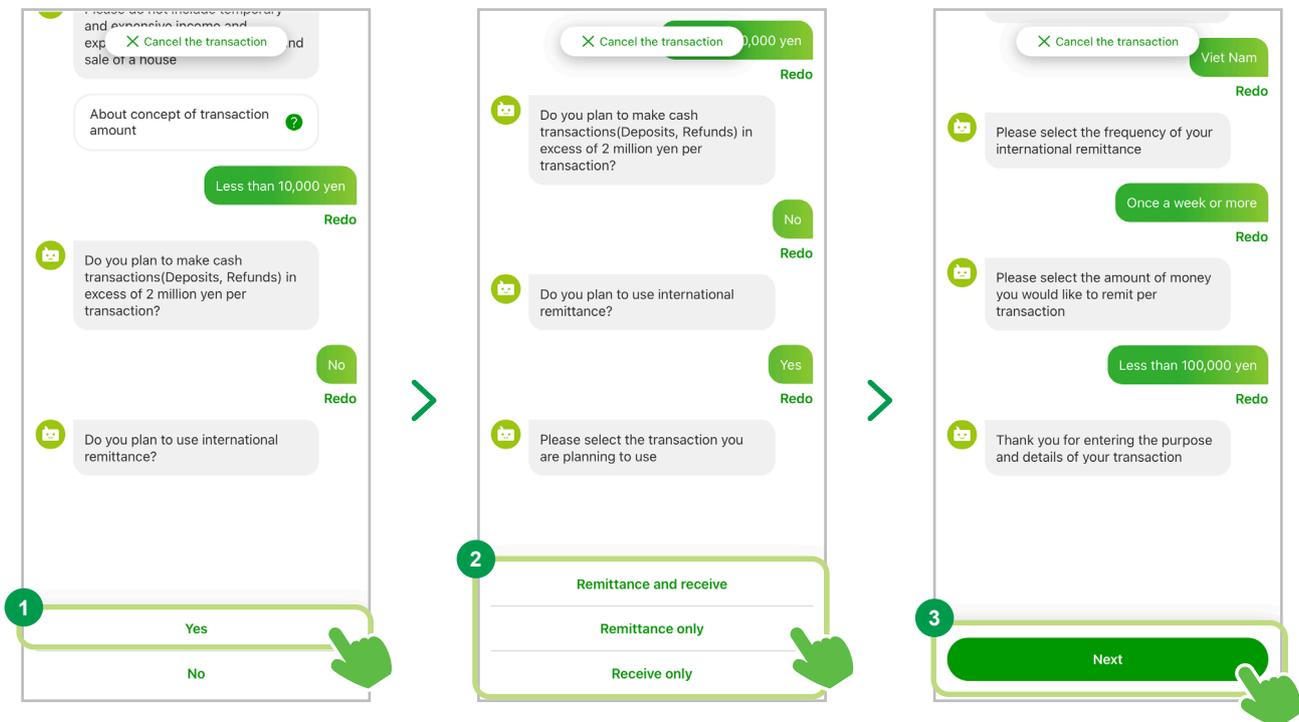
Individuals planning international money transfers should select “Yes” and proceed to the next screen. Those with no such plans should select “No” and check [P63](#).

#### 2 Select Your Planned Procedures

Follow the chat instructions to select your planned procedures, the countries where you plan to make international money transfer transactions, and the frequency of transactions.

#### 3 Tap “Next”

Once you have selected your transaction details, please tap “Next” to proceed to the next screen.



## STEP 3. Enter Required Information

### ● Set Your Cash Card PIN

#### 1 Setting Your PIN

Enter a 4-digit PIN for your cash card.

#### 2 Confirmation of PIN

Re-enter the PIN entered in Step ① for confirmation.

#### 3 Confirm Details

Once you've entered your PIN, tap the **Confirm** button to proceed to the next screen.



Unable to use easily guessable numbers for your cash card PIN, such as:

- Repeated numbers
- Consecutive numbers
- Birth dates

Keep your PIN secure, as it will be required for various transactions after opening your account.

Less than 100,000 yen

Cancel the transaction Redo

Thank you for entering the purpose and details of your transaction

Next Redo

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

1 PIN number

2 PIN confirmation

3

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	⌫

## STEP 3. Enter Required Information

### ● Setup Yucho Direct

#### Entering the login password for Yucho Direct (Internet Banking)

##### 1 Setting a Login Password

Set your login password for Yucho Direct.  
Set your Yucho Direct login password using **8 to 12 alphanumeric characters, including at least one number, one lowercase letter, and one uppercase letter.**

##### 2 Confirmation of Login Password

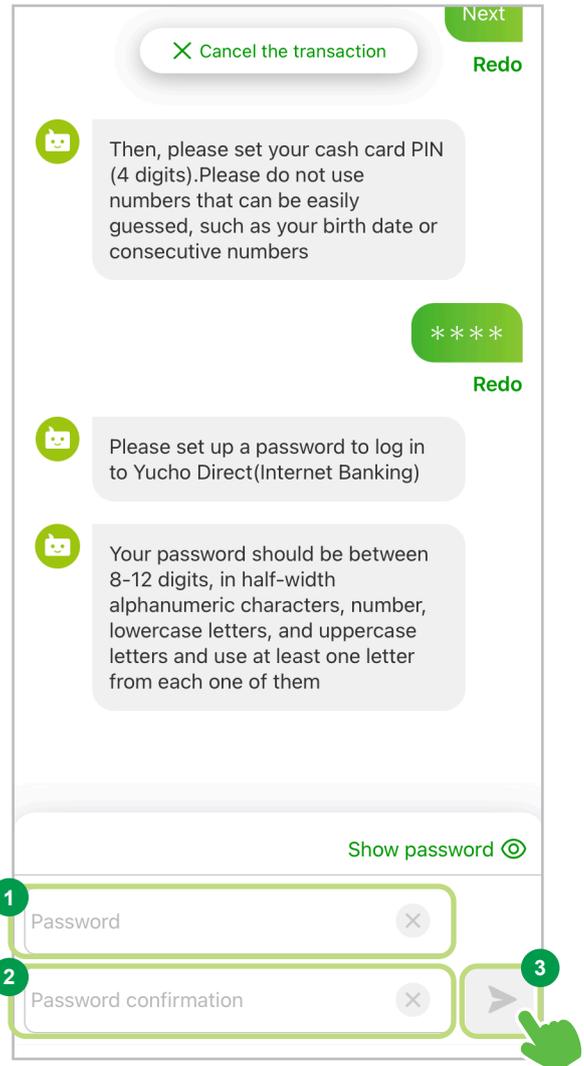
Re-enter the login password entered in Step ① for confirmation.

##### 3 Confirm Details

Once you've entered your login password, tap the **Confirm button** to proceed to the next screen.

 The Confirm button will not activate if the password does not meet these requirements.

 The password is required when logging in to Yucho Direct, make sure to write it down.



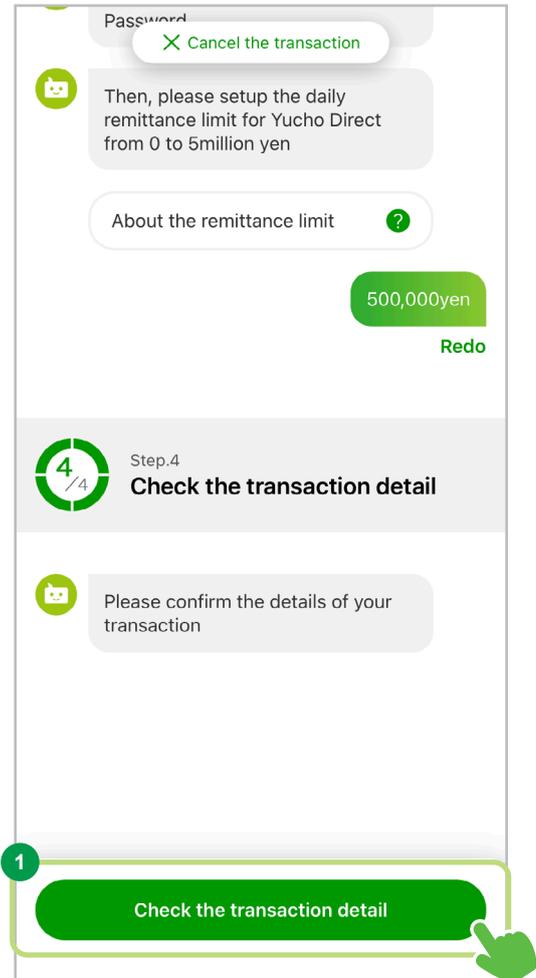


## STEP 4. Check the Transaction Detail

### Confirm Your Details

#### 1 Tap “Check the transaction detail”

Tap “**Check the transaction detail**” and proceed to the next screen.



## STEP 4. Check the Transaction Detail

### Items for Confirmation

Please confirm each item before proceeding with the procedure.

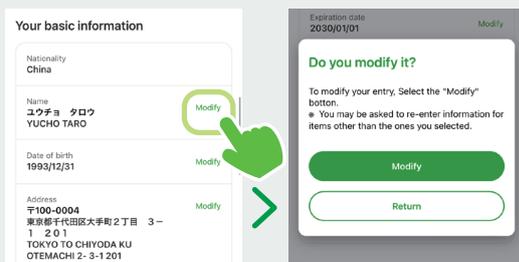
#### 1 Confirmation of Each Item

Please review each item carefully and tap the checkbox if everything is correct.

#### 2 Review your information

The information you entered or selected will be displayed. Please make sure that the information you entered is correct.

 If any of the information you entered is incorrect, please tap "Modify" next to the item to correct it. You may be asked to re-enter information for items other than those you have selected.



#### 3 Tap "After confirmation, proceed to the next step"

Please tap "After confirmation, proceed to the next step" and proceed to the next screen.

### 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.

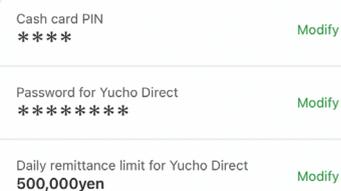
Please confirm the following items and check the box.

- I am not a member of an anti-social force  
[Statement and commitment that you are not an antisocial force](#)   
\* I agree that if the declaration is found to be false, the transaction will be suspended or terminated.
- 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 it applies, please visit your nearest post office savings counter for the transaction.
- I agree to the relevant regulations of Japan Post Bank.  
[The list of regulations](#) 
- I hereby certify that the information (transaction purpose, country of residence, etc.) I provide in the application is true and correct. In addition, if there is a change in my country of residence under the tax laws (country of Tax residence), I will make notification within 3 months from the day of the change.

#### 2 Your basic information



#### Information about your account



**3** After confirmation, proceed to the next step 

## STEP 4. Check the Transaction Detail

### About Application Screening When Opening an Account

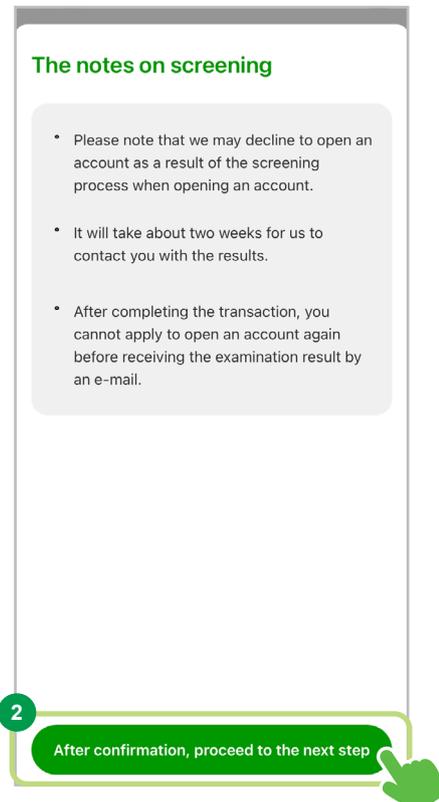
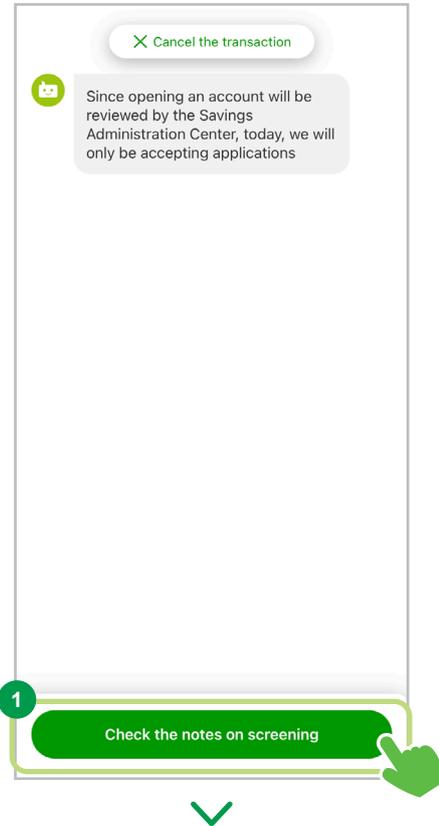
Your application will be screened by the Saving Administration Center.

#### 1 Tap “Check the notes on screening”

Tap “**Check the notes on screening**” and proceed to the next screen.

#### 2 Tap “After confirmation, proceed to the next step”

After reviewing the notes regarding the screening process, please tap “**After confirmation, proceed to the next step**” and proceed to the next screen.



## STEP 4. Check the Transaction Detail

### Enter Your E-mail Address

#### 1 E-mail Address for Notification of Screening Results

Please enter your personal e-mail address.

#### 2 Confirm Your Entry

Please tap the **Confirm** button and proceed to the next screen.

#### 3 Confirmation of Entry Details

If the e-mail address you entered is correct, please tap **For sure** and proceed to the next screen.

#### 4 Tap "Send e-mail"

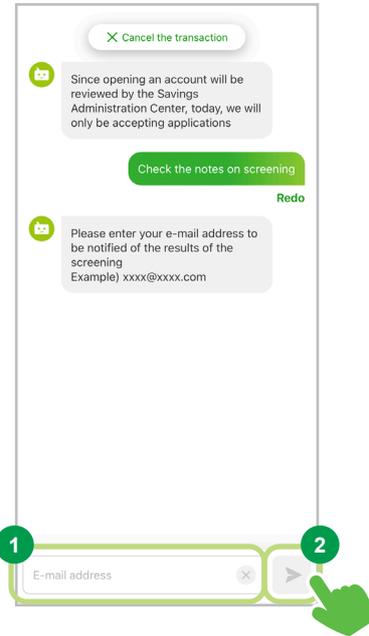
Please tap **Send e-mail** and proceed to the next screen.

#### 5 Enter Your Confirmation Number

Please enter the **6-digit confirmation number** from the e-mail sent to the e-mail address you provided.

#### 6 Confirm Confirmation Number

Please tap the **Confirm** button and proceed to the next screen.



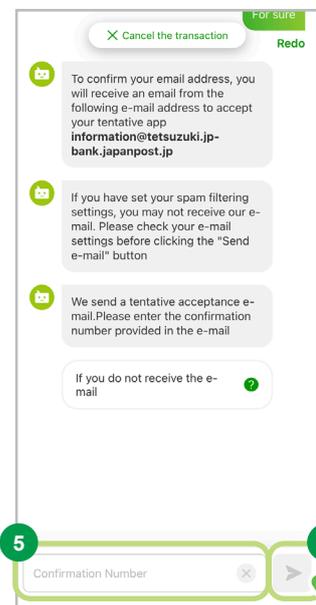
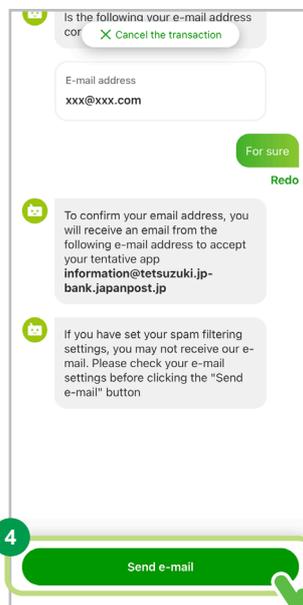
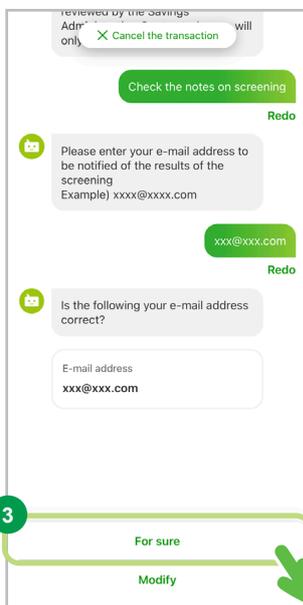
### Notes about e-mail addresses

To confirm your e-mail address, you will receive an application confirmation e-mail from the e-mail address below.

**information@tetsuzuki.jp-bank.japanpost.jp**

Depending on your settings, the e-mail may end up in your spam folder.

Please check your e-mail settings in advance.



## STEP 4. Check the Transaction Detail

### ● Completion of Application

This completes the application process. We will proceed with opening your account if your application is successful upon screening.

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

 Please make sure to note down your confirmation number and contact information.

### 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 write down the receipt number, as it will be needed when making inquiries, etc. Please note that inquiries are handled only in Japanese.

\* Please allow up to approx 2 weeks for us to contact you with the results of your account opening.

#### contact information

XXXX Savings Administration Center

000-000-0000

Week days 09:00~17:00

### ! Notes:

#### Email with the results of your screening

The results of your screening will be sent to your registered e-mail address.

\* You will be notified of the results of your screening in approximately two weeks

#### Cash card

Your cash card will be sent to your registered address approximately two weeks after your account has been opened. The cash card will be sent via simple registered mail (with no forwarding service). Please note that if you do not receive your cash card, your account may be subject to transaction limits.

\* Depending on the screening results of your application, we may decline to open an account for you.

#### Account information

You will receive a Yucho Direct customer number along with your cash card.

Please log in to Yucho Direct for the first time using your customer number and the password you set when opening your account.

\* Make sure to store your "customer number" and "account number" in a safe place.

## 4 Frequently Asked Questions

If you have any problems using the application, please refer to the FAQs on the Japan Post Bank website.

### About Account Opening Application

#### Q Who can open an account?

Individuals 16 years of age or older residing in Japan are eligible to open an account. Please note that you will not be able to open an account if any of the following apply to you.

- Customers who already have a general account with Japan Post Bank  
(This also applies to customers who are not currently using the account except in cases where the account has already been closed).
- Individuals who are sole proprietors, corporations, or organizations (associations without juridical personality)
- Individuals under 16 years old
- Foreign nationals without a residence card (such as special permanent residents and diplomats)
- Individuals whose residence card is set to expire within three months or who are currently renewing their residence card
- Individuals who are in significant public positions with foreign governments (Foreign PEPs) and their family members
- Individuals not residing in Japan
- Individuals using the adult guardianship system
- Individuals whose name includes II, III, etc. Individuals whose name include roman numbers II, III, etc.

In addition, we may refuse to open an account based on a comprehensive evaluation of the application information, such as expiration of the validity period of the identification documents or discrepancy between the address stated in the documents and the actual address.

#### Q I already have a general account with Japan Post Bank. Can I open a new account with Yucho Tetsuzuki App?

We allow one account per person.

After applying, if it is discovered that you already have an account with us, we will generally not allow you to open a second account. We appreciate your understanding.

#### Q Can I open an account for my child with Yucho Tetsuzuki App?

Yucho Tetsuzuki App can be used only by the owner of the account who is 16 years of age or older. Even if you are a person with parental authority, you cannot open an account in your child's name using the application, so please prepare the necessary documents and complete the procedures at the counter.

## About the App

**Q I tried to open an account with Yucho Tetsuzuki App, but it does not read my identification documents properly.**

If the IC chip in your identification documents cannot be read properly, please visit the savings counter of your local Japan Post Bank or post office to open an account.

**Q The “The system is currently under maintenance” message is displayed.**

This message is displayed during server maintenance. We apologize for the inconvenience, but please wait until the server is back up.

**Q While using Yucho Tetsuzuki App, The “A transmission error has occurred.” message is displayed.**

Please check the connection status and try to connect again in a good communication environment. If there is no improvement, please restart your device or apply with a different device.

**Q In the middle of a procedure on Yucho Tetsuzuki App, the “Cancel the transaction” message is displayed.**

This error is displayed when the operation is not performed for a certain period of time and the procedure is aborted. We apologize for the inconvenience, but please start from the beginning.

## Other Problems

### Q I do not understand the rules of address notation in Japan.

The Japanese address notation order is:

- (1) Zip Code,
- (2) Prefecture,
- (3) Municipality,
- (4) District Number/Aza, Block Number, House Number.

To correct your address, please refer to the right column. Please enter your address in Japanese.

 If you wish to correct your address, please follow the Japanese address rules.

e.g.) The order in which you enter your Japanese address

①	②	③	④
〒100-0004	東京都	千代田区大手町	2丁目3番1号
Zip Code	Prefecture	Municipality	District Number/Aza Block Number House Number

\* If you replace the above address with English, the order is reversed, so please be careful not to enter the wrong address.

④	③	②	①
2-3-1	, Otemachi, Chiyoda-ku	, Tokyo	, 100-0004
District Number/Aza Block Number House Number	Municipality	Prefecture	Zip Code

### Q If I am operating an application in a language other than Japanese, can I type in that language on the free input screen?

Please input in Japanese regardless of the language of the application.

If you do not know how to enter Japanese, please ask your employer or other person in charge.

#### Inquiries regarding the 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. (Japanese)

Follow the guidance of the automated voice and press "3" for Yucho Tetsuzuki Application. Selection can be made even during voice guidance.

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.

\* 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.

\* The information is current as of March 2024.