

【Reasons for deficiencies in opening an account on the Yucho Tetsuzuki App】

Reasons for non-acceptance (displayed in the email)	Detailed reasons, etc.
You cannot open a new account, because you already have an account.	<p>If you already have an ordinary account at Japan Post Bank, we will not allow you to open a new account.</p> <p>As a result of checking the status of your account, you already have an account, so please use that account.</p> <p>* If you have lost your account or do not recall having an account, please contact your nearest Japan Post Bank or a post office savings counter.</p>
You are unable to open an account because your employment is restricted and your tax return is not in accordance with the information you have declared.	<p>We have decided that your status of residence on your residence card does not match the details of your application for opening an account, so we have refused to open an account. In the status of residence of your residence card, you are not allowed to work or engage in non-qualified activities, but we have determined that there is a possibility of using the account for work based on the purpose of using the account at the time of application for opening an account.</p> <p>If you are not using the account for work, please declare the correct details such as the purpose of use of the account, and apply again using the Yucho Tetsuzuki App.</p>
We cannot open an account based on your declared purpose of the transactions.	<p>We have refused to open an account because we were unable to confirm the details of the transactions in the "Declaration of the Purpose of Transactions."</p> <p>If you want to apply again using the Yucho Tetsuzuki App, please enter the specific transaction details in the free entry field of the "Declaration of the Purpose of Transactions."</p>
The expiration date on your personal identification document has passed.	<p>The expiration date on your personal identification document has passed. Please prepare an updated personal identification document or another personal identification document and apply.</p>
The image on the residence card was incomplete.	<p>The image you took of your residence card could not be accepted because it falls under one of the following and the contents cannot be verified.</p> <ul style="list-style-type: none"> • The image is not a residence card (front/back) • Part of your residence card is not visible (finger covering the card, intrusion of light, etc.) <p>Please check the details and apply again on the Yucho Tetsuzuki App.</p>
The image on the certificate of enrollment was incomplete.	<p>The image you took of your enrollment confirmation documents could not be accepted because it falls under one or more of the following and the contents cannot be verified.</p> <ul style="list-style-type: none"> • Does not fall under the category of an employee ID card, a student ID card, or other enrollment confirmation documents • Part of the enrollment confirmation document is not visible (finger covering the document, intrusion of light, etc.) • The name does not match the name on your residence card • The name, workplace, or school name cannot be verified <p>* A residence card or personal number notice cannot be used as certificate of enrollment because they do not confirm the name of your work or school.</p> <p>* Even if the name, work place, and school name are listed, but if enrollment at the time of application cannot be verified (the expiration date is not indicated and a considerable period has passed since the issuance date, etc.), the ID cannot be used as enrollment confirmation document.</p> <p>*In the "個人番号" or "マイナンバー" field, enrollment verification documents that have a 12-digit number written or captured in them cannot be used, even if they meet the requirements for enrollment verification documents.</p> <p>Please check the details and apply again on the Yucho Tetsuzuki App.</p>

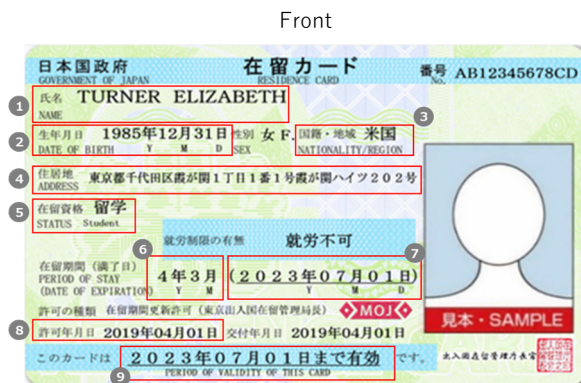
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Incorrect the name which you entered.	<p>The name on your personal identification document is different from the name on your application. Please confirm that it matches your personal identification document and apply.</p> <p>< Foreign nationality customers > Please check your residence card, enter your name in the same position as ① in the image below, and apply. In addition, if the name on your residence card contains a space, you must enter a space in the name. In this case, please enter a space so that your Japanese kana name has the same separator.</p>
Incorrect the date of birth which you entered.	<p>The date of birth on your residence card is different from the date of birth on your application. Please check your residence card, enter your date of birth in the same position as ② in the image below, and apply.</p>
Incorrect the nationality which you entered.	<p>The nationality on your residence card is different from the nationality on your application. Please check your residence card, enter your nationality in the same position as ③ in the image below, and apply.</p>
Incorrect the address which you entered.	<p>The address on your residence card is different from the address on your application. Please check your residence card, enter your address in the same position as ④ in the image below, and apply (condominium name can be omitted). * If there is an address on the back of your residence card, you must apply using this address. * If your address is not listed on your residence card, it is not possible to open an account. Please prepare a residence card with an address and apply.</p>
Incorrect the status of residence which you entered.	<p>The status of residence on your residence card is different from the status of residence on your application. Please check your residence card, enter your status of residence in the same position as ⑤ in the image below, and apply. In addition, the following are examples of common errors, so please check them. Example: Technical Intern Training 1 (i) ⇔ Technical Intern Training 1 (ro) (技能実習 1 号イ) (技能実習 1 号ロ) Technical Intern Training 1 (i) ⇔ Technical Intern Training 2 (i) (技能実習 1 号イ) (技能実習 2 号イ) * If you are currently applying to update your residence card information, please apply again after the update is completed.</p>
Incorrect the period of stay which you entered.	<p>The period of stay on your residence card is different from the period of stay on your application. Please check your residence card, enter your period of stay in the same position as ⑥ in the image below, and apply. * If you are currently applying to update your residence card information, please apply again after the update is completed.</p>

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Incorrect the period of stay date of expiration which you entered.	The expiration date of period of stay on your residence card is different from the expiration date of period of stay on your application. Please check your residence card, enter your expiration date of period of stay in the same position as ⑦ in the image below, and apply. * If you are currently applying to update your residence card information, please apply again after the update is completed.
Incorrect the date of entry into Japan which you entered.	The date of entry into Japan on your application is different. Please check your residence card, and if the text "上陸許可(permission to land)" is shown in the "許可の種類(Permission type)" on your residence card, please enter the date of permission listed in the same position as ⑧ in the image below, and apply.
Incorrect the date of expiry which you entered.	The expiration date on your residence card is different from the expiration date on your application. Please check your residence card, enter your expiration date in the same position as ⑨ in the image below, and apply.
Other deficiencies.	We were unable to open an account based on a comprehensive assessment of your application information. If you want to apply again and fill in the free entry field, please fill in the specific details. If there is an example in the chat, please refer to it when filling in the specific details.

< Residence card image >



Source: 出入国在留管理庁ホームページ (Immigration Services Agency website)