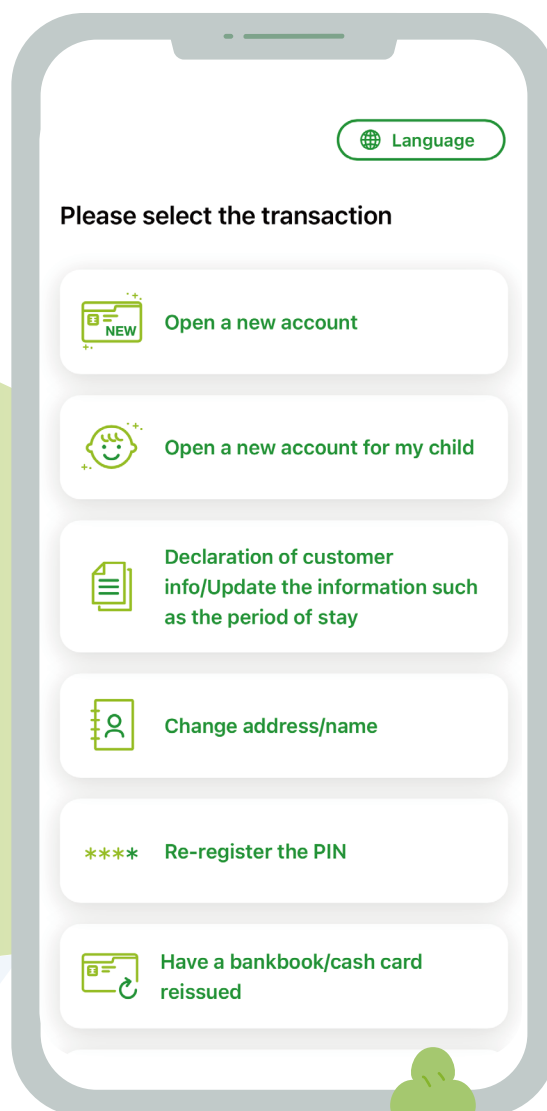


ゆうちょ手続きアプリ

Detailed User Manual




Easily open an account or reset your PIN anytime with the official Japan Post Bank App.



iPhone



Android

 This guidebook provides usage instructions for foreign nationals for Yucho Tetsuzuki App. Please follow the onscreen instructions and provide information in Japanese where required.

Highlights!

- ✓ **No membership registration required!** Start using the app immediately.
- ✓ Procedures to open an account available in **English, Chinese (Simplified), Vietnamese, or Japanese.**
- ✓ **One answer for each question!** Proceed by answering questions quick and easy!
- ✓ **Do it all from your smartphone!** Use the app anywhere, anytime.

1 About the App

What Is Yucho Tetsuzuki App?	3
Hours of Use	3
Supported Devices	4
Installation Process	4

2 How To Read This Guide 5

3 Procedures Available via the App

Open an Account	6
Who Is Eligible To Open an Account	6
What You Need To Apply	7
Application Process for Opening an Account	8
STEP 0. Start	9
STEP 1. Confirmation of Important Notices	13
STEP 2. Identify Verification	16
STEP 3. Enter Required Information	27
STEP 4. Check the Transaction Detail	67

4 Frequently Asked Questions 72

1 About the App

● What Is Yucho Tetsuzuki App?

Yucho Tetsuzuki App is an official app of Japan Post Bank, offering a convenient way to easily open an account and reset your PIN at any time. **Only applications for accounts to be used by the individual themselves will be accepted through this application.** This guide provides a detailed explanation of how to open an account.

* Please check the Japan Post Bank website for an explanation of how to reset your PIN.

Multilingual Account Opening Procedures

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

To open an account, your application must be screened by the Savings Administration Center but the entire process can be completed using the app.

* Opening a child account is limited to those with Japanese nationality, both for the account holder (child) and the representative (parent/guardian).

✓ No bankbook issued

This application is for Yucho Direct + (Plus), a bankbook-free general account.

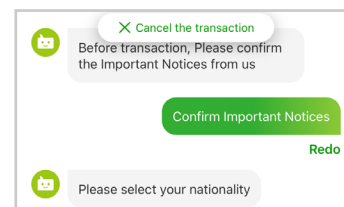
✓ No seal required

You don't need to register your seal (*inkan*).

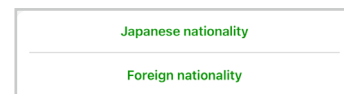
* If you need to register your seal (*inkan*), please bring your IC cash card, the seal to be registered, and identification documents with your photo (Driver's License, Individual Number Card, Residence Card, etc.) to your local Japan Post Bank or post office savings counter after opening your account to have your seal registered.

Simple Question-and-Answer Format

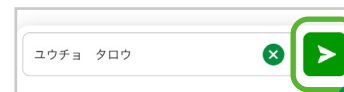
Simply answer the questions on the screen to proceed.



How to confirm your answers:



Select and tap your response!



Enter your details and confirm!

Confirm button

● Hours of Use

• The maintenance period is from 23:50 to 0:05, during which the app cannot be used.

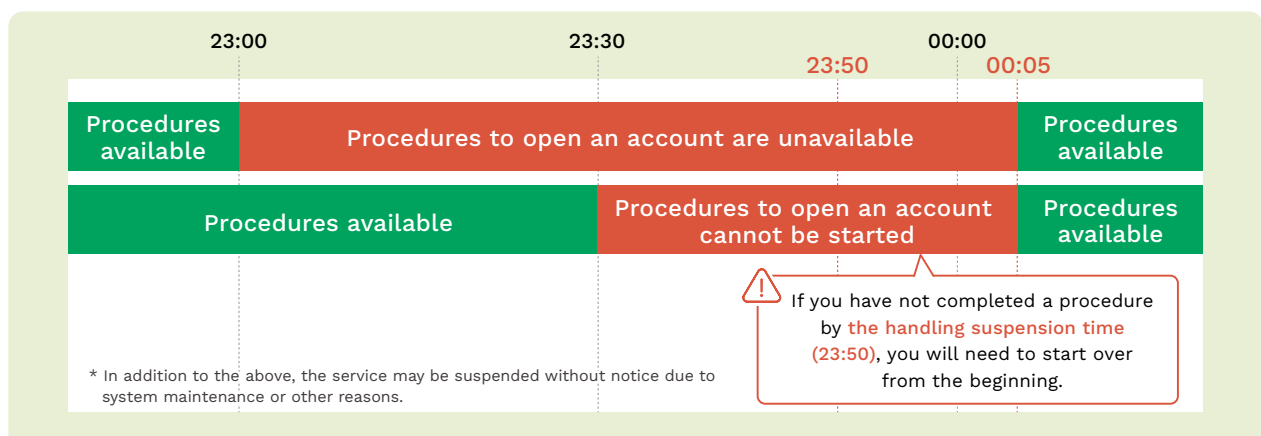
* If you have not completed a procedure by 23:50, you will need to start over from the beginning after 0:05.

* On the first Monday of each month, the service starts at 1:00.

* On the second Wednesday of each month, the service is not available between 18:00 and 3:00 the following day.

• You cannot start procedures to open a new account between 23:00 and 0:05.

• You cannot start any procedures between 23:30 and 0:05.



● Supported Devices

Smartphones with cameras and IC chip reading capabilities (NFC function) can be used.
Please check the [Japan Post Bank website](https://www.jp-bank.japanpost.jp/app/tetsuzuki/app_tz_en.html) for supported devices and OS.

Japan Post Bank Website

https://www.jp-bank.japanpost.jp/app/tetsuzuki/app_tz_en.html



● Installation Process

1 Open the App Store or Google Play on Your Smartphone

Please open the App Store if you are an iPhone user or Google Play if you are an Android user.

2 Install the App

Search for Yucho Tetsuzuki App or install it using the QR code. The app is free to download and install.

Icons



iPhone



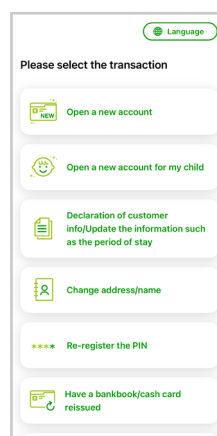
Android



* Customers are responsible for data charges related to the installation, updating, and use of the application.
* This application is only available in Japan.

3 Open the App on Your Phone

After the application installation is complete, tap the Yucho Tetsuzuki App icon and confirm that the application starts normally. If the screen shown on the right is displayed, you can use the application.



* Apple, the Apple logo, iPhone, and iOS are trademarks of Apple Inc. registered in the U.S. and other countries.
* App Store is a service mark of Apple Inc.
* Android, Google Play, and the Google Play logo are trademarks of Google LLC.
* QR Code is a registered trademark of DENSO WAVE INCORPORATED.

2 How To Read This Guide

The screens shown in this guide may differ from the actual ones. They are subject to change without notice.

1 Notes

The following is a list of precautions for the procedure.

Notes

2 Tips for Using the App

Includes important tips about using the app.

Tips for Using the App

3 Procedure Available via the App

● Open an Account

You can apply to open an account with your residence card.

To open an account, your application must be confirmed by the Savings Administration Center, and it takes approximately 1 week for confirmation.

The account that can be applied for with this application is the "Yucho Direct + (Plus)", a bankbook-free general account.

* If you wish to change to an account that issues a bankbook, you can do it by first opening an account using this app and then requesting it on an ATM that has a bankbook carry-over function using the cash card you received. There is no handling fee required for the change for two months after opening your account. If more than two months have passed since opening your account, a fee will be applicable.

* The result of the confirmation by the Savings Administration Center will be sent to the e-mail address you provided, in approximately 1 week.

* If you need to register your seal (inkan), please bring your IC cash card, the seal to be registered, and identification documents with your photo (Driver's License, Individual Number Card, Residence Card, etc.) to your local Japan Post Bank or post office savings counter after opening your account to have your seal registered.

● Who Is Eligible To Open an Account



Individuals who do not have a general account with Japan Post Bank



Individuals residing in Japan



Individuals aged 16 and over

The following individuals may not open an account

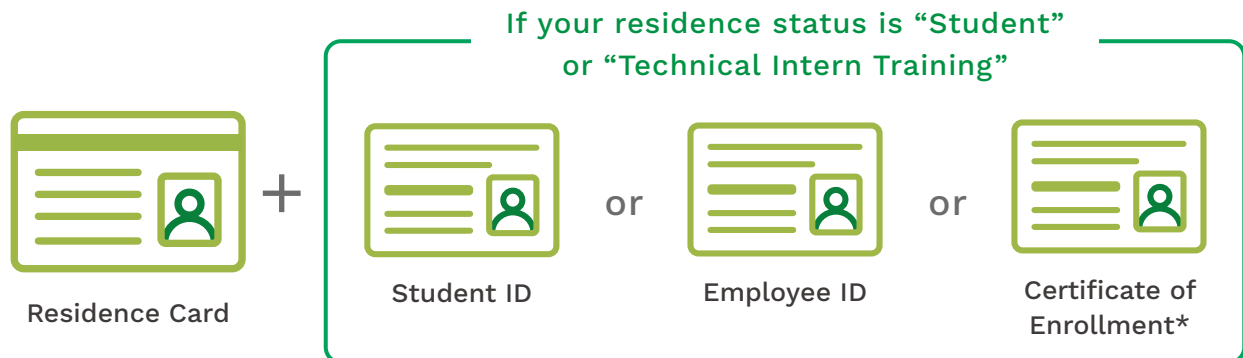
- Customers who already have a general account with Japan Post Bank
(This also applies to customers who are not currently using the account except in cases where the account has already been closed).
- Individual customers who wish to use an account for business purposes
- Corporate and organization (association or foundation without legal personality) customers
- 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.

What You Need To Apply

To apply for account opening, you will need a smartphone and the following items ① and ②, so please prepare them in advance.

① Personal Identification Documents

You will need to use your residence card, etc., as an identification document.



* If you do not have a student ID card, employee ID card, or other ID that proves that you belong to a school, company, or other organization, please use the employee/student registration certificate format on our website (please ask the person in charge at your place of work or school to fill in the format).

⚠ Notes regarding personal identification documents

- 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.
- The front and back sides of the residence card will be photographed.
- Depending on your residence status, you should provide a photograph of your student ID, employee ID, or certificate of enrollment.

② E-Mail Address

An e-mail address is required for notification of screening results.



E-Mail Address

⚠ Notes about e-mail addresses

To confirm your e-mail address and to notify you of the results of your account opening application, you will receive an e-mail from the following e-mail address.

information@tetsuzuki.jp-bank.japanpost.jp

You may not receive the e-mail if your settings reject spam e-mails. Please check your e-mail settings in advance.

● Application Process for Opening an Account

The procedure for opening an account with this application is as follows.
You can apply for an account by entering and confirming each item.

STEP 0. Start

- P.9 Launching the App and Language Selection
- P.11 Confirmation of Handling of Personal Information



STEP 1. Confirmation of Important Notices

Open an Account

- P.13 Review Important Notices
- P.15 Confirmation of Nationality



STEP 2. Identify Verification

- P.16 Preparation and Confirmation of Residence Card
- P.20 Scan Your Residence Card
- P.22 Take a Photo of Your Residence Card (Back Side)
- P.23 Take a Photo of Your Face



STEP 3. Enter Required Information

- P.27 Confirmation and Input of Residence Card Information
 - P.27 Confirmation of Nationality
 - P.32 Confirmation of Your Name
 - P.35 Confirmation of Your Address
- P.38 Enter Other Information
 - P.38 Enter Your Phone Number
 - P.40 Confirmation of Employment or Enrollment in School
- P.45 Confirmation of Your Country of Residence (Tax Country)
- P.50 Declaration of Purpose of Making Transactions
- P.64 Set Your Cash Card PIN
- P.65 Setup Yucho Direct



STEP 4. Check the Transaction Detail

- P.67 Confirm Your Details
- P.69 About Application Screening When Opening an Account
- P.70 Enter Your E-mail Address
- P.71 Completion of Application

STEP 0. Start

● Launching the App and Language Selection

1 Launch the App

Navigate to **Yucho Tetsuzuki App** icon. Tap the icon to launch the app. Please read the smartphone app “Terms of Use” and select “**同意する (Agree)**” if you agree to the terms.



2 Language Selection

Select the “**Language**” button in the upper right corner of the screen to display the language selection screen.

Please select the language you wish to use.

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



Available languages vary depending on the transaction.

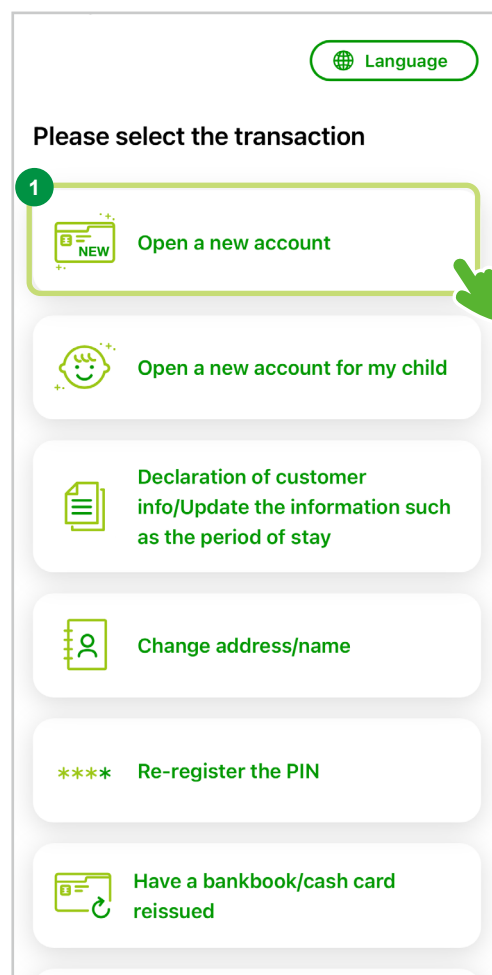
Japan Post Bank Debit Card links to the Japanese site.

STEP 0. Start

Select a Procedure

1 Select the Procedure

Tap “**Open a new account**” and proceed to the next part.



STEP 0. Start

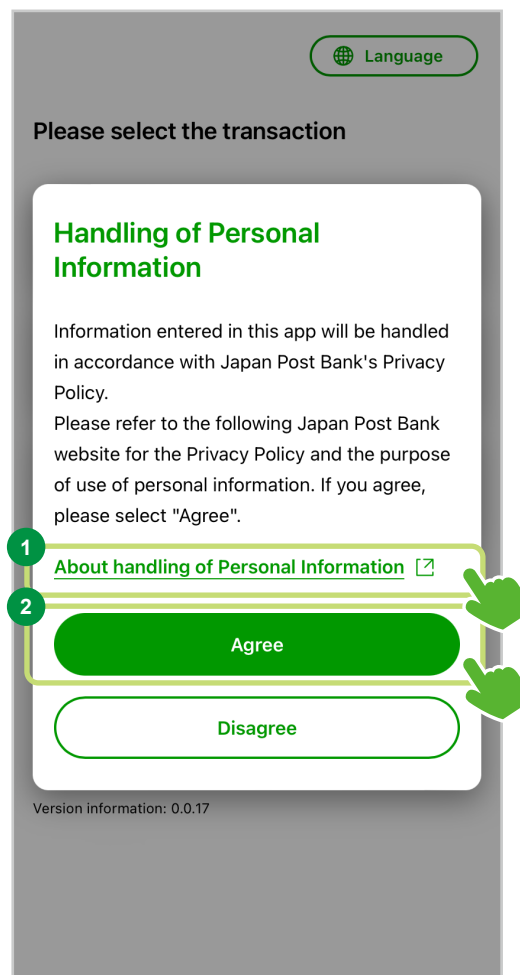
● Confirmation of Handling of Personal Information

1 Confirm the “About handling of Personal Information”

Please tap the “[About handling of Personal Information](#)” link and review its contents.

2 Select “Agree”

If you agree to the Handling of Personal Information, select “[Agree](#)” and proceed to the next step.



STEP 0. Start

Confirmation of the Application Process

This is a guide to the application process to open an account.

1 Entering the code of the branch

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 branch code (five or six digits).

If you were not introduced, please select “I was not introduced to the app”.

2 Review Each Step

The procedure consists of four steps:

“Confirmation of Important Notices”, “Identify verification”, “Enter required information” and “Check the transaction detail”.

It takes about 15 to 20 minutes to open an account with this application.

3 Tap “Close”

Once you have confirmed the application process, tap “Close” and proceed to the next step.

Cancel the transaction

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

1 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

2

Required time:

- ✓ Customers of Japanese nationality: Approx. 10 to 15 minutes
- ✓ Customers of Foreign nationality: Approx. 15 to 20 minutes

Transaction Flow

1 Confirmation of Important Notices

2 Identity verification

3 Enter required information

3 Close

STEP 1. Confirmation of Important Notices

● Review Important Notices

Please review important information provided by Japan Post Bank before proceeding.

1 Tap “Confirm Important Notices”

Tap “**Confirm Important Notices**” and proceed to the next part.

2 Review the Notes

Please review the listed “Notes”.

This app cannot be used for procedures by customers who fall under the conditions specified in the notes. We appreciate your understanding.

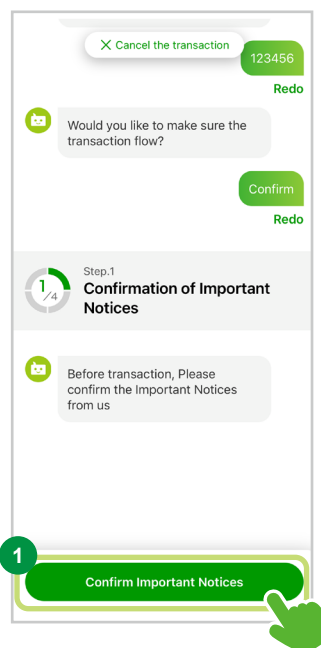


When opening an account, we will confirm the details of your application. Depending on the screening results of your application, we may decline to open an account for you. We appreciate your understanding.

3 Review the Account Features

Please ensure you review “Account Features” listed here.

Please note that the only type of account that you can apply to open from this app is a non-bankbook-type general Yucho Direct + (Plus) account. If you wish to change to an account that issues a bankbook, you can do it by first opening an account using this app and then requesting it on an ATM that has a bankbook carry-over function using the cash card you received. There is no handling fee required for the change for two months after opening your account. If more than two months have passed since opening your account, a fee will be applicable.



Important Notices

2

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 personnel, etc.)
- ✓ Please note that we may conduct a screening process when opening an account. Please note that we may decline to open an account as a result of the screening.
- ✓ After opening your account, we will send you your cash card by simple registered mail with no forwarding required to the delivery address. If you are planning to move in the near future, please carry out the transactions after moving (The cash card cannot automatically be forwarded).

Account Features

3

- ✓ Passbooks will not be issued.

This is an application for the “Yucho Direct + (Plus)” comprehensive account without a bankbook. If you need a bankbook, please have one issued at your local ATM after receiving your cash card. It will be issued free of charge for 2 months after opening an account.

[“Yucho Direct + \(Plus\)”](#). [\[?\]](#)
- ✓ There is no seal registration.

When applying for account transfers, etc. in writing, the seal must be registered at Japan Post Bank or a post office savings counter.

Other Notes

- ✓ The card issued will be an IC cash card with J-Debit function. If you wish to use other cards, such as a JPBANK card with credit card function, please complete the app transaction on the web after opening an account with the app.

[About Cash Card](#) [\[?\]](#)
- ✓ The auto-swing limit amount will be set at ¥13,000,000.

[About auto-swing limit](#) [\[?\]](#)
- ✓ If it is discovered that the account has been opened using a counterfeit / falsified personal identification document, the account will be suspended, closed, etc. and reported to the relevant authorities as prescribed by law

After confirmation, proceed to the next step

STEP 1. Confirmation of Important Notices

4 Other Notes

Please review the “Other Notes” listed.

5 Tap “After confirmation, proceed to the next step”

Once you have confirmed the details outlined in Steps 1-4, please tap “**After confirmation, proceed to the next step**” button to proceed to the next step.

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 personnel, etc.)
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Account Features

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[“Yucho Direct + \(Plus\)”](#)
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[About Cash Card](#)
- ✓ The auto-swing limit amount will be set at ¥13,000,000.

[About auto-swing limit](#)
- ✓ If it is discovered that the account has been opened using a counterfeit / falsified personal identification document, the account will be suspended, closed, etc. and reported to the relevant authorities as prescribed by law

5 After confirmation, proceed to the next step

STEP 1. Confirmation of Important Notices

Confirmation of Nationality

1 Select “Foreign nationality”

Please select “**Foreign nationality**” and proceed to the next part.

Work transaction

Cancel the transaction

Confirm

Redo

Step.1

1 / 4

Confirmation of Important Notices

Before transaction, Please confirm the Important Notices from us

Confirm Important Notices

Redo

Please select your nationality

Japanese nationality

1

Foreign nationality

STEP 2. Indentity Verification

● Preparation and Confirmation of Residence Card

Please have your residence card ready to verify your identity.

1 Select “Have it”

Select “**Have it**” and proceed to the next screen.

⚠ For those without a residence card

If you do not have a residence card, please visit your nearest Japan Post Bank or post office banking counter location to verify your identity. This applies to

- Special permanent residents
- Diplomats and related personnel
- US military personnel
- United Nations military personnel

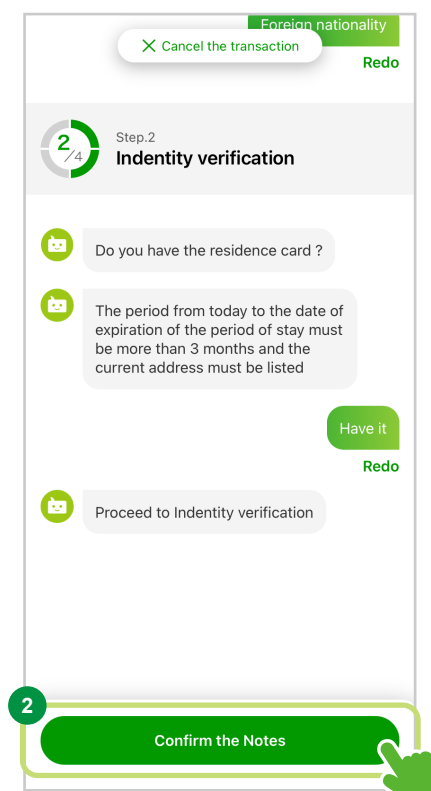
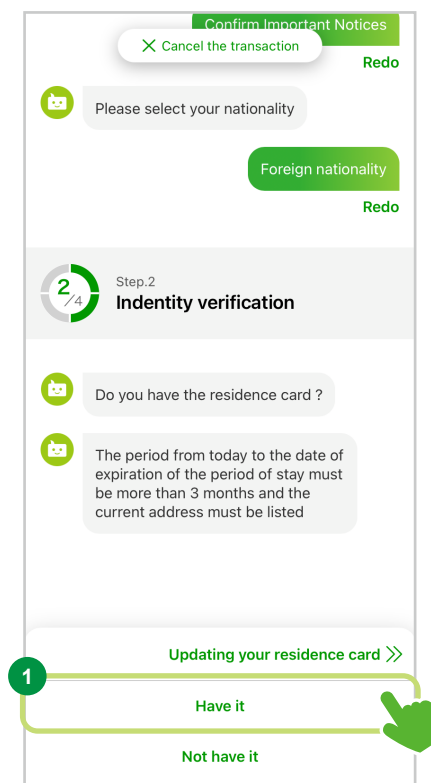
If you do not fall under any of the above categories and do not have a residence card, you will not be able to open an account.

⚠ For those renewing their residence card

Customers who are in the process of renewing their residence card will not be able to open an account either through this application or by visiting a counter. Please proceed with verifying your identity once your card has been renewed.

2 Tap “Confirm the Notes”

Tap “**Confirm the Notes**” and proceed to the next screen.



STEP 2. Identify Verification

Review the Notes

1 Confirmation of Notes “At the time of transaction”

Please review the details provided under “At the time of transaction.”

2 Confirmation of Notes When Using Your Account

Please review the details provided under “At the time of using account.”

3 Tap “After confirmation, proceed to the next step”

Once you have confirmed the details outlined in Steps 1-2, tap “**After confirmation, proceed to the next step**” to proceed to the next screen.



4 Tap “Proceed to Identity verification”

Tap “**Proceed to Identity verification**” and proceed to the next screen.

Notes

1

At the time of transaction

- ✓ The following foreign nationality customers are unable to apply
 - Customers who do not have an email address
 - Customers who are updating their residence card
 - Customers whose name includes Roman numerical (II, III, etc.)
- ✓ When foreign nationality customers apply to open an account, the account will not be opened on the day that you apply due to various confirmations and reviews based on relevant laws and regulations. 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.
- ✓ You may be required to take a photo of your student ID card, employee ID card, etc. during the transaction.
- ✓ Regardless of the selected language, the only language that can be used for input is Japanese.

2

At the time of using account

- ✓ If you renew your residence card or change your address after opening an account, please notify us immediately. Failure to do so may result in temporary restrictions on transactions.
- ✓ Please close your bank account before leaving Japan.

3

After confirmation, proceed to the next step



4

Proceed to Identity verification

STEP 2. Identify Verification

Prepare To Scan Your Residence Card

Prepare to scan your residence card.

Please have your residence card ready and follow the instructions on the screen.

1 Confirm the Process

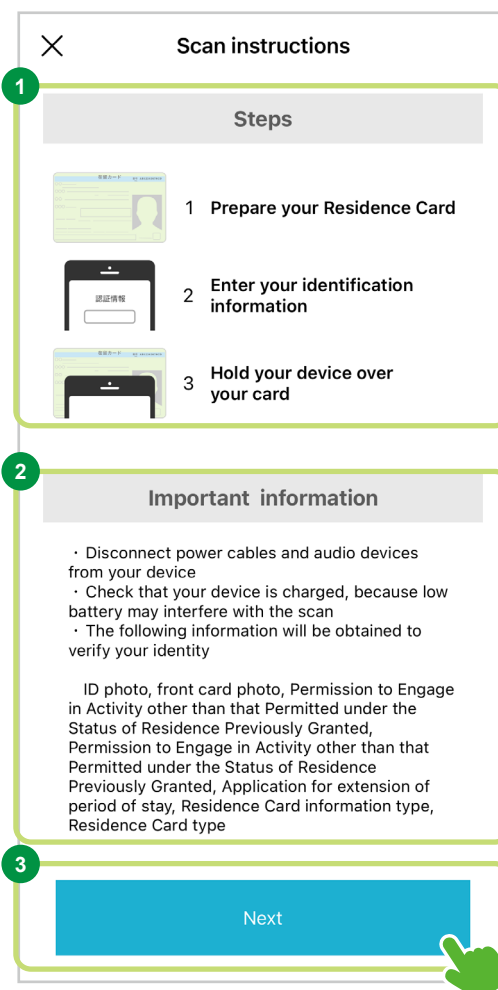
Please review the details provided under “Steps”

2 Review the Precautions

Please review the details provided under “Important information”

3 Tap “Next”

Tap “Next” and proceed to the next screen.

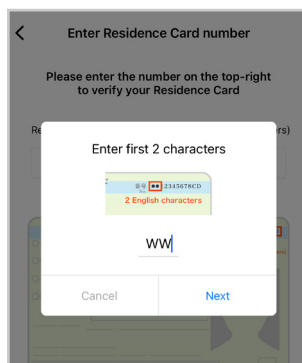


STEP 2. Indentify Verification

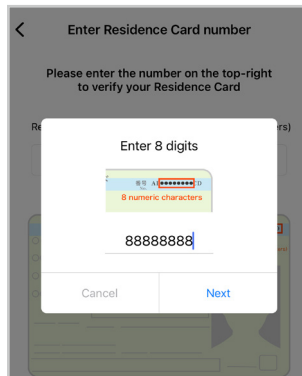
Entering Your Residence Card Number

1 Enter Your Residence Card Number

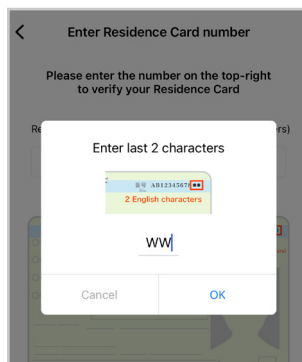
Please enter your residence card number in the input fields.



Enter the first 2 letters



Enter the 8 numbers



Enter the last 2 letters



2 Tap “Next”

Once you have completed entering your residence card number, you will be able to tap the “Next” button. Tap “Next” and proceed to the next screen.

STEP 2. Identify Verification

● Scan Your Residence Card

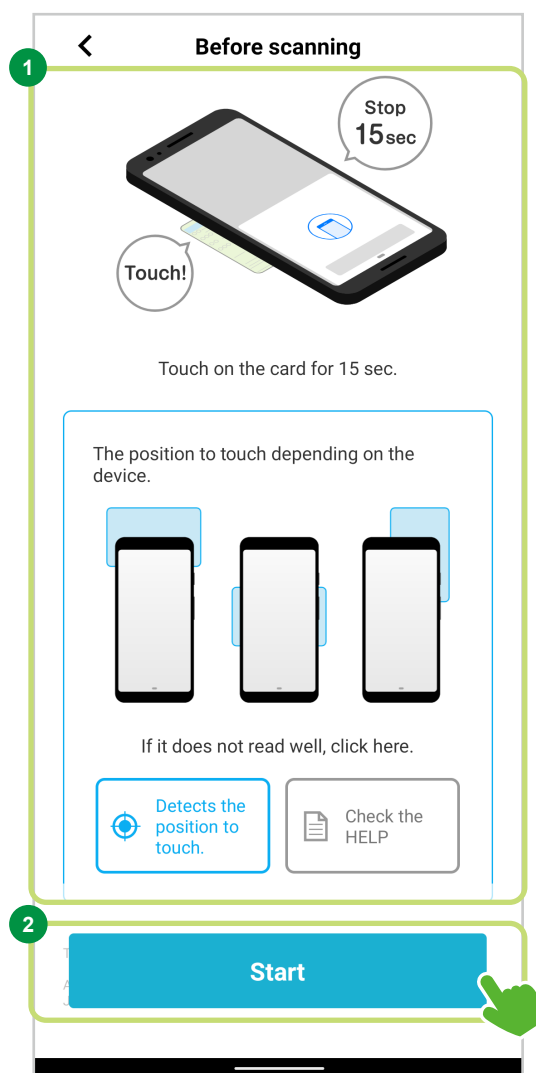
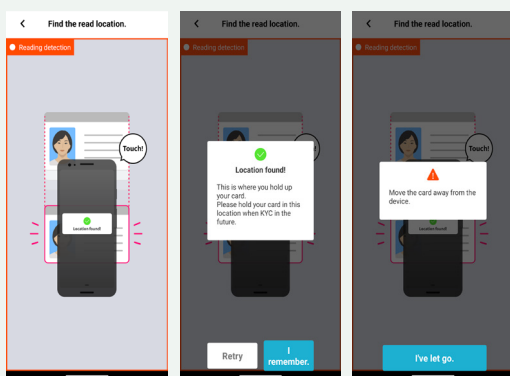
Scan your residence card. Follow the instructions on the screen.

1 Review Details on How To Scan Your Residence Card

Please review the provided instructions.
Place your smartphone over the residence card and hold for 15 seconds.

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

If you are unsure where the IC chip reader is on your device, select **“Detect the Position to touch”** and follow the instructions on the screen to locate the appropriate scanning position for your phone.



2 Tap “Start”

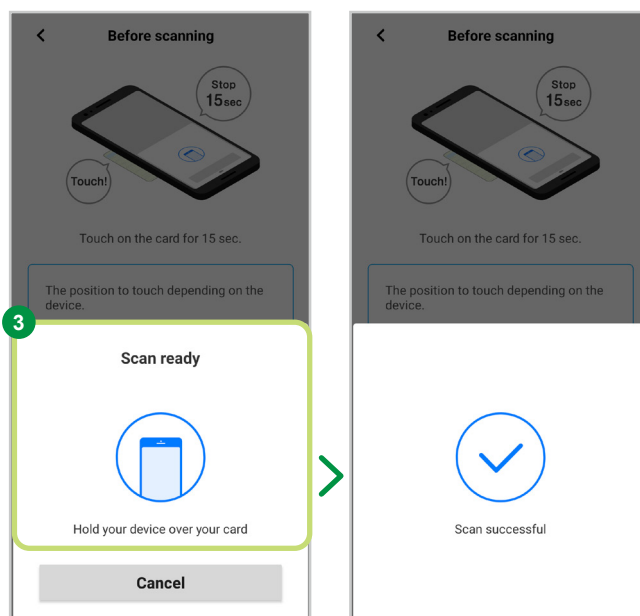
Once you have confirmed the process, tap **“Start”** to proceed to the next screen.

STEP 2. Identify Verification

3 Scanning Your Residence Card

Please follow the instructions on the screen and hold your residence card under your smartphone to scan it.

Once the card is successfully scanned, you will automatically be taken to the next screen.



? If you are having trouble reading the IC chip on your residence card, please check the following.

- Disconnect any charging cables or earphones, etc.
- Make sure your smartphone is fully charged.
- Do not place the IC card on a metal desk.
- Remove the card from its case.
- When the scanning screen appears, wait for a moment without moving the device.
- Adjust the position of your smartphone over the card and try again.
- Removing any covers or cases from your smartphone might make scanning easier.
- If your smartphone has a ring attached, please remove it.
- Place your smartphone over your card and wait for several moments until scanning is complete. This can take up to 15 seconds.
- Some issues can be resolved by changing the settings on your smartphone.

STEP 2. Identify Verification

1 Take a Photo of Your Residence Card (Back Side)

Following the on-screen instructions, keep the back side of your residence card within the frame as you photograph it with your smartphone.

1 Review the Notes

Please review the precautions on the screen.



Photography notes

When photographing your residence card, please make sure that the card is placed against a non-white background.

2 Tap “Start scan”

Tap “**Start scan**” and proceed to the next screen.

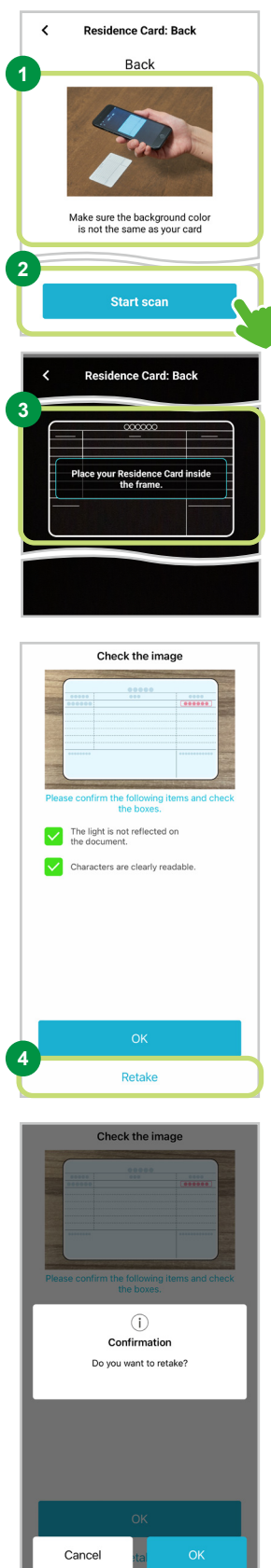
3 Photograph the Back Side of the Residence Card

Follow the instructions on the screen and place your residence card within the frame that appears. The camera will automatically take a picture once the card is recognized.

Once your photo is taken, you will automatically be taken to the next screen.

4 Confirmation of the image of the residence card

If the picture taken is not clear, please select “**Retake**”.



STEP 2. Identify Verification

● Take a Photo of Your Face

Take a Photo of Your Face (1) / Front View

Follow the instructions on the screen to take a photo of your face.

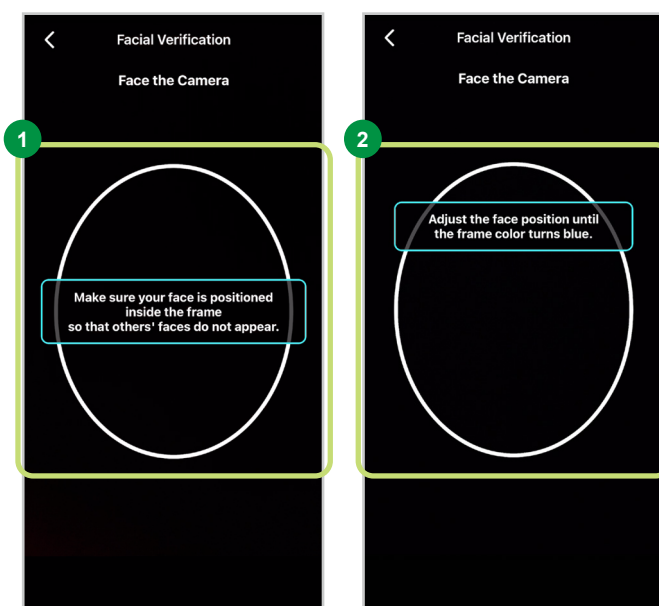
1 Adjust to the Frame

Follow the instructions on the screen and position your own face in the frame, ensuring that no other faces are visible.

2 Taking a Photo of Your Face (Front View)

Follow the instructions on the screen and adjust the size of your face inside the frame until it turns blue. The camera will automatically take a picture once a face is recognized.

Once your photo is taken, you will automatically be taken to the next screen.



? If you have trouble taking a satisfactory photo of your face, please review the following

- Ensure you are in a well-lit environment.
- Avoid backlighting and overly bright backgrounds.
- If the light from outside is strong, close the curtains and turn on indoor lights.
- Do not take your photo in a dimly lit environment or with a dirty camera lens.
- Avoid pointing the camera directly at the sun.
- Wipe off any fingerprints or smudges on the camera with a soft cloth.
- Check for accessories that might cause interference, such as glasses, hats, or masks.
- Ensure that no other faces are visible in the camera preview.
- Face directly towards the camera.

STEP 2. Identify Verification

Take a Photo of Your Face (2) / Liveness Detection

Follow the instructions on the screen to take a photo of your face.

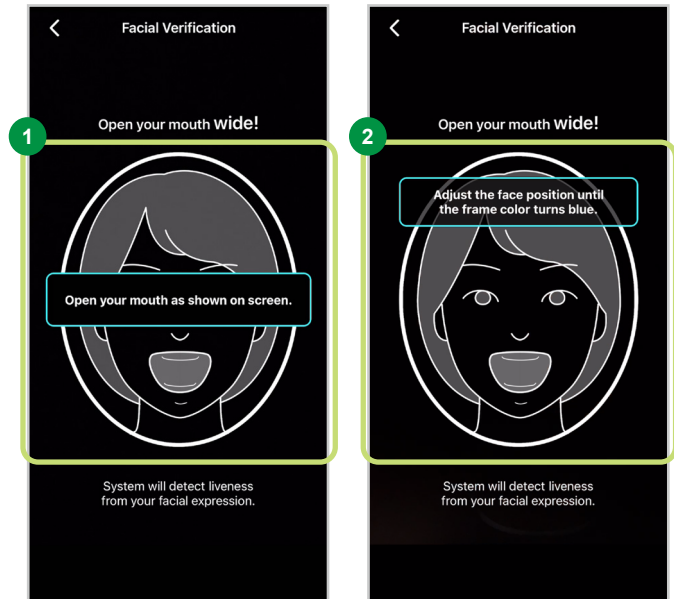
1 Adjust to the Frame

Follow the instructions on the screen and open your mouth widely.

2 Taking a Photo of Your Face (Liveness Detection)

Follow the instructions on the screen and adjust the size of your face inside the frame until it turns blue. The camera will automatically take a picture once a face is recognized.

Once your photo is taken, you will automatically be taken to the next screen.



STEP 2. Identify Verification

Take a Photo of Your Face (3) / Flash Photography

Follow the instructions on the screen to take a photo of your face.

1 Adjust the Frame

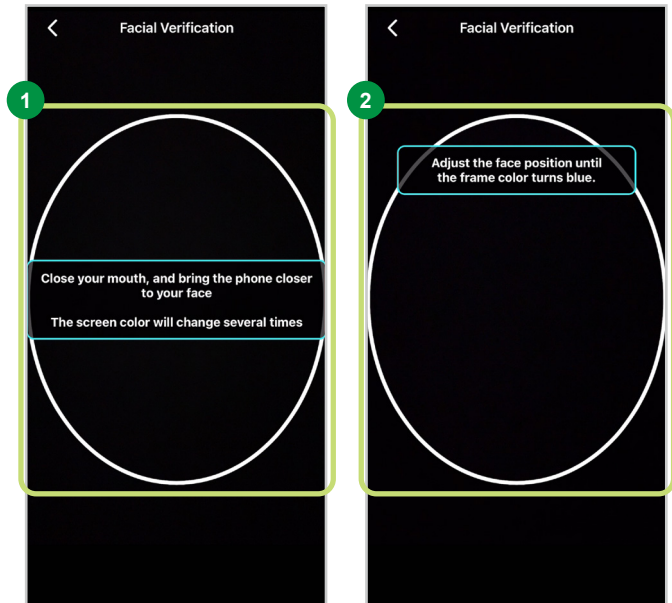
Following the instructions on the screen, close your mouth and move closer to the camera.

2 Taking a Photo of Your Face (Flash Photography)

Follow the instructions on the screen and adjust the position of your face inside the frame until it turns blue.

The camera will automatically take a picture once a face is recognized.

The screen will light up, but please stay still and do not move your face.



3 Photography Complete

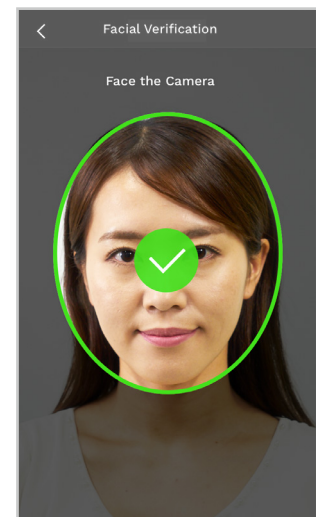
A green checkmark will appear, indicating that your photo has been taken successfully. Once your photo is taken, you will automatically be taken to the next screen.



About Face Matching

If the photos of your face are determined not to be a match, you will be asked to retake the photos.

* Discrepancies may occur even in the case of a person's identity.




STEP 2. Identify Verification

Upload a Photo of Your Residence Card (Front Side)

Following the on-screen instructions, keep the front side of your residence card within the frame as you photograph it.

1 Tap “Start camera”

Tap “**Start camera**” and proceed to the next screen.


 If your residence card is in a case, please remove it before taking a photo.

2 Photograph the Front Side of the Residence Card

Follow the instructions on the screen, place your residence card within the frame, and press the “**Photographing**” Button.

3 Confirmation of Photograph

If the image is not clear or if something other than the residence card (front side) is in the picture, please retake it.
If everything looks good, select “**Use this image**” and proceed to the next screen.

 Please retake the photo if

Cases requiring re-photography

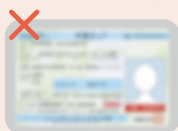
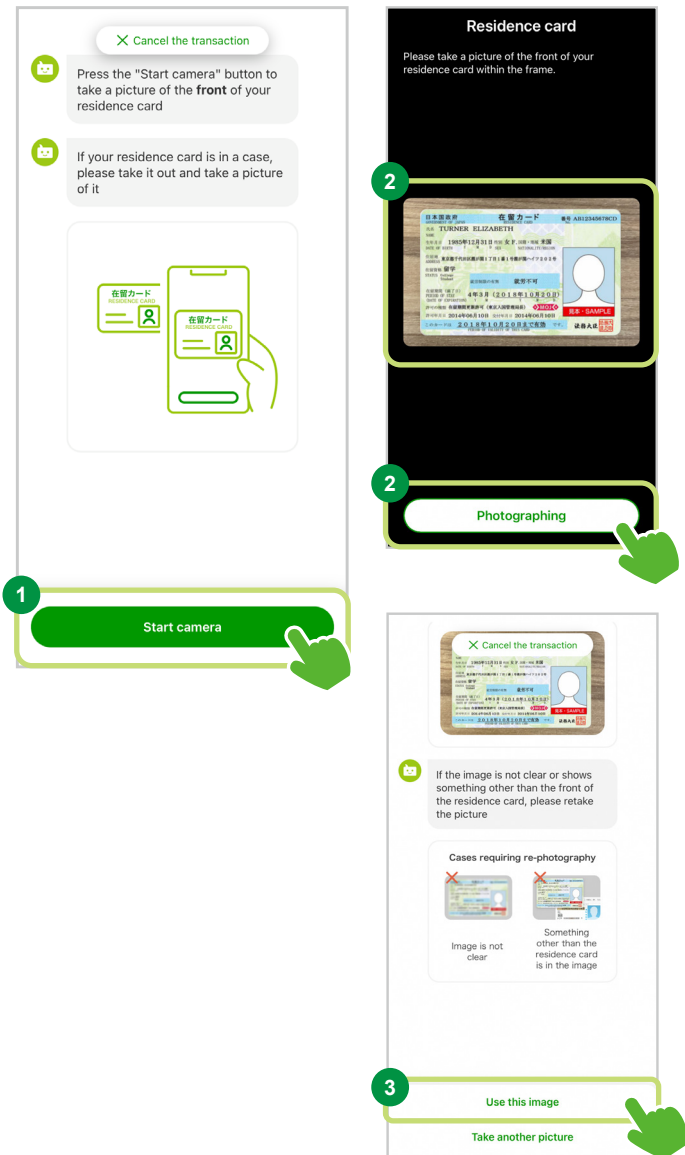


Image is not clear



Something other than the residence card is in the image

If the photos you submit are blurry or contain unintended objects, you may be asked to resubmit your application.



STEP 3. Enter Required Information

● Confirmation and Input of Residence Card Information

The information scanned from your residence card will be displayed in the chat.

Please make sure that your information is correct and matches the information on your residence card.

If any corrections are needed, please follow the instructions to enter the correct details.

If the information could not be read from the residence card, please select or enter the information on the screen in Japanese.

Confirmation of Nationality

1 Confirm or Correct Your Nationality

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.

Cancel the transaction

Redo

Step.3
Enter required information

3/4

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.

Is the following nationality correct?

Nationality
China

1

For sure

Modify

STEP 3. Enter Required Information

Confirmation of Status of Residence

1 Confirm or Correct Your Status of Residence

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.

that if the information you enter does not match your actual information, you will not be able to open an account.

Cancel the transaction

Is the following nationality correct?

Nationality
China

For sure
Redo

Is the following status of residence correct?

Status of residence
Technology, humanities, and international affairs

1

For sure

Modify

STEP 3. Enter Required Information

Confirmation of Period of Stay


1 Confirm or Correct Your Period of Stay

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.

✕ Cancel the transaction

Redo




Is the following status of residence correct?

Status of residence

Technology, humanities, and international affairs

For sure

Redo



Is the period of stay indicated on your residence card shown below correct?


Period of stay

2 years and 6 months

1

For sure

Modify




STEP 3. Enter Required Information

Confirmation of Period of Stay (Date of Expiration)

1 Confirm or Correct Your Period of Stay (Date of Expiration)

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.

 The period from the date of application to the date of expiration of the period of stay must be longer than 3 months

✕ Cancel the transaction

For sure


Redo

 Is the period of stay indicated on your residence card shown below correct?

Period of stay
2 years and 6 months

For sure

Redo


 Is the following expiration date of period of stay correct?

Expiration date of period of stay
2026/01/01

1

For sure

Modify



STEP 3. Enter Required Information

Confirmation of Residence Card Expiration Date

1 Confirm or Correct Your Residence Card Expiration Date

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.

Cancel the transaction

For sure

Redo

Is the following expiration date of period of stay correct?

Expiration date of period of stay
2026/01/01

For sure

Redo

Is the following expiration date correct?

Expiration date
2030/01/01

1

For sure

Modify

STEP 3. Enter Required Information

Confirmation of Your Name

1 Confirm or Correct Your Name

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.



Your name can be entered in Kanji characters. (This is limited to the Residence Card that has the name in Kanji characters.) If you enter your name using Kanji, you will need to enter the romanization of your name.



All letters will be converted to uppercase, regardless of how they are entered.

Cancel the transaction

For sure

Redo

Is the following expiration date correct?

Expiration date

2030/01/01

For sure

Redo

Is the following name correct?

Name

YUCHO TARO

1

For sure

Modify

STEP 3. Enter Required Information

Confirmation of Your Name (Japanese kana)

1 Confirm or Correct Your Name (Japanese kana)

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.

⚠ If you do not know how to render your name in Japanese kana, please ask someone, such as your employer, to assist you.

⚠ When making corrections, please make sure to enter them in Japanese.

⚠ If there are words that cannot be rendered in katakana, please enter them manually.

For example: “MICHEL AAA” → “ミッシェル AAA”.

If you cannot convert kana as in “AAA” above, please type “ミッシェル エーエーエー” all by hand.

In addition, if all characters are not converted to kana, such as “AAA BBB”, nothing will be displayed. Please enter it manually.

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

If the number of spaces is different between your name in letters of the alphabet and your name in Japanese kana, an error occurs.

E.g., “AAA△BBB”

→ “エーエーエー△ビービービー”

△: space

The screenshot shows a mobile app interface for confirming a name in Japanese kana. At the top, a green header bar contains a camera icon and the text "Is the following name correct?". Below this is a button labeled "X Cancel the transaction". The main content area has a white background with a rounded rectangle containing the text "Name" and "YUCHO TARO". To the right of this rectangle is a green button labeled "For sure" and a red button labeled "Redo". Below this, another green header bar contains a camera icon and the text "Is the following name in Japanese kana correct?". Below this is a white rounded rectangle containing the text "Name(Japanese kana)" and "ユウチョ タロウ". At the bottom, there are two buttons: "For sure" and "Modify". A green line with a circle containing the number "1" connects the "For sure" button to the "Modify" button. A green hand icon is pointing at the "Modify" button.

STEP 3. Enter Required Information

Confirmation of Date of Birth

1 Confirm or Correct Your Date of Birth

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.



If you are under 16 years old, you cannot use this application to complete the procedure.

Is the following name in Japanese kan

Cancel the transaction

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

For sure

Redo

Is the following date of birth correct?

Date of birth

1992/12/31

1

For sure

Modify



STEP 3. Enter Required Information

Confirmation of Your Address

1 Confirm or Correct Your Address

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.



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

Cancel the transaction
For sure
Redo

Is the following address where you currently live correct? The address must match the personal identification documents you are using

[Translate into Japanese](#)

Prefecture~block (丁目・字)

TOKYO TO CHIYODA KU OTEMACHI 2-

House number

3 - 1

Room number

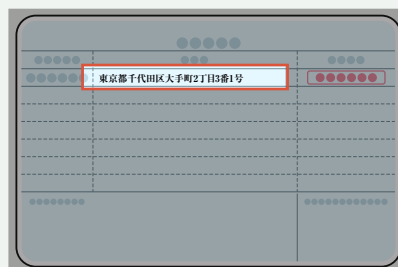
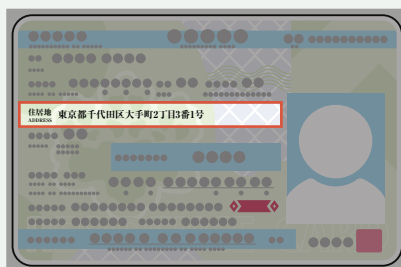
1

For sure
Modify



Confirming Your Address

The address displayed in the chat will be the one listed on the front of your residence card. If your address has changed, follow the instructions in the chat and enter your current address as listed on the back side of your residence card.



14:45
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-

STEP 3. Enter Required Information

If the Address Was Not Scanned Correctly

* This screen is displayed only to certain individuals.

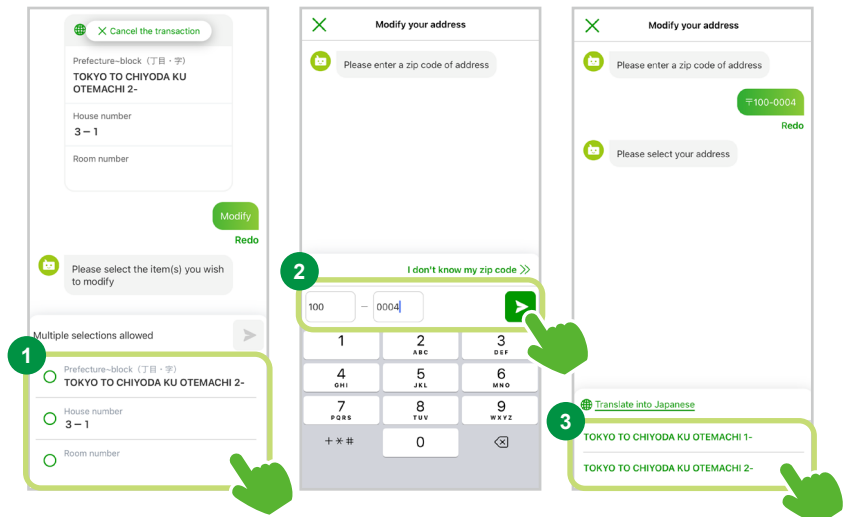
1 Select the Address To Be Corrected

Select the address that contains errors. Select all that apply.

2 Correcting Prefecture, Municipality, District/Aza, Block Number, House Number

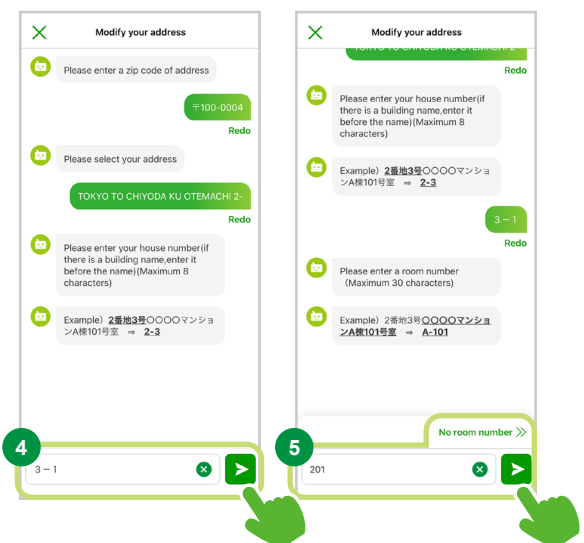
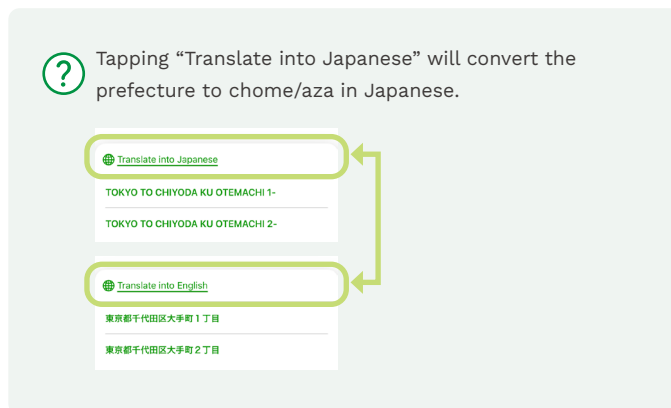
Enter your **Zip code**. Once it is entered, tap **Confirm button** and proceed to the next screen.

* If you do not know your zip code, please select "I don't know my zip code" and follow the chat instructions to select your address.



3 Selecting Prefecture, Municipality, District/Aza, Block Number, House Number

Select the appropriate address (Prefecture, Municipality, Block/Street Number/House Number) based on the zip code you entered.



4 Correcting Block Number/House Number

Enter your **block number/house number**. Once it is entered, Tap **Confirm button** and proceed to the next screen.

5 Enter your Room Number

Enter your **room number**. Once it is entered, tap **Confirm button** and proceed to the next screen. If there is no room number, tap **"No Room Number"** to proceed to the next screen.

? There is no need to enter the name of the building.
* Please enter the name of the building if you cannot receive mail without it.

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.

The screenshot shows a mobile app interface for confirming entry information. At the top, there is a button labeled "X Cancel the transaction". Below this, the address "TOKYO TO CHIYODA KU OTEMACHI 2-" is displayed. Underneath, the house number "3 - 1" and room number "2 0 1" are shown. To the right of these fields is a green button labeled "For sure" and a "Redo" link. Below the address section, a question "Is the following date of entry into Japan correct?" is followed by a date field containing "2020/03/24". At the bottom, there are two buttons: "For sure" and "Modify". A green line with a circle containing the number "1" highlights the "For sure" button, and a green hand icon points to it.

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.)

The screenshot shows the app's 'Enter Other Information' screen. At the top, there's a 'Cancel the transaction' button. Below it, a 'For sure' button is labeled 'Redo'. The main content area has a question: 'Is the following date of entry into Japan correct?' followed by a date input field showing '2020/03/24'. Another 'For sure' button is labeled 'Redo'. Below this is a question: 'Please enter your phone number. If you have a cell phone, please enter your cell phone number'. At the bottom, there's a link 'I do not have a phone >>'. The bottom navigation bar has two buttons: '1' (labeled '000 - 0000 - 0000') and '2' (labeled with a right arrow), with a green hand icon pointing to button '2'.

STEP 3. Enter Required Information

Selecting Gender

1 Selecting Gender

Select your **gender**.

Cancel the transaction

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

00-0000-0000

Redo

Please select a gender

1

No answer >>

Male

Female

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.

 Your name and your company/school name must be stated on the documents. Your name must match the one on your residence card.

00-0000-0000

Cancel the transaction


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




Your name and your company/school name must be stated on the documents. Your name must match the one in your residence card

1

A student ID card

An employee ID card

Certificate of enrollment



STEP 3. Enter Required Information

Photographing Your Enrollment Verification Documents

* This screen is displayed only to certain individuals.

Photograph your student ID, employee ID, or certificate of enrollment.

1 Tap “Start camera”

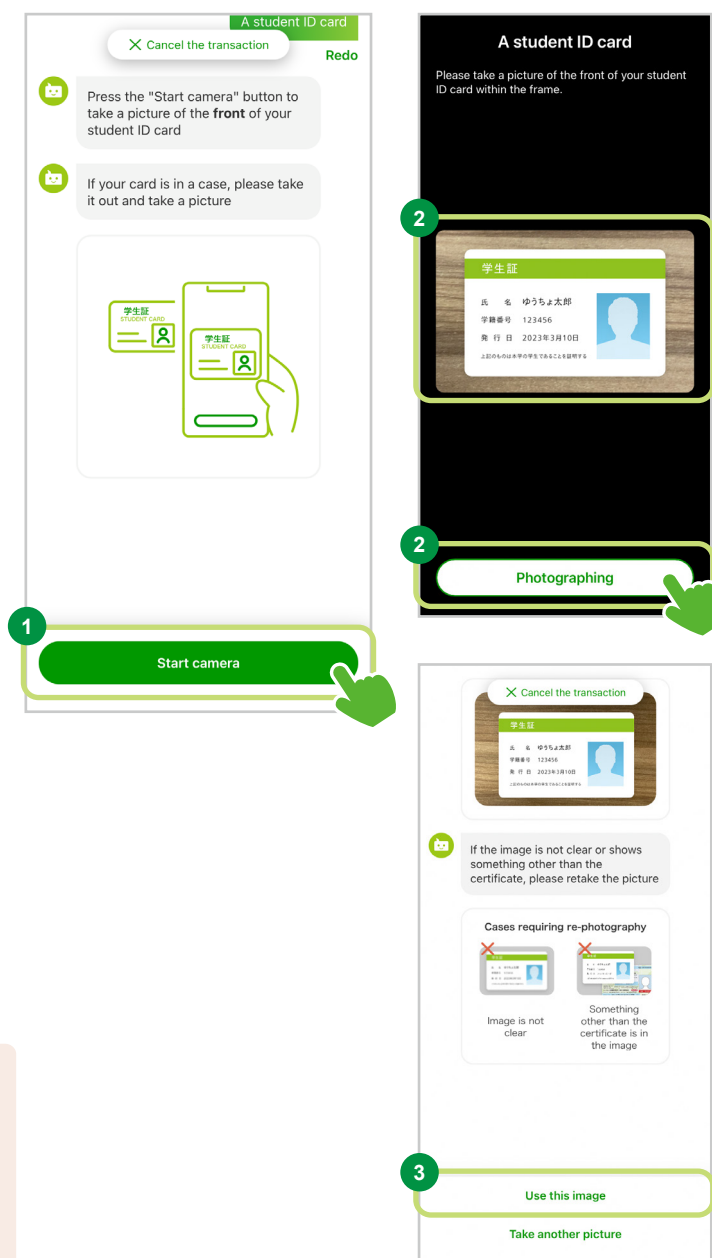
Tap “Start camera” and proceed to the next screen.

2 Photographing Your Enrollment Verification Documents

Follow the instructions on the screen, place your proof of enrollment within the frame, and press the “Photographing” button.

3 Confirmation of Photograph

If the image is not clear or if something other than the proof of enrollment is in the picture, please retake it. If everything looks good, select “Use this image” and proceed to the next screen.



! Please retake the photo if

Cases requiring re-photography



Image is not clear



Something other than the certificate is in the image

If the photos you submit are blurry or contain unintended objects, you may be asked to resubmit your application.

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.

If the photo is not clear, please retake the picture. Cancel the transaction

Cases requiring re-photography

Image is not clear Something other than the certificate is in the image

Use this image Redo

Select your occupation

- Company employee / Organization employee

Company officer / Organization officer

Part-time worker / Temporary worker / Contract worker

Sole proprietorship / self-employment

Public servant

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.

you have a cell phone, please enter you

X Cancel the transaction

I do not have a phone

Redo

Please select a gender

Female

Redo

Select your occupation

Housewife/Househusband

Redo

Please confirm Notes for non-resident customers

Confirm Notes

閉じる

1

Notes on Opening an Account

As the account holder is a non-resident as defined in the “Foreign Exchange and Foreign Trade Act Definitions of Non-Resident, etc” below, time deposits cannot be made. In addition, since the account holder is a non-resident under the Foreign Exchange Act, fees and charges for some products are different from those for residents.

If your status changes from non-resident to resident, or if there is a change in your country of residence (country of tax residence), please make a notification at your nearest Japan Post Bank or post office savings counter.

Foreign Exchange and Foreign Trade Act Definitions of Non-Resident, etc

- Persons who have been in Japan for less than 6 months and are not working at an office in Japan.
- Persons engaged in official duties for a foreign government or an international institution.
- Diplomats, consular officials, etc. appointed or employed by a foreign country.
- Military and civilian personnel of US Armed Forces in Japan, dependents of the aforementioned, invited contractors, workers of military postal and banking facilities/contractors, etc.
- Military and civilian personnel of the United Nations, dependents of the aforementioned, invited contractors, workers of military post offices as well as persons employed by the Ministry of Finance in accordance with agreements between the Government of Japan and UN military units.

Criteria for Determining Country of Residence

Case in which Japan is the country of residence (country of tax residence)	Case in which a country other than Japan is the country of residence (country of tax residence)
Persons who are residents under the Income Tax Act. Example: <ul style="list-style-type: none"> Persons with an address in Japan. Persons who have had a residence in Japan for 1 year or more. Persons with an occupation that requires normally living in Japan for 1 year or more etc. 	Persons who are subject to income tax for similar tax based on laws and regulations of a country other than Japan on the grounds that they maintain a domicile and nationality of that given country, among others.

Products handled differently from residents

Q1 Remittance from an account (remittance from an account at Japan Post Bank and other banks)

If cases involving the above-mentioned remittance, it will be treated as an international remittance as shown in the table below.

Handling location	Japan Post Bank directly managed stores, or post offices that handle international remittance* savings counter	Yuhon Direct**	ATMs and post offices that do not handle international remittance
Remittance limit	7,000 Yen	3,000 Yen	Not available

*1 Post offices that handle international remittance can be found by searching from “1500” “1510” “1515” on our website (www.jp-bank.com).

STEP 3. Enter Required Information

Agreement to numbering an individual number for an account based on the Law of Account Management

1 Confirmation of the Law of Account Management

Please select “**Confirm about Law of account management**” and review the details.

2 Selection of whether to agree or not

Selection of whether to agree or not

If you agree to number your individual number for your account based on the Law of Account Management, please select “**Agree**.” If you do not agree, please select “**Proceed to the next step without agreeing**.”

Please note that this app cannot be used to number your Individual Number. If you agree to this, please visit your nearest Japan Post Bank or post office savings counter after opening an account.

The screenshot shows a mobile app interface with a white background and green accents. At the top, there's a header bar with the word "account" and a green button labeled "X Cancel the transaction". Below this, a green circle with the number "1" indicates the first step. The main content area has a light gray background. It starts with a text box "Confirm about Law of account management" followed by a green button "After confirmation, proceed to the next step". Below this is a green button labeled "Redo". Then, there are two informational boxes: the first says "Please note that this app cannot be used to number your Individual Number. If you agree to this, please visit your nearest Japan Post Bank or post office savings counter after opening an account." and the second asks "Do you agree to the numbering of your individual number for your account in accordance with the Law of account management? (optional)". At the bottom, a green circle with the number "2" indicates the second step. There are two buttons: "Disagree and move on" and "Agree". A green hand icon is pointing at the "Agree" button.

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”.

or post office savings counter after
open

✕ Cancel the transaction

Do you agree to the numbering of
your individual number for your
account in accordance with the Law
of account management?(optional)

Agree

Redo

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

Do you agree?

About Country of Residence ?

1

Agree

Disagree

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 you live in Japan (if you have a residence card), the country of residence is generally "Japan".

✓ 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.

Cancel the transaction

Redo

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

Do you agree?

About Country of Residence ?

Agree

Redo

Is it OK if the country of residence (country of tax residence) is "Japan only"?

1

Yes

Other country(ies) outside Japan

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.

Japan - Correct:

X Cancel the transaction

Yes

Redo

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)

Up to 3 countries to choose from

Frequently selected country's name

2

☐ Brazil

☐ China

☐ Indonesia

☐ Korea, Republic of

☐ Myanmar

☐ Nepal

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 the 'Brazil' selection screen. At the top, there is a 'Cancel the transaction' button. Below it, a 'Brazil' button is highlighted with a 'Redo' label. The main content area asks 'We would like to ask you about your name' and 'Is the following classification of your name correct?'. It displays a form with '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 the 'Enter the Tax Identification Number' screen. At the top, there is a 'Cancel the transaction' button. Below it, a form displays 'First name: TARO', 'Middle name: —', and 'Last name: YUCHO'. At the bottom right, there is a 'For sure' button highlighted with a 'Redo' label. Below this, there is a message: 'Please enter your Brazil tax identification number in alphanumeric characters. Example) AA123456C'. Below that, there 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 next to it. 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

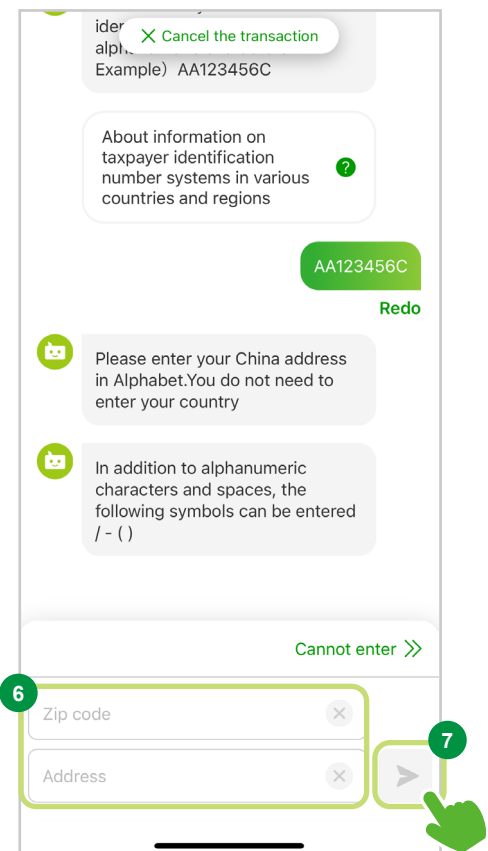
Please enter the **address** of your residence.


 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

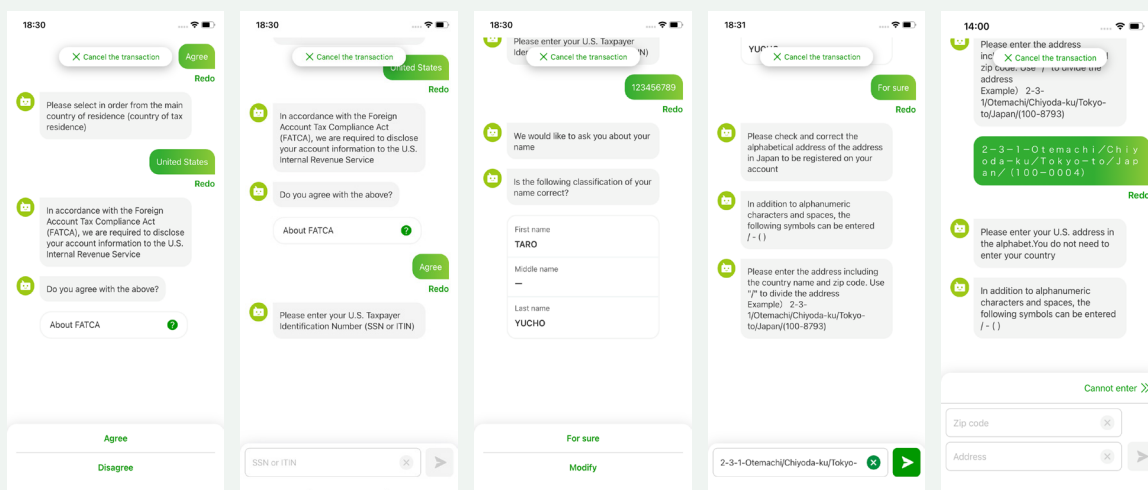
Please tap the **Confirm button** and proceed to the next screen.

 If you have a situation where your country of residence and address are different, please visit your nearest Japan Post Bank or post office savings counter to complete the transaction.



 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

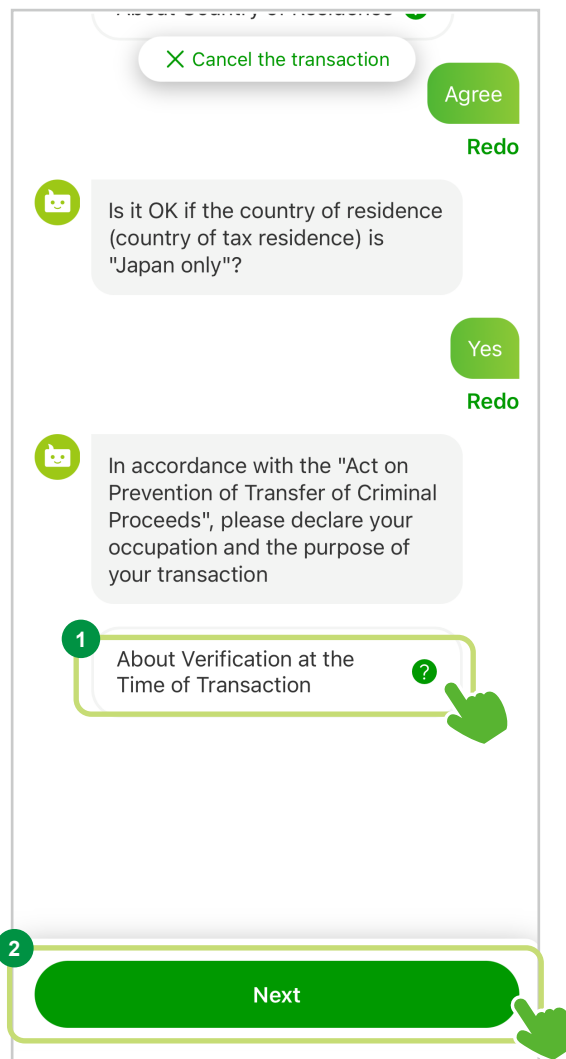
Declaration Regarding the Purpose of Transactions, Based on the Act on Prevention of Transfer of Criminal Proceeds

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.

Cancel the transaction Redo

In accordance with the "Act on Prevention of Transfer of Criminal Proceeds", please declare your occupation and the purpose of your transaction

About Verification at the Time of Transaction ?

Next Redo

Please select your business/industry

Multiple selections allowed

1

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

Cancel the transaction Redo

About Verification at the Time of Transaction ?

Next Redo

Please select your business/industry

Agriculture / Fishing / Forestry / Ore industry

Please select the business type

1

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

Cancel the transaction Redo

Please select your business/industry

Agriculture / Fishing / Forestry / Ore industry

Please select the business type

Sales

Please select your position at the workplace

1

- 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

Cancel the transaction Redo

Please select the business type Sales Redo

Please select your position at the workplace Representative Redo

Please select your annual income

No answer >>

1

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

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.

The screenshot shows a mobile app interface with a white background and green accents. At the top, there is a green bar with a white 'X' icon and the text 'Cancel the transaction'. Below this, there is a green button labeled 'Representative' and a green button labeled 'Redo'. The main content area contains three green speech bubble icons with white text: 'Please select your annual income', 'Please enter the name of the company or school where you work or study', and '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)'. Below these, there is a green button labeled 'Less than 1 million yen' and another green button labeled 'Redo'. At the bottom, there is a green bar with a white 'No answer >>' text. Below this, there is a green input field labeled 'Name' with a green 'X' icon. To the right of the input field is a green button with a white right arrow icon. A green hand icon is pointing at the right arrow button. The input field and the right arrow button are both highlighted with a green border. The input field has a green '1' in a circle next to it, and the right arrow button has a green '2' in a circle next to it.


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 P75 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

54

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.

The screenshot shows a mobile app interface for entering workplace or school information. At the top, there is a button labeled "Cancel the transaction". Below it, an example shows "2番地3号〇〇〇〇マンションA棟101号室" being converted to "2-3". To the right of this example is a green button labeled "3-1" with the word "Redo" below it. Another example shows "2番地3号〇〇〇〇マンションA棟101号室" being converted to "A-101". To the right of this example is a green button labeled "2 0 1" with the word "Redo" below it. Below these examples, there is a text prompt: "Please enter the telephone number of your workplace or school". At the bottom of the screen, there is a "No answer >>" link. At the very bottom, there is a numeric keypad with three input fields containing "0000", "0000", and "0000". A green box highlights the first two fields, and a green arrow points to the third field. A green button with a right arrow is to the right of the keypad, and a green hand icon is pointing at it. The numbers "1" and "2" are in green circles next to the keypad and the arrow button respectively.

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.

✕ Cancel the transaction
Redo

Please enter the telephone number of your workplace or school

Redo

Then, we would like to ask you about the purpose and details of your transactions

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?

1

About countries subject to economic sanctions, etc
 ?

2

☐ Yes
 ☐ No

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

Education, Childcare, Lessons/Scholarships

Account Transfers, Online Payments

Benefit Receipt, Premium Payment

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 in **Japanese** your reason for needing to open an account specifically with Japan Post Bank rather than other financial institutions.

2 Confirming the Reason for Opening an Account

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

The screenshot shows the app interface for entering the reason for opening an account. At the top, there is a text input field with a placeholder "business expenses, please go to your..." and a "Cancel the transaction" button. Below this is a green button labeled "Savings / Asset Management" with a "Redo" link. The next section is titled "Please select if you have another purpose for using your account" with a "No other purpose of use" button and a "Redo" link. The final section is titled "Please enter in Japanese your reason for needing to open an account specifically with Japan Post Bank rather than other financial institutions" with an example: "Example) Because there is a post office within commuting distance and it is convenient to use". At the bottom, there is a text input field labeled "Reason" with a "Confirm" button. A green hand icon is pointing at the "Confirm" button.

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.

✕ 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 the source of funds for the transaction.
Example) Because there is a post office within commuting distance and it is convenient to use

仕送り
Redo

Please select the source of funds for the transaction

Other
Redo

If you select other, enter the details

Other contents

2

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.

Cancel the transaction Redo

If you select other,enter the details

本国に住む家族からの仕送り Redo

We would like to ask you about the frequency and amount of transactions(Deposits, Refunds, and Remittances) you plan to make

Please select the frequency of your transactions

About frequency of transactions ?

1 More than 3 times a week

Once a week

Once every two to three weeks

Once a month

Once every two to three months

Once every six months

Cancel the transaction Redo

About frequency of transactions ?

More than 3 times a week 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 ?

1 Less than 10,000 yen

More than 10,000 yen to less than 50,000 yen

More than 50,000 yen to less than 100,000 yen

Over 100,000 yen to 500,000 yen or less

Over 500,000 yen to 1 million yen or less

Over 1 million yen to 5 million yen


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 you select “Yes” an input field for “Reason for cash transactions” will be displayed. Please enter specifically in Japanese the reason for cash transactions, source of funds, and intended use.

 Cancel the transaction

 Please enter the 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

 In future transactions, do you plan to deposit or withdraw cash exceeding 2 million yen per transaction (excluding remittances and transfers)?

1

Yes

No



STEP 3. Enter Required Information

International Money Transfer

1 Confirmation of Planned International Money Transfers

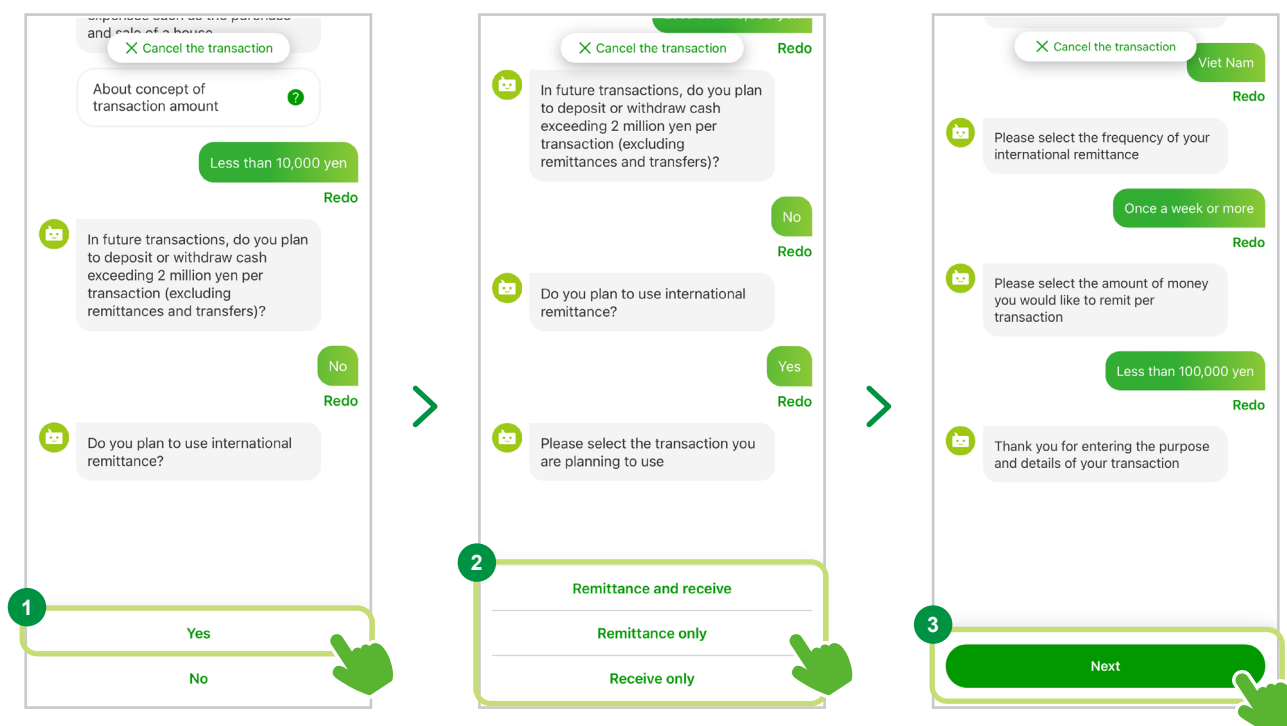
Individuals planning international money transfers should select “Yes” and proceed to the next screen. Those with no such plans should select “No” and check [P64](#).

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 3
ABC DEF

4 5 6
GHI JKL MNO

7 8 9
PQRS TUV 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**. Note that symbols (@, ! etc.) cannot be used.

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.

✕ Cancel the 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

**** Redo

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

Show password ☺

1 Password ✕

2 Password confirmation ✕

3 ➡

STEP 3. Enter Required Information

Regarding the Daily Transfer Limits for Yucho Direct

1 Set Transfer Limits

Please enter your daily transfer limit* for Yucho Direct, between 0 and 500,000 yen.
The initial default value in the input field is 50,000 yen.

* The cumulative maximum amount that can be transferred or paid via Yucho Direct and Yucho Bankbook App per day

2 Confirm Details

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

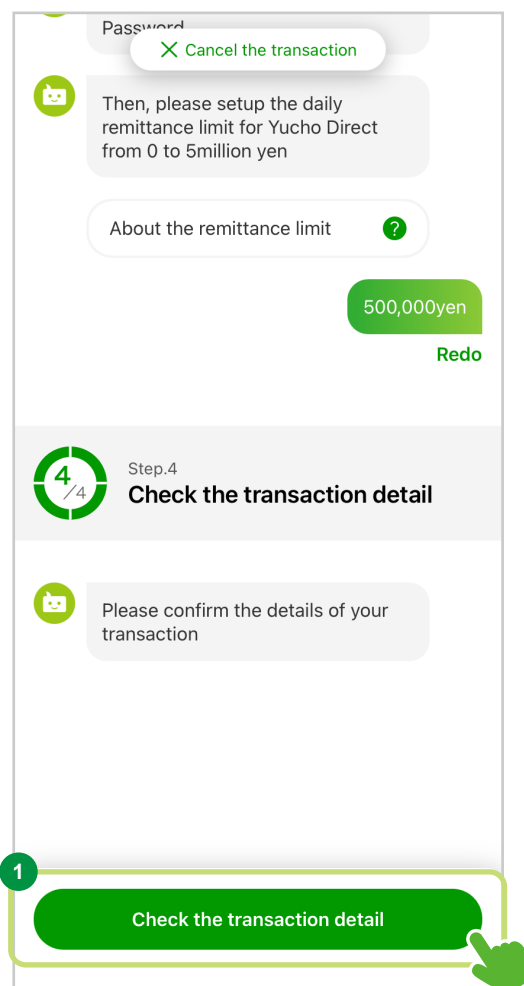
The screenshot displays the app's interface for setting a daily transfer limit. At the top, there is a green button labeled 'Cancel the transaction'. Below this, a text box explains the requirements for the PIN: 'Please use a 6-digit PIN using alphanumeric characters, including at least one number, one lowercase letter, and one uppercase letter. Note that symbols (@, ! etc.) cannot be used'. A green button with asterisks represents the PIN input field. To the right of the PIN field is a green 'Redo' button. Below the PIN field, there is a text box stating 'Be sure to remember the PIN and Password'. Further down, another text box says 'Then, please setup the daily remittance limit for Yucho Direct from 0 to 500,000 yen'. Below this, there is a link 'About the remittance limit' with a question mark icon. At the bottom, there is a large green button with a white arrow, which is the 'Confirm' button. A hand icon is shown tapping this button. To the left of the 'Confirm' button, there is a text input field with the number '5' and a green 'x' icon, followed by the text '0,000yen'. A green circle with the number '1' is next to the input field, and a green circle with the number '2' is next to the 'Confirm' button.

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

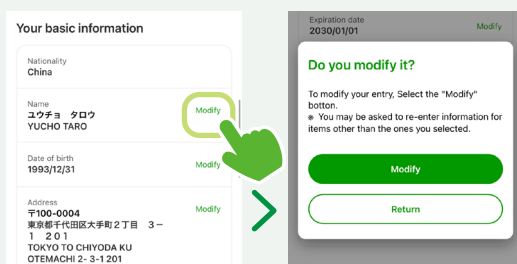
Please review each item carefully and tap the checkbox if everything is correct.

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.



The screenshot shows the 'Your basic information' screen with fields for Nationality (China), Name (ユウチョ タロウ / YUCHO TARO), Date of birth (1993/12/31), and Address (〒100-0004 東京都千代田区大手町2丁目 3-1 201 / TOKYO TO CHIYODA KU OTEMACHI 2-3-1 201). Each field has a 'Modify' button. A green arrow points to the 'Modify' button for the Name field. A dialog box titled 'Do you modify it?' is overlaid, asking the user to select the 'Modify' button if they want to re-enter information for items other than the ones selected. The dialog box has 'Modify' and 'Return' buttons.

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.

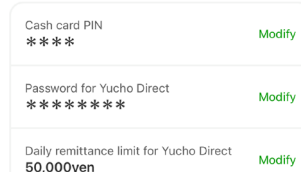
- ☐ I am not a member of an anti-social force
[Statement and commitment that you are not an antisocial force](#) 
 * I agree that if the declaration is found to be false, the transaction will be suspended or terminated.
- ☐ Apply after you understand that the transfer, receipt by assignment, and sale 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 institutions.
 - Accounts that are subject to transfer, receipt by assignment, or sale are at risk of being misused in various crimes such as bank transfer fraud.
- ☐ 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



The screenshot shows the 'Your basic information' screen with fields for Nationality (China), Name (ユウチョ タロウ / YUCHO TARO), Date of birth (1992/12/31), and Address (〒100-0004 東京都千代田区大手町2丁目 3-1 201 / TOKYO TO CHIYODA KU OTEMACHI 2-3-1 201). Each field has a 'Modify' button.

Information about your account



The screenshot shows the 'Information about your account' screen with fields for Cash card PIN (****), Password for Yucho Direct (*****), and Daily remittance limit for Yucho Direct (50,000yen). Each field has a 'Modify' button.

3 After confirmation, proceed to the next step

STEP 4. Check the Transaction Detail

● About Application Screening When Opening an Account

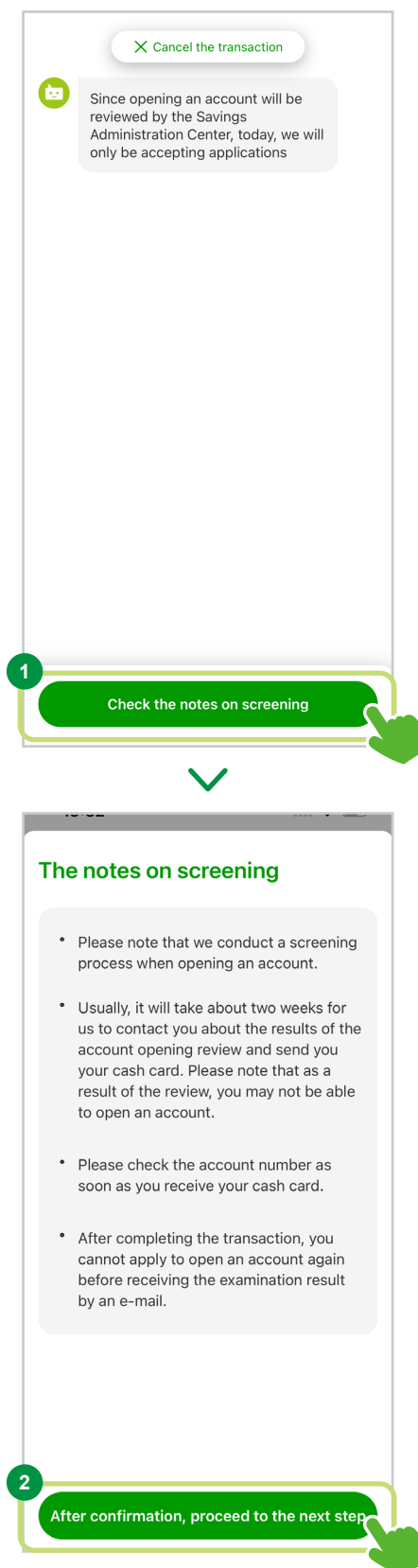
Your application will be screened by the Saving Administration Center.

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"

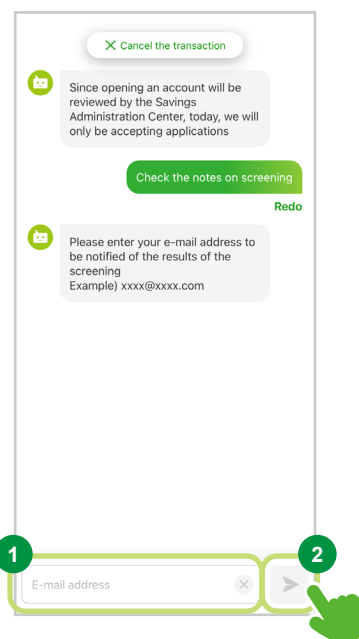
Please tap **"Send e-mail"** and proceed to the next screen.

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.



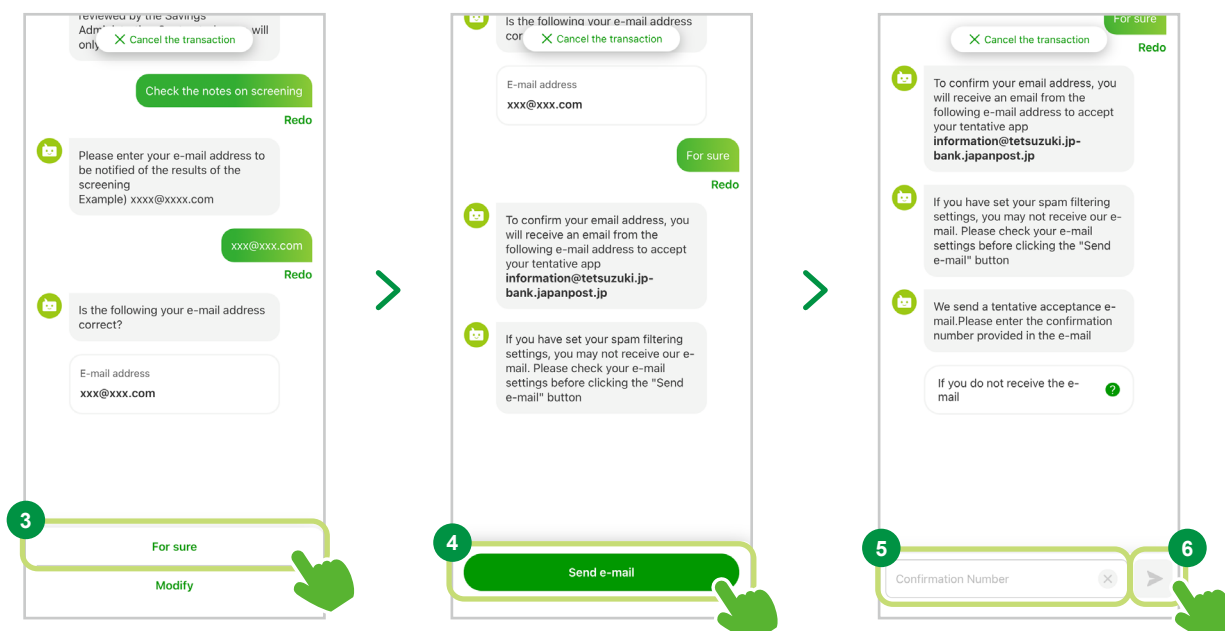
Notes about e-mail addresses

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 be sure to keep the receipt number.

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.

Application Reception

XXXX Savings Administration Center

000-000-0000
Week days 09:00~17:00

- * Only Japanese is supported. We kindly ask for your understanding.

! 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 screening result in about a week.

Cash card

If you are permitted to open an account as a result of the screening, your cash card will be sent to the address you registered about a week after opening your account. (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

Who can open an account?

Individuals aged 16 or older residing in Japan can open their own 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).
- Individual customers who wish to use an account for business purposes
- Corporate and organization (association or foundation without legal personality) customers
- 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.

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.

I am a foreign national, but can I open an account in my child's name using the Yucho Tetsuzuki App?

Account opening through the Yucho Tetsuzuki App for children is only available when both the account holder (child) and representative (parent/guardian) have Japanese nationality. For customers who do not have Japanese nationality, verification of residence card is required. Please visit your nearest Japan Post Bank or post office savings counter to complete the transaction.

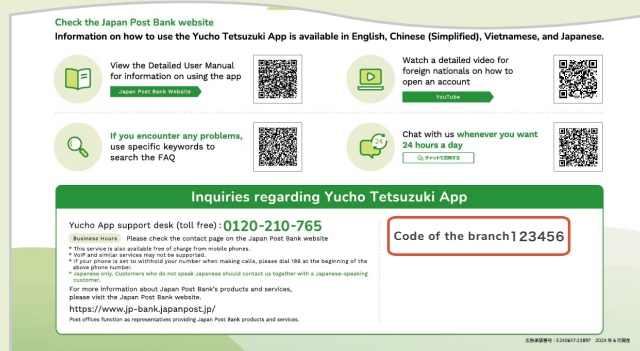
About Account Opening Application

Q I was told to enter the code of the branch at a Japan Post Bank or a post office when opening an account. Where should I enter it?

After selecting “Open a new account” on the Yucho Tetsuzuki App, the chat will say, “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” and the answer section will be displayed. Please enter the code of the branch (five-digit or six-digit number) in the answer section.

*If you were not notified of the code of the branch, please select “I was not introduced to the app”.

Leaflet



Input screen

Please enter the code of the branch shown on the lower right corner of the back of the leaflet.

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.

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.

* The information is current as of December 2024.