

【Reasons for rejecting request to reissue bankbook and card through Yucho Tetsuzuki App】

Reasons for non-acceptance (displayed in the email)	Detailed reasons, etc.
The address on the personal identification document and the address registered for the account are different	<p>We were unable to process your request because the address on your identity verification document does not match the address registered to your account.</p> <p>If the address registered to your account is not your current address, please update your address using the Yucho Tetsuzuki App, and then apply again through the app.</p>
The address on the residence card and the address registered for the account are not the same	<p>We were unable to process your request because of one of the following conditions:</p> <ul style="list-style-type: none"> • The address on your residence card does not match the address registered to your account. • The photo of the back of your residence card is unclear (hand reflection, light glare, etc.). <p>Please confirm that the address on your residence card is your current address and that the address registered with your account matches the address on your residence card. If the address registered to your account is not your current address, please update your address using the Yucho Tetsuzuki App, and then apply again through the app.</p>
You have insufficient funds in the account	<p>We were unable to process your request due to insufficient funds in your account at the time of the reissuance fee withdrawal.</p> <p>Please deposit the reissuance fee (1,100 yen per bankbook/cash card) into your account, and either apply again using the Yucho Tetsuzuki App or visit your nearest Japan Post Bank or post office savings counter to complete the transaction.</p> <p>Please note that if you complete the transaction at a counter, you will need to pay the reissuance fee in cash.</p>
The Japanese kana on the cash card for the proxy is different	<p>We were unable to process your request because the Japanese kana of the cash card for the proxy that was entered in the app did not match the Japanese kana on the issued cash card for the proxy.</p> <p>If you apply again using the Yucho Tetsuzuki App, please enter the Japanese kana exactly as it appears on the cash card for the proxy. Please enter a space between your last name and first name.</p> <p>If there are any changes to the representative's Japanese kana, please complete the change transaction at a Japan Post Bank or post office savings counter.</p>
The notification of the loss or theft has been withdrawn	<p>Although loss or theft was selected as the reason for reissuance at the time of application, we were unable to process your request because the loss or theft report for the account was canceled after your application.</p> <p>If you find your bankbook or card after submitting a loss/theft report and cancel the report, please continue using your existing bankbook or cash card instead of requesting reissuance.</p> <p>If you need to apply for reissuance again, please apply through the Yucho Tetsuzuki App.</p>