

\* This letter has been sent to customers who have an account with us as of YYYY, MM, DD. If you have already closed your account, you do not need to respond to this letter.

YYYY, MM, DD  
Japan Post Bank, Co., Ltd.

## Request for Presentation of Valid Residence Card

\* Notification letter (this letter) is available in a number of languages from the URL below.

Thank you for using Japan Post Bank and Japan Post.

In view of the increasing importance of measures against money laundering and financing of terrorism in recent years, we regularly check the period of stay (date of expiration) of your Residence Card confirmed when opening an account.

Please make a response in either of the following ways. **[Deadline for response: YYYY, MM, DD]**

Please use your computer or smartphone to follow the link below (Request for Presentation of Customer Information) and access the “Japan Post Bank Customer Information Declaration Website.” Please log in with your ID and password below and upload a copy of your valid Residence Card by the deadline.

If you do not have a computer or smartphone or if it is not possible to respond from a computer or smartphone for other reasons, please contact us at the contact details below.

If you fail to respond by the deadline, in accordance with the bank’s rules\*, we might be obliged to restrict transactions through the account.

\* Article 13-2, Paragraph 3 of Ordinary Deposit Regulations; Article 12-2, Paragraph 3 of Ordinary Savings Deposit Regulations, etc.

1. Your account number \*only the last four digits are indicated  
\*\*\*\*\*\_\*\*\*\*○○○○
2. How to access “Japan Post Bank Customer Information Declaration Website”  
Please access “Request for Presentation of Customer Information” page\* from the bottom part of our website and follow the link on the page.

\* URL: [https://www.jp-bank.japanpost.jp/honnin/hn\\_zct.html](https://www.jp-bank.japanpost.jp/honnin/hn_zct.html)

[ID]

[Password]



You can access the page by reading the QR code

Sincerely yours,

Contact Us

Customer Information Management Center,  
Japan Post Bank, Co., Ltd.  
Phone number: 0120 340 004  
[Opening hours]  
Weekdays: 8:30-21:00  
Weekends and public holidays: 9:00-17:00  
(excluding December 31-January 3)