

【Partially Resolved】 Our apps cannot be used with some residence cards

(August 27, 2026 Content Update for the Yucho Tetsuzuki App)

Some residence cards cannot currently be used as personal identification documents for procedures on the Yucho Tetsuzuki App, Yucho Bankbook App, and Yucho Authentication App. We apologize for any inconvenience and appreciate your understanding.

We will issue a notice as these cards become usable with our apps.

1. Yucho Tetsuzuki App

Support for residence cards (not including specified residence cards) issued on or after June 14, 2026, was added to our apps on August 27, 2026.

Please note that specified residence cards* cannot yet be used. Please visit your local Japan Post Bank or Post Office Savings Counter to complete various procedures using a specified residence card.

You may be asked to present your passport during the procedure, so please bring it along with your specified residence card.

* Cards that serve as both a residence card and an individual number card

[For those wishing to open an account]

For those wishing to open an account, please visit the following page (multilingual) and prepare the necessary application forms to ensure smoother processing at the counter.

▶ [Open an account](#)

Please note that priority will be given at service counters to customers with advance appointments. For those without an appointment, please be aware that it may take some time before you are served, or we may be unable to process your request on the same day.

▶ [Reservation Service](#)

2. Yucho Bankbook App and Yucho Authentication App

Because residence cards (including specified residence cards) issued on or after June 14, 2026, cannot yet be used as personal identification (eKYC) documents on the Yucho Bankbook App and Yucho Authentication App, restrictions apply to some services.

Please check the following page for details.

▶ [ゆうちょ通帳アプリとゆうちょ認証アプリの書類による本人確認\(eKYC\)をスキップした場合、どのような制限がかかりますか。](#)

Please note that Individual Number Cards (My Number Cards) and driver's licenses can also be used as personal identification (eKYC) documents.

Please check the following pages for details on each app.

- ▶ [Yucho Tetsuzuki App](#)
- ▶ [Yucho Bankbook App](#)
- ▶ [Yucho Authentication App](#)