



# Living in Japan



## 1 Emergency! (For Urgent Help)

### ① Emergency!

#### (Crime, Incident, Accident, Fire, Medical Emergency)

#### ● Call 110 if you are involved in a crime, incident or accident.

If you encounter theft or are assaulted or involved in a traffic accident, call 110 immediately to report to the police.

When making a 110 call, be sure to report the following:

- ① What happened (Accident, theft, fighting, etc)
- ② When and where
- ③ Your name and contact number

Especially for traffic accidents, call 110 or contact nearest police station even if it is minor. When you do so, be sure to record the name, contact information and license plate of the other party to report.

#### ● Call 119 in the event of fire.

In the event of fire, warn neighbors or people in the vicinity by shouting “Kaji da (Fire)!” as well as dialing 119. In cooperation with the neighbors, assist fighting a minor fire. If the smoke is overwhelming or the fire has reached the ceiling stop fire fighting and evacuate immediately.

When making a 119 call, be sure to report the following:

- ① Address (Location of fire)
- ② Your name and contact number
- ③ Nearby landmarks
- ④ Fire situation

#### ● Fire extinguisher

Use of a fire extinguisher is effective for a minor fire. Be familiar with how to use it.

#### ● Call 119 if you need medical attention for sudden illness or serious injury.

When you need to receive an immediate hospital treatment for sudden illness or serious injury, dial 119 and ask for an ambulance. However, if your symptoms are not serious or the degree of injury is minor and you can get to a hospital by yourself or with help from your family, do not use an ambulance service.

## ② Preparation for Disaster (Typhoon, Earthquake)

#### ● Preparation for typhoons

In Japan, the typhoon season is from August to October. Typhoons bring very strong winds and heavy rain and, when they pass, houses and buildings may collapse or be flooded. Check the weather forecasts and be aware of typhoon alerts.

#### ● Preparation for earthquakes

Japan is an earthquake-prone country. Although most quakes are small, there were some strong earthquakes in the last few years. To minimize the damage caused by an earthquake, keep the following in mind and take the right action.

- ① Ensure your safety. (Protect yourself by sheltering under a table.)
- ② Check all fire and heat sources and make sure to turn them off.
- ③ Secure and exit by opening doors.
- ④ If a fire starts, extinguish it quickly.
- ⑤ Do not rush out in a panic.
- ⑥ Stay away from narrow alleys and block/brick walls.
- ⑦ Be aware of landslides and rockslides.
- ⑧ Evacuate on foot.
- ⑨ Work together with your neighbors on rescue and first aid.
- ⑩ Obtain updates on the situation.

In addition, confirm your evacuation sites and routes daily.

#### ● Preparation for disasters

To be prepared for sudden disasters such as typhoons and earthquakes, prepare and keep the following emergency supplies on hand.

- ① Flashlights
- ② Candles
- ③ Radio
- ④ Underwear
- ⑤ Drinking water and food (for two to three days)
- ⑥ Drugs and medicines
- ⑦ Plates and utensils

### ③ Consultation Services

#### ● General Consultation

Organization Name	TEL	Hours	Language	Method
Fukuoka International Exchange Foundation	092-725-9200	Tuesday through Sunday 10 am to 6 pm	Japanese, English, Chinese, Korean	Interview, Telephone
Fukuoka International Association Rainbow Plaza	092-733-2220	Daily 10 am to 8 pm (Except when IMS is closed)	Japanese, English, Chinese, Korean	Interview, Telephone

#### ● Special Consultation

Matter	Relevant Organization Name	TEL	Hours	Language	Method
Procedures for staying in Japan	Immigration Information Center, Fukuoka Regional Immigration Bureau	092-626-5100	Monday through Friday 9 am to 12 pm 1 pm to 4 pm	Japanese, English, Chinese, Korean, Spanish	Telephone, Interview
	Fukuoka International Exchange Foundation	092-725-9200	Forth Saturday 1 pm to 4 pm	Japanese, English, Chinese, Korean	Interview
	Fukuoka International Association Rainbow Plaza	092-733-2220	Second Sunday 1 pm to 4 pm	Japanese, English, Chinese, Korean	Interview
Medical information	Fukuoka Emergency Medical Center	092-471-0099	24 hours	Japanese	Telephone
Legal consultation	Tenjin Lawyers Center	092-733-2220	Second and forth Friday 1 pm to 4 pm	Second Friday Chinese Forth Friday English, Chinese *Interpreters arranged if necessary	Interview (By appointment only)
	Fukuoka International Association Rainbow Plaza	092-733-2220	Second Sunday 1 pm to 4 pm	Japanese, English, Chinese, Korean	Interview (By appointment only)
Human-rights counseling	Fukuoka International Exchange Foundation (Section 1, Human Rights Department, Fukuoka Legal Affairs Bureau)	092-721-9166	Second Wednesday 1 pm to 4 pm	Japanese English	Interview

Matter	Relevant Organization Name	TEL	Hours	Language	Method
Working conditions	Adviser for Foreign Worker, Inspection Division, Fukuoka Labor Bureau	092-411-4862	Monday through Friday 9 am to 4 pm	Japanese, English (English available on Tue. and Thu. only)	Interview, Telephone
Part-time job and housing for foreign students	Japan Student Services Organization	092-262-2215	Monday through Friday 9 am to 4 pm	Japanese, English	Interview, Telephone
Employment and housing (Only for those on a working holiday visa)	Japan Association for Working Holiday Makers	092-713-0854	Monday through Saturday 9:30 am to 5:30 pm	Japanese English	Interview, Telephone
Health counseling	Fukuoka International Association Rainbow Plaza	092-733-2220	Every Wednesday 5 pm to 7 pm	Japanese, English	Interview
Counseling	Fukuoka International Association Rainbow Plaza	092-733-2220	Monday (10 am to 6 pm) Thursday (10 am to 12:30 pm) Saturday (3 pm to 7 pm) First and third Saturday (4:15 pm to 7 pm)	Japanese, English	Interview (By appointment only)

## 2 Starting a New Life in Japan

### ① Alien Registration and Personal Seal Registration

#### ● Applying for alien registration at the Citizens Section in the City Hall

Foreign nationals who reside (or will reside) in Japan for 90 days or more are required to apply for an alien registration card at the city hall for the area where they reside. Upon submission of an alien registration application, a card will be issued to the applicant. It is required by law that non-Japanese residents must carry at all times.

#### ● New registration

- Application period: Within 90 days after entering Japan (Within 60 days for those born in Japan)
- Required documents: Passport, two ID photos (H4.5cm×W3.4cm)  
\*Unnecessary for children under the age of 16)

#### ● Changes of registration information

If you move to a new address or information about “name,” “nationality,” “status of residence,” “period of stay,” “occupation” or “name and address of your employment” on the card changes, You must bring documents showing the changes of information along with your alien registration card within 14 days to register the new information. Changes other than stated above must be reported before renewing the card.

#### ● Loss of the alien registration card (Reissue)

If your card is lost or stolen, you must re-apply for a new card within 14 days from the time you learned of the missing card. you will need your passport and two ID photos to re-apply.

#### ● Replacement of the alien registration card

You must re-apply for card replacement under the following conditions:

- ① When the card is damaged or becomes extremely dirty.
- ② When the space on the alien registration card runs out and no additional notes can be added.
- ③ When you apply for changes of your name or nationality.
- ④ When you made a registration in formation change for your name, birth date, sex or nationality.

Bring your passport, ID photos and alien registration card within 14 days to apply.

#### ● Confirmation (Renewal) of the alien registration card

You are required to file a renewal application within a designated period of time to verify the contents of your alien registration card. In principle, those who are 16 years old or older must submit the application within 30 days of their fifth birthday from the last application. If your period of stay at the time of registration was less than one year, you need to re-apply within 30 days of the initial registration. Bring your passport, two ID photos and alien registration card with you to apply.

#### ● Certificate of alien registration

Some applications, or contract applications may require presentation of supporting materials confirming that the information on your alien registration card is genuine. A certificate of alien registration is one of those references that prove the contents of the alien registration card to be true. Note that only the holder of the card and his/her family members living at the same address can request issuance of this certificate. Should someone outside your family need to obtain your alien registration certificate, your sign on a power of attorney form is needed in order for them to obtain the certificate.

#### ● Return of the alien registration card

When foreign nationals acquire Japanese nationality or are deceased, their alien registration cards must be returned within 14 days.

#### ● Personal seal registration

A personal seal is used as signature in Japan. There are two types of seals ‘jitsuin’ (a seal registered at the local government office) and ‘mitomein’ (a seal identifying your name).

- Jitsuin: Used for important transactions such as registering an automobile or real estate, guaranteeing a financial loan and creating notarized documents. In such cases, the registered seal (jitsuin) and a certificate of the seal impression are required.
- Mitomein (any seals other than Jitsuin): Used for all other transactions such as simple contracts and getting bank accounts.

#### ● Application for sea registration

Only one seal can be registered per person, and the sea must contain either your full name as it appears on your alien registration certificate or a combination of a part of your first and last names. Since there are some rules concerning the design of a seal to be registered, check with the Citizens Section before having the seal made. When you apply for the seal registration, bring ID such as the alien registration card to the Citizens Section office. Once your seal is registered, you will be issued a

seal registration card.

- Certificate of seal registration

To apply for a certificate, bring the seal registration card to the Citizens Section office. For a third person to request the certificate, bring his/her mitomein to the office.

## ② Procedures for Staying in Japan

- **Confirmation of your status of residence with passport and visa**

Be aware that the conditions of your stay vary depending on your status of residence. To see how long you can stay in Japan, confirm your status of residence and period of stay with the landing permission stamp in your passport. Any changes in status, or extensions of stay, must be applied for.

- **Things to keep in mind**

- **Prohibited from working on the temporary visa**

When you entered on the temporary visa for purposes such as sightseeing, you are not allowed to work.

- **Participating in activities not covered under current status of residence**

You are required to apply for “permission to engage in activities other than those permitted under the status of residency previously granted.

- **Applying for extension of your stay**

You can apply for extension two months before your visa expired. In principle, however, extension of the short-term visitor visa is not allowed.

- **When you want to leave Japan temporarily**

If you want to leave Japan temporarily and re-enter for the same purpose of your original entry to Japan, you are required to obtain a “re-entry permit.”

- **In case of illegal employment or illegal stay**

If you engage in activities not covered under your current status of residence or work illegally without proper work permit, you will be charged for illegal employment. Also, staying in Japan after expiration of your approved length of stay is considered an illegal stay and will result in being targeted for deportation.

- Fukuoka Regional Immigration Bureau

Fukuoka Regional Immigration Bureau is responsible for

immigration-related procedures such as acquiring and changing the status of residence, changing the period of stay, obtaining permission to participate in activities not covered under current status of residence or permanent residence status and applying for re-entry permit.

- Fukuoka Regional Immigration Bureau

Address: Fukuoka Airport Domestic Flight Terminal #3, 778-1 Shimo-usui, Hakata-ku, Fukuoka City TEL: 092-623-2400

## ③ Various Registrations (Marriage, Birth, Divorce, Death)

- Marriage registration

The following documents are required to get married.

- ① Certificate of legal capacity to contract marriage issued by the constituted authorities or Japan-based embassy/consulate of your country
- ② Japanese translation (If the above certificate (①) is written in a language other than Japanese, a translation is required. Be sure that the name and address of the translator are included at the end of the translation.)
- ③ Certificate of your nationality (Passport, etc.)
- ④ Marriage registration form (Signatures and seal impressions of two adult witnesses required)
- ⑤ Personal seal (Those who are unaccustomed with seals can choose signature instead.)

Note that accompanying documents vary depending on the country you are from. For details, contact the Citizens Section.

- Birth registration

When a child is born, a birth registration form must be submitted to the Citizens Section within 14 days of the child's birth. If one parent (in marital relationship) is Japanese national when the child is born, the child can obtain Japanese nationality. If Japanese nationality is not required, an application of alien registration for the child must be submitted along with the birth registration form. For details about procedures for status of residence, contact the local immigration bureau.

- Divorce registration

Divorce between a foreign national living in Japan and his/her Japanese spouse can be made under the Japanese Law system. For details, contact the Citizens Section.

- **Death registration**  
A death registration form must be submitted to the Citizens Section within 7 days after a person's death. When submitting the form, return the person's Alien registration card, National Health Insurance card and seal registration card.
- **Applying for a certificate of acceptance of registration**  
If you need a certificate that your marriage, birth or death registration form has been accepted, apply for the certificate at the city hall (ward/town/village office) where you submitted the registration form.

## ④ National Health Insurance

- **National Health Insurance system**  
All residents who do not enroll in the public health insurance at their workplace are required to enroll in the National Health Insurance. This system aims to reduce the burden on patients' medical expenses so that they may receive treatment of illnesses or injuries without worry.
- **Those who are not qualified for enrollment in the National Health Insurance**
  - ① Tourists, visitors with visas valid for less than one year, diplomats
  - ② Those who enroll in the health insurance plan at their workplace
- **Withdrawal**  
When one of the following applies to you, you must withdraw from the National Health Insurance and return the insurance card to the National Health and Pension Section within 14 days.
  - ① If you enrolled in the health insurance plan at your workplace
  - ② When you move away to another city or town.
  - ③ When you leave Japan
  - ④ When a person is deceased
- **Health insurance card**  
Once you have enrolled in the National Health Insurance, you will be issued a health insurance card. This card is required when you receive medical treatment, so ensure that it is treated as any other essential document.
- **National Health Insurance premiums**  
This is an important source of National Health Insurance revenue and

used to provide medical benefits. The National health Insurance premiums are a total sum of the following calculation.

- Income-based portion (Based on the household income)
  - Equivalence-based portion (Allotted per household)
  - Parity-based portion (Based on the number of household members)
- **Medical benefits**  
When you receive medical treatment through the National Health Insurance program, you will only pay 30% of the medical costs as the National Health Insurance covers the rest. Other benefits included are:
    - 350,000 yen is paid when an insured person delivers a child.
    - 30,000 yen is paid to the beneficiary of a deceased insured person.
  - **High-cost medical care**  
If the portion you must pay to a health care institution for medical costs related to illness or injury exceeds a certain amount, there is a reimbursement program that you can apply for.

## ⑤ Education

- **Japanese school education system**  
The Japanese school system is explained as follows: elementary school (six years), junior high school (three years), high school (three years) and university (four years). The school year starts in April and ends the following March. Elementary school and junior high school are compulsory. Children who had their 6th birthday on or before April 1 enter the first grade of elementary school of that year.
- **Kindergarten**  
Every kindergarten starts accepting enrollment applications around mid-October for the upcoming year (next April).
- **Enrollment in elementary school/junior high school**  
Although foreign nationals are not subject to the Japanese compulsory education system, they can enter or transfer to the local municipal elementary school/junior high school if they wish. In such cases, contact the General Affairs Section at the Board of Education.
  - Children in their graduation year can be enrolled in a junior high school.
  - There are no fees for tuition and textbooks at municipal elementary schools/junior high schools; however, there are other expenses such as school lunch fees, school trips and school supplies.

- To enter/transfer to a private school, contact the school directly.

## ⑥ Disposal of Garbage

- Combustible garbage
  - Put your garbage out by 7 am on the garbage pickup day.
  - Use designated garbage bags to dispose of your garbage.
  - Cooking oil that is to be disposed must be absorbed by paper.
  - Dispose of food waste after draining excess water.
  - Paper and cloth must be recycled.
- Non-combustible garbage
  - ① Non-combustible materials
    - Use designated garbage bags to dispose of non-combustible materials.
    - Separate aluminum cans from steel cans for disposal.
    - Aerosols must be punctured to release any remaining gas.
    - Dispose of oilcans with no remaining residue.
    - Fluorescent lights or light bulbs for disposal must be in their original wrapping.
    - Wrap knives and glassware in paper for disposal.
  - ② Bottles
    - Use designated garbage bags to dispose of bottles.
    - Empty bottles and remove lids for disposal.
- Oversize garbage
 

To dispose of oversize garbage, attach a seal designated for oversize garbage. You must make an arrangement 5 days before the pickup date of oversize garbage.
- Designated four appliances (Air conditioner, TV, refrigerator, washing machine)
 

Those items are not targeted for municipally operated garbage pickup. Ask the retailer from where you purchased to collect them. (Service fees apply.)
- Computer
 

Not targeted for municipally operated garbage pickup. Ask the manufacturer for disposal.
- Collection of separated garbage

Most of the cities in Japan promote collections of separated garbage to preserve the environment and reduce waste.

Dispose of cans, plastic bottles, trays, cartons, used paper and waste cloth at their respective pickup locations on the designated dates.

- Garbage pickup calendar
 

Most of the cities in Japan distribute garbage pickup calendars to each household. The calendar clearly explains how to dispose of garbage by residential area. If you do not have one, contact the Living Environment Section for free delivery.

## ⑦ Water and Sewage, Electricity, Gas

- Water
 

Water usage fees are charged every two months. For your convenience, automatic payment from your bank account is recommended.

Water-service works or water heater connections are limited to designated service companies only.
- Sewage
 

When you require sewage service, submit an application for new usage at the Sewerage Section. Also, when you no longer need the sewage service due to moving, submit a cancellation application.

Sewage usage fees are charged every two months. For your convenience, automatic payment from your bank account is recommended.

Repairs/replacements of flush toilets are limited to designated service companies only.
- Electricity
 

Voltage in Japan is 100V. Frequency in Kyushu is 60Hz. Before using electric appliances, make sure they are compatible with the electricity standards of the area.

To register your residential electricity connection, information may be found in an envelope located near the breaker or meter which will assist you when you contact the Kyushu Electric Power Company.
- Gas
 

Gas is supplied in two ways depending on your residential area: city gas or propane gas. Because each type of gas requires different specifications in gas appliances, ensure your appliances are correctly configured for

either city gas or propane.

## ⑧ Telephone, Postal Service, Banking Service

- Installing a new telephone line  
Dial 116 (no area code necessary) to ask for the service. Installation fees apply. You will be asked to present your alien registration card as ID.
- Public pay phone  
Public pay phones can be found near train stations, at store fronts or in public facilities. Pay phones take coins and prepaid telephone cards.
- Domestic mail  
Postage for postcards and letters delivered anywhere in Japan starts at 50 yen and 80 yen respectively. Actual postage depends on the size and weight of a letter.
- International mail  
There are two ways to send international mail: by air and by surface. Actual postage depends on the size, weight and destination of the letter. Postage of a postcard to anywhere in the world is 70 yen.
- Domestic parcel delivery  
You can send an item as a parcel if it meets the following criteria: the sum of the length, width and thickness is less than 1.7 m and the weight is under 30 kg. For details, contact the nearest post office.
- International parcel delivery  
There are two ways to send a parcel internationally: by air and by surface. Actual postage and allowable size depend on the destination of a parcel. For details, contact the nearest post office.
- Banking services at banks and post offices  
Banks and post offices offer banking services such as savings, wire transfers, automatic payments of public utility bills (electricity, gas etc.) and credit card payments.  
To use those services, you must open an account at a bank or post office. To open an account you will need to present your alien registration card and have a personal seal (inkan) ready.

## ⑨ Taxes

- Japanese tax system  
There are two categories of Japanese taxes: national taxes (Kokuzei) levied by Japanese government; local taxes (Chihozei) levied by the prefectural and municipal governments. National taxes include income tax (Shotokuzei), corporation tax (Hojinzei), inheritance tax (Sozokuzei) and consumption tax (Shohizei). Local taxes include prefectural taxes and municipal taxes. Prefectural taxes include prefectural resident tax (Kenminzei) and motor vehicle tax (Jidoshazei). Municipal taxes include municipal resident tax (Shiminzei), fixed property tax (Koteishisanzei) and light motor vehicle tax (Keijidoshazei).
- Municipal/Prefectural tax  
Citizens of Japan as of January 1, who earned income in the previous year, will be charged municipal and prefectural taxes.  
\* Because taxes are based on the previous year's income, citizens who earned in the previous year are required to pay the tax even if they are currently not earning.
- Fixed property tax  
This tax is levied on owners of fixed properties (lands, premises, depreciation assets) as of January 1 every year. When you build a new house or addition on the existing house or demolish the existing house, contact the Revenue Section.
- Light motor vehicle tax  
This tax is levied on owners of motorcycles/scooters and light motor vehicles as of April 1 every year.