

# FAQs

## Can I apply online without a My Number Card?

You will need a My Number Card to apply online. If you do not have a My Number Card, please apply by mail.

## I live in a municipality different from that on my residence registry as I am a victim of domestic violence. What should I do?

To receive the benefit, please contact as soon as possible the municipality of your current residence and explain that you are taking shelter there from domestic violence or other reason so that the municipality can verify.

Please ask your municipality for more details.

## Are foreigners eligible for the benefit?

Foreigners registered with Basic Resident Registration System as of April 27, 2020, are eligible.

Please note that foreigners on short stays or illegal residents are not registered with Basic Resident Registration System and are not eligible.

## Are there any documents to prepare other than the application form?

The following documents are necessary depending on the type of application.

### Postal applications

#### (1) Identity verification documents

Copy of your My Number Card, driver's license, or health insurance card etc.

#### (2) Documents to verify the payment transfer account

Copy of a bankbook, cash card or printed screen of an online banking service which shows the name of financial institution, account number and the name of account holder  
(These documents are not required if the account is held by the recipient and used for direct debit payments of water and other utility bills.)

### Online applications

#### (2) Documents to verify the payment transfer account

\* Identity will be verified through electronic signature for My Number Card holders, and the identity verification documents on (1) above are not required.

For more details:

**0120-260020**

(from May 2 onwards)

**03-5638-5855**(until May 1)

Special Cash  
Payments Call Center



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