

For Customers with a Residence Card (Including Specified Residence Card) Issued on or After June 14

**Important Notice**

# Yucho Tetsuzuki App



## Request to Use Service Counters Due to the Issuance of New Residence Cards



**Residence cards (including specified residence cards) issued on or after June 14, 2026, cannot currently\* be used with the Yucho Tetsuzuki App.**

Until the app is updated to support the new residence cards, please complete procedures at a service counter. We apologize for the inconvenience.

\* Information regarding app support for the new residence cards will be posted on the Japan Post Bank website (<https://www.jp.bank.japanpost.jp>).

### ○ Usable with app

Issued on or before June 13, 2026

#### Current residence cards



The Yucho Tetsuzuki App can be used as usual.

### × Not usable with app

Issued on or after June 14, 2026

#### New residence cards (Including specified residence cards)



[Second-generation residence card]



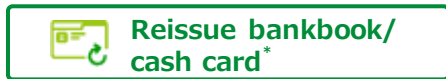
[Specified residence card] (Integrated with Individual Number card)

Procedures must be completed at a service counter.

Source: Immigration Services Agency

## ● Procedures that cannot be completed with the Yucho Tetsuzuki App

Customers who wish to complete the following procedures are requested to do so at a service counter.



\* Procedures can be completed using an Individual Number card or driver's license.

## ● Items required for completing procedures at a service counter

Residence card

Seal (registered seal)

Bankbook/cash card (except for opening an account)



- \* Residence cards issued on or before June 13, 2026, can be used with the Yucho Tetsuzuki App as usual.
- \* Individuals who do not use a seal due to national custom may use their signature.
- \* You may be asked to present your passport in addition to the above items when opening an account. If your status of residence is "Study Abroad" or "Technical Internship," you may also be asked to present your student ID card or employee ID card.

**Service Counter Hours:** Weekdays 9:00 AM – 4:00 PM (Post offices and Japan Post Bank branches)

\* Some service counters may have different operating hours. Please check the "Find post offices and ATMs" page in advance.

## • Usability with other apps

### New residence cards cannot be used with the Yucho Bankbook App and Yucho Authentication App even with identity verification by documents (eKYC).

If identity verification (eKYC) is not completed, some services such as remittances via the Yucho Bankbook App or Yucho Direct, and international remittance will not be available. Please visit the Japan Post Bank website for more information.

Note that residence cards issued on or before June 13, 2026, Individual Number cards, and driver's licenses can also be used for identity verification by documents (eKYC).



ゆうちょ通帳アプリ

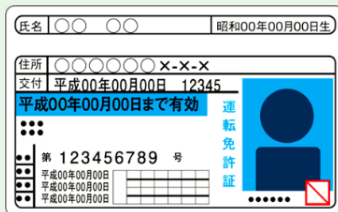


ゆうちょ認証

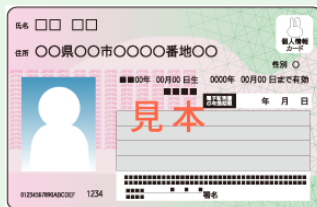
#### ○ Usable with app



[Residence card issued on or before June 13, 2026]



[Driver's license]



[Individual Number card]

#### × Not usable with app



[Second-generation residence card]



[Specified residence card] (Integrated with Individual Number card)

Source: Immigration Services Agency

### ● Notes on opening an account

- There must be more than 3 months remaining from the date of application to the expiration date of your period of stay.
- Individuals who already have a Japan Post Bank general account cannot apply.

### ● Other notes

- **You will not be able to make withdrawals or transfer funds if you fail to notify the bank of your updated residence card information (including changes to address or name) and your registered expiration date has elapsed.**
- **Please close your account if you are returning to your home country or moving outside of Japan.**
- **Transferring, buying, or selling an account (cash card or bankbook) for use by a third party is a crime. Never do this.**
- You will be asked to present your residence card to confirm your nationality, status of residence, and period of stay during various procedures.  
(If you are applying to renew your status of residence or period of stay, please present your new residence card after the renewal procedure is complete.)
- If you are registered as a nonresident and your status changes to a resident, please notify us immediately.
- We conduct various checks based on relevant laws and regulations. For this reason, we may not be able to open an account on the day of application, or we may decline your request to open an account.

## Inquiries about the Yucho Tetsuzuki App

### [Inquiries about various Japan Post Bank apps]

(Yucho Bankbook App, Yucho Authentication App, Yucho Tetsuzuki App)

Japan Post App Support Desk (Toll-free): **0120-210-765**

\* Support provided in Japanese only. If you cannot speak Japanese, be sure to call with someone who can.

### [Inquiries about updating residency information such as the period of stay]

Japan Post Bank Co., Ltd. Customer Information Management Center (Toll-free): **0120-340-004**

\* Support is available in English, Chinese, Vietnamese, and Korean.

\* Calls from mobile phones, etc., are also toll-free.

\* May not apply to IP phones or similar devices.

\* If your phone is set to hide caller IDs, please dial "186" before the phone number.

■ For information about Japan Post Bank products and services, please see the Japan Post Bank Website.

<https://www.jp-bank.japanpost.jp/>

\* Post offices are bank agents that handle the products and services of Japan Post Bank.

Scan for details



**Service Hours** Please visit the inquiry page on the Japan Post Bank website.