

1. Tax Certificates Issuance Service Now Available at Convenience Stores

You can now obtain not only the “Income Certificate” and “Resident Tax Deduction Certificate” at the multi-function copy machines in convenience stores, but also newly available are the “Tax Payment Certificate” and the “Taxation (Tax Exemption) Certificate.”

To use this service, you need your My Number Card.

One of the main advantages of using this service is availability - it allows you to get certificates at nearby convenience stores even during nighttime or holidays. There’s no need to fill out any application forms—just operate the touchscreen panel. It’s easy to use, and your personal information is protected by advanced security measures.

This service is available at multi-function copy machines located in Seven-Eleven, Lawson, Ministop, FamilyMart, and Aeon stores.

Certificates can be issued between 6:30 a.m. and 11:00 p.m.

Please note: You must have been a resident of Tochigi City as of January 1 of the requested fiscal year and still be a resident at the time of the request.

For the Tax Payment Certificate, it may take about two weeks to one month after payment for the information to be reflected in the certificate. If you need proof of payment immediately after paying, please bring your receipt to the City Hall or a local branch office to request the certificate in person.

2. Please Update the Electronic Certificate on Your My Number Card

The electronic certificate on your My Number Card expires on your fifth birthday after the card was issued. Once it expires, you won't be able to use electronic services such as online applications or the My Number health insurance card.

About three months before expiration, you will receive a green notice inside a light blue envelope from the government, sent to your registered address. Please check this notice and prepare the necessary documents for renewal. If you moved and did not receive the notice, you can still proceed with the renewal from three months before the expiration date.

To update the certificate yourself, bring your My Number Card to the Residential Affairs Division at City Hall or to the Community Development Promotion Section at any local branch office.

You will also need the two PIN codes you set when you received the card: a 4-digit number and an alphanumeric code of at least 6 characters. If you have forgotten your PINs, they can be reset at the counter.

3. Double-Check Your Pension Records

The “Nenkin Teikibin” (or Annual Pension Statement) is sent every year by the Japan Pension Service to people enrolled in the National Pension or Employees’ Pension Insurance programs. It is intended to help deepen your understanding of the pension system.

By reviewing this statement, you can check your projected pension amount and your contribution history.

The postcard version of the statement is created two months before your birthday and arrives in your birthday month each year. A letter-format statement is sent instead for those turning 35, 45 or 59 years old.

When you receive your Nenkin Teikibin, be sure to review your pension contribution records carefully.

If you’re concerned there might be missing or incorrect information, contact the dedicated Nenkin Teikibin or Nenkin Net support line at 0570-058-555 for assistance.