



Frequently Asked Questions

Those eligible

Who is eligible for the 2nd installment of Individual Number Card Points?

- 1** Those who have obtained their Individual Number Card but did not apply for the 1st installment of Individual Number Card Points **Up to 5,000 yen worth of points** **Starting January 1, 2022!**
- 2** Those who applied to use their Individual Number Card as their health insurance card **7,500 yen worth of points**
- 3** Those who have registered for a government fund receipt account **7,500 yen worth of points**

1 Those who applied by the end of December 2021 for the 1st installment of Individual Number Card Points and have not added 20,000 yen worth of money or made 20,000 yen worth of purchases on a payment service (those who have not received their up to 5,000 yen worth of points) can continue earning up to the maximum amount of points (worth 5,000 yen) even after January 1, 2022.
The start dates to earn points for 2 and 3 will be announced as soon as they are decided. For the latest information, see the official Individual Number Card Points website.

Preregistration and application

What is the payment service ID and security code I need for application?

This is information required to select a cashless payment service for receiving points, and the information differs for each payment service.

Which payment services can I apply for?

Please check the **Individual Number Card Points project website** for information on participating payment services. According to the Terms of Service, the individual must apply for the cashless payment service in their own name to be eligible for Individual Number Card Points.

Only one cashless service may be chosen, and it cannot be changed after the application is submitted.

My child also has an Individual Number Card. Can they also earn Individual Number Card Points?

The legal representative (parental authority such as a father or mother) may preregister or apply for Individual Number Card Points for a minor under the age of 15.

An application for the Individual Number Card Points cashless payment service for the minor may be submitted in the name of the legal representative.

*When doing so, it is not possible to combine Individual Number Card Points for multiple people on the same cashless payment service, so a different cashless payment service than the one in the name of the legal representative must be chosen.

After applying

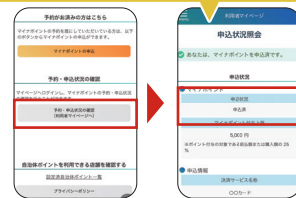
How can I tell if my application is completed?

You can check the status of your application using the **Individual Number Card Points app** or the **Individual Number Card Points preregistration and application site**.

<On a smartphone>

Launch the Individual Number Card Points app, tap **"Check Preregistration and Application Status"**, and use your Individual Number Card and password (4 digits) to log in and check your status.

If the status reads **"Application Submitted"**, your application is complete.



Earning points

How can I tell if I have earned points?

You can check in the **app** or the **member section of the payment service you applied for**.

Points cannot be checked in the Individual Number Card Points app or Individual Number Card Points preregistration and application site.



Receive up to **20,000 yen** worth of Individual Number Card Points!

Use them on a cashless payment service of your choice!

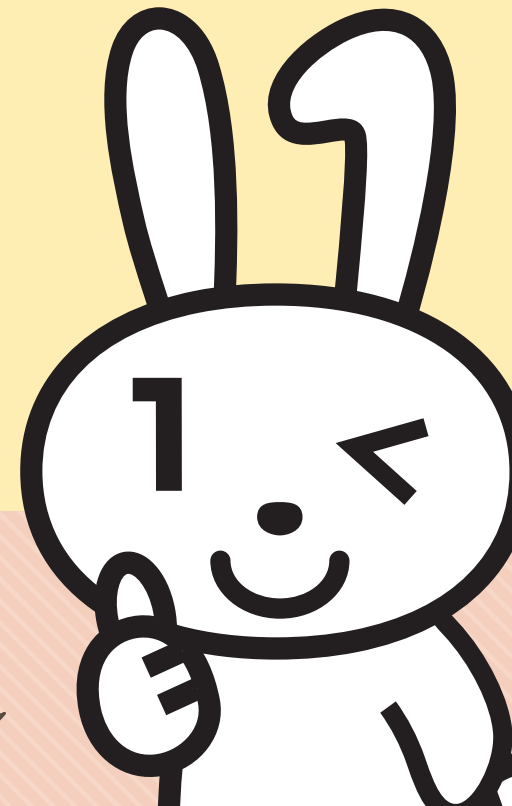
By newly obtaining your Individual Number Card	+	By applying to use your Individual Number Card as your health insurance card	+	By registering a government fund receipt account
5,000 yen worth ^{*1,2}		7,500 yen worth ^{*3}		7,500 yen worth ^{*3}

In order to receive Individual Number Card Points, the Individual Number Card must be used to apply for the points.

*1 After applying for Individual Number Card Points, money must be added to or a purchase must be made on the selected cashless payment service. *2 Includes those who have obtained their Individual Number Card but did not apply for the 1st installment of Individual Number Card Points. *3 The earning of points by "applying to use your Individual Number Card as your health insurance card" or by "registering a government fund receipt account" will begin once the respective programs are ready. For details, please see the official Individual Number Card Points website.

It is safe and secure to use Individual Number Card Points!

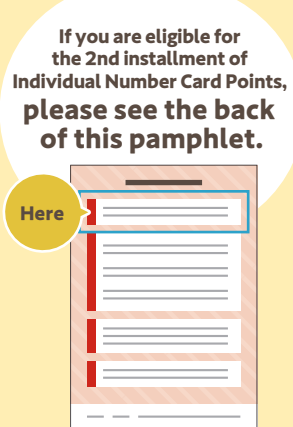
- The "electronic certificate" for your Individual Number Card is used to apply for Individual Number Card Points, making it difficult for your personal information to be misused, such as through identity theft.
- The government cannot collect or store your shopping history.



Apply for Individual Number Card Points!

Individual Number Card Points can be used **as points on the cashless payment service** of your choice.

Make sure to select **one payment service** on the Individual Number Card Points application.



There are 3 ways and locations where you can apply.

Apply at any time, 24/7!

Smartphone



Download the "Individual Number Card Points app".



For a list of smartphone models that support the Individual Number Card Points app, scan the QR code below.

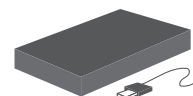


Japanese only

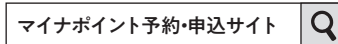
Computer



Card reader



Search the Individual Number Card Points preregistration and application site.



- Please install the Individual Key ID creation and registration preparation software.
- An Individual Number Card compatible card reader is required.

Individual Number Card Points Preregistration/Application Spots



- Your municipal Individual Number Card Point counter
- KDDI (au Shop)
- NTT DOCOMO (docomo Shop)
- AEON Group (superstores (general merchandise stores) and select supermarkets)
- Seven Bank (ATM)
- Softbank (Softbank Shop/Y!mobile Shop)
- BicCamera Group (BicCamera, Kojima, Sofmap)
- Yamada Denki
- Post office
- Lawson (multi-function copier)

There will still be municipalities and stores that do not support the service yet.

Look for a Preregistration/Application Spot near you!



Japanese only

What you need:

- Your Individual Number Card



- The user certification electronic certificate password (4 digits) you set when you applied for or picked up your Individual Number Card

You can apply for Individual Number Card Points on your smartphone

Download the "Individual Number Card Points app".

Download the Individual Number Card Points app on the App Store if you are an iPhone user or the Google Play Store if you are an Android user.



Go here to download



Japanese only



How to scan your Individual Number Card

Enter the "4-digit password" you set when you applied for or picked up your Individual Number Card.



Please be aware that if you enter your password incorrectly 3 times in a row, you will need to reset your password at your municipal Individual Number Card Point counter.

Place your Individual Number Card beneath your smartphone and scan the card.



See here for more details on the application process for Individual Number Card Points!

For those applying on a smartphone or computer



Japanese only

For those applying at an Application Spot



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Tips for scanning your Individual Number Card using a smartphone

- Keep your phone placed exactly over your Individual Number Card while scanning.
- Make sure to remove your smartphone cover.
- Please don't scan your card on a metal desk or table.
- Turn NFC on (for Android phones).

The appropriate placement of your card may vary depending on your device. For details, please scan one of the QR codes to the right.



Android



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iPhone



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Get points on your payment service of choice!

Use for everyday purchases.



Depending on the payment service, it may take some time after applying before added money or purchases become eligible for points. Please see the detailed information for your payment service and apply for points early. Individual Number Card Points will not be earned for money added or purchases made before your application has been processed. *The term "QR Code" is a registered trademark of DENSO WAVE INCORPORATED.