

Easily renew your period of stay before the expiration date with “Yucho Residence Card Reader App”!

[Target customers]

- Those who have received a message about updating their information such as period of stay when using ATMs or Yucho Direct.
- Those who have renewed their residence card.

[Steps]



※Japan Post Bank Customer Information Declaration Website

[Items to bring]

1. Smartphone
2. Valid residence card
3. Yucho Residence Card Reader App

[Notes]

- Kindly be advised that it may require some time (approximately 1-2 weeks) to process the updates provided information and to deactivate message notifications across various platforms such as ATMs, Yucho Direct, the Yucho Bankbook App, and others.
- If you do not possess a smartphone, kindly visit the nearest post office savings counter or Yucho Bank counter to finalize the procedure.
 (What to bring)
 - Bankbook or cash card
 - Valid residence card

○Contact us

Customer Information Management Center
0120-340-004 (toll-free)

Opening hours:

Weekdays 9:00-19:00

Weekends and public holidays 9:00-17:00

- Not available from December 31st to January 3rd.

- Supports are available in English, Chinese, Korean, and Vietnamese.

- Please ensure to meticulously verify the phone number to avoid dialing incorrectly.

- Calls placed from mobile phones, among other devices, are also exempt from charges.

- Kindly note that this service may not be accessible through certain IP phones and similar devices.

お問い合わせ先

(1) Log in to the website

Access the “Japan Post Bank Customer Information Declaration Website” using the QR code below



Enter your code number

Choose “Declare Expiration Date of Period of Stay” in the “Contents of Declaration” section.

Tap “Proceed to enter contents of declaration”.

(2) Download the “Yucho Residence Card Reader App”

Once you’ve downloaded the app, simply tap on “Download complete” located at the bottom of the screen.

Go to the app store and download the app

Tap “Download complete”

(3) Enter information such as name of the account holder

Follow the provided instructions and enter your name, date of birth, and other required information.

Enter the information that is written on your residence card

Take a picture with your camera or upload an image saved on your smartphone.

Tap “Next”

(4) Scan residence card

Check the entered information and tap “Correct” if there are any mistakes, or tap “Go to STEP6” if everything is correct.

Tap “Launch the residence card reader app”

Select language and tap “Next”

After reviewing the regulations, check these two items.

Tap “Next”

Enter your residence card number and tap “Next”

Hold your smartphone over your resident card and tap “Start scanning”

Tap “OK” to go to the web browser

(5) Submit

Switch to “Customer Information Declaration Website” tab

Tap “Submit” to complete