



Sai no Kuni
Saitama
Prefecture

A Guide to Living in Saitama

2026 Edition

- Chapter 1 Residency Management System, Basic Resident Registration System, and the Individual Number System
- Chapter 2 Emergencies and Disasters, Crime Prevention, and Traffic Safety
- Chapter 3 Housing
- Chapter 4 Health Insurance and Medical Treatment
- Chapter 5 Pregnancy, Childbirth, Childcare, Family
- Chapter 6 Pension
- Chapter 7 Education
- Chapter 8 Taxation
- Chapter 9 Employment and Labor Conditions
- Chapter 10 Driver's License
- Chapter 11 Information for Everyday Life
- Chapter 12 Consultation Services
- Chapter 13 Municipal Offices
- Chapter 14 Profile of Saitama Prefecture

"A Guide to Living in Saitama" is available in
12 languages

Japanese, Easy Japanese (with furigana), English, Chinese, Korean, Spanish, Portuguese, Tagalog and Vietnamese, Thai, Nepali (Partial Translation), Indonesian (Partial Translation)

<https://www.pref.saitama.lg.jp/a0306/tabunkakyousei/seikatsu-guide.html>

Website of the International Division,
Department of Public Services, Saitama
Prefectural Government



Saitama's Prefectural Mascots
Kobaton and Saitamatch

Saitama Information & Support

Phone: 048-833-3296 Email: sodan@sia1.jp

Monday - Friday (Except National Holidays and the New Year's Holiday Period) 9:00 - 16:00

URL: <https://www.pref.saitama.lg.jp/a0306/tabunkakyousei/sogo-sodan.html>

• **Available in 12 languages & Easy Japanese**

English • 中文 • 한글 • Português • Español • Tagalog • Tiếng Việt • ภาษาไทย •
Bahasa Indonesia • नेपाली • Русский • український (reservation required)

- Consultations regarding everyday life (free)
- Consultations regarding immigration systems, labor, law, and welfare (free)

*A reservation is necessary for free face-to-face consultations

A Guide to Living in Saitama
2026 Edition
International Division
Department of Public Services
Saitama Prefectural Government
3-15-1 Takasago, Urawa-ku
Saitama-shi, Saitama-ken 330-9301
Phone: 048-830-2717

<https://www.pref.saitama.lg.jp/soshiki/a0306/index.html>



Saitama's Prefectural Mascots
Kobaton and Saitamatch

A Guide to Living in Saitama

Chapter 1

Residency Management System, Basic Resident Registration System, and the Individual Number System

- 1 Residency Management System
- 2 Basic Resident Registration System
- 3 Individual Number ("My Number") System
- 4 Other Systems

Chapter 2

Emergencies and Disasters, Crime Prevention, and Traffic Safety

- 1 Emergency Contact Information
- 2 Japanese Road Rules
- 3 Traffic Accidents
- 4 Crime Prevention
- 5 Support for Victims of Crime
- 6 Natural Disasters

Chapter 3

Housing

- 1 Private Rental Housing
- 2 Prefectural Public Housing
- 3 Moving
- 4 Buying Real Estate

Chapter 4

Health Insurance and Medical Treatment

- 1 Medical Insurance System
- 2 National Health Insurance
(Regional Social Insurance)
- 3 Health Insurance
(Employee's Health Insurance)

- 4 Specialized Health Check-ups
(*Tokutei Kenko Shinsa*)
- 5 Cancer Screenings
- 6 Medical Care System for the Elderly
- 7 Long-term Care Insurance
- 8 Medical Institution Information
- 9 Medical Examinations at a Hospital
- 10 Hospitalization
- 11 Adult Guardianship System

Chapter 5

Pregnancy, Childbirth, Childcare, Family

- 1 Public Health Centers
- 2 Pregnancy, Childbirth, and Childcare
- 3 Vaccinations
- 4 Child Care and Certified Early Childhood Education Centers
- 5 Infant and Children's Homes, Mother-Child Support Facilities and Childbirth Facilities
- 6 Pediatrics Expenses Assistance
- 7 Child Allowance
- 8 Family Assistance
- 9 Children's Counseling Offices
- 10 Regional Parenting Support Centers
- 11 Family Support Centers
- 12 Children's Centers

Chapter 6

Pension

- 1 National Pension Plan
- 2 Employees' Pension Insurance

Chapter 7

Education

- 1 Kindergarten
- 2 Elementary and Junior High School
- 3 Senior High School
- 4 Special Needs Schools
- 5 University and Technical School
- 6 Scholarships
- 7 Japanese Language Study
- 8 Japanese Language Proficiency Tests

Chapter 8

Taxation

- 1 Income Tax
- 2 Inhabitant Tax
- 3 Other Major Taxes

Chapter 9

Employment and Labor Conditions

- 1 Eligibility to Work
- 2 Finding a Job
- 3 Work-related Problems

Chapter 10

Driver's License

- 1 Applying to Convert Your Overseas Driver's License
- 2 Renewing Your Driver's License and My Number Card
- 3 Driver's License Tests
- 4 What to Do When Your License Expires
- 5 Updating Your Personal Details
- 6 Buying and Registering a Vehicle

- 7 Automobile Insurance

Chapter 11

Information for Everyday Life

- 1 Garbage Disposal
- 2 Neighborhood Associations and Children's Clubs
- 3 Japanese Customs and Etiquette
- 4 Transportation
- 5 Banking
- 6 International Exchange and Cooperation
- 7 Tourism
- 8 Libraries
- 9 Art Museums
- 10 Museums

Chapter 12

Consultation Services

- 1 General Consultations
- 2 Specialist Consultations

Chapter 13

Municipal Offices

Chapter 14

Profile of Saitama Prefecture

- 1 Map of Municipalities
- 2 Symbols
- 3 Sister States and Provinces

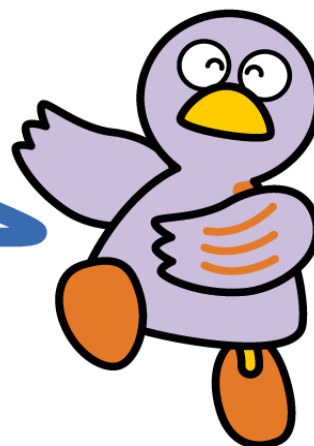
Please note:

* Revised on April 1, 2026.

* Place names, systems, and prices may be subject to change.

* Inquiries made to the points of contact listed should be in Japanese, unless otherwise stated.

Chapter 1
Residency Management
System, Basic Resident
Registration System, and the
Individual Number System



Saitama's Prefectural Mascot
Kobaton

- 1 Residency Management System
- 2 Basic Resident Registration System
- 3 Individual Number ("My Number") System
- 4 Other Systems

Foreign nationals entering Japan must obtain a passport from their country and an appropriate visa from a Japanese embassy or consulate overseas prior to arrival (although some people may be exempt).

Foreign nationals who intend to enter Japan under any status other than Temporary Visitor must first apply for a Certificate of Eligibility for Status of Residence from a regional immigration authority in Japan. After the Minister of Justice verifies that you meet the conditions for landing under that status of residence, a certificate will be issued. After you have received your Certificate of Eligibility for Status of Residence, submit it to your local Japanese embassy, etc. when you apply for your visa.

Your period of stay is determined when you arrive in Japan. Once in Japan, procedures regarding your residency are handled by the Immigration Services Agency of Japan office that has jurisdiction over the area you live in. Foreign nationals who reside in Saitama Prefecture should go to the Tokyo Regional Immigration Services Bureau or the Saitama Branch Office of the Tokyo Regional Immigration Services Bureau for any necessary procedures.

*Applications can also be submitted online.

Website of the Immigration Services Agency of Japan:

<https://www.moj.go.jp/isa/index.html>



Consultations and Inquiries

Place	Phone	Access	Reception Hours	Languages
Foreign Residents General Information Center	0570-013904 (IP phone, international call: 03-5796-7112)	5-5-30 Konan, Minato-ku, Tokyo Take the Toei bus from the Konan exit of JR Shinagawa Station for approximately 13 minutes and get off at the "Tokyo Regional Immigration Services Bureau" bus stop. Website: https://www.moj.go.jp/isa/consultation/center/index.html	8:30 - 17:15 Mon - Fri (Excluding National Holidays and the New Year's holiday period)	Japanese, English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Nepali, Thai, Burmese, Sinhala
Foreign Residents Support Center (FRESC) *Individual consultations (in-person or online), appointment required	03-5363-3025 *For appointments Book appointments online Japanese: https://www12.webcas.net/form/pub/fresc/yaku-jpn English: https://www12.webcas.net/form/pub/fresc/yaku-eng	13F Yotsuya Tower 1-6-1 Yotsuya, Shinjuku-ku, Tokyo Website: https://www.moj.go.jp/isa/support/fresc/fresc_2.1.html	9:00 - 17:00 Mon - Fri (Excluding National Holidays and the New Year's holiday period)	Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Filipino, Thai, Portuguese, Spanish *It may be possible to have a consultation in languages other than those listed. Please inquire when you make your appointment.
Tokyo Regional Immigration Bureau	0570-034259 (IP phone, international call: 03-5796-7234)	5-5-30 Konan, Minato-ku, Tokyo Take the bus from the Konan exit at JR Shinagawa Station for approximately 13 minutes and get off at the "Tokyo Regional Immigration Services Bureau" bus stop.	9:00 - 16:00 Mon - Fri (Excluding National Holidays and the New Year's holiday period)	Japanese

A Guide to Living in Saitama

Place	Phone	Access	Reception Hours	Languages
Tokyo Regional Immigration Bureau, Saitama Branch Office	048-851-9671	1F Saitama 2 nd Homu Sogo Chosha, 5-12-1 Shimoochiai, Chuo-ku, Saitama-shi, Saitama-ken 8-minute walk from Yono-Hommachi Station on the Saikyo line	9:00 - 16:00 Mon - Fri (Excluding National Holidays and the New Year's holiday period)	Japanese
Saitama Information & Support (SIS)	048-833- 3296	3F Saitama Prefecture Urawa Godo Chosha, 5-6-5 Kita-Urawa, Urawa-Ku, Saitama-shi, Saitama-ken 10-minute walk from West Exit of Kita-Urawa Sta. on JR Keihin Tohoku Line.	9:00 - 16:00 Mon - Fri (Excluding National Holidays and the New Year's holiday period) *In-person consultations about immigration, labor, legal matters and welfare are by appointment only	English Chinese Spanish Portuguese Korean Tagalog Thai Vietnamese Indonesian Nepali Russian Ukrainian Easy Japanese
Consultation Support Center for Foreign Residents	03-3202-5535 and 03-5155-4039 (Phone/Fax)	11F Hygeia 2-44-1 Kabuki-cho Shinjuku-ku, Tokyo (In the Shinjuku Multicultural Plaza)	9:00 - 16:00 Mon - Fri (Excluding National Holidays, the New Year's holiday period, and the 2 nd and 4 th Wednesdays of every month)	Mon-Fri: Chinese, English Mon-Wed: Portuguese, Spanish Tues: Indonesian Mon, Wed: Vietnamese Fri: Tagalog

1 Residency Management System

(1) Status of Residence and Period of Stay

Your status of residence and period of stay are approved when you enter Japan, and this information is indicated in your passport. The types of status of residence are designated by the Immigration Control and Refugee Recognition Act.

Excluding those with Permanent Resident, Spouse or Child of Japanese National, Spouse or Child of a Permanent Resident, and Long-term Resident status, residents are

prohibited from engaging in activities other than those allowed under their status of residence.

If you wish to engage in activities other than those permitted under your status of residence, you must first apply for and obtain permission. If you work in Japan without completing the necessary procedures to obtain permission, you may be punished or deported.

As a rule, you may only reside in Japan within the granted period of stay, and you may not reside in Japan beyond this period. In the event that you wish to stay beyond the granted period of stay, you will need to apply for renewal in advance.

(2) Residence Card

A residence card is issued to mid- to long-term residents upon being given permission to stay in Japan, which includes landing permission, permission to change status of residence, and permission to renew period of stay.

A mid- to long-term resident is a foreign national who resides in Japan with a status of residence under the Immigration Control Act, and is not a person who:

- ① Holds a status of residence of 3 months or less
- ② Holds a Temporary Visitor status of residence
- ③ Holds a Diplomat or Official status of residence
- ④ Holds a Special Activity status of residence and is an employee of a Japanese office of the Taiwan-Japan Relations Association (Taipei Economic and Cultural Representative Office in Japan, etc.) or of the Permanent General Mission of Palestine, or is a family member thereof
- ⑤ Holds a Special Activity status of residence and is a digital nomad (an individual doing international remote work while living in Japan), or is their spouse or child
- ⑥ Is a Special Permanent Resident (*)
- ⑦ Does not hold a status of residence

(*) Special Permanent Residents are issued a Special Permanent Resident Certificate

• Procedures at Port of Entry and Exit

A residence card will be issued to foreign nationals who receive a mid- to long-term resident landing permit stamp on their passport upon arrival at New Chitose, Narita, Haneda, Chubu, Kansai, Hiroshima, or Fukuoka Airport.

If someone enters Japan via another port of entry, a residence card will be issued by post for mid- to long-term residents after they have submitted their Notification of Change of Residence at their local municipal office.

A Guide to Living in Saitama

• Procedures at Your Municipality

People who recently arrived to Japan or who have changed addresses must register their new address at their local municipal office. This can be done at the same time as submitting your Moving In/Moving Out Notification for the Basic Resident Registration System.

Person Recently Arrived to Japan

A person who is issued a residence card at the port of departure or arrival must bring this residence card to their local municipal office within 14 days of establishing their place of residence.

Person Who Has Changed Addresses

If a mid- to long-term resident changes their place of residence, they must bring their residence card to their new local municipal office within 14 days after moving into their new residence.

• Regional Immigration Office Procedures

Reporting Changes Aside from Residential Address

When you submit any of the following reports or applications, please bring your passport, photos, and residence card. In principle, a new residence card will be issued to you on the day of your application.

① Reporting a Change in Name, Date of Birth, Sex, or Nationality/Region

Changes to name, date of birth, sex, or nationality/region must be reported within 14 days.

② Renewing Residence Card Validity

Permanent residents and residents under the age of 16 who have a residence card without their photo on it must apply for renewal before the period of validity expires.

③ Reissuing Residence Card

In the event of loss, theft, destruction, damage or defacement, please apply for a new residence card.

Reporting Spouse and Affiliated Organization Information

Depending on the residence status, mid- to long-term residents are required to submit a notice to the Immigration Services Bureau if there have been changes to their personal or residential circumstances, or activities as permitted by their status of residence.

You can submit a notice online through the bureau's Electronic Notification System using a laptop or smartphone. You can also submit a notice in person at the front desk or by post. (Please note address for submission in person and post will vary. the place of submission will vary.

Please note, you will not be issued a new residence card even after reporting this information.

① Regarding Affiliated Organization Information

For a mid- to long-term resident whose status of residence is one that allows them to work, such as “Engineer/Specialist in Humanities/International Services,” (excluding “Artist,” “Religious Activities,” and “Journalist”), or one for study such as “Student,” the following changes must be reported within 14 days of occurrence: if the name or location of the organization to which they belong (e.g. company or school) changes, if the organization dissolves; if the resident leaves the organization; or if the resident starts a new contract.

② Regarding Spouse Information

For a person who is a mid- to long-term resident and has a status of residence of “Dependent”, “Spouse or Child of Japanese National”, or “Spouse or Child of Permanent Resident” who divorces or becomes widowed must report this information within 14 days.

Residence Examination

For the following circumstances, you must submit an application and obtain permission. Permission will take a number of days to be granted. For application processes (1), (3), (4), and (7), mid- to long-term residents will be issued a new residence card once permission is granted, but their passport will not be stamped to indicate authorization (however, people other than mid- to long-term residents will have their passports stamped).

① Change of Status of Residence

You must change your current status of residence when your purpose of stay in Japan changes (e.g. when an exchange student wants to work in Japan once they have graduated).

② Permission to Engage in Activities Other than those Permitted Under Status of Residence

If you want to maintain your current status of residence and intend to engage in activities that are not allowed under this status (working for compensation, operating a business for profit), you must obtain permission in advance.

③ Acquire Status of Residence

Foreign nationals born in Japan and former Japanese nationals who became foreign nationals while in Japan must acquire a status of residence if they will reside in Japan for more than 60 days. You must apply for this within 30 days of the date of birth or from the date of becoming a foreign national.

④ Extension of Period of Stay

This is done when you wish to extend your current period of stay in order to continue engaging in the same activities. (Applications for renewal are accepted 3 months prior to the period of stay's expiration date.)

⑤ Certificate of Authorized Employment

This documentation specifies what kind of work a foreign national may engage in. However, whether the foreign national is allowed to work is determined by their type of status of residence and whether or not they have obtained permission to engage in work other than permitted by their status of residence. Therefore, the Certificate of Authorized Employment itself is not a work permit. It also does not mean that a foreign resident cannot engage in work without a Certificate of Authorized Employment.

⑥ Re-entry Permit

In the event that you will leave Japan temporarily during your permitted period of stay, a re-entry permit must be obtained in advance. If a re-entry permit is obtained, you will be exempt from needing a visa that would usually be required, and your current period of stay and status of residence will remain in effect. A reentry permit is valid for a maximum of up to 5 years (6 years for Special Permanent Residents).

However, if you have a valid passport and residence card (or Certificate of Special Permanent Residency), you will also be considered a re-entry permit holder under the Special Re-entry Permit system when re-entering Japan within one year of departure. If the period of stay expires less than one year after departure (two years in the case of Special Permanent Residents), this date will take precedence.

⑦ Permanent Resident Permit

You must obtain this permit if you wish to reside permanently in Japan.

2 Basic Resident Registration System

The Basic Resident Registration System for Foreign Residents was introduced on July 9, 2012.

Under this system, a Basic Resident Register is created for each household and lists information such as name, date of birth, sex, and address. This register serves as the basis for providing government services.

Procedures concerning the Basic Resident Registration System are handled by the local municipal office. For more information, please inquire at your local municipal office.

(1) Resident Record (*juminhyo*)

Persons who have an address and fall under one of the four classifications in the table below will have a resident record created for them by their municipality of residence. (This excludes short-term residents such as tourists.)

You can obtain a copy of your resident record from your local municipal office and use it in lieu of the Certification of Registry for various applications.

① Entries that are the Same as Japanese Nationals

Name, name of the head of household and relationship with the head of household, date of birth, gender, address, and items related to national health insurance and national pension, etc.

② Entries Unique to Foreign Residents

Nationality/region, date when they became a foreign resident, and items described in the table below.

※ However, information recorded under the Immigration Control Act, such as an address or place of residence in the country of nationality, place of birth, occupation, and passport number, etc. will not be indicated on the resident record.

Classification	Classification Details	Items Listed
Mid- to long-term resident (received a Residence Card)	Excluding foreign nationals with a period of stay of 3 months or less and foreign nationals with a Temporary Visitor, Diplomat, or	<ul style="list-style-type: none"> • Status of Residence, Period of Stay, Expiration Date, and Residence Card Number • Status of Mid- to Long-term

A Guide to Living in Saitama

Classification	Classification Details	Items Listed
	Official status of residence	Resident
Special Permanent Resident (received a Special Permanent Resident Certificate)	Special Permanent Resident as per the Special Act on the Immigration Control of, inter alia, Those who Have Lost Japanese Nationality Pursuant to the Treaty of Peace with Japan	<ul style="list-style-type: none"> • Special Permanent Resident Certificate Number • Status of Special Permanent Resident
Temporary Refuge Permit holder or Provisional Stay Permit holder	Foreign Nationals who obtained a landing permit under the Immigration Control and Refugee Recognition Act as a temporary refugee, and foreign nationals who applied for refugee status who have received provisional permission to stay in Japan	<ul style="list-style-type: none"> • Landing period (temporary refugee permit) or temporary stay period (provisional stay permit) • Temporary Refuge or Provisional Stay Status
Person who has resided in Japan since birth or Person who resides in Japan due to loss of nationality	Person who became a foreign national by birth or by loss of Japanese nationality (can reside in Japan without a status of residence for a maximum period of 60 days from the date of occurrence)	Status as a person who has resided in Japan since birth or a person who resides in Japan due to loss of nationality

(2) Basic Resident Registration System Procedures

① When Entering Japan

When entering Japan with the intention of living in Japan for an extended period of time, please submit a Moving In Notification at the local municipal office in the city/town where you live within 14 days of moving to Japan.

② When Moving to a New Residence

Before moving, please submit a Moving Out Notification at your current local municipal office and receive a Moving Out Certificate.

Please submit this certificate and a Moving In Notification at your new local municipal office within 14 days of moving into a new place of residence.

③ When Leaving Japan

When leaving Japan for an extended period, even if you have a re-entry permit, you should submit a Moving Out Notification at your local municipal office.

3 Individual Number ("My Number") System

The social security and tax number system, the Individual Number System (commonly known as the My Number System), began on October 5, 2015. Under this system, every resident in Japan is assigned their own unique 12-digit number. This number is required for social security and tax related purposes at public offices and your workplace.

Foreign residents with a residence record, like Japanese residents, are assigned an Individual Number.

(1) Individual Number System Procedures

① Individual Number Notification

If you registered as a resident after May 25, 2020, you will be mailed an Individual Number Notification to the address listed on your residence record in the Basic Resident Registration System.

If the address on your residence record and address of the place where you actually live are different, you may not be able to receive a notification in the mail. In this case, please consult with your local municipal office.

The notification will list your Individual Number. However, this notification cannot be used as a document to prove your Individual Number.

※ After May 25, 2020, the "Notification Card" changed to the "Individual Number Notification."

② How to Use Your Individual Number

Notify your workplace of your Individual Number. Your workplace will use your Individual Number during procedures for health insurance and taxes, such as issuing your Statement of Earnings. You must also show your Individual Number to your local municipal office if you apply for welfare benefits.

In some cases, it may be necessary to submit your Individual Number to a brokerage

firm or an insurance company for tax-related procedures such as filling out legal documents.

(2) Precautions Regarding Your Individual Number

It is prohibited to use or collect information on anyone else's Individual Number except during procedures regulated by law (such as tax and social security procedures). Only share your Individual Number when necessary.

You will be subject to punishment under the law if you obtain another person's Individual Number illegally.

(3) My Number Card (Individual Number Card)

① Uses for My Number Card

Foreign residents who have been issued an Individual Number can apply to receive a My Number Card. My Number Cards show your name, address, date of birth, and sex as recorded in the Basic Resident Registration System, as well as your photo and your Individual Number. You can use this card as a form of personal ID.

Additionally, My Number Cards contain an IC chip with excellent security, and can be used for government-related procedures such as filing tax returns online.

Items recorded in the IC chip include the information written on your My Number Card and an electronic certificate used when completing procedures online. Highly personal information such as your income is not recorded in the IC chip.

③ How to Apply for a My Number Card

There are multiple ways to apply for a My Number Card. One way is to attach a photo (taken within the past 3 months) to the application sent with the Individual Number Notification and submit the application by mail. You can also apply online using a smartphone or computer.

For more information about the Individual Number System, contact the services below:



Consultations and Inquiries

Contact	Phone	Reception Hours	Languages
Toll-Free My Number System Information Line (Questions regarding the My Number System and My Number Portal, etc.)	0120-95-0178 (free)	Monday - Friday: 9:30 - 20:00 Saturday, Sunday, National Holidays: 9:30 - 17:30 *Reception is open 24 hours,	Japanese

A Guide to Living in Saitama

		every day, all year if you need to temporarily suspend a card due to loss or theft.	
My Number Card Foreign Language Information (My Number System, My Number Portal, etc.)	0120-0178-26 (free)	Monday - Friday: 9:30 - 20:00 Saturday, Sunday, National Holidays: 9:30 - 17:30 (Excluding Dec. 29 - Jan. 3)	English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Thai, Indonesian, Tagalog, Nepali
My Number Card, Electronic Certificate Individual Number Notification and Notification Card and Temporary suspension of use due to loss or theft	0120-0178-27 (free)	Available 24 hours *20:00 - 8:30 the following morning: Only for inquiries regarding the temporary suspension of services due to the loss or theft of a My Number Card, or a smartphone equipped with an Electronic Certificate	English, Chinese, Korean, Spanish, Portuguese
		9:00 - 18:00	Thai, Nepali, Indonesian, Vietnamese, Tagalog

For details about the My Number System, refer to the following website (Japan Agency for Local Authority Information Systems, My Number Card Site):

<https://www.kojinbango-card.go.jp/>

(Japanese, English, Chinese, Korean, Spanish, Portuguese)

※ Select language at the upper right side of the screen.

4 Other Systems

(1) Acquisition of Japanese Citizenship by Foreign Nationals

① Naturalization

Foreign nationals can obtain Japanese citizenship by applying for naturalization to the Minister of Justice and if permitted by the Minister of Justice.

② Acquiring Citizenship

Foreign nationals under 18 years of age with at least one Japanese parent, or foreign nationals under 18 years of age with addresses in Japan who have lost (failed to retain)

Japanese citizenship, may acquire Japanese citizenship by submitting a Notification of Acquisition of Citizenship to the Minister of Justice.

(2) Choosing a Nationality

Individuals possessing dual/multiple citizenship (Japan and another country) must choose one nationality by the age of 20. If dual/multiple citizenship is obtained after turning 18, this choice must be made within two years of the date dual/multiple citizenship was obtained. If a choice is not made, you risk losing your Japanese nationality.



Consultations and Inquiries

Applications for naturalization and obtaining Japanese nationality for foreign residents living in Saitama Prefecture are processed at the Nationality Affairs Division of the Saitama District Legal Affairs Bureau.

Consultations are provided based on reservation. Please make a reservation by phone.

Nationality Affairs Division of the Saitama District Legal Affairs Bureau

Phone: 048-851-1000 (Main Phone) Navi Dial No. 5 → 2

Address: Saitama 2nd Homu Sogo Chosha, 5-12-1 Shimo-ochiai,
Chuo-ku, Saitama-shi

Reception Hours: Monday to Friday (excluding holidays) 9:00 - 17:00

An explanation about nationality procedures can be found on the following websites.

- Legal Affairs Bureau (Japanese):

https://houmukyoku.moj.go.jp/homu/static/goannai_index_kosekikokuseki.html

- Saitama District Legal Affairs Bureau (Japanese):

https://houmukyoku.moj.go.jp/saitama/category_00005.html

(3) Family Registry System

In Japan, there is a family registry system in which registers and officially certifies identification information including an individual's date of birth, death, and marriage. Foreign nationals must also register this information in the Family Registry in cases where the foreign national is married to a Japanese citizen, etc. Notifications submitted are recorded, stored, and become official documentation for the individual.

Notification Type	Place of Submission	
Birth	Family Registry	Please contact your local municipal office

Death	counter at your local municipal office	for questions concerning deadlines and materials for submission
Marriage		
Divorce		

These notifications must also be submitted to the Immigration Services Agency of Japan or your country's embassy (consulate-general). For details, please consult the Immigration Services Agency of Japan or your country's embassy (consulate-general).

(4) Name Seal Registration

Generally, name seals or *inkan/hanko* are used instead of signatures in Japan. Seals registered at municipal or ward offices are known as *jitsuin* (registered seal). The document certifying this seal is known as an *inkan toroku shoumeisho* (seal registration certificate). In Japan, both a registered seal and a seal registration certificate are required when entering any legally binding contract.

① Name Seal Registration Application

Foreign nationals who are 15 years of age or older (with the exception of those who do not have the sufficient capacity to make their own decisions) and are included in the Basic Resident Register can register a name seal.

Many municipal offices require the seal to be a minimum of 8mm x 8mm and a maximum of 25mm x 25mm; however because regulations vary, please check this at your local municipal office.

Also, the seal must represent the same name as that shown on your Resident Record. (If your Resident Record also lists a name you are commonly known by, you may also use that name.) Please note that only one seal can be registered per person. When registering your name seal, you will need your residence card or other valid documentation and the seal that will be registered. Seals that do not show all or part of your legal name or name you are commonly known by, or are made of rubber and other easily altered materials, cannot be registered.

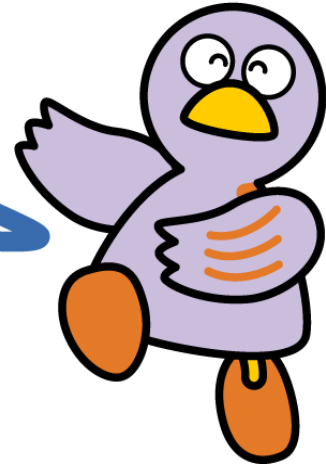
Japanese seal registration is processed at the local municipal office of your residence. If you move to a new municipality, you must register this seal again.

② Name Seal Registration Card

When you register your name seal, a seal registration card will be issued to you. This card is required in order to receive a seal registration certificate.

Chapter 2

Emergencies and Disasters, Crime Prevention, and Traffic Safety



Saitama's Prefectural Mascot
Kobaton

- 1 Emergency Contact Information
- 2 Japanese Road Rules
- 3 Traffic Accidents
- 4 Crime Prevention
- 5 Support for Victims of Crime
- 6 Natural Disasters

1 Emergency Contact Information

(1) Fire, Medical, and Injury Emergencies – 119

When you require a fire engine or ambulance, dial **119** for the fire department. When the operator answers, state whether the emergency is a fire or medical, and give the details of the incident. Then tell the operator the address of the site where the incident occurred, the name of any large landmarks near the scene, your name, and your telephone number.

Using the ambulance for transportation to medical facilities is free of charge; however, the cost of any treatment will be your own responsibility. Please have your health insurance card and the necessary cash ready.

Ambulances are for transporting people who are injured or sick to hospitals in emergency situations. Please take a taxi if it is not an emergency. If you are not sure which hospital you should go to, the Saitama Emergency Medical Information Center (#7119 or 048-824-4199) can direct you to a medical institution 24 hours a day (excluding dentists, oral surgeons, and psychiatrists). (This service is provided in Japanese.)

Fire departments are also providing information to patients about Fire Department Headquarters-certified services for transportation (fees apply) to and from the hospital and outpatient visits.

- Example 119 Emergency Calls -

Fire:	“Kaji desu.” “_____ ga moeteimasu.” “There’s a fire.” “_____ is burning.”
Medical Emergency:	“Kyuukeyuu-sha o onegai shimasu. Koutsuu jiko de keganin ga imasu.” “Please send an ambulance. Someone has been injured in a car accident.” (Give details such as whether people are trapped inside [“hasamarete iru”], etc.) “Kyuukeyuu-sha o onegai shimasu. Kyuubyou-nin ga demashita.” “Please send an ambulance. Someone has become suddenly ill.” (Give details such as whether they have lost consciousness [“ishiki ga nai”], etc.)
Where:	“Basho wa __ machi __ banchi desu.” “The address is __ machi __ banchi.” “Denwa bango wa, ____ - ____ desu.” “The telephone number is ____ - ____.” “Chikaku ni _____ ga arimasu.” “There’s a _____ nearby.”
Caller’s Information:	“Watashi no namae wa, _____ desu.” “My name is _____.”

(2) Police – 110

If you are a victim of a crime or involved in a traffic accident, or when you need to make a report to the police immediately, please call 110. When your call is answered, tell them what has happened, whether anyone has been injured, when the incident occurred (how many minutes ago), where (the address and/or landmarks nearby), and what the perpetrator did. Please answer calmly when the police ask for your name and phone number.

- Example 110 Emergency Calls -

Incident:	“Dorobou (hittakuri) higai ni aimashita. Kega nin wa imasen.” “I've been robbed (my bag has been stolen). No one is hurt.”
When:	“Ima kara san (3) pun kurai mae desu.” “Approximately three (3) minutes ago.”
Where:	“__ machi __ banchi desu. Chikaku ni ____ yuubinkyoku ga arimasu.” “The address is __ machi __ banchi. The ____ post office is nearby.”
Information on the Criminal:	“____ iro no baiku ni notta futarigumi de, ____ eki houkou ni nigete ikimashita.” “There were 2 people. They got on a ____-colored bike and fled in the direction of ____ station.”
Caller's Information:	“Watashi no namae wa, ____ desu. Denwa bango wa __-__ desu.” “My name is _____. My telephone number is ____-_____.”

(3) Calling from a Public Telephone (emergency calls are free)

- ① Green public telephones
If the telephone has a red emergency button:
Pick up the receiver and push the red emergency button. Then dial 110 or 119.
If the telephone has no red emergency button:
Pick up the receiver and dial 110 or 119.
- ② Gray public telephones (digital payphones): Pick up the receiver and dial 110 or 119.

(4) 110 App and Fax 110

Individuals who have difficulty reporting to the police over the phone (e.g. due to hearing loss) have the option of reporting to the police using text and images through smartphones and other devices.

- ① 110 App System: Search for 110 番アプリ (110 ban apuri) and download the app

☎ Fax 110: 0120 - 264 - 110 (Toll-free number)

2 Japanese Road Rules

(1) Basic Road Rules

- Pedestrians should keep to the right, and vehicles such as automobiles and bicycles should keep to the left.
- Pedestrians have right-of-way over vehicles.
- Obey road signs and traffic lights, etc.
- Obey instructions from the police

(2) Basic Pedestrian Rules

- If there is a sidewalk next to a roadway, pedestrians should walk on the sidewalk.
- If there is no sidewalk or pedestrian walkway, pedestrians should walk on the right side of the road.
- If there are traffic lights at an intersection, obey the signals.
- If there are no traffic lights at a pedestrian crossing, signal your intent to cross such as by raising your hand.
- Look left and right to make sure it is safe before crossing the road.
- Wear reflectors and bright clothing at night.

(3) Basic Bicycle Rules

- As bicycles are categorized as light vehicles by law, cyclists should keep to the left side of the road.
- Cyclists should ride on the road rather than the sidewalk. Cyclists may only ride on the sidewalk in exceptional circumstances.
- When riding on sidewalks, remember that pedestrians have right-of-way, and ride slowly on the side closest to the road.
- Always obey the traffic lights and stop signs. Check the safety of the surroundings before starting to ride again.
- Use a bicycle light when riding at night.
- It is illegal to ride under the influence of alcohol.
- Wear a helmet.
- Enroll in bicycle insurance.

*In Saitama, prefectural ordinance mandates that you enroll in bicycle insurance.

<https://www.pref.saitama.lg.jp/a0311/jitensya/jitensyajyourei.html>

(4) Basic Vehicle Rules

- You must obtain a driver's license to drive.
- Driving under the influence of alcohol (drunk driving) is prohibited.
- All passengers, including the driver, front-seat passengers, and rear-seat passengers, must wear seatbelts.
- Children under six years old must ride in a child safety seat.
- When riding a motorbike, always wear a helmet.
- Turn on vehicle lights early at dusk.
- Do not use a mobile phone, etc. when driving.
- When passing near pedestrians, be sure to pass at a safe distance and drive slowly.

(5) General Rules for Special Small Motorized Two-wheeled Vehicles

- Only electric scooters that meet certain requirements are recognized as special small motorized two-wheeled vehicles; others will fall under a different classification such as general motorized two-wheeled vehicles.
- A license plate is required.
- Enrollment in mandatory vehicle liability insurance (*jibaiseki hoken*) is required.
- Riders must be at least 16 years old.
- Driving under the influence of alcohol (drunk driving) is prohibited.

3 Traffic Accidents

(1) In the Case of a Traffic Accident

- ① If there is somebody injured, administer first-aid and call 119 for an ambulance. Continue administering first-aid until the ambulance arrives.
- ② Move to a safe place and call 110 to notify the police, and follow their instructions.
- ③ Ask the people involved in the accident for their name, address, phone number, driver's license number, license plate number, insurance company, and insurance type, etc.
- ④ If there were any witnesses, ask for their contact information.
- ⑤ Inform your insurance company that you have been involved in an accident.
- ⑥ See a doctor as soon as possible.

(2) Traffic Accident Consultation Services

The Saitama Traffic Accident Consultation Center offers consultation services in Japanese on the following topics: settling out of court, how to file an insurance claim, and calculating compensation. This service is offered from 9:00 - 12:00 and 13:00 -17:00 (reception is until 16:30), Monday through Friday. For further information, contact the Saitama Traffic Accident Consultation Center.



Consultations and Inquiries

Office	Phone	Address	Reception Hours
Saitama Traffic Accident Consultation Center	048-830-2963	1F Prefectural Government Office Bldg 2 (inside the Prefectural Citizens Consultation Center) 3-15-1 Takasago, Urawa-ku, Saitama-shi	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 9:00 - 12:00, 13:00 -17:00 (Reception closes at 16:30)

Website: <https://www.pref.saitama.lg.jp/a0311/soudankyuhu/koutuujikosoudan.html>

4 Crime Prevention

(1) Bicycle Theft

- ① Lock your bicycle even when parking at home.
- ② Lock your bicycle even if you are only away for a short period of time.
- ③ Use wire locks, etc. to double-lock your bike.
- ④ If you own a bicycle, make sure to register it.

(2) Break-in and Theft

- ① Lock your doors and windows even if you are at home or only away from home for a short period of time.
- ② Use two locks or more on doors and windows by using supplementary locks, etc.

(3) Bag Snatching

- ① Put a cover on the basket of your bicycle to prevent bag snatching.
- ② Keep bags, etc., on the side of your body opposite the road when walking.
- ③ Do not walk while using a cell phone or smartphone or listening to music with headphones, as it makes you less aware of your surroundings.
- ④ Be careful of motorcycles and bicycles, etc., that approach you from behind.

(4) Child Safety

Guardians should frequently remind children about the following:

- ① Never be alone.
- ② Do not follow strangers.
- ③ Yell loudly for help.
- ④ Tell your family where and with whom you are going, and when you will be back.

(5) Women's Safety

- ① When it is dark, take well-lit, busy streets and always keep an eye on your surroundings and check behind yourself frequently.
- ② Carry a personal alarm and make sure it is ready to use at all times (e.g. by attaching it to the outside of your bag).
- ③ Lock your front door and windows even when you are at home.
- ④ Do not walk while using a mobile phone or smartphone or listening to music with headphones, as it makes you less aware of your surroundings (including suspicious individuals nearby).

"Handbook for Creating a Safe Community"

Website: <https://www.pref.saitama.lg.jp/a0311/bouhanjyohou/index.html>

5 Support for Victims of Crime

(1) Victims of Crime and Accidents

Victims of crime and their families do not just suffer from direct damage such as losing their loved ones, being injured, or having their possessions stolen, but also suffer from various other effects that persist even after the incident, such as poor mental and physical health due to the crime or accident, increased financial burden as a result of paying medical expenses, losing their job or changing jobs, thoughtless treatment from those around them, and emotional burden and loss of time due to investigations and trials, etc.

(2) General Consultation Services

The Sai-no-Kuni One-Stop Support Center for Victims of Crime is located in the Musashi-Urawa Godo Chosha on the 3rd floor of the Lamza Tower, and is operated jointly by the Saitama Prefectural Government, the Saitama Prefectural Police, and the Saitama

Prefecture Support Center for Victims of Crime (Public Interest Corporation). Free confidential consultation services are provided for victims of crime and their families, with multiple support services available through a single consultation.



Consultations and Inquiries

Name of Institution	Phone	Address	Reception Hours
Sai-no-kuni Crime Victims One-Stop Support Center	0120-735-001 or 048-862-0001	3F Lamza Tower, (Musashi-Urawa Godo Chosha) 1-10-1 Numakage, Minami-ku, Saitama-shi	8:30 - 17:15, Mon - Fri (Excluding National Holidays and days of closure)
Saitama Prefectural Crime Prevention and Traffic Safety Division	048-710-5036		8:30 - 17:15, Mon - Fri (Excluding National Holidays and days of closure)
Saitama Prefectural Police Support Office for Victims of Crime	0120-381-858		8:30 - 17:15, Mon - Fri (Excluding National Holidays and days of closure)
Saitama Prefecture Support Center for Victims of Crime (Public Interest Corporation)	048-865-7830		8:30 - 17:00, Mon - Fri (Excluding National Holidays and days of closure)

Website:

<https://www.pref.saitama.lg.jp/a0311/hanzaihigaisya/soudanmadoguchigaishoni.html>



(3) For Victims of Sex Crimes

- Iris Hotline: Phone Consultation for Sexual Violence Crimes -

Consultation services are available for victims of sexual violence and other sex crimes and their families, regardless of gender. Consultation services are provided by staff members who are required by law to maintain strict confidentiality. Services include consultations over the phone, online inquiries, consultations over Zoom (appointment required), in-person consultations, examinations at medical institutions, accompaniment services, and legal advice.



 **Consultations and Inquiries**

Name of Institution	Phone	Address	Reception Hours
Iris Hotline: Number for Consultations on Sexual Violence Crimes	#8891 0120-31-8341 or 048-839-8341	Lamza Tower 3F (Musashi-Urawa Godo Chosha) 1-10-1 Numakage, Minami-ku, Saitama-shi	24 hours, 365 days a year

Website: <https://www.svsc8080.jp/iris/>

6 Natural Disasters

(1) Earthquakes

Earthquakes occur frequently in Japan. If a large earthquake occurs, furniture may fall over and cause injuries, gas and water services may stop, and you may be unable to purchase food and other daily necessities. It is important to take precautions and develop disaster prevention measures in advance as a family.

Disaster Prevention for Large Earthquakes: 10 Guidelines

1. Advance Preparation: Make sure all furniture is securely fastened to prevent it from falling over. Decide beforehand how family members will contact each other, where you will gather, how you evacuate and where to, and what items you need to have ready in case of an emergency*.
2. When an earthquake occurs, prioritize your safety first: Hide under a sturdy table and protect your head with a cushion.
3. Immediately extinguish all flames and close all gas valves. (If it is a strong earthquake, move away from the fire. Wait until all shaking has subsided before putting out the fire.)
4. Open the door and secure an exit.
5. Do not run outside in a panic.
6. If a fire breaks out, remain calm and extinguish it. (Call out to alert your neighbors and help each other to extinguish the fire.)
7. Do not go near outside walls or vending machines.
8. Be careful of broken glass indoors.
9. Cooperate in first-aid and rescue efforts.

10. Gather accurate information on the situation.

*Items needed in times of emergency: medicines, first-aid kit, drinking water, emergency food, smart phone charger, portable radio set, extra batteries, headlights (flashlight), cold protection aluminum sheet, helmet, utility knife, towels, gloves, rope, tissue paper, portable toilets, wet wipes (wet tissues), face masks, plastic bags, newspaper, rain gear, sports shoes, socks, and anything else necessary for yourself and your family.

① “Be Prepared for Earthquakes” Pamphlet

(Published by the Institute of Scientific Approaches for Fire & Disaster)

You can download a pamphlet which summarizes how to prepare for earthquakes and what to do if one occurs. (Available in Japanese, English, Chinese, Korean, Vietnamese, and Portuguese)

Website: <https://www.bousai-kensyu.com/knowhow/pamphlet01/>

② Stay Prepared for Earthquakes at Home (Saitama Prefectural Police website)

You can download a home safety checklist and view tips on how to reduce damage from earthquakes and how to prepare for earthquakes. (Available in Japanese, English, Chinese, Korean, Portuguese, Tagalog, Vietnamese, Thai, Indonesian)

Website: <http://www.police.pref.saitama.lg.jp/g0050/kurashi/earthquake-foreigner.html>

(2) Typhoons

Typhoons that occur from summer to autumn bring heavy rain and strong wind, and can cause significant damage. Be sure to check your house, put away outdoor items that could be blown away, and reinforce any weak or damaged areas. Typhoons often result in power failures, so it is important to prepare flashlights, candles, a portable radio with spare batteries and a smart phone charger.

Before typhoon season, regularly check hazard maps of the area you live in for information on the disaster risks and evacuation sites in your area.

Before a typhoon hits, the area you live in will make announcements about the rising warning levels of the approaching storm. At level 3, the elderly and others requiring additional time should evacuate. At level 4, everyone should evacuate.

(3) Emergency Evacuation Areas

There are emergency evacuation centers such as schools or other large buildings designated by the local government for people who must evacuate their homes. To find your nearest evacuation center, ask the disaster prevention division of your local municipal office.

Some municipalities also distribute maps indicating the evacuation centers in the area.

(4) Foreign Language Disaster Information Broadcasts

The following stations broadcast disaster and rescue information in English and other languages:

Community FM radio station: InterFM897 89.7MHz

NHK General TV, NHK Educational TV, NHK BS Broadcasting (secondary audio programming)

*The multilingual service NHK World Japan also provides information in foreign languages online and through the official app.

- Website: News available in 20 languages
https://www3.nhk.or.jp/nhkworld/en/multilingual_links/
- App: News available in 19 languages

(5) NTT's Disaster Emergency Message Dial 171

When a disaster occurs, phone lines in the disaster area become overloaded with calls. In such cases, the "Disaster Emergency Message Dial" is a service that enables you to verify the safety of family members. No area code is necessary; simply dial 171 and you can easily record and replay your message. For further information, visit the NTT website below.

Japanese: <https://www.ntt-east.co.jp/saigai/voice171/index.html>

English: <https://www.ntt-east.co.jp/en/saigai/voice171/>

Cell phone companies also have Japanese and English message board services that can be accessed from the following websites:

docomo:	http://dengon.docomo.ne.jp/top.cgi (Japanese) http://dengon.docomo.ne.jp/Etop.cgi (English)
au:	http://dengon.ezweb.ne.jp/ (Japanese) http://dengon.ezweb.ne.jp/E/service.do (English)
Softbank / YMOBILE:	http://dengon.softbank.ne.jp/pc-1 (Japanese) http://dengon.softbank.ne.jp/pc-e1.jsp (English)

(6) Gathering Information

① Saitama Disaster Preparedness Portal (Saitama Prefectural Government website)

If a disaster occurs in Saitama Prefecture, you can find information about evacuation, resulting damage, and relief measures on this website.

A Guide to Living in Saitama

This site can also be accessed from cell phones.

Use this site to get information on disaster preparedness:

<https://www.pref.saitama.lg.jp/theme/anzen/index.html>

② Official Saitama Prefectural Government LINE Account

Provides information about disasters and disaster preparedness in multiple languages.

Please add the account as a friend to receive information.

(Available in Easy Japanese, English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Nepali, Thai, Indonesia, Burmese, Khmer, Mongolian, Turkish, and Bengali)

Website: <https://www.pref.saitama.lg.jp/a0306/tabunkakyousei/line-tagengo.html>

③ Multicultural Affairs Portal Site (CLAIR (Council of Local Authorities for International Relations) website)

Summarizes information you can use immediately in the event of a disaster.

Website: <https://www.clair.or.jp/tabunka/portal/disaster/index.php>

④ Response to Radioactive Substances (Saitama Prefectural Government Environmental Policy Division website)

The Saitama Prefectural Government regularly measures radiation levels in the air, tap water, and food products and assesses the effects of radioactive substances. Assessment results are uploaded to the Saitama Prefectural Government website (with a link to health consultation services).

Website: <https://www.pref.saitama.lg.jp/a0501/housyasen-sokuteikekka.html>

(7) Disaster Preparedness

① Disaster prevention trainings are offered in each city and town in Saitama Prefecture to prepare for disasters such as earthquakes. Please see the following website for a list of disaster prevention trainings open to non-Japanese residents:

Website: <https://www.pref.saitama.lg.jp/a0306/gaikokujinbosaikunren.html>

② The Saitama Prefectural Government website has a point-and-talk sheet and a questionnaire designed to help workers at evacuation centers and foreign evacuees communicate.

<https://www.pref.saitama.lg.jp/a0306/tabunkakyousei/hinanjokaiwa.html>

③ The Prefectural Government's website has a pamphlet with information on simple measures

you can take to prepare your home for disasters. (Available in English, Chinese, Korean, and Vietnamese)

<https://www.pref.saitama.lg.jp/a0401/library-info/20190801itsumo.html>

(8) Heat Stroke Prevention

Heat stroke can occur as a result of extended exposure to a hot environment. Symptoms of heat stroke include dizziness, lightheadedness, headache, nausea, convulsions, etc. If you suspect that you are suffering from heat stroke, move to a cool place and seek medical help.

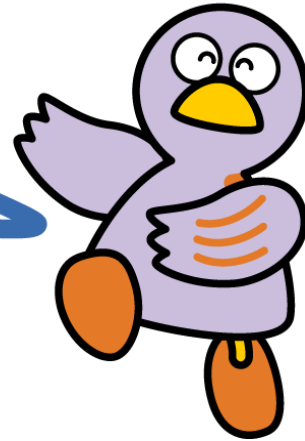
Use the air conditioner when indoors and stay hydrated to prevent heat stroke.

5 Ways to Prevent Heat Stroke

Website: <https://www.pref.saitama.lg.jp/a0704/netsuchusyo/5point-e.html>

(Available in Simple Japanese, English, Chinese, Portuguese, Spanish, and Korean)

Chapter 3 Housing



Saitama's Prefectural Mascot
Kobaton

- 1 Private Rental Housing
- 2 Prefectural Public Housing
- 3 Moving
- 4 Buying Real Estate

1 Private Rental Housing

When looking for a place to rent, you should consult with a real estate agent in the area in which you want to live. Once you have decided where you want to live, you will sign a lease contract with the landlord. An understanding of Japanese customs is important to ensure that your move goes as smoothly as possible.

A Guide to Rental Housing and Rules for Living in Japan

(Saitama Prefectural Government International Division website: available in Japanese, English, Chinese, Spanish, and Portuguese)

Website: <https://www.pref.saitama.lg.jp/a0306/tabunkakyousei/sumaisupport.html>

(1) Information on Rental Housing

Rent and Management Fee	<ul style="list-style-type: none"> ① Rent is paid in advance every month. ② You may also need to pay additional fees, such as management fees or building management fees.
Size of House and Rooms	<ul style="list-style-type: none"> ① The size of a residence is indicated by the total square meters (m²) of floor space. This includes not only living areas, but also the toilet, bathroom and kitchen. ② The size of each room is indicated by the number of tatami mats that can be laid on the floor. One <i>jo</i> (tatami mat) is typically about 1.6m². ③ The rooms are categorized as either Japanese or Western style. Terms such as DK (dining area + kitchen) and LDK (living room + dining area + kitchen) are also widely used. ④ The area of the house and the grounds is measured in units called <i>tsubo</i>. 1 <i>tsubo</i> is approximately 3.3 m².
Utilities	<ul style="list-style-type: none"> ① Basic wiring and piping for electricity, water and gas are supplied. However, to use these utilities, the tenant must contact the respective companies. ② Residences typically do not come furnished, nor are gas ranges, ovens, or light fixtures provided. You must provide these yourself.
Access to Transportation	<p>This is indicated in number of minutes from the nearest station (e.g. A 15-minute walk from Urawa Station).</p>

(2) Before Entering into a Lease Contract

When you rent a house or apartment, you will sign a contract. This is called a lease contract.

A lease contract clearly specifies the rights and obligations of both the tenant and landlord.

Your signature on such a contract is legally binding and indicates that you agree to and will abide by the terms and conditions listed therein. Read over the contract carefully, and ask for an explanation of its contents. It is imperative that you understand the contents of the contract before signing.

When entering into a lease contract, you are required to have documents such as an official copy of your Resident Record, your Residence Card, a certificate of income and your name seal registration certificate, as well as a guarantor or written oath.

(3) Types of Lease Contracts

Regular lease contract	When the term of the contract expires, in principle, the same contract will be renewed (the same contract will be continued). When you renew your contract, contract renewal fees and other renewal fees may be charged.
Fixed-term lease contract	Once the term of the contract expires, the same contract will not be renewed. You may enter into another contract (a new contract) to rent the same apartment. To sign another contract, you will need to pay a realtor's fee, etc.

(4) Payment Required when Entering into a Lease Contract

Rent (<i>yachin</i>)	Rent is paid a month in advance for the following month. Therefore, when first moving into a property, you have to pay 2 months' rent (the current and the following month). Rent is usually paid by bank transfer.
Deposit (<i>shikikin</i>)	A deposit of 1-3 months' rent is given to the landlord when you sign the lease contract. This money is used to pay any outstanding rent and expenses for repairing and cleaning the property when a tenant moves out. The remaining balance, if any, is refunded to you.
Key Money (<i>reikin</i>)	Generally, 1-2 months' rent is paid to the landlord as key money. This money is non-refundable.
Realtor's Fee (<i>chūkairyō</i>)	This is the commission paid to the real estate agent. In principle, the tenant and landlord each pay the equivalent of half a month's rent, to total 1 month's rent. However, if both parties agree, the proportion paid by each party may be changed.

(5) General Terms and Conditions of a Lease Contract

Guarantor	Often you need to have a guarantor when applying for a lease. If you do not have a guarantor, please discuss the option of using a guarantor company with the real estate agent.
Payment of Rent	Rent must be paid 1 month in advance by the date stated in the lease contract.

A Guide to Living in Saitama

Occupants	You cannot allow anyone outside of your family to live with you without the consent of your landlord.
Subletting	You cannot sublet any or all of the property to a third party.
Renovating and Redecorating	You must obtain your landlord's permission before remodeling or renovating the premises.
Lease Termination	When terminating a lease prior to its full term, you must notify your landlord of your intention to do so as early as possible. If you leave without notifying your landlord, or you notify them right before you leave, your deposit may not be refunded.
Conditions for the End of the Lease	Be aware that there are instances where deposits are not returned and high cleaning charges are made at the end of leases. You should agree to what fees will be required at the end of the lease before you sign.
Pets	Most landlords do not allow pets. Therefore, if you wish to keep a pet, please clarify this point with the real estate agent and check if the contract allows a tenant to keep a pet before entering into the lease contract.



Consultations and Inquiries

Finding a Real Estate Agent to Help You Find a Home

Website	Link
Saitama Prefecture Housing Support Network (A list of real estate agents)	https://www.sasn.jp/search/

Consultations on Lease Contracts

Topics	Office	Phone	Reception Hours (Excluding National Holidays and the New Year's holiday period)
<ul style="list-style-type: none"> • Rental contracts • Advice on problems related to living in or moving out of housing 	Housing Consultation Plaza, Saitama Housing Supply Corporation	048-658-3017	Mon - Sun (Excluding the New Year's holiday period) 10:00 - 18:00
	Saitama Real Estate Transaction Association	048-811-1818	Mon - Fri 10:00 - 12:00 13:00 - 15:00
	All Japan Real Estate Association, Saitama Headquarters	048-866-5225	Mon - Fri 9:00 - 16:00
<ul style="list-style-type: none"> • Rental contracts • Real estate agents 	Construction Safety Division, Saitama Prefectural Government	048-830-5488	Mon - Fri 9:00 - 11:30 13:00 - 16:45

2 Prefectural Public Housing

Saitama Prefecture provides public housing for low-income residents. Tenants are selected through a lottery system if there is a large number of applicants. Applications are accepted during the months of January, April, July, and October.

Individuals meeting the following requirements are able to apply:

- If you are a foreign resident, you need to have an appropriate status of residence (e.g. mid- to long-term resident).
- You must be able to demonstrate that you need help finding adequate housing
- You have family (a spouse, or 1st degree kinship) living with you (Except if applying for an individual residence).
- You reside or work in Saitama Prefecture.
- The income of your household is at or below the designated amount.
- You have paid your prefectural and municipal inhabitant tax.

A Guide to Living in Saitama

- You are not behind in payment of rent or damage compensation owed to public housing (housing developed by regional public groups, the Urban Renaissance Agency, or a local housing corporation).
- You or the members of your household are not part of an organized crime group

For further details, please contact the Saitama Housing Supply Corporation at 048-829-2875.



Consultations and Inquiries

Office	Phone	Reception Hours (Excluding National Holidays and the New Year's holiday period)
Prefectural Housing Division, Head Office, Saitama Housing Supply Corporation	048-829-2875	Mon - Fri 8:30 - 17:15
Housing Consultation Plaza, Saitama Housing Supply Corporation (In the JR Omiya Station West Exit concourse)	048-658-3017	Mon - Sun (Excluding the New Year's holiday period) 10:00 - 18:00

Some of the municipalities within Saitama also offer public housing. For details, contact your nearest municipal or ward office.

3 Moving

Below are some of the various matters you need to consider when moving. In order to make your move go smoothly, please read over the list and complete the necessary procedures.

Topic	Before Moving	After Moving
Moving Out Notification/ Moving In	<p>Before moving, file a Moving Out Notification at the municipal (ward) office of your current residence, and obtain a Moving Out Certificate.</p> <p>If you have a My Number card, you can submit a Moving Out Notification through Mynaportal.</p> <p>Website: https://myna.go.jp/html/moving_oss.html</p>	File a Moving In Notification to the municipal (ward) office of your new residence within 14 days of moving.
Electricity	Contact your current power supply company and the company you will be using at your new place of residence.	Turn on the main switch of the circuit breaker, earth leakage circuit breaker and molded case circuit breaker.
Water	Contact the water divisions of your current and new municipal or ward offices.	N/A
Gas	Contact your current gas company to shut off the gas valve. Contact the gas company that you will be using at your new place of residence.	Ask the gas company to turn on the main gas valve and conduct the necessary safety inspections.
Phone	Inform your current phone company of your move.	N/A
Post	Submit a relocation (mail forwarding form) to a post office. The post office will forward mail to your new address for 1 year.	N/A

A Guide to Living in Saitama

Topic	Before Moving	After Moving
Driver's License	N/A	Register your change of address with the Driver's License Center or any police station (excluding the Konosu Police Station). Refer to Chapter 10. Saitama Prefectural Police Department Driver's License Center ☎048-543-2001
Name Seal Registration	N/A	If you move to a different municipality, register your name seal at the municipal (ward) office of your new residence.
Elementary and Junior High School	<ul style="list-style-type: none"> • When you file a Moving Out Notification, notify your local municipal office that your child is attending elementary or junior high school. • Request a school certificate (<i>zaigaku shomeisho</i>) and a textbook list from your child's current school. 	<ul style="list-style-type: none"> • When you file a Moving In Notification, notify the office that your child is attending elementary or junior high school. • Submit the school certificate and the textbook list to the new school.
NHK Broadcast Subscription Fee	For people who have a TV Have you made a contract with NHK broadcasting? Website: http://www.nhk-cs.jp/jushinryo/ ☎0120-151515	

4 Buying Real Estate

For specific details about buying real estate or obtaining a home loan, talk to your nearest real estate agent or financial institution.

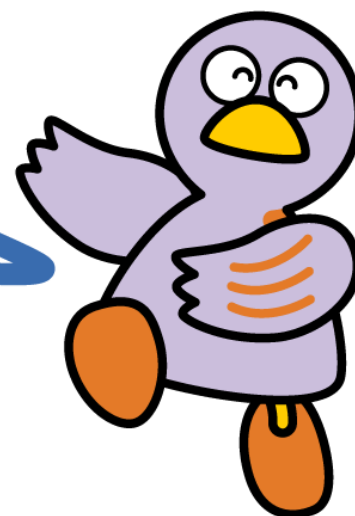


Consultations and Inquiries

Topic	Office	Phone	Reception Hours (Excluding National Holidays and the New Year's holiday period)
<ul style="list-style-type: none"> • Contracts for buying or selling real estate • Housing construction 	Housing Consultation Plaza, Saitama Housing Supply Corporation	048-658-3017	Mon - Sun (Excluding the New Year's holiday period) 10:00 - 18:00
<ul style="list-style-type: none"> • Contracts for buying or selling real estate 	Association of Real Estate Agents of Japan	03-5733-2271	Mon-Fri 9:00 - 17:00 *Answering machine 11:30 - 12:30
	Saitama Real Estate Transaction Association	048-811-1818	Mon - Fri 9:00 - 12:00 13:00 - 15:00
	All Japan Real Estate Association, Saitama Headquarters	048-866-5225	Mon - Fri 10:00 - 16:00
<ul style="list-style-type: none"> • Contracts for buying or selling real estate • Real estate agents 	Construction Safety Division, Saitama Prefectural Government	048-830-5488	Mon - Fri 9:00 - 11:30 13:00 - 16:45

Chapter 4

Health Insurance and Medical Treatment



Saitama's Prefectural Mascot
Kobaton

- 1 Medical Insurance System
- 2 National Health Insurance (Regional Social Insurance)
- 3 Health Insurance (Employee's Health Insurance)
- 4 Specialized Health Check-ups (*Tokutei Kenko Shinsa*)
- 5 Cancer Screenings
- 6 Medical Care System for the Elderly
- 7 Long-term Care Insurance
- 8 Medical Institution Information
- 9 Medical Examinations at a Hospital
- 10 Hospitalization
- 11 Adult Guardianship System

1 Medical Insurance System

The Japanese Medical Insurance System is a system in which individuals pay premiums in advance so that they can use insurance when they require medical care for illness or injury. In principle, all residents of Japan, regardless of their nationality, are required to enroll in public health insurance.

There are 3 public health insurance systems: one for employees and their families, one for the self-employed, and one for elderly persons aged 75 and older.

2 National Health Insurance (Regional Social Insurance)

Foreign nationals who hold a residency status of more than 3 months and have a Resident Record, or those who can prove that they will reside in Japan for more than 3 months are required to enroll in the National Health Insurance system. However, those who are already enrolled in health insurance through their workplace, persons who enter the country for the purpose of receiving medical treatment and their carers, and tourists are excluded from this requirement. There are 2 types of National Health Insurance: one is co-administered by prefectures and municipalities, while the other is administered by National Health Insurance Unions for certain occupations.

(1) Enrollment

To join the National Health Insurance system which is co-administered by prefectures and municipalities, apply at the division in charge of National Health Insurance at your ward or municipality of residence. To enroll in a National Health Insurance Union, you must apply at the office of the union. Please consult with the office you will be applying at regarding application requirements.

(2) Insurance Premium (Tax)

The insurance premium (tax) is calculated according to the number of people in your family, and the income you earned the previous year. Consequently, this amount may change every financial year. For households with individuals ages 40 to 64, a nursing care insurance premium (tax) will also be added. Each municipality and National Health Insurance Union sets its own premiums (tax rates). You will pay your insurance premium (tax) for the financial year in multiple installments. You can make your payment at your ward or municipality of residence, bank, or post office.

(3) Myna (My Number) Insurance Card, Eligibility Verification Certificate (*Shikaku Kakuninsho*)

Enrollment in National Health Insurance is by household, and the head of the household is responsible for submitting notifications and paying insurance premiums as well as other fees. However, each household member is insured.

People who have a My Number Card and have registered it to be used as a health insurance card can use it as a "Myna Insurance Card" at medical institutions. People with a Myna

A Guide to Living in Saitama

Insurance Card will be issued a "Notice of Eligibility Information" (*shikaku joho no oshirase*) after enrolling.

If you do not have a My Number Card, or if you have one but it is not registered to be used as a health insurance card, you can continue to use your current paper Health Insurance Eligibility Certificate until it expires. If you have a Myna Insurance Card, please use the card reader at the reception of the medical institution when you go for an examination or treatment. If you have a Health Insurance Eligibility Certificate, please show it to the receptionist.

You must notify the National Health Insurance Department at your ward or municipality of residence or your National Health Insurance Union in the following cases:

- ① When you enroll in or withdraw from another public health insurance system;
- ② When you move;
- ③ When an insured person has a newborn;
- ④ When an insured person dies;
- ⑤ When your name, address, or head of household changes;
- ⑥ When turning 75 years old; or
- ⑦ If you lose your Health Insurance Eligibility Certificate

*If you lose your Myna Insurance Card, please contact your municipality of residence.

(4) Benefits

- ① Medical Expenses: When you have an examination or receive treatment and show your Myna Insurance Card or Health Insurance Eligibility Certificate, you will pay 30% of the medical costs (20% for children yet to enroll in school, and 20% or 30% for persons aged 70 years and above). The remaining cost is paid by the National Health Insurance to the hospital or clinic.
- ② Childbirth Lump-Sum Allowance: Paid when a child is born.
- ③ Funeral Expenses: When an insured person dies and a funeral is held, a designated amount is paid by insurance to assist with the costs of the funeral.
- ④ High-Cost Medical Expenses: When the upfront payments to a medical institution within one month exceed the threshold, you will be reimbursed the excess amount.
- ⑤ Medical Treatment Cost: In the following events, if you file the necessary documents with the division in charge of National Health Insurance at your ward or municipality of residence and your application is accepted, the payment amounts, minus the co-payment, will be reimbursed.
 - a. When, due to unavoidable circumstances, you receive care at a medical institution without your Myna Insurance Card or other proof of insurance;

- b. When you undergo a blood transfusion (cost of blood);
- c. When you pay for orthopedic equipment (brace, etc.) that is deemed necessary by a physician;
- d. When you receive *anma* (traditional Japanese massage), acupuncture, Chinese heat treatment (moxibustion), or massage treatments that are deemed necessary by a physician;
- e. When you visit a bone-setter to receive medical treatment in the event of injuries such as sprains or bone fractures; or
- f. When, due to unavoidable circumstances, you receive treatment at overseas medical institutions during overseas travel (the amount corresponding to expenses that would have been incurred in Japan will be reimbursed).

(5) Cases Not Covered by Insurance

Ordinary health check-ups, vaccinations, cosmetic surgery, orthodontics (tooth realignment), normal childbirth, and work-related illness or injury are not covered by National Health Insurance (you cannot use your Myna Insurance Card or other proof of insurance.).

For more information, contact the division in charge of National Health Insurance at your ward or municipality of residence, or the National Health Insurance Union you belong to.

3 Health Insurance (Employee's Health Insurance)

Employee's Health Insurance is a system that employees of certain companies and their families enroll in.

(1) Insurance Premium

Your insurance premium is calculated by multiplying your salary (including allowances), the standardized monthly amount of remuneration based on bonuses, and the standardized amount of bonuses by the insurance premium rate. Your employer bears half of the monthly premium while the remaining half is borne by you (the person to be insured). It is usually deducted from your monthly salary and bonus(es) and paid on your behalf.

For insured people ages 40 to 64 years old, additional nursing care payments are added to this amount.

(2) Benefits

- ① Medical Expenses: When you have an examination or receive treatment and use your Myna Insurance Card or Health Insurance Eligibility Certificate, you will pay 30% of the medical costs. (20% for children yet to enroll in school, and 20% or 30% for persons

aged 70 years and above.) The remaining cost is paid by the health insurance provider to the hospital or clinic.

- ② Childbirth Lump-Sum Allowance: Paid when a child is born.
- ③ Funeral Expenses: When an insured person dies, a designated amount is paid by insurance to assist with the costs of the funeral.
- ④ High-Cost Medical Expenses: When the upfront payments to a medical institution within one month exceed the threshold, you will be reimbursed the excess amount.
- ⑤ Medical Treatment Cost: You will be reimbursed an approved amount by your health insurance provider in situations such as when you have paid the full cost of medical expenses upfront due to unavoidable circumstances, or have had orthopedic equipment made.
- ⑥ Sickness and Injury Allowance: When you are unable to work and receive wages due to illness or injury, you can receive approximately two-thirds of your wages.
- ⑦ Maternity Allowance: When an insured person takes leave from work for childbirth 4 months (85 days) or more into their pregnancy and cannot receive a salary, an amount roughly two-thirds of their salary will be paid for a specified period before and after giving birth.

(3) Cases Not Covered by Insurance

Ordinary health check-ups, vaccinations, cosmetic surgery, orthodontics (tooth realignment), fees for normal childbirth, work-related illness or injury, and illness and injuries incurred during your commute are not covered by Employee's Health Insurance (you cannot use your Myna Insurance Card or Eligibility Verification Certificate, etc.).

If you receive medical treatment as a result of a traffic accident, you should first contact your insurer (Japan Health Insurance Association or Health Insurance Union), as you are required to report the incident to them.



Consultations and Inquiries

Office	Phone	Address	Hours
Japan Health Insurance Association Saitama Branch (For those enrolled in this association)	048-658-5919 A call menu will direct your call to the relevant department.	16F Omiya Information Culture Center (JACK Omiya) 682-2 Nishiki-cho, Omiya-ku Saitama-shi	Mon - Fri 8:30 - 17:15 (Excluding National Holidays and the period from Dec. 29 to Jan. 3)
For inquiries regarding other health insurance unions or mutual aid associations, please contact them directly.			

4 Specialized Health Check-ups (*Tokutei Kenko Shinsa*)

There are specialized health check-ups (*tokutei kenko shinsa*) provided for people enrolled in health insurance who are aged 40 - 74 years old.

For example, the Japan Health Insurance Association provides preventative screenings for lifestyle-related diseases for insured individuals aged 35 - 74 years old (including persons who will turn 35 in the relevant year), and health check-ups for their dependents (family members who are receiving support from an insured individual) aged 40 - 74 years old.

For more information, please contact your insurer.

5 Cancer Screenings

Cancer screenings are separate from regular health check-ups. If your workplace does not provide opportunities to get screened, please contact your municipality of residence.

The following people are eligible for cancer screenings:

- Stomach cancer: Men and women 50 years and older (once every 2 years)
- Lung cancer: Men and women 40 years and older (once a year)
- Bowel cancer: Men and women 40 years and older (once a year)
- Cervical cancer: Women 20 years and older (once every 2 years)
- Breast cancer: Women 40 years and older (once every 2 years)

For more information, including on how to apply, please contact your municipality of residence.

Website: <https://www.pref.saitama.lg.jp/a0705/gantaisaku/gankenshin-city-madoguchi.html>

6 Medical Care System for the Elderly

Persons aged 75 and older (including persons aged 65 and older who have certain disabilities and are certified by the Saitama Prefecture Association of Medical Care Services for Older Senior Citizens) are eligible to enroll in the Medical Care System for the Elderly.

However if the person does not have Japanese citizenship, and is (1) a person with no status of residence as set forth by the Immigration Control and Refugee Recognition Act, (2) a person who holds a period of stay of 3 months or less, (3) a person who is not subject to the Basic Resident Registration Act, or (4) a person residing in Japan who entered the

country for the express purpose of receiving medical treatment, they will not be eligible to enroll in the system.

(1) Enrollment

Individuals with a Myna Insurance Card can continue to use their card as is, even after they turn 75 years old or move to Saitama Prefecture. Persons who have a Myna Insurance Card will also be sent a Health Insurance Eligibility Certificate by their municipal (ward) office of your residence when they newly join. (From August 2026, you will be sent a "Notice of Health Insurance Eligibility" instead of a Health Insurance Eligibility Certificate.)

When a person without a Myna Insurance Card turns 75 years old or moves to Saitama Prefecture, in general, they will be sent an Health Insurance Eligibility Certificate from their municipality of residence, so it is not necessary to apply for enrollment.

*This information is accurate as at November 2025, and may be subject to change.

(2) Insurance Premium

The insurance premium consists of the base premium which is paid by all members, and the income-based taxes and levies (reductions may be available). In general, the insurance rate is the same across Saitama Prefecture.

(3) Myna (My Number) Insurance Card, Health Insurance Eligibility Certificate (*Shikaku Kakuninsho*)

If you do not have a My Number Card, or if you have one but it is not registered to be used as a health insurance card, you can continue to use your current Health Insurance Eligibility Certificate until its date of expiration.

If you have a Myna Insurance Card, please use the card reader at the reception of the medical institution when you go for an examination or treatment. If you have a Health Insurance Eligibility Certificate, please show it to the receptionist.

(4) Benefits

- ① Medical Expenses: When you have an examination or receive treatment and show your Myna Insurance Card, valid health insurance card, or Eligibility Verification Certificate, you will pay 10% of the medical costs (20% or 30% depending on your income for individuals earning over a specified amount). The remaining cost is paid by the health insurance provider to the hospital or clinic.
- ② High-Cost Medical Expenses: When the upfront payments to a medical institution within one month exceed the threshold, you will be reimbursed the excess amount.

- ③ Medical Treatment Cost: In the following cases, if you submit the necessary documents to the division in charge of the Medical Care System for the Elderly at your ward or municipality of residence, you will be reimbursed the amount you paid, minus the co-payment.
- a. When, due to unavoidable circumstances, you receive care at a medical institution without your Myna Insurance Card, or other proof of insurance;
 - b. When you undergo a blood transfusion (cost of blood);
 - c. When you pay for orthopedic equipment (brace, etc.) that is deemed necessary by a physician;
 - d. When you receive acupuncture, Chinese heat treatment (moxibustion), or massage treatments that are deemed necessary by a physician;
 - e. When you visit a bone-setter to receive medical treatment in the event of injuries such as sprains or bone fractures; or
 - f. When, due to unavoidable circumstances, you receive treatment at overseas medical institutions during overseas travel (the amount corresponding to expenses that would have been incurred in Japan will be reimbursed).
- ④ Funeral: When an insured person dies and a funeral is held, a specified amount is paid by insurance to assist with the costs of the funeral.

(5) Cases Not Covered by Insurance

Cases not covered by insurance are the same as for National Health Insurance.

For more information regarding the Medical Care System for the Elderly, please contact the office at your ward or municipality of residence.

7 Long-term Care Insurance

Long-term Care Insurance is designed to assist elderly persons who require nursing care in remaining as independent as possible. This insurance and its benefits are administered by local municipalities. All individuals aged 65 and above, as well as those aged from 40 to 64 who are enrolled in medical insurance programs, are enrolled in this insurance. Even if you do not have Japanese citizenship, you are generally required to enroll if you have been granted a period of stay in Japan of 3 months or longer, or if you can prove that you will reside in Japan for more than 3 months. For details, please visit the division in charge of Long-term Care Insurance at your municipality or ward of residence.

(1) Insurance Premiums

- ① For people 65 and over, premiums are determined by their municipality of residence, as well as by their income level and other factors.
- ② For people between 40 and 64 who are enrolled in medical insurance, premiums are calculated according to the terms of their medical insurance policy.

(2) Application for Certification of Needed Long-Term Care

To receive the services of Long-term Care Insurance, it is necessary to obtain certification (Certification of Needed Long-Term Care) that determines your eligibility to receive the services.

To apply for Certification of Needed Long-Term Care, please visit the division in charge of Long-term Care Insurance at your ward or municipality of residence.

(3) Benefits

There are services offered for people certified as a Person Requiring Support and for people who have obtained a Certification of Needed Long-Term Care, depending on their situation.

There are limits to the use of services depending on the individual's nursing care needs, so necessary services are selected during a consultation with a nursing care support specialist (care manager).

- ① Home Services (This includes services where a helper visits the person's home, services where the person commutes to a facility from their home, services where the person stays at a facility, services that utilize welfare equipment to prepare a suitable living environment at the person's home, financial assistance to cover funds necessary to repair or improve homes, etc.)
- ② Facility Services (Care received while admitted to an intensive care nursing facility, senior rehabilitation facility, or long-term care facility, etc. As a general rule, people certified as a Person Requiring Support cannot use these services.)
- ③ Community-based Services (Services that aim to support patients to continue living independently in an environment that they are used to, as much as possible)

(4) Cost for the Beneficiary

Persons receiving benefits from Long-term Care Insurance are, as a general rule, responsible for 10% (20% or 30% for individuals with an income over a certain amount) of the cost of the services received.

(1) Medical Services Search System

This system allows users to search for hospitals, health clinics, dentists, midwife centers, pharmacies, etc., throughout the country with various criteria online. Users can also search for hospitals that can provide services in foreign languages. (Machine translation of this website is available in English, Simplified and Traditional Chinese, and Korean.)

Medical Information Net (Navii)

Website: <https://www.iryuu.teikyouseido.mhlw.go.jp/znk-web/juminkanja/S2300/initialize>

(2) Saitama Emergency Phone Consultations (① Emergency Phone Consultations for Children, ② Emergency Phone Consultations for Adults, ③ Medical Institution Guidance)

The following consultation centers are set up in case of sudden illness or injury (in Japanese only).

Phone Number: #7119 or

048-824-4199 (when calling from the border area between Saitama and Tokyo using a rotary dial phone, IP phone, a fiber optic phone line, or mobile phone).

*You can still continue to use the phone numbers below.

#8000 or 048-833-7911 (consultations for children)

Consultation Times

24 hours, 365 days a year

How to use

Please follow the voice guidance to select the service you would like to consult.

- ① Consultations for children (emergency phone consultations for children)
- ② Consultations for adults (emergency phone consultations for adults)
- ③ Medical institution guidance (for both children and adults)

※ Please note, when using ③ Medical institution guidance:

- Dentistry, oral surgery, and psychiatry are excluded.
- This service cannot provide medical consultations.
- Please call the medical institution referred to you by the service to confirm the details before you go.
- Please understand that there may be cases in which the service cannot refer you to any medical institutions based on your inquiry.

※A fax service is available in Japanese at 048-831-0099 for people with hearing, speech or language impairments. Please download a request form from the Saitama Emergency Phone Consultations page on the Saitama Prefectural Government website.

(3) Saitama Prefectural AI Emergency Consultations

If you suddenly become ill or injured and are unsure whether you should go see a doctor, please consult with “Saitama Prefectural AI Emergency Consultations.” (This service is in Japanese.)

<https://www.pref.saitama.lg.jp/a0703/aikyukyu.html>

9 Medical Examinations at a Hospital

When you need to see a doctor for an illness or injury, go to a clinic or hospital near you. If you require advanced treatment from a specialist, the doctor examining you will give you a letter of reference (*shokai jo*) which you can then take to a hospital with the necessary facilities. If you go to a hospital larger than a specified scale without a letter of reference, you may be charged more than the regular fee.

(1) Reception Procedures

The procedures at reception differ between medical institutions. The following is an example:

- ① Submit your insurance card to the reception desk for new patients and tell them which department you would like to go to for treatment.
- ② Follow staff instructions and go to the appropriate department.
- ③ You will be required to submit a form at the department's reception desk. Then, wait to see the doctor.
- ④ After your consultation with the doctor, pay at the cashier.
- ⑤ If you are prescribed medication by your doctor, you can either collect it from the pharmacy within the medical institution, or you can go to an external pharmacy and present the prescription to purchase the medication.

10 Hospitalization

There are various kinds of hospital rooms, such as private rooms, four-bed rooms and six-bed rooms. Health insurance generally covers the cost of hospitalization. However, if you request to stay in special room, such as a private room, there will be an additional fee which you will be responsible for paying.

11 Adult Guardianship System

The adult guardianship system supports and protects the legal rights of individuals whose capacity for judgment is limited due to reasons such as dementia, intellectual disability, or mental illness. It is broadly divided into two systems: legal guardianship and voluntary guardianship.

(1) Legal Guardianship

- ① If an individual does not have sufficient capacity to make judgments for acts such as entering into long-term care insurance or welfare service contracts, managing bank accounts and assets, and making payments, an adult guardian can be appointed for them through a petition to a family court.

There are three possible systems depending on the individual's capacity: assistance, curatorship, and guardianship.

	Assistance	Curatorship	Guardianship
Individual	Capacity for making judgments is insufficient	Capacity for making judgments is significantly insufficient	Capacity for making judgments is lacking in their normal state
Type of guardian	Assistant	Curator	Adult Guardian

- ② Making a Petition to the Family Court

A petition can be made by the individual themselves, their spouse, relatives within four degrees of kinship, a public prosecutor, or the mayor of the municipality.

Generally, the petition must be made to the family court (or branch office) with jurisdiction over the area where the individual resides*1.

If you do not know which family court has jurisdiction over your area, ask your nearest family court.

Website: <https://www.courts.go.jp/saitama/saiban/madoguti/index.html>

- ③ Consultations

Please contact the relevant division at your municipality of residence or an adult guardianship center, etc.

(See the Saitama Prefectural Government Regional Comprehensive Care

Systems Division's website for the contact information of each municipality.)

Website: <https://www.pref.saitama.lg.jp/a0609/3-seinen-kouken/3-seinen-kouken-senmonsyoku-soudan.html>

④ Procedures

Saitama Family Courts, Guardian Website:

<https://www.courts.go.jp/saitama/saiban/tetuzuki/kouken/index.html>

(For calls or in-person visits, contact your nearest family court listed in ②.)

*1 Procedures for petitioning for a guardianship will be conducted by a Japanese court even for foreign residents while they are residing in Japan. (Article 5, Act on General Rules for Application of Laws (Act No. 78 of 2006))

(2) Voluntary Guardianship

In this system, an individual appoints someone while they still have sufficient capacity for judgment through a contract (voluntary guardianship contract) to perform duties as their representative. When the individual's capacity for judgment has declined, the contract will go into effect after a petition has been filed with the family court to appoint the voluntary guardian*2.

① Regarding the Voluntary Guardianship Contract

This contract must be concluded by notarized document created by a notary at a local public notary office.

② Regarding Making a Petition to the Family Court

A petition can be made by the individual themselves, their spouse, relatives within four degrees of kinship, or the voluntary guardian.

Generally, the petition is made to the family court (or branch office) with jurisdiction over the area where the individual resides.

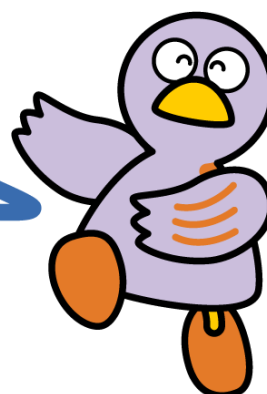
(If you are unsure of which family court has jurisdiction over your area, ask your nearest family court.)

Website: <https://www.courts.go.jp/saitama/saiban/madoguti/index.html>

*2 In some cases, it is possible to petition a Japanese court to appoint a voluntary guardian for a foreign resident. Contact your nearest family court as outlined in ② for more information.

Chapter 5

Pregnancy, Childbirth, Childcare, Family



Saitama's Prefectural Mascot
Kobaton

- 1 Public Health Centers
- 2 Pregnancy, Childbirth and Childcare
- 3 Vaccinations
- 4 Child Care and Certified Early Childhood Education Centers
- 5 Infant and Children's Homes, Mother-Child Support Facilities and Childbirth Facilities
- 6 Pediatrics Expenses Assistance
- 7 Child Allowance
- 8 Family Assistance
- 9 Children's Counseling Offices
- 10 Regional Parenting Support Centers
- 11 Family Support Centers
- 12 Children's Centers

1 Public Health Centers

Public health centers located throughout Saitama offer a range of consultation and testing services, including:

- Consultations regarding incurable diseases, tuberculosis, infectious diseases, mental health, etc.
- Testing for AIDS, STIs, and hepatitis
- Consultations regarding medical safety
- Consultations regarding animals such as dogs
- Consultations regarding prescription narcotic and stimulant drugs
- Consultations and testing regarding food and drinking water



Consultations and Inquiries

【Prefectural Public Health Centers】

Center Name	Phone	Jurisdiction	Reception Hours
Nanbu Public Health Center	048-262-6111	Warabi-shi, Toda-shi,	Mon - Fri 8:30 - 17:15 (Excluding National Holidays and the New Year's holiday period)
Asaka Public Health Center	048-461-0468	Asaka-shi, Shiki-shi, Wako-shi, Niiza-shi, Fujimi-shi, Fujimino-shi, Miyoshi-machi	
Kasukabe Public Health Center	048-737-2133	Kasukabe-shi, Matsubushi-machi	
Soka Public Health Center	048-925-1551	Soka-shi, Yashio-shi, Misato-shi, Yoshikawa-shi	
Konosu Public Health Center	048-541-0249	Konosu-shi, Ageo-shi, Okegawa-shi, Kitamoto-shi, Ina-machi	
Higashimatsuyama Public Health Center	0493-22-0280	Higashimatsuyama-shi, Namegawa-machi, Ranzan-machi, Ogawa-machi, Kawajima- machi, Yoshimi-machi, Tokigawa-machi, Higashi-Chichibu-mura	
Sakado Public Health Center	049-283-7815	Sakado-shi, Tsurugashima-shi, Moroyama- machi, Ogose-machi, Hatoyama-cho	
Sayama Public Health Center	04-2954-6212	Tokorozawa-shi, Hanno-shi, Sayama-shi Iruma-shi, Hidaka-shi	
Kazo Public Health Center	0480-61-1216	Gyoda-shi, Kazo-shi, Hanyu-shi	
Satte Public Health Center	0480-42-1101	Kuki-shi, Hasuda-shi, Satte-shi, Shiraoka- shi, Miyashiro-machi, Sugito-machi	
Kumagaya Public Health Center	048-523-2811	Kumagaya-shi, Fukaya-shi, Yorii-machi	
Honjo Public Health Center	0495-22-6481	Honjo-shi, Misato-machi, Kamikawa-machi, Kamisato-machi	
Chichibu Public Health Center	0494-22-3824	Chichibu-shi, Yokoze-machi, Minano- machi, Nagatoro-machi, Ogano-machi	

【City Public Health Centers】

Saitama City Public Health Center	048-840-2205	Saitama-shi	Mon - Fri 8:30 - 17:15 (Excluding National Holidays and the New Year's holiday period)
Kawagoe City Public Health Center	049-227-5101	Kawagoe-shi	
Koshigaya City Public Health Center	048-973-7530	Koshigaya-shi	
Kawaguchi City Public Health Center	048-266-5557	Kawaguchi-shi	

2 Pregnancy, Childbirth and Childcare

(1) Pregnancy Notification and Maternal and Child Health Handbook

After receiving a diagnosis of pregnancy from your doctor, please submit a notification to your local municipal or ward office as soon as possible. You will be issued a Maternal and Child Health Handbook (in Japanese) together with a voucher for public funding for pre-natal check-ups. Before childbirth, the Maternal and Child Health Handbook is used to document the health of both the mother and unborn child. After birth, it is used to record the child's health and vaccinations. You are required to bring this book with you when you have check-ups and give birth. All foreign nationals who have registered as a resident are eligible to receive this, regardless of their type of status of residence.

(2) Foreign Language Editions of the Maternal and Child Health Handbook

The Maternal and Child Health Handbook is also available in 8 other languages (English, Chinese, Portuguese, Spanish, Korean, Thai, Indonesian, Tagalog, Vietnamese, and Nepali), all accompanied by the Japanese text. You can download the handbook from the Children and Families Agency's "Maternal and Child Health Handbook Information Support Website".

Website: <https://mchbook.cfa.go.jp/category03/>

You can also purchase the handbook online from *Hon no Rakuiku Mantendo*.

For further information, contact *Hon no Rakuiku Mantendo*.

Inquiries

Name	Contact	Reception Hours
<i>Hon no Rakuiku Mantendo</i>	https://www.ecur.co.jp Phone: 03-4334-1163	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 9:30 - 12:00, 13:00 - 17:00

(3) Support for Expectant and New Mothers

- ① Prenatal Health Check-ups: There is public funding available for prenatal check-ups to manage the health of the mother and the unborn baby.
- ② Parenting Classes: These classes are conducted to teach first-time mothers (parents) about managing health during pregnancy, preparation for birth, and caring for a newborn baby.
- ③ Newborn Home Visit: If it is determined necessary, a nurse or midwife will visit your home to offer guidance and advice for caring for your newborn (within 28 days of birth).
- ④ Home Visits to All Households with Infants: A nurse will visit all homes with infants by

A Guide to Living in Saitama

the time the child turns 4 months old. The nurse will listen to any of your concerns or worries regarding childcare, and provide information necessary for parenting.

- ⑤ Assistance for Expecting Mothers: Individuals will need to apply and be approved to receive this assistance.
- ⑥ Postpartum Care: Physical and mental care as well as childcare support is provided for mothers and babies postpartum.
- ⑦ Childbirth and Childcare One-time Payment: Individuals enrolled in National Health Insurance can receive a one-time payment to assist with the costs of childbirth and childcare according to the terms specified on the application. For further details, contact the National Health Insurance Division of your local municipal or ward office or the National Health Insurance Union you are a member of.

If you are enrolled in an employee health insurance plan through your workplace, you and your family are also eligible to receive subsidies to assist with the costs of childbirth. Please contact your employer for more information.

*For more information on ① through ⑥, contact the division in charge of mother and child health care at your local municipal or ward office, or your local public health center.

(4) Childcare Classes

Nurses teach childcare classes on how to care for babies. For further information, contact the division in charge of mother and child health care at your local municipal or ward office, or your local public health center.

(5) Health and Dental Check-ups for Infants

Municipalities offer free health and dental check-ups for children aged 3-4 months, 18 months, and 3 years old. Please note that the age when these check-ups are offered may vary between municipalities. Please bring your Maternal and Child Health Handbook to the health check-ups. For more information, contact the division in charge of mother and child health care at your local municipal office, or your local public health center.

(6) Screening for Congenital Metabolic Disorders and Other Conditions

Saitama Prefecture provides testing for newborn babies to diagnose and treat congenital disorders at an early stage. There are tests available for 22 different types of conditions. Although these conditions are rare, they can cause physical and cognitive developmental delays if discovered late and left untreated. However, if these conditions are detected and treated early, most symptoms can be prevented. Currently, almost all newborn babies are tested. For more information, please contact the Wellness and Longevity Division of the Saitama Prefectural Government Department of Public Health and Medical Services.

(7) Subsidy for Infertility Testing Expenses

Depending on the municipality, a subsidy is available for couples who have undergone infertility testing together, and are also registered residents of Saitama Prefecture who are legally married or in a de facto/common-law marriage. For further information, contact the division in charge of mother and child health care at your local municipal or ward office, or your local public health center.

(8) Subsidy for Recurrent Pregnancy Loss Testing Expenses

Depending on the municipality, a subsidy is available for couples who have undergone testing for the cause of recurrent pregnancy loss, and are also registered residents of Saitama Prefecture who are legally married or in a de facto/common-law marriage. For further information, contact the division in charge of mother and child health care at your local municipal or ward office, or your local public health center.

3 Vaccinations

Vaccinations strengthen the immune system against infections and prevent illnesses and the spread of diseases.

Vaccinations are free of charge if you meet the following criteria. (Those who do not meet the criteria must pay for the vaccinations.)

*Please note that there are age limits for free vaccinations.

- ① You can prove that your child lives in the municipality by providing a resident record or a notification from the Immigration Services Agency which states the child's address.
- ② You take your child to be vaccinated at a medical institution or public health center designated by your municipality.
- ③ Your child is healthy enough to receive the vaccination.

When you would like your child to receive vaccinations, please contact your local municipal or ward office or your local public health center in advance for information.

The Public Foundation of the Vaccination Research Center's website has a multilingual "Vaccinations and Children's Health" guide available for download (in English, Chinese, Korean, Vietnamese, Spanish, Portuguese, Thai, Indonesian, Tagalog, and Nepali). It includes information on vaccinations and the illnesses they protect against.

Website: <https://www.yoboseshu-rc.com/pages/8/>

4 Child Care and Certified Early Childhood Education Centers

Child care centers (*hoikusho*) are facilities that offer day care services for pre-school aged children whose parent(s) or guardian(s) are unable to take care of them during the daytime due to work or illness. Child care centers provide services for children aged 0 up until they enter elementary school.

If you would like to use these services, you can apply at your local municipal office. The local municipal office will decide whether your child can enroll at the child care center, and how much the child care fees will be. The office also decides how many hours your child can stay at the child care center after taking into account factors such as the parents'/guardians' working hours and commuting time. Child care for children aged 3 to 5 years old is free. Child care fees for children aged 0 to 2 years old are determined by the municipality based on the household income of the child's family.

For more information on how to apply to a child care center, please contact the child care division at your local municipal office.

Certified Early Childhood Education Centers (*nintei kodomo-en*) are facilities that combine the functions and characteristics of kindergartens and child care centers, and are for children aged 0 up until they enter elementary school. Children aged 3 to 5 years old can receive education and care regardless of whether or not their parents are working. Fees for these centers are the same as for child care centers.

For more information on how to apply to a certified early childhood education center, contact the center you would like to use directly, or contact the child care division at your local municipal office.

Saitama Prefecture has published "The Three Sprouts: A Brief Childcare Guide," a leaflet that outlines skills that children should learn before enrolling in elementary school. These skills are divided into three broad categories: "Daily Life," "Interacting with Others," and "Curiosity & Caring". These leaflets are available in simple Japanese, English, Chinese, Spanish, Portuguese, Tagalog, Korean, Vietnamese and Indonesian in addition to Japanese. All of these are available from the website below and can be used as needed.

Website: <https://www.pref.saitama.lg.jp/f2214/mebae02/mebae-panfuri-fu.html>

5 Infant and Children's Homes, Mother-Child Support Facilities, and Childbirth Facilities

Infant and children's homes offer a home to children whose parents or guardians are unable to care for them due to illness or financial hardship. In principle, the ages of eligibility are 0 to 18 years old. For more information, contact your local Children's Counseling Office.

Mother-Child Support Facilities enable single mothers etc. and their children to reside at the facility while receiving consultations regarding hardships in their daily lives.

Childbirth Facilities are facilities where pregnant women who are unable to give birth safely and securely for financial reasons can reside.

For more information about Mother-Child Support Facilities or Childbirth Facilities, contact your nearest prefectural or municipal welfare office.

6 Pediatrics Expenses Assistance

To be eligible for this assistance, you must have completed the resident registration process (obtained a Residence Card) and be enrolled in health insurance.

(1) Cost of Medical Care for Premature Babies

When a baby born weighing 2,000g or less or with an underdeveloped body is hospitalized in a designated facility, the family's expenses for medical treatment will be borne partly or entirely by the municipality (depending on the family's income). This assistance is available until the child turns 1 year old, if necessary.

For more information, contact the division in charge of nursing and medical care for premature babies at your local municipal or ward office.

(2) Assistance for Medical Expenses

Municipalities can provide subsidies for the copayment charged when your child receives healthcare covered by insurance (application required). This assistance is available for children until March 31 following their 18th birthday.

For more information, contact the division in charge of children's welfare at your local municipal or ward office.

(3) Financial Support for Medical Treatment for Children with Physical Disabilities

The family's expenses for medical treatment for children under the age of 18 with physical disabilities will be borne partly or entirely by the municipality (depending on the family's

income). Treatment must be received from a designated facility and there must be reasonable probability of improvement or recovery through medical treatment.

For more information, contact the division in charge of medical services for children at your local municipal or ward office.

(4) Assistance for Medical Expenses for Children with Specific Chronic Diseases

Part or all of the family's expenses for medical treatment for a child under 18 years of age who has a specified disease such as a malignant growth, chronic kidney disease, or a congenital metabolic disorder, will be borne by Saitama Prefecture. This is provided that the treatment is carried out at a designated medical facility.

For more information, contact the public health center with jurisdiction over your area.

7 Child Allowance

This allowance is for people who are raising children aged 0 to 18 years old (up until March 31 following their 18th birthday). Both the parent(s) and the child must reside in Japan (excluding cases where the child studying abroad). For more information, contact the division in charge of children's welfare at your local municipal or ward office.

8 Family Assistance

(1) Child Support Allowance

This allowance is for single parents or for families where the father or mother has a specified disability. It is paid to the guardian up until March 31 following their child's 18th birthday. Only households whose income is under a certain level are eligible. For more information, contact the division in charge of children's welfare at your local municipal or ward office.

(2) Special Child Support Allowance

This allowance is for people who are raising children under 20 years of age who have certain mental health conditions or physical disabilities. Only households whose income is under a certain level are eligible. For more information, contact the division in charge of children's welfare or disability welfare at your local municipal or ward office.

(3) Welfare Loans for Single-Parent Families and Single Women

Loans are available for single-parent families and women (former single mothers who fulfill the conditions) raising children under the age of 20 to assist with costs such as education, medical treatment, and moving. For more information, contact the division in charge of children's welfare at your local municipal or ward office or a prefectural welfare office.



Consultations and Inquiries

Welfare Office	Phone	Address	Reception Hours
Tobu Chuo Welfare Office	048-737-2359	1-76 Onuma, Kasukabe-shi	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 8:30 - 17:15
Seibu Welfare Office	049-283-6780	2327-1 Ishii, Sakado-shi	
Hokubu Welfare Office	0495-22-0140	1-8-12 Maehara, Honjo-shi	
Chichibu Welfare Office	0494-22-6228	8-18 Sakuragi-machi, Chichibu-shi	

(4) Assistance for Medical Costs for Single Parent Households

There is assistance available for single parent households or foster families with children up to 18 years of age (until March 31 following the child's 18th birthday), or until 20 years of age for children with certain disabilities. Municipalities can provide subsidies for the copayment charged when your child receives healthcare covered by insurance (application required). However, certain income conditions must be met. For more information, contact the division in charge of children's welfare at your local municipal or ward office.

9 Children's Counseling Offices

Children's Counseling Offices offer general counseling and support services for children under 18 years of age.



Consultations and Inquiries

Name	Phone	Address	Reception Hours
Chuo Children's Counseling Office	048-775-4152	1242-1 Ageo-mura, Ageo-shi	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 8:30 - 18:15
Minami Children's Counseling Office	048-262-4152	1-1-56 Shibashimo, Kawaguchi-shi	
Asaka Children's Counseling Office	048-465-4152	1-10-63 Aobadai, Asaka-shi	
Kawagoe Children's Counseling Office	049-223-4152	33-1 Miyamoto-cho, Kawagoe-shi	
Tokorozawa Children's Counseling Office	04-2992-4152	1-9-2 Namiki, Tokorozawa-shi	
Kumagaya Children's Counseling Office	048-521-4152	5-13-1 Hakoda, Kumagaya-shi	
Koshigaya Children's Counseling Office	048-975-4152	402-1 Onma, Koshigaya-shi	
Soka Children's Counseling Office	048-920-4152	425-2 Nishi-cho, Soka-shi	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 8:30 - 18:00
Saitama City Hokubu Children's Counseling Office	048-711-3917	4-4-10 Kamikizaki, Urawa-ku, Saitama-shi (4F of "iPalette" Children and Family Center)	
Saitama City Nanbu Children's Counseling Office	048-711-2489		

10 Regional Parenting Support Centers

These centers are places where you can take your child from 0 to 2 years old to play with toys while you both get to know other parents and children. They are known as 'meeting plazas' and 'Regional Parenting Support Centers'. It is also possible to ask questions and receive consultations on parenting. Most of these centers are free-of-charge, but some charge a fee.

These centers are in all cities, towns, and villages in the prefecture. For details, please contact the division in charge of parenting assistance at your local municipal or ward office.

11 Family Support Centers

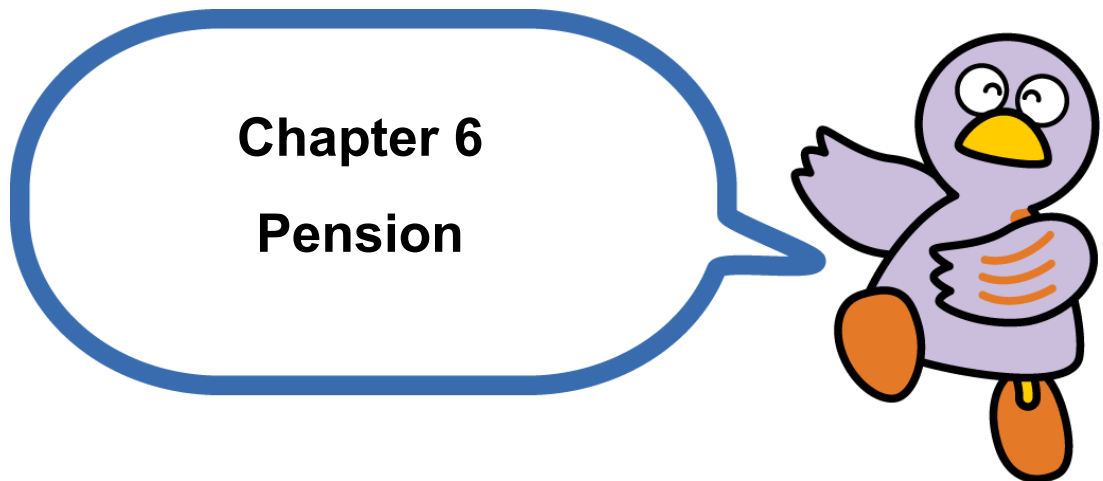
Family Support Centers are places that can introduce you to services that can help you with caring for your children. For example, these services can take your children to and from their child care center and other activities and look after your children while you are out.

Advance registration is required, and you will be charged at the time of booking the service. Fees are different for each municipality, but are generally around 700 yen per hour. For more information, please contact the division in charge of parenting assistance at your local municipal office.

12 Children's Centers

Children's Centers are places where parents can take children of a wide range of ages (aimed primarily at elementary and junior high school students) to freely play and relax. There is no entry fee. There are also classes for exercise and handicrafts, as well as discussion groups. (Some of these activities may include a charge for materials.)

For more information, please contact the division in charge of parenting assistance at your local municipal office.



Saitama's Prefectural Mascot
Kobaton

- 1 National Pension Plan
- 2 Employees' Pension Insurance

There are two types of public pension plans in Japan: the National Pension and Employees' Pension Insurance. In order to provide a stable livelihood and financial security after retirement, all people who have an address in Japan must enroll in a pension plan and the type of work the person does determines the type of pension system that they will enroll in. The National Pension Plan provides a basic pension to all enrolled. There is a pension provided to people over 65, as well as a disability pension that is available to people who are left with a disability after an illness or injury. If the primary income earner of a household dies, the bereaved family can receive a survivor's pension.

The Employees' Pension Insurance is a system that employees of certain businesses are enrolled in. Like the National Pension, it also includes the old-age pension, disability pension, and survivor's pension.

1 National Pension Plan

Those aged 20 to 59 who have an address in Japan, regardless of their nationality, are eligible to enroll in the National Pension Plan. To enroll, please contact the National Pension Counter at your local municipal or ward office. Those who enroll in the Employees' Pension Insurance are not required to complete any additional paperwork to join the National Pension Plan. Pension payments are paid to beneficiaries who have maintained premium payments for a certain period of time, or to their dependents. (For details, refer to (2) Types of Pension Benefits.)

(1) Premium Payments

The premium payment amount is the same for all people enrolled in the plan. The Japan Pension Service will send you an Insurance Premium Payment Statement, which must be paid by the date specified in the statement.

Pension premium payments may be waived in some cases, such as when they cannot be paid due to low income, etc.

(2) Types of Pension Benefits

- ① The following basic pension benefits are paid under certain conditions.
- Old-age Basic Pension: If you have been qualified (made premium payments, etc.) for at least 10 years, you become eligible to receive this pension when you turn 65 years old.

 - Disability Basic Pension:
This pension provides financial assistance for individuals who meet both of the following conditions:
 - a) They became disabled by an illness or injury which they were assessed for during an initial examination while enrolled in national pension.
 - b) They fulfill requirements such as having maintained premium payments or having been exempt from making payments for at least two-thirds of the enrollment period.

This pension is paid in accordance with the degree of disability assessed on the date of certification (when they turn 20 years old, or after 1 year and 6 months have passed since the initial medical examination).

 - Survivors' Basic Pension:
When a person who is enrolled in national pension or someone meeting the requirements to receive the old-age pension dies (except those whose combined premium payment period and exemption period is less than 25 years), this pension is paid to the enrolled person's spouse with a child who was dependent on the income of the deceased, or to the enrolled person's child (revised April 1, 2014). (In this case, they can receive this pension until the end of the fiscal year when the child turns 18 years old. In the case of a child with disabilities, they can receive this pension until they turn 20. However, someone who is married cannot receive this pension.)

② Other Benefits

• Widow's Pension:

In the event the husband who paid premiums on the pension and/or was exempt from making payments for 10 or more years dies without receiving the old-age or disability pension, this benefit is paid to the wife from the age of 60 to 65 provided that she was married to the deceased for 10 or more years continuously and was dependent on the deceased's income.

*If you are eligible for both the Widow's Pension and the Lump-sum Death Benefit, you can only choose to receive one of these benefits.

• Lump-sum Death Benefit:

In the event insurance premiums for the pension were paid for a period of 36 months or more and the person enrolled in the pension died without receiving the old-age or disability pension, this benefit is paid to the deceased's family*. (This benefit must be claimed within 2 years from the day after the death of the enrolled person.)

*Family members who are eligible to receive this benefit (in the following order): the spouse, children, parents, grandchildren, grandparents, or siblings of the deceased.

(3) Lump-sum Withdrawal

If you apply within 2 years from the date you leave Japan and no longer have an address in Japan, and meet all of the following conditions, you may be eligible for a lump-sum withdrawal from the National Pension Plan

- You do not possess Japanese citizenship
- You maintained premium payments as the primary beneficiary of the pension plan for 6 months or longer
- You no longer have an address in Japan
- You are not qualified to receive an old-age basic pension
- You have never been entitled to receive pension payments (including disability allowance)

*If you are enrolled in a pension plan in a country that has a pension treaty (social security agreement) with Japan, based on certain conditions, you may be eligible for pension benefits from Japan and the respective country by adding up the total period of enrollment.

In order to receive the lump-sum withdrawal, you must perform the following procedures:

- Obtain a “Lump-sum Withdrawal Payment Claim Form” (*dattai ichiji kin seikyuusho*) from your local municipal or ward office or pension office before you leave Japan.
- Fill in the above-mentioned form and mail it with the required documents to the following address (generally, after you leave Japan):
 - Japan Pension Service Headquarters
 - 3-5-24 Takaido nishi, Suginami-ku
 - Tokyo, JAPAN 168-8505

2 Employees' Pension Insurance

People under the age of 70 who work for a certain number of hours or days at a business covered by social insurance must enroll in this system. People over the age of 60 who are receiving a pension while working may receive a reduced amount of pension, depending on their earnings.

(1) Premium Payments

The monthly premium is calculated by multiplying the premium rate by the standard monthly remuneration determined based on your monthly salary (total pay including benefits), and by the standard bonus amount based on the bonuses you receive. Your employer pays half of the monthly premium and the remaining half is usually deducted from your salary and bonuses.

(2) Types of Pension Benefits

- Old-age Employees' Pension:

In the event a person eligible to receive an old-age basic pension was also enrolled in employees' pension for a period of time, this pension will be paid in addition to the old-age basic pension from age 65. (If the period of enrollment in the employees' pension is more than 1 year, pension will be paid from before the person turns 65 years old, in accordance with their date of birth.)
- Disability Employees' Pension:

If an individual becomes disabled due to an illness or injury which they had an initial examination for while enrolled in employees' pension, they will be paid this benefit in accordance with the degree of disability. (If the disability is severe, this will be paid together with the disability basic pension.)

- Survivors' Employees' Pension

In the event that a person who is enrolled in employees' pension or who is eligible to receive the old-age employees' pension (except those whose combined premium payment period and exemption period is less than 25 years) dies, the following surviving family members who were dependent on their income can receive this pension. (Those in category 1 will also receive Survivors' Basic Pension benefits.)

- 1 Spouse with children* (In the case of a husband age 55 or older at the time of the enrolled person's death, payment commences at age 60), or children*
- 2 Spouse without children (In the case of a husband age 55 or older at the time of the enrolled person's death, payment commences at age 60)
- 3 Grandchildren*
- 4 Parents and grandparents who are age 55 or older at the time of the enrolled person's death (payment commences at age 60)

*In the case of a child or grandchild, they can receive this pension until the end of the fiscal year in which they turn 18 years old. In the case of a child or grandchild with a disability, they can receive this pension until they turn 20. However, they cannot receive this benefit if they are married.

(3) Lump-sum Withdrawal

The conditions and procedures for applying for a lump-sum withdrawal of your Employees' Pension contributions are the same as for the National Pension Plan. However, in the case of the Employees' Pension Insurance, 20.42% of the lump-sum withdrawal payment will be withheld as income tax.

Before departing Japan, if you submit a "Notification of Tax Agent for Income Tax/Consumption Tax" (*nouzei kanrinin no todokedesho*) form to your jurisdiction's tax office and appoint a tax representative, your tax representative may apply to claim this withheld income tax on your behalf.

The Japan Pension Service's website provides explanations and information about pension in Japanese and 14 other languages.

Website: <https://www.nenkin.go.jp/international/index.html>



Consultations and Inquiries

〈Consultation Reception Hours〉

Mondays: 8:30 - 19:00

*If the Monday is a holiday, then these hours apply to the first open day of the week.

Tuesdays - Fridays: 8:30 - 17:15

2nd Saturday of the month: 9:30 - 16:00

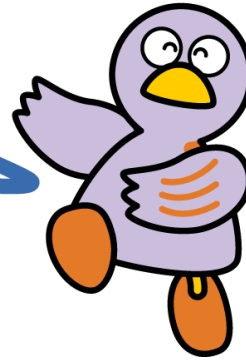
Office	Phone	Address
Urawa Pension Office	048-831-1638	5-5-1 Kita-Urawa, Urawa-ku, Saitama-shi
Urawa Pension Office, Kawaguchi Branch Office	048-227-2362	13F Kawaguchi Center Building, 4-1-8 Honcho, Kawaguchi-shi
Omiya Pension Office	048-652-3399	4-19-9 Miyahara-cho, Kita-ku, Saitama-shi
Kumagaya Pension Office	048-522-5012	1-93 Sakuragi-cho, Kumagaya-shi
Kumagaya Pension Office Kazo Branch Office	0480-62-8061	2F Kazo City Hall, 2-1-1 Mitsumata, Kazo-shi
Kawagoe Pension Office	049-242-2657	5F U-PLACE, 8-1 Wakita-Honcho, Kawagoe-shi
Tokorozawa Pension Office	04-2998-0170	1152-1 Kamiyasumatsu, Tokorozawa-shi
Kasukabe Pension Office	048-737-7112	4 & 6F Kasukabe Central Building, 1-52-1 Chuo, Kasukabe-shi
Koshigaya Pension Office	048-960-1190	3F Koshigaya Twin City B City, 16-1 Yayoi-cho, Koshigaya-shi
Chichibu Pension Office	0494-27-6560	13-28 Ueno-machi, Chichibu-shi

*Branch offices are not open for extended hours on the first operating day of the week or on the second Saturday of the month.

Please make a reservation for consultations about pension and procedures.

For reservations, call 0570-05-4890, Monday - Friday: 8:30 - 17:15

Chapter 7 Education



Saitama's Prefectural Mascot
Kobaton

- 1 Kindergarten
- 2 Elementary and Junior High School
- 3 Senior High School
- 4 Special Needs Schools
- 5 University and Technical School
- 6 Scholarships
- 7 Japanese Language Study
- 8 Japanese Language Proficiency Tests

The Japanese education system consists of six years of elementary school, three years of junior high school, three years of senior high school, and four years of university. Children usually begin elementary school at the age of 6, junior high at 12, senior high at 15 and university when they are 18. In addition to four-year universities, there are also two-year junior colleges and various technical schools.

Elementary and junior high school education are compulsory. This is not mandatory for foreign resident children; however, those who wish to attend may do so.

The academic year begins in April and finishes at the end of March the following year. Most schools have 3 semesters: 1st – April to August; 2nd – September to December; and 3rd – January to March. However, some schools just have 2 semesters: the 1st – April to September; and 2nd – October to March. All classes are conducted in Japanese.

Many children attend kindergarten or child care centers before they enter elementary school.

1 Kindergarten

Kindergarten is for young children from the age of 3 years until they enter elementary school. Though many Japanese children attend kindergarten or child care centers, it is not compulsory. Kindergartens are generally open for 4 hours a day. Although kindergarten begins in April each year, you must apply by the specified date in the previous academic year.

As fees and procedures for enrollment differ between institutions, please contact the municipal board of education in your area for questions about public kindergartens. For inquiries about private kindergartens, please contact them directly for more information.

You can search for private kindergartens in Saitama Prefecture using the website below.

<http://www.pref.saitama.lg.jp/a0204/shiritsuitiran/youchienichiran.html>

(Saitama Prefectural Government Private School Affairs Division website)

For Certified Early Childhood Education Centers (*nintei kodomo-en*), see Chapter 5.4: Child Care and Certified Early Childhood Education Centers.

Saitama Prefecture has published "The Three Sprouts: A Brief Child Care Guide," a leaflet that outlines skills that children should learn before enrolling in elementary school. These skills are divided into three broad categories: "Daily Life," "Interacting with Others," and "Curiosity & Caring," for easy reference. To access these leaflets (in simple Japanese, English, Chinese, Spanish, Portuguese, Tagalog, Korean, Vietnamese, and Indonesian in addition to Japanese), visit the following website. All of these are listed on the website and can be used as needed.

<https://www.pref.saitama.lg.jp/f2214/mebae02/mebae-panfuri-fu.html>

2 Elementary and Junior High School

If you would like to enroll your child in a public elementary or junior high school in Saitama, you need to take your child's Resident Record to the board of education at your local municipal or ward office (for residents of Saitama City), tell them that you want to enroll your child in school, and complete the necessary forms. The board of education will notify you of which school your child should attend.

(1) Elementary School

Children must be 6 years old as of April 1 of the year they enter elementary school. Enrollment for first graders is conducted around September of the previous year. If your child's enrollment is accepted, a "Notification of Admission" (*nyugaku tsuchisho*) will be sent to you in January.

For children with disabilities, there are special needs classes available, as well as support for students in non-special needs classes.

(2) Junior High School

Students must be 12 years old as of April 1 of the year they enter junior high school. In January each year, a "Notification of Admission" (*nyugaku tsuchisho*) is sent to children who will be graduating from elementary school that year.

Almost all junior high schools require students to wear school uniforms. For information on where to buy your child's uniform, contact the school.

For children with disabilities, there are special needs classes available, as well as support for students in non-special needs classes.

(3) Transfer

If your child has studied at an elementary or junior high school overseas and you want them to continue their studies at an elementary or junior high school in Saitama Prefecture, notify the local board of education after completing resident registration procedures at your local municipal office (or ward office for residents of Saitama City).

(4) Changing Schools

If the school you are zoned for changes as a result of moving, your child will have to change schools.

Before you move, please ask your child's current school for a certificate of enrollment and textbook list. When you submit your notice of moving out at your current municipal or ward office, be sure to report that your child attends elementary or junior high school. After you move, you should report that your child is attending elementary or junior high to your new municipal or ward office. Please also submit the certificate of enrollment and textbook list to your child's new school.

Please also notify the school if you will be leaving Japan.

(5) School Costs

Students of public elementary and junior high schools in Saitama are not charged for enrollment, course, and textbook fees. However, the student's guardians must pay school lunch and instructional material fees. To pay these fees, many guardians set up an account at a bank specified by the school from which expenses are automatically deducted.

(6) PTAs (Parent-Teacher Associations)

The PTA is an organization where parents or guardians and teachers cooperate to increase their understanding of children's education both in school and at home and to support the growth and development of the children. Joining the PTA is optional. Parents and guardians will need to understand the expectations and responsibilities of the role before joining. PTA fees differ from school to school, so please contact your child's school directly for more information.

(7) After School Children's Club (After School Child Care)

After school care is available for elementary school students whose parents or guardians are unable to take care of them after school because of work, etc. Since the cost and use of this service differs between municipalities, please contact the division in charge of children's welfare at your local municipal or ward office for further information.

(8) Students Who Need Japanese Language Lessons

There are staff who can teach Japanese at schools that have many students who need Japanese language lessons. The Saitama Prefectural Government has also provided information useful for school life and daily life, which can be accessed via the following website:

<https://www.pref.saitama.lg.jp/f2214/kikokugaikokujinsapoutojigyou240120.html>

(9) Guidebook for Starting School (for Non-Japanese Parents and Guardians)

The Ministry of Education, Culture, Sports, Science and Technology has written a guidebook for non-Japanese parents and guardians, Guidebook for Starting School for Foreign Students, which explains the procedures for entering Japanese schools in multiple languages. It can be accessed from the following website:

https://www.mext.go.jp/a_menu/shotou/clarinet/003/1320860.htm

(10) Videos about Japanese School Life

The Ministry of Education, Culture, Sports, Science and Technology has created animated videos in multiple languages about elementary school life in Japan aimed at non-Japanese students and parents and guardians. They can be accessed on MEXT's Official

YouTube Channel.

**"Nice to Meet You!
Let's Be Friends!"**



**"Tell Me About Elementary
School in Japan!"**



3 Senior High School

Senior high school education is not compulsory in Japan. There are 4 different types of senior high schools: national, prefectural, municipal and private. These schools can be further divided into ones that offer a standard curriculum such as English, Mathematics, Japanese, Science, and Social Studies, and others that specialize in fields such as Commerce, Industry, Agriculture, etc. for occupation-specific study. Some schools are beginning to offer a new comprehensive curriculum to encourage students to think about their future path. Students can choose from various courses of study: full-day attendance from the morning, part-time*, or by correspondence*.

* Some students work while studying part-time or via correspondence. For part-time courses, most senior high schools offer classes at night. In correspondence courses, students attend class on designated school days approximately 3 times a month, and otherwise study at home and submit their work to the school. There are also part-time high schools which offer classes during the daytime and evening.

For more information, see the "Saitama Prefectural Board of Education website:

<https://www.pref.saitama.lg.jp/f2208/tei-tuu-sienninn.html>

(1) Entrance Examinations

To be eligible to take entrance exams, you must have graduated or expect to graduate from a Japanese junior high school or an equivalent thereof. Alternatively, if you have completed at least 9 years of formal education overseas, you may take this exam after completing procedures for obtaining a certificate that demonstrates your eligibility to apply to high school (qualification certificate).

High school entrance examinations and interviews are conducted in Japanese.

Public high schools administer standard entrance examinations on the same pre-determined day. The entrance examination schedule and admission requirements for national and private high schools vary, so please contact the school you wish to attend for more information. For information on entering a public high school, contact the junior high school you currently attend.

Q&A about prefectural public high school entrance examinations (on the website of the High School Education Management Division, Saitama Education Bureau).

Japanese: <https://www.pref.saitama.lg.jp/f2208/r8nyuushiqa.html>

English: <https://www.pref.saitama.lg.jp/documents/268192/r8eigo1.pdf>

Chinese: <https://www.pref.saitama.lg.jp/documents/268192/r8tyuugokugo.pdf>

Portuguese: <https://www.pref.saitama.lg.jp/documents/268192/r8porutogaru.pdf>

Spanish: <https://www.pref.saitama.lg.jp/documents/268192/r8supeingo1.pdf>

(2) School Costs

At public prefectural high schools, you can receive a subsidy to cover the full cost of course fees. In addition, there are also scholarship allowances and enrollment fee exemptions available based on income.

Tuition costs for private high schools vary, but in the 2025 academic year, students at private high schools were able to the High School Tuition Support Fund and Temporary High School Tuition Support Fund, or scholarship allowances depending on income level. As this has not been confirmed for the 2026 academic year, please consult with the Private School Affairs Division. Furthermore, a student enrolled in a private high school located within Saitama Prefecture may also be able to receive a reduction in enrollment and course fees and other costs based on income level and other factors.

You may also be required to pay into a fund for costs such as school trips and excursions and pay PTA membership fees. These fees are different for every school. For more information, please contact the school directly.

(3) Transferring Schools

After entering a prefectural high school, if a family moves to another address, the student can continue to attend their current school if they wish to do so.

However, if the student would like to transfer to a school closer to their new address, they will be required to take a transfer entrance examination. In this case, first consult with the student's current high school.

(4) Special Selection Process for Non-Japanese Students

There are special admission procedures for those who have only lived in Japan for a short time. These differ from the usual entrance examination procedures, so please consult with the schools which offer this special selection process.

12 schools offered this special selection for the 2026 school year (beginning April 2026). These schools were Iwatsuki High School, Soka Minami High School, Nanryo High School, Fukaya Dai'ichi High School, Wako Kokusai High School, Warabi High School, Kawaguchi Higashi High School, Kawagoe Nishi High School, Kurihashi Hokusai High School, Menuma

High School, Niiza Yanase High School, and Misato Kita High School.

The schools which will offer special selection for non-Japanese students for the 2027 school year (beginning April 2027) are planned to be announced in May 2026.



Consultations and Inquiries

Office	Phone	Reception Hours
For inquiries about the special selection process for non-Japanese students: High School Education Management Division, Prefectural Schools Department, Saitama Prefectural Education Bureau.	048-830-6766	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 8:30 - 17:15
For inquiries on transferring into prefectural high schools, and qualification certificates: Prefectural Schools Management and Personnel Division, Prefectural Schools Department, Saitama Prefectural Education Bureau.	048-830-6735	
For inquiries regarding the course and enrollment fees for prefectural high schools: Financial Affairs Division, Education and General Affairs Department, Saitama Prefectural Education Bureau.	048-711-7012 <a href="https://www.pref.saitama.lg.jp/f2204/j-
s/index.html">https://www.pref.saitama.lg.jp/f2204/j- s/index.html	
For inquiries about reduced course fees at private high schools: Private School Affairs Division, Department of General Affairs, Saitama Prefectural Government.	048-830-2725 https://www.pref.saitama.lg.jp/a0204/fubofut an2.html	

4 Special Needs Schools

For students with visual, aural, intellectual, or physical disabilities, or a weak constitution, special needs schools provide education corresponding to kindergarten, elementary, junior high or senior high schools. There are elementary, junior high and senior high departments. Some schools also have kindergarten or technical departments.

If you wish to enroll your child in an elementary or junior high school department, first discuss this with the local board of education of the municipality your child is registered as living in. If you wish to enroll your child in a kindergarten or senior high school department, please contact the Special Support Education Division of the Saitama Prefectural Education Bureau.

(1) Kindergarten Department

Saitama Prefecture has established three special needs schools with kindergarten departments: Hanawa Hokiichi Academy (school for students who are visually impaired), Omiya School for the Hearing Impaired, and Sakado School for the Hearing Impaired. These

programs are targeted towards children from the ages of 3 to 5 before they enter elementary school, and require a consultation prior to enrollment. All three schools also accept early education consultations for children from the age of zero (0). Early specialized education can lead to an improvement in visual and hearing impairments, so early consultations are recommended.

(2) Elementary Education Department

Children who will be 6 years old as of April 1, have a weak constitution or visual, aural, intellectual, or physical disabilities, and need special education assistance are candidates for entering an elementary school education department.

If you are hoping to transfer your child to an elementary education department, please contact your local board of education.

(3) Junior High School Education Department

Children who will be 12 years old as of April 1, have a weak constitution, or visual, aural, intellectual, or physical disabilities, and need special education assistance are candidates for entering a junior high school education department.

If you are hoping to transfer your child to a junior high school education department, please contact your local board of education.

(4) Senior High School Education Department

Senior high school education departments feature either regular or technical courses depending on the school, so please contact the Special Support Education Division of the Saitama Prefectural Schools Department for more information. To enroll in a school, it is necessary to go through a selection process. It is necessary to have either graduated or expect to graduate from a Japanese junior high school or junior high school department in a school for special needs, or the equivalent.



Consultations and Inquiries

Name	Phone	Reception Hours
Special Support Education Division, Saitama Prefectural Schools Department, Saitama Prefectural Education Bureau	048-830-6880	Mon - Fri 8:30 - 17:15 (Excluding National Holidays and the New Year's holiday period)

5 University and Technical School

A Guide to Living in Saitama

In Saitama Prefecture, there are national and public universities and numerous private ones. There are also junior colleges and vocational schools.

Since the prerequisites and procedures for entering university or vocational school vary from school to school, please directly contact the institution you wish to enter.

The Japan Student Services Organization (JASSO) offers information on universities and vocational schools and scholarships on its webpage.

Japan Student Services Organization (JASSO) website:

<https://www.jasso.go.jp/index.html>

Information on study abroad in Japan:

<https://www.studyinjapan.go.jp/ja/planning/search-school/> (Japanese)

<https://www.studyinjapan.go.jp/en/planning/search-school/> (English)

6 Scholarships

There are scholarship systems for students advancing to senior high school, vocational school (technical school), university, junior college, or graduate school. The following chart lists the scholarships available in Saitama Prefecture.



Consultations and Inquiries

Scholarship	Contact	Reception Hours
Saitama Prefectural Senior High School Scholarship	Financial Affairs Division, Education and General Affairs Department, Saitama Prefectural Education Bureau 048-711-7012 https://www.pref.saitama.lg.jp/f2204/j-s/index2.html	<p>Mon - Fri (Excluding National Holidays and the New Year's holiday period)</p> <p>8:30 - 17:15</p>
Part-time and Correspondence Education—Student Incentive Scholarship	High School Education Management Division, Prefectural Schools Department, Saitama Prefectural Education Bureau 048-830-6765	
Single or Widowed Parent Welfare Fund Scholarship	Children's Affairs Division, Department of Welfare, Saitama Prefectural Government 048-830-3204 https://www.pref.saitama.lg.jp/a0607/hitorioya/20230629.html	
Saitama Nursing Scholarship and Educational Loans	Medical Human Resources Division, Department of Public Health and Medical Services, Saitama Prefectural Government 048-830-3546 https://www.pref.saitama.lg.jp/a0709/ikueishougakukinn/index.html	
Saitama-ken Ishi Ikusei Shougakukin (Saitama Prefectural Scholarship for Aspiring Doctors)	Medical Human Resources Division, Department of Public Health and Medical Services, Saitama Prefectural Government 048-601-4600 https://www.pref.saitama.lg.jp/a0709/ishiiku-sei-shougakukin/	
Dr. Seiroku Honda Scholarship	Forestation Division, Department of Agriculture and Forestry, Saitama Prefectural Government 048-830-4300 https://www.pref.saitama.lg.jp/a0905/honda-shougakukinboshu2.html	

There are also other scholarship programs are offered by municipalities and private organizations.

For further information, please contact the relevant municipalities, schools, and organizations.

7 Japanese Language Study

In Saitama Prefecture, you can learn Japanese at free Japanese classes conducted by volunteer instructors and at classes held at Japanese language schools. Please note that Japanese language schools charge fees.



Consultations and Inquiries

Office	Phone	Reception Hours
(For volunteer-run Japanese Classes) Saitama International Association	048-833-3296 http://www.sia1.jp/foreign/japanese/	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 9:00 - 16:00
(For Japanese Language Schools) The Association for the Promotion of Japanese Language Education	03-6380-6557 https://www.nisshinkyō.org/ (Information about Japanese Language Schools in Japanese, English, Chinese, and Korean)	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 9:30 - 17:30

8 Japanese Language Proficiency Tests

There are examinations available to evaluate your Japanese ability.

Results of these examinations are useful when entering school or looking for employment.

For further information, please contact the respective organizations that conduct Japanese language proficiency examinations.



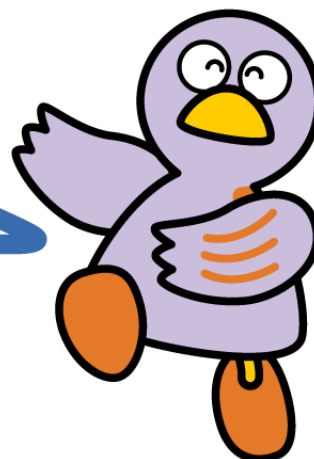
Consultations and Inquiries

Exam name	Contact	Hours
Japanese Language Proficiency Test https://info.jees-ijpt.jp/	Japan Educational Exchanges and Services (JEES) Japanese Language Proficiency Test Center 03-6686-2974	Mon - Fri 9:30 - 17:30 (Excluding National Holidays and the New Year's holiday period)
J.TEST (Test of Practical Japanese) https://j-test.jp/	Association for Testing Japanese Proficiency / J.Test Office 03-5875-1231 j-test@gobun-ken.jp	Mon - Fri 10:00 - 17:30 (Excluding National Holidays and the New Year's holiday period)

A Guide to Living in Saitama

Exam name	Contact	Hours
BJT Business Japanese Proficiency Test https://www.kanken.or.jp/bjt/	Japanese Kanji Proficiency Test Foundation (a public interest foundation) FAQs/Inquiries https://www.kanken.or.jp/bjt/contact/	

Chapter 8 Taxation



Saitama's Prefectural Mascot,
Kobaton

- 1 Income Tax
- 2 Inhabitant Tax
- 3 Other Major Taxes

All residents of Japan, regardless of nationality, are obligated to pay taxes.

Taxes are an important resource used to promote a happy and stable environment for everyone. Taxes support various projects across a wide range of fields such as education, civil engineering, welfare, healthcare, culture, environment, and industry.

There are two main types of tax: income tax, which is levied by the national government, and inhabitant tax, which is levied by the prefectural and municipal governments.

To avoid double taxation, you may be exempt from paying income and inhabitant tax due to special bilateral taxation treaties between Japan and various countries. To check if these exemptions apply to you, please contact your country's embassy in Japan for further information.

Taxes must be paid by the due date. If you do not pay on time, a late fee will be incurred each day from the day after the due date until payment is made. If your taxes remain unpaid for an extended period of time, your assets will be seized.

Make sure you pay your taxes by the due date.

Explanation of Prefectural Taxes and How to Pay Taxes (Saitama Prefectural Government Taxation Division website):

<https://www.pref.saitama.lg.jp/a0209/z-kurashiindex/z-kankoubutsu.html>

1 Income Tax and Special Income Tax for Reconstruction

Income tax is levied on a person's total income earned between January 1 and December 31. There are two ways that the amount of income tax and special income tax for reconstruction are calculated: the end of year tax adjustment and the final tax return.

(1) End of Year Tax Adjustment

The payer of a form of income (such as an employer who pays employees a salary) must deduct income tax and special income tax for reconstruction from the amount each time the salary, etc. is paid. The amount of tax deducted is paid to the national government. This is called withholding tax (*gensen choushuu*).

If income tax and special income tax for reconstruction are deducted from your salary under the withholding tax system, at the final payment of the year, your employer will calculate how much tax you are required to pay for the year, and whether there has been any excess or shortfall in the tax withheld. This is called the "end of year adjustment".

If your only income is your salary and the end of year adjustment has been applied, you do not need to file a final tax return (in (2) below) because income tax and special income tax for reconstruction have already been deducted from your salary throughout the year. However, in certain situations such as if you have had high medical bills or used certain loans to purchase a house, it is possible that some of your income tax and special income tax for reconstruction may be returned if you file a final tax return. In this case, you will need to submit your Statement of Earnings (*gensen choushuuhyou*), which is a document you receive from the payer of your income (employer).

(2) Final Tax Return

If one or more of the items below apply, you are required to file a final tax return. You must calculate your total earned income for one year from January 1 to December 31 and the amount of income tax and special income tax for reconstruction you are required to pay. You must then submit a final tax return to the tax office before the deadline. If you have had tax withheld from your income, any excess or shortfall in tax withheld will be calculated at this time. This process is called "the final tax return" (*kakutei shinkoku* in Japanese).

- The total of your business and/or real estate earnings exceeds the designated amount
- You receive a total salary amounting to more than 20,000,000 yen in one year
- You receive a salary from only one source, and your total income other than your salary and any retirement allowance exceeds 200,000 yen
- You receive salaries from 2 or more sources, and the combined total of your secondary income that is not subject to end of year adjustment and your income other than your salary and any retirement allowance exceeds 200,000 yen
- Income tax and special income tax for reconstruction are not withheld from your salary (such as those working at a foreign diplomatic mission (embassy, etc.) in Japan or as domestic workers)
- You receive a public pension (such as a public pension paid overseas) which is not subject to the withholding tax system

(3) When Leaving Japan to Live in Another Country

① If your only source of income is a salary:

Have your workplace adjust the amount of income tax and special income tax for reconstruction withheld in the same way as an end of year tax adjustment

② If you have a source of income other than a salary (if you are required to file a final tax return):

- If you appoint a tax representative:

Before leaving Japan, submit a notice appointing your tax representative to the director of the tax office.

Your tax representative must file your final tax return for you before the due date.

- If you do not declare a tax representative, you must file your own final tax return for the total amount of income earned before you leave Japan (a quasi-final tax return, *jun kakutei shinkoku*).

2 Inhabitant Tax

Everyone living in Japan who had a Japanese address as of January 1 is required to pay both prefectural and municipal inhabitant taxes. These taxes are calculated based on your income from the previous year.

(1) Salaried Workers

The office of the mayor in the municipality you were living in as of January 1 calculates the amount of inhabitant tax you owe based on the payroll report submitted by your employer. Your employer will generally be notified of this amount of tax by May 31. Your employer then deducts this amount from your monthly salary over a period of 12 months (from June to May of the following year) and makes payments to your municipality.

(2) Non-Salaried Workers (income from business or real estate)

The office of the mayor in the municipality you were living in as of January 1 calculates the amount of inhabitant tax you owe based on your tax declaration. Municipalities accept inhabitant tax declarations until March 15.

If you have filed a final tax return for your income tax, you do not need to file an inhabitant tax declaration. The municipality where you resided as of January 1 will calculate and send a notice about the amount of inhabitant tax you owe. This tax is payable in four installments in June, August, October, and January of the following year. Please note that payment deadlines may vary according to municipality.

(3) When Leaving Japan for a Year or More

If you wish to make your inhabitant tax payment after you leave Japan, you must appoint a tax representative to take care of tax matters on your behalf and notify your local municipal office of your decision. If you choose not to appoint a tax representative, you will need to pay your inhabitant tax in full before you leave Japan.

For further information, contact the division in charge of inhabitant tax at your local municipal or ward office.

3 Other Major Taxes

(1) Consumption and Local Consumption Tax (National and Local Taxes)

A 10% tax (standard tax rate) is levied on the purchase or rental of goods and services, with some exceptions such as healthcare, welfare and education.

However, food and beverage purchases (excluding alcohol and dining in restaurants, etc.) are taxed at partly reduced rate of 8%.

(2) Automobile Tax (According to Type) (Prefectural Tax)

An automobile tax is imposed on persons who own motor vehicles as of April 1. Payment is made through a tax notice sent by the Prefectural Automobile Taxation Office in May.

(3) Light Automobile Tax (According to Type) (Municipal Tax)

A tax is imposed on persons who own motorcycles or automobiles with an engine size of 660cc or less as of April 1. Payment is made through a tax notice sent by the municipality in May.



Consultations and Inquiries

National (Income) Tax

Name	Phone	Address	Reception Hours
Kawagoe Tax Office	049-235-9411	452-2 Namiki, Oaza, Kawagoe-shi	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 8:30 - 17:00
Kumagaya Tax Office	048-521-2905	41 Naka-cho, Kumagaya-shi	
Kawaguchi Tax Office	048-252-5141	2-2-17 Aoki, Kawaguchi-shi	
Nishi-Kawaguchi Tax Office	048-253-4061	4-6-18 Nishi-Kawaguchi, Kawaguchi-shi	
Urawa Tax Office	048-600-5400	Saitama-Shintoshin Godo Chosha 1, 1-1 Shintoshin, Chuo-ku, Saitama-shi	
Omiya Tax Office	048-641-4945	3-184 Dote-cho, Omiya-ku, Saitama-shi	
Gyoda Tax Office	048-556-2121	17-15 Sakae-cho, Gyoda-shi	

A Guide to Living in Saitama

Name	Phone	Address	Reception Hours
Chichibu Tax Office	0494-22-4433	1-2-41 Hinoda-machi, Chichibu-shi	
Tokorozawa Tax Office	04-2993-9111	1-7 Namiki, Tokorozawa-shi	
Honjo Tax Office	0495-22-2111	2-25-16 Ekinan, Honjo-shi	
Higashimatsuyama Tax Office	0493-22-0990	1-8-14 Yakyu-cho, Higashimatsuyama-shi	
Kasukabe Tax Office	048-733-2111	2-12-1 Onuma, Kasukabe-shi	
Ageo Tax Office	048-770-1800	577 Nishimonzen, Oaza, Ageo-shi	
Koshigaya Tax Office	048-965-8111	5-7-47 Akayama-cho, Koshigaya-shi	
Asaka Tax Office	048-467-2211	1-1-46 Honcho, Asaka-shi	

Prefectural Tax

Name	Phone	Address	Reception Hours
Saitama Prefectural Tax Office	048-822-5131	5-6-5 Kitaurawa,Urawa-ku, Saitama-shi	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 8:30 - 17:15
Kawaguchi Prefectural Tax Office	048-252-3571	2-13-1 Nishiaoki, Kawaguchi-shi	
Ageo Prefectural Tax Office	048-772-7111	239-1 Oaza Minami, Ageo-shi	
Asaka Prefectural Tax Office	048-463-1671	1-3-1 Mihara, Asaka-shi	
Kawagoe Prefectural Tax Office	049-242-1801	1-17-17 Arajuku-machi, Kawagoe-shi	
Tokorozawa Prefectural Tax Office	04-2995-2112	1-8-1 Namiki, Tokorozawa-shi	
Hanno Prefectural Tax Office	042-973-5612	353 Namiyanagi, Hanno-shi	
Higashimatsuyama Prefectural Tax Office	0493-23-8945	5-1 Rokken-cho, Higashimatsuyama-shi	
Chichibu Prefectural Tax Office	0494-23-2110	29-20 Higashi-machi, Chichibu-shi	
Honjo Prefectural Tax Office	0495-22-5675	1-4-6 Asahi-cho, Honjo-shi	

A Guide to Living in Saitama

Name	Phone	Address	Reception Hours
Kumagaya Prefectural Tax Office	048-523-2809	3-9-1 Suehiro, Kumagaya-shi	
Gyoda Prefectural Tax Office	048-556-5067	2-20 Honmaru, Gyoda-shi	
Kasukabe Prefectural Tax Office	048-737-2110	1-76 Onuma, Kasukabe-shi	
Koshigaya Prefectural Tax Office	048-962-2191	4-2-82 Koshigaya, Koshigaya-shi	

Automobile Tax

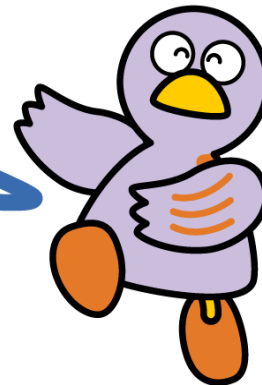
Name	Phone	Address	Reception Hours
Saitama Prefectural Automobile Tax Office	Tax inquiries: 048-658-0226	3-8-3 Shimo-cho, Omiya-ku, Saitama-shi	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 8:30 - 17:15
	Tax payment: 048-641-2222		
Automobile Tax Call Center	0570-012-229		
Omiya Branch, Saitama Prefectural Automobile Tax Office	048-623-0600	2152 Nakakugi, Nishi-ku, Saitama-shi	
Kumagaya Branch, Saitama Prefectural Automobile Tax Office	048-532-8011	701-5 Miizugahara, Kumagaya-shi	
Tokorozawa Branch, Saitama Prefectural Automobile Tax Office	04-2998-1321	690-1 Ushinuma, Tokorozawa-shi	
Kasukabe Branch, Saitama Prefectural Automobile Tax Office	048-763-4111	752-5 Mashito, Kasukabe-shi	

Inhabitant Tax and Light Automobile (Municipal) Tax

Please consult your municipal or ward office (see list in Chapter 13).

Chapter 9

Employment and Labor Conditions



Saitama's Prefectural Mascot
Kobaton

- 1 Eligibility to Work
- 2 Finding a Job
- 3 Work-related Problems

1 Eligibility to Work

Foreign residents can only work in Japan if it is permitted by their status of residence. There are restrictions on the type of work you can engage in depending on your status of residence (with the exception of Permanent Resident, Spouse or Child of a Japanese National, Spouse or Child of a Permanent Resident, and Long-Term Resident). You cannot work in Japan if your status of residence is one of the following: Cultural Activities, Temporary Visitor, Student, Training, Dependent, or Designated Activities (though terms differ depending on the particular designation).

If you have a status of residence such as Student or Dependent and wish to engage in work (including part-time jobs), you must first apply for “Permission to Engage in an Activity Other Than That Permitted by the Status of Residence Previously Granted” at your local immigration office.



Consultations and Inquiries

Name	Phone	Access	Reception Hours	Language
Tokyo Regional Immigration Services Bureau	0570-034259 (IP, if calling from overseas: 03-5796-7234)	5-5-30 Konan, Minato-ku, Tokyo From the Konan Exit at JR Shinagawa Station, take the Toei Bus and then get off at the "Tokyo Nyukoku-zairyuu-Kanrikyoku mae" bus stop.	9:00 - 16:00 Mon - Fri (Excluding National Holidays and the New Year's holiday period)	Japanese
Saitama Branch Office, Tokyo Regional Immigration Services Bureau	048-851-9671	1F Saitama Second Legal Affairs Joint Government Building 5-12-1 Shimo-ochiai, Chuo-ku, Saitama-shi, Saitama Prefecture 8-minute walk from Yono Honmachi Station (JR Saikyo Line)	9:00 - 16:00 Mon - Fri (Excluding National Holidays and the New Year's holiday period)	Japanese

2 Finding a Job

(1) Public Employment Security Offices (Hello Work)

Public Employment Security Offices (Hello Work) provide many services for foreign residents whose status of residence permits them to work. Hello Work provides job consultations, occupational placements, unemployment insurance benefits, and introductions to public training courses. To apply for employment, please go to your nearest Public Employment Security Office (Hello Work).

(2) The Employment Insurance System

Employment Insurance provides unemployment benefits. The purpose is to provide stability to workers and encourage them to find another job. (Certain requirements must be met to receive benefits.)



Consultations and Inquiries

Public Employment Security Offices (Hello Work)

Office	Phone	Employment Service Corner for Foreign Residents (Excluding National Holidays and the New Year's holiday period)	Address
Urawa Public Employment Security Office	048-832-2461	Fri: English, Spanish, Portuguese	5-8-40 Tokiwa, Urawa-ku, Saitama-shi
Omiya Public Employment Security Office	048-667-8609	Wed: Chinese Fri: English, Portuguese	1-525 Onari-machi, Omiya-ku, Saitama-shi
Kawaguchi Public Employment Security Office	048-251-2901	Mon: English, Spanish Tue: English, Chinese, Spanish Wed: Spanish, Portuguese, Chinese Thurs: Vietnamese Fri: English, Spanish, Portuguese	3-2-7 Aoki, Kawaguchi-shi
Kumagaya Public Employment Security Office	048-522-5656	Tue, Thurs: English, Spanish, Portuguese	5-6-2 Hakoda, Kumagaya-shi
Kumagaya Public Employment Security Office, Honjo Branch	0495-22-2448	Mon, Wed, Fri: Spanish, Portuguese	2-5-1 Chuo, Honjo-shi
Kawagoe Public Employment Security Office	049-242-0197	Mon: Spanish, Portuguese Thurs: English, Spanish, Portuguese	1F Kawagoe Goudo Chosha 1-19-8 Toyodahon, Kawagoe-shi
Kawagoe Public Employment Security Office, Higashimatsuyama Branch	0493-22-0240		1088-4 Kaminomoto, Higashimatsuyama-shi
Tokorozawa Public Employment Security Office	04-2992-8609		1・2F Tokorozawa Goudo Chosha, 6-1-3 Namiki, Tokorozawa-shi
Tokorozawa Public Employment Security Office, Hanno Branch	042-974-2345		1F Hanno Goudo Chosha, 94-15 Namiyanagi, Hanno-shi
Chichibu Public Employment Security Office	0494-22-3215		1002-1 Shimo-Kagemori, Chichibu-shi
Kasukabe Public Employment Security Office	048-615-9225	Mon: English, Portuguese Thurs: Spanish	3F Kasukabe Labor Sougo Chosa 1-20-30 Kasukabehigashi Kasukabe-shi
Gyoda Public Employment Security Office	048-556-3151		943 Nagano, Gyoda-shi
Soka Public Employment Security Office	048-931-6111	Wed: English, Portuguese Thurs: Chinese Fri: English, Portuguese	4-10-7 Benten, Soka-shi
Asaka Public Employment Security Office	048-463-2233	Fri: English	1-1-37 Honcho, Asaka-shi
Koshigaya Public Employment Security Office	048-969-8609	Tue: English, Portuguese	1-5-6 Higashi-Koshigaya, Koshigaya-shi

A Guide to Living in Saitama

*Reception hours for the Employment Service Corner for Foreign Residents:

- Urawa, Omiya, Kumagaya, Soka, Koshigaya 10:00-12:00, 13:00-15:30
- Kawaguchi 10:00-12:00, 13:00-16:00
- Honjo, Kasukabe, Asaka 10:00-12:00, 13:00-15:15
- Kawagoe 10:00-12:00, 13:00-15:45

Other Contacts for Consultations

Office	Eligibility	Phone	Address	Language	Reception Hours (Excluding National Holidays and the New Year's holiday period)
Saitama Work Center https://hwus.jp/	Anyone	048-826-5601	3F Lamza Tower, 1-10-1 Numakage, Minami-ku, Saitama-shi	Japanese	Mon - Fri: 10:00 - 19:00 Sat: 10:00 - 17:00 *Days and hours vary depending on the service. Please see the website for details.
Youth Independence Support Center (YISC), Saitama https://www.yisc-saitama.com/	Unemployed persons between 15 - 49 years of age and their family	048-255-8680	3F Kawaguchi Wakamono Yume Work, 3-2-2 Kawaguchi, Kawaguchi-shi	Japanese	Mon - Sat 9:00~17:00
Saitama Prefectural Women's Career Center https://www.pref.saitama.lg.jp/sbcc/	Women	048-601-5810	4F Hotel Brillante Musashino, 2-2 Shintoshin, Chuo-ku, Saitama-shi	Japanese	Mon - Sat 9:30 - 17:30 (Closed on the 3 rd Thursday of every month)
		(Dedicated line for phone consultations) 048-601-1023			Mon - Fri 10:00 - 16:30 (Closed from 11:30 - 12:30) (Closed on the 3 rd Thursday of every month)

A Guide to Living in Saitama

Office	Eligibility	Phone	Address	Language	Reception Hours (Excluding National Holidays and the New Year's holiday period)
Tokyo Employment Service Center for Foreigners https://jsite.mhlw.go.jp/tokyo-foreigner/	For persons with a work permit for specialized / technical fields (including persons whose status of residence is "Engineer/Specialist in Humanities/ International Services" or "Skilled Labor", etc.) or foreign students who wish to work in Japan	03-5361-8722	13F Yotsuya Tower, Komore Yotsuya, 1-6-1 Yotsuya, Shinjuku-ku, Tokyo	Japanese English Chinese Ukrainian	Mon - Fri 9:00 - 17:00 (Ukrainian is available only on Wednesdays and Fridays)
Shinjuku Foreigners' Employment Assistance and Guidance Center https://jsite.mhlw.go.jp/tokyo-hellowork/list/shinjuku/madoguchi_goannai/gais_en.html	For persons with a status of residence that has no restrictions on employment, such as permanent residents and spouses or children of Japanese nationals, and foreign students who wish to work part-time in Japan	03-3204-8609	1F Hello Work Shinjuku (Kabuki-cho Chosha) 2-42-10 Kabuki-cho, Shinjuku-ku, Tokyo	Japanese English Chinese	Mon - Fri 8:30 - 17:15

(3) Beware of Crime Disguised as Part-time Jobs

Be very careful if you are offered a short-term or side job where you “just withdraw money from a bank” or “just receive packages” via social media, online, or through an acquaintance, as you may be in danger of being complicit in criminal acts.

These jobs can be dangerous and cause you to become connected to criminal activities by playing a role in:

- withdrawing money in fraudulent transactions, where someone else's internet banking details are illegally accessed and money is transferred to a prearranged account.
- receiving goods in fraudulent shipping activities, where someone else's ID and password are used to illegally obtain goods over the internet.

Remain alert and do not get involved in such activities.

The following actions are also considered crimes under Japanese law. Do not engage in these activities under any circumstances:

A Guide to Living in Saitama

- Allowing another person access to a bank account (passbook or ATM card) registered in your name.
- Giving someone a mobile phone contracted in your name on which calls can be made.

(4) Information about Employment

WORK IN SAITAMA, a portal site for the promotion of foreign human resources, has information about companies looking to employ foreign workers. It also has a list of consultation centers and their information for foreign residents working in Saitama Prefecture.

Website: <https://www.pref.saitama.lg.jp/workinsaitama/index.html>



3 Work-related Problems

Telephone Consultation Service for Foreign Workers

This service provides consultations in foreign languages over the phone for topics such as working conditions (it connects to the Foreign Worker Consultation Corner). Calls to the Consultation Hotline for Foreign Workers will be charged at rate of 8.5 yen (tax inclusive) /180 seconds for landline phones, and 10 yen (tax inclusive) /20 seconds for mobile phones. The cost will be charged to the caller.

Please be aware there may be temporary changes to days and hours of operation.

Language	Phone	Days of Operation	Opening Hours
English	0570-001-701	Monday - Friday	10:00 - 15:00 (closed between 12:00 - 13:00)
Chinese	0570-001-702		
Portuguese	0570-001-703		
Spanish	0570-001-704		
Tagalog	0570-001-705		
Vietnamese	0570-001-706		
Burmese	0570-001-707	Monday	
Nepali	0570-001-708	Monday - Thursday	
Korean	0570-001-709	Thursday, Friday	
Thai	0570-001-712	Wednesday	
Indonesian	0570-001-715		
Cambodian (Khmer)	0570-001-716		
Mongolian	0570-001-718	Friday	

*Closed during the New Year's holiday period (December 29 - January 3).

(1) Labor Standards Inspection Offices

Labor Standards Inspection Offices are national institutions that provide supervision and guidance to ensure that workplaces are meeting the working conditions established by the Labor Standards Act (e.g. wages, working hours) and the Industrial Safety and Health Act. Labor Standards Inspections Offices also provide workers compensation should an incident, such as injury, occur on the job.

▪ **Workers Compensation**

In cases where a worker suffers an injury, illness, disability or death due to work or while commuting to and from work, insurance payments are provided in accordance with the Industrial Accident Compensation Insurance Act, including compensation for medical expenses, time spent away from work, disability, and survivor benefits.



Consultations and Inquiries

Labor Bureau

Office	Phone	Foreign Language Consultations	Address
Foreign Workers Advisory Corner	048-600-6204 (Japanese)	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 9:00~12:00, 13:00~16:30	15F Land Axis Tower, 11-2 Shintoshin, Chuo-ku, Saitama-shi
Inspection Division, Saitama Labor Standards Department, Saitama Labor Bureau	048-816-3596 (English)		
	048-816-3597 (Chinese)		
	048-816-3598 (Vietnamese)		

Labor Standards Inspection Offices

Office	Phone	Address	Reception Hours
Saitama Labor Standards Inspection Office	048-600-4801	14F Land Axis Tower, 11-2 Shintoshin, Chuo-ku, Saitama-shi	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 8:30 - 17:15
Kawaguchi Labor Standards Inspection Office	048-252-3773	2-10-2 Kawaguchi, Kawaguchi-shi	
Kumagaya Labor Standards Inspection Office	048-533-3611	5-95 Beppu, Kumagaya-shi	
Kawagoe Labor Standards Inspection Office	049-242-0891	2F Kawagoe Godo Chosha, 1-19-8 Toyodahon, Kawagoe-shi	
Kasukabe Labor Standards Inspection Office	048-615-9171	2F Kasukabe Labor Sougo Chosa 1-20-30 Kasukabehigashi Kasukabe-shi	
Tokorozawa Labor Standards Inspection Office	04-2995-2555	3F Tokorozawa Godo Chosha, 6-1-3 Namiki, Tokorozawa-shi	
Gyoda Labor Standards Inspection Office	048-556-4195	2-6-14 Sakura-cho, Gyoda-shi	

A Guide to Living in Saitama

Office	Phone	Address	Reception Hours
Chichibu Labor Standards Inspection Office	0494-22-3725	23-24 Kamimiyaji-machi, Chichibu-shi	

(2) General Employment Consultation Corner

The Saitama Labor Bureau has General Employment Consultation Corners in 9 locations throughout the prefecture, including their Employment Environment and Equal Employment Department. Please make use of these consultation corners if you are experiencing problems at work, including dismissal, lowered wages, or harassment.



Consultations and Inquiries

Employment Consultation Corners

Office	Phone	Address	Reception Hours (Except National Holidays and during the New Year's holiday period)
Saitama Labor Bureau General Employment Consultation Corner	048-600-6262	16F Land Axis Tower 11-2 Shintoshin, Chuo-ku, Saitama-shi	Mon - Fri 9:00 - 17:00
Saitama City General Employment Consultation Corner	048-614-9977	14F Land Axis Tower, 11-2 Shintoshin, Chuo-ku, Saitama-shi (Within the Saitama Labor Standards Inspection Office)	Mon - Fri 9:00 - 16:30
Kawaguchi General Employment Consultation Corner	048-498-6648	2-10-2 Kawaguchi, Kawaguchi-shi (Within the Kawaguchi Labor Standards Inspection Office)	
Kumagaya General Employment Consultation Corner	048-511-7010	5-95 Ooaza-Beppu, Kumagaya-shi (Within the Kumagaya Labor Standards Inspection Office)	
Kawagoe General Employment Consultation Corner	049-210-9334	Kawagoe Chiho Godo Chosha, 1-19-8 Toyodahon, Kawagoe-shi (Within the Kawagoe Labor Standards Inspection Office)	
Kasukabe General Employment Consultation Corner	048-615-9158	2F Kasukabe Labor Sougo Chosha 1-20-30 Kasukabehigashi Kasukabe-shi (Within the Kasukabe Labor Standards Inspection Office)	
Tokorozawa General Employment Consultation Corner	04-2003-6967	Tokorozaka Chihou Godo Chosha, 6-1-3 Namiki, Tokorozawa-shi (Within the Tokorozawa Labor Standards Inspection Office)	

A Guide to Living in Saitama

Office	Phone	Address	Reception Hours (Except National Holidays and during the New Year's holiday period)
Gyoda General Employment Consultation Corner	048-556-4195	2-6-14 Sakura-cho, Gyoda-shi (Within the Gyoda Labor Standards Inspection Office)	
Chichibu General Employment Consultation Corner	0494-22-3725	23-24 Kamimiyaji-machi, Chichibu-shi (Within the Chichibu Labor Standards Inspection Office)	

(3) Other Contacts

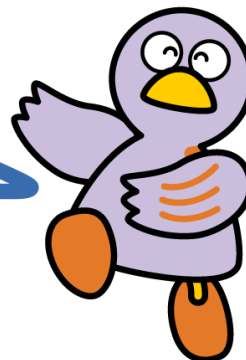


Consultations and Inquiries

Office	Phone	Address	Language	Reception Hours (Except National Holidays and during the New Year's holiday period)
Saitama Prefectural Labor Consultation Center https://www.pref.saitama.lg.jp/a0816/rodo/rodosodan/index.html?from=rodo	048-830-4522	1F Saitama Prefectural Office Bldg. No.2, 3-15-1 Takasago Urawa-ku, Saitama-shi	Japanese	Labor consultations over the phone (Mon - Fri) 9:00 - 16:30 Labor consultations in person (Mon - Fri) 9:00 - 16:00
Saitama Prefectural Labor Relations Commission https://www.pref.saitama.lg.jp/shigoto/rodo/rodo/index.html	048-830-6452 048-830-6465 *Mediation: (Assistance from experts in resolving problems between you and your company)	4F Saitama Prefectural Office Bldg. No.3, 3-15-1 Takasago Urawa-ku, Saitama-shi	Japanese	Mon - Fri 8:30 - 17:15
General Labor Consultation Center, Saitama Labor and Social Security Attorney's Association https://www.saitamakai.or.jp/	048-826-4860	7F Asahi Seimei Urawa Bldg., 1-1-1 Takasago, Urawa-ku, Saitama-shi	Japanese	Wednesday (Appointment Required) 10:00 - 16:00 (In-person Consultations)
Saitama Information & Support (SIS) https://sia1.jp/foreign/advice/	048-833-3296	3F Saitama Urawa Godo Chosha 5-6-5 Kita-Urawa, Urawa-ku, Saitama-shi (Located within the Saitama International Association)	English, Chinese, Spanish, Portuguese, Korean, Tagalog, Thai, Vietnamese, Indonesian, Nepali, Russian, Ukrainian, Easy Japanese	Mon - Fri: 9:00 - 16:00 *In-person consultations regarding immigration, labor, legal affairs, and welfare require appointments.

Chapter 10

Driver's License



Saitama's Prefectural Mascot
Kobaton

- 1 Applying to Convert Your Overseas Driver's License
- 2 Renewing Your Driver's License and My Number Card
- 3 Driver's License Tests
- 4 What to Do When Your License Expires
- 5 Updating Your Personal Details
- 6 Buying and Registering a Vehicle
- 7 Automobile Insurance

You must have a Japanese driver's license to be able to drive in Japan. To obtain one, you will either need to pass the Japanese driving test or pass a review to have your overseas driver's license converted into a Japanese license.

You can also drive a vehicle permitted by your license for up to one (1) year from the date of your arrival in Japan if you have:

- an international driver's license issued by a member nation/country of the Geneva Convention; or
- a driver's license from a country or region designated by Japanese government ordinance (Switzerland, Germany, France, Belgium, Monaco, Taiwan) with a Japanese translation attached.

However, if your license expires during this one (1) year period, you will not be allowed to drive once it has expired.



Consultations and Inquiries

Office	Phone	Address	Reception Hours
Driver's License Center, Saitama Prefectural Police Department	048-543-2001 (Main Number)	405-4 Konosu, Konosu-shi	Mon - Fri (Excluding National Holidays, holidays, and the New Year's holiday period) 8:30 - 17:15

1 Applying to Convert Your Overseas Driver's License

If you have a valid driver's license issued overseas that can be converted, you can apply to convert it into a Japanese license if you resided in the country that issued the license for at least 3 months after obtaining it. In Saitama, you can apply for this at the Saitama Prefectural Police Driver's License Center. You will need the following documents:

- Passport
- Residence Card, or Special Permanent Resident Certificate, etc.
- Resident Record (with all your details (excluding your Individual Number))
- Your overseas driver's license
- An official Japanese translation, either by your country's embassy or consulate in Japan, or by a corporation designated by the National Public Safety Commission (The Japan Automobile Federation (JAF) or ZIPLUS only)
- Two photos (3.0cm x 2.4cm)
- Application fee

Since you may need to provide documentation in addition to what is listed above, please check the Saitama Prefectural Police's website for the necessary materials to bring.

Please have your documentation screened at the Saitama Prefectural Police Driver's License Center before applying. (For your documentation to be reviewed, a reservation made online through the Saitama Prefectural Police's website is required. For those who have not had their documents screened beforehand, they will not be able to switch applications.)



2 Renewing Your Driver's License and My Number Card

You must renew your license and My Number Card within the renewal period (from one month before your birthday to one month after your birthday, i.e., within one month of your birthday).

A Japanese driver's license is valid for 3 to 5 years, depending on the driver's age and driving history. The expiry date is written on the license.

(*1) The period of validity is written on the driver's license.

Please check the renewal notification that will be mailed to you as well as the Saitama Prefectural Police's website just before the renewal period begins for specific details regarding where to renew your license, reception times, (*2) application fees, as well as the (*3) necessary items to bring (please bring a copy of one of the following: driver's license, residence card, special permanent resident certificate, or an official copy of your certificate of residence (juminhyo) that has the length of time that you plan to stay in Japan written on it).

If you have not received the renewal notification in the mail, please go to a nearby police station (excluding the Konosu Police Station) or the Driver's License Center during business hours to inquire.

*1) For those of you that have a My Number Card, you can confirm the period of validity and other details within the specialized app.

*2) At the offices, we only accept cashless payments.

For those that have difficulty making cashless payments, it is also possible to pay at institutions such as a convenience store, a bank, or a post office. However, since this will require extra time and effort, please prepare in advance for cashless payment.

*3) ・ Those who have a My Number Card are not included.

・ For those not subject to the Residential Basic Book Act, identification issued from the Ministry of Foreign Affairs or a similar institution, as well as a public institution, is required.

・ For those who do not have the required items, renewing identification such as your driver's license cannot be completed.

You will need the following to renew your driver's license:

- ・ Driver's license
- ・ Document that certifies your status of residence (Residence Card, Special Permanent

Resident Certificate, a copy of your Resident Record that does not show your Individual Number, or passport)

- Application fee

3 Driver's License Tests

- (1) Place of application: Driver's License Center (Saitama Prefectural Police Department)
- (2) Reception hours: 8:30am - 9:15am, Monday to Friday
(Closed on national holidays, holidays, and from 29 December until 3 January of the following year)

*For written tests as well as technical tests, you must make an appointment through the Saitama Prefectural Police website.

- (3) You will need to bring the following (documents may vary depending on the type of license test):
 - Driver's License Written Application
 - Residence Card, Special Permanent Resident Certificate, or another form of identification
 - Resident Record (with all your details (excluding your Individual Number))
 - 2-3 photos (3.0cm x 2.4cm)
 - Application fee
- (4) Written tests can be taken in the following languages.
 - For Class One, Class Two, and Provisional Licenses (20 languages)
English, Portuguese, Chinese, Vietnamese, Arabic, Indonesian, Ukrainian, Urdu, Korean, Khmer, Sinhala, Spanish, Thai, Tagalog, Nepali, Hindi, Persian, Burmese, Mongolian, Russian
 - For moped licenses (4 languages)
English, Portuguese, Chinese, Vietnamese

4 What to Do When Your License Expires

If you do not renew your license before the expiration date, you will be required to apply for a new license. However, if you take the driver's license test within a certain period of time after the expiration date, it is possible to obtain a license with measures that exempt you from taking part of the test (the written and practical sections). (If your license expires, you cannot

drive until a new license has been issued.)

Procedures can be completed at the Driver's License Center, Saitama Prefectural Police Department.

(1) If you failed to renew your license without a valid reason:

- a) If it has been less than 6 months after expiration: Although it is possible to obtain a new license without taking the written and practical sections of the test, your driving history will not be carried over from your old license.
- b) If it has been more than 6 months, but less than 1 year after expiration: For large, mid-sized, semi-mid-sized or standard vehicle licenses, you can obtain for a provisional license without taking the written and practical sections of the test. For all other license types (vehicle types without provisional licenses, such as special large motor vehicles and motorcycles), there is no such exemption.

(2) If you failed to renew your license due to unavoidable circumstances (such as hospitalization, living abroad, etc.):

- a) If it has been less than 6 months after expiration: Through certain procedures, it is possible to obtain a new license without taking the written and practical sections of the test. In this instance, your driving record will be carried over from your previous license.
- b) If it has been more than 6 months, but less than 3 years after expiration: You can obtain a new license without taking the written and practical sections of the test if procedures are completed within one month after the unavoidable circumstances have subsided. In this instance, your driving record will be carried over from your previous license.

(3) Important Information

- a) Reception times
13:00 - 13:45, Monday to Friday (Closed on national holidays, and from 29 December until 3 January of the following year)
- b) Required documents
 - ① Your expired license
 - ② Your Residence Card or Special Permanent Resident Certificate, etc.
 - ③ Resident Record (with all your details (excluding your Individual Number))
 - ④ One photograph (3.0cm x 2.4cm) (Three photographs if you are applying for a provisional license)
 - ⑤ Renewal Notification Postcard (it is still possible to apply without this)

- ⑥ Documentary evidence (medical certificate, passport, etc.) to prove you were unable to renew your license due to unavoidable circumstances
- ⑦ Application fee

5 Updating Your Personal Details

When personal details such as your address or name change, you are required to register these changes on your driver's license and My Number Card. Please do this as soon as possible at your nearest police station (excluding the Konosu Police Station) or the Driver's License Center. You will need to bring the following documents with you:

(1) Change of Address

- For those subject to the Residential Basic Book Act:
Please bring one of the following: A copy of your residence card, special permanent resident certificate, or a certificate of residence (juminhyo) that has the length of time that you plan to stay in Japan written on it
- For those not subject to the Residential Basic Book Act:
Please bring both of the following: Identification issued from the Ministry of Foreign Affairs or a similar institution as well as a public institution is required.

(2) Change of Name or Nationality

- For those subject to the Residential Basic Book Act:
An official copy of your certificate of residence (juminhyo) that has the length of time that you plan to stay in Japan written on it
- For those not subject to the Residential Basic Book Act:
A document such as your passport

*For those who change their My Number Card, please carry your new card

*For those who are just notified of a change, there will be no processing fee

*For those who do not know what items are necessary to bring, please visit or contact your nearest police station (excluding the Konosu Police Station) or the Driver's License Center during business hours to inquire.

6 Buying and Registering a Vehicle

When you buy or deregister a vehicle, or change the owner's name or address on record, you must register these changes with the relevant institution below:

Vehicle Type	Location
Standard vehicles, and motorcycles over 125cc	Vehicle Inspection and Registration offices within your jurisdiction
Light vehicles (660cc or less)	Saitama Branch of the Association of Light Vehicle Inspection, or other local branch offices
Motorcycles (125cc or less)	The tax division of your local municipal or ward offices

When purchasing and registering standard vehicles, you will need the following (to change the registered name):

- Transfer certificate (stamped with the registered seal of the former owner)
- Seals of both new and former owners (registered seals) or a power of attorney stamped with their registered seal (for proxy applications)
- Seal registration certificates from both the new and former owner (issued within the last 3 months)
- Parking space verification (issued within the past 40 days)
- Vehicle inspection certificate (must be within the period of validity)

*When you also apply to change your car's license plate number, you will need to bring your car in addition to the documents listed above.

*If details such as the address and name of the owner listed on the vehicle inspection certificate are different from the seal registration certificate, a document such as a Resident Record certifying the change is required.

When you move (change your address), you will need following:

- Resident record (issued within the last 3 months)
- Parking space verification (issued within the past 40 days)
- Power of attorney (for proxy applications)

*If the vehicle owner and vehicle user differ, an application for each person is necessary.

A Guide to Living in Saitama

- Vehicle inspection certificate

*When you also apply to change your car's license plate number, you will need to bring your car in addition to the documents listed above.

For more information, please contact the offices listed below.



Consultations and Inquiries

Office	Phone	Address	Reception Hours
Saitama Transport Branch Office, Kanto District Transport Bureau	050-5540-2026 Service code: 037	2154-2 Nakakugi, Nishi-ku, Saitama-shi	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 8:45 - 11:45 13:00 - 16:00
Kumagaya Automobile Inspection & Registration Office	050-5540-2027 Service code: 037	701-4 Shimobayashi, Miizugahara, Kumagaya-shi	
Tokorozawa Automobile Inspection & Registration Office	050-5540-2029 Service code: 037	688-1 Shimoharakotsu, Ushinuma, Tokorozawa-shi	
Kasukabe Automobile Inspection & Registration Office	050-5540-2028 Service code: 037	723-1 Mashito, Kasukabe-shi	

Saitama Transport Branch Office website:

https://www.tb.mlit.go.jp/kanto/s_saitama/index.html

For a light vehicle (*keijidousha*), you will need the following (to change the registered name):

- Resident Record of the new user (issued within the last 3 months)
- Vehicle inspection certificate
- Written application (for proxy applications)

*For license plate number changes, you will also need your license plate in addition to the documents listed above.

*If the names of the vehicle owner and user are different from what is listed on the vehicle inspection certificate, please contact the owner (the car dealership, loan company, etc.) in advance.

*For more information, please contact:



Consultations and Inquiries

Office	Telephone	Address	Reception Hours
Light Motor Vehicle Inspection Organization	050-3816-3110	505-1 Mae, Hirakataryoryoke, Ageo-shi	Mon - Fri (Excluding holidays and the New Year's holiday period) 8:45 - 11:45 13:00 - 16:00
Light Motor Vehicle Inspection Organization, Tokorozawa Branch Office	050-3816-3111	360-3 Kitanagai, Miyoshi-machi, Iruma-gun	
Light Motor Vehicle Inspection Organization, Kumagaya Branch Office	050-3816-3112	960-2 Kitahara, Niibori, Kumagaya-shi	
Light Motor Vehicle Inspection Organization, Kasukabe Branch Office	050-3816-3113	115-1 Higashi-kochi, Shimoomashi Shinden, Kasukabe-shi	

Light Motor Vehicle Inspection Organization Website

<https://www.keikenkyo.or.jp/>

For inquiries about purchasing and registering motorcycles (125cc or less), please contact your local municipal office.

7 Automobile Insurance

There is insurance for automobiles in case you get into a motor vehicle accident. There are two types of automobile insurance: mandatory liability insurance (mandatory insurance) and automobile insurance (voluntary insurance). In addition to mandatory insurance, it is recommended that you enroll in voluntary insurance that covers damages.

(1) Mandatory Liability Insurance (mandatory insurance)

When you purchase a vehicle or have it inspected, even including motorbikes and e-scooters, you must enroll in mandatory liability insurance (*jibaiseki hoken*) as it is required for all motorized vehicles. This is insurance that provides coverage if you cause injury or death to another person with your vehicle. As there is a limit on the amount of coverage, amounts in excess of this limit will not be covered by mandatory liability insurance. Usually, you enroll in this insurance at general insurance company agents such as car dealerships or mechanic's shops.

(2) Automobile Insurance (voluntary insurance)

Voluntary insurance (*nin'i hoken*) provides coverage for damages in excess of the mandatory liability insurance limit and compensation that is not covered by mandatory liability insurance (including damage to other people's property, your own vehicle, and injuries). Typically, you apply for voluntary insurance at agencies of general insurance companies.

☎ Consultations and Inquiries

Name	Phone	Reception Hours
The General Insurance Association of Japan Counseling and ADR Center	03-4332-5241	<p>Mon - Fri (Excluding National Holidays, holidays, and December 30 to January 4) 9:15 - 17:00</p> <p>* Available only in Japanese. * You cannot apply for automobile insurance through this phone service. To apply for automobile insurance, please contact a general insurance company. Link to contact information of general insurance companies: https://www.sonpo.or.jp/soudan/reference.html</p>

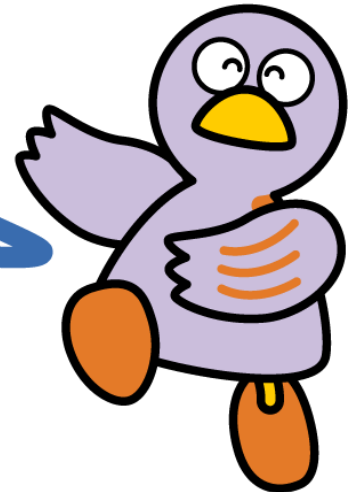
* Website for visitors and foreign residents of Japan: "Information on Staying Safe in Japan"



<https://living-and-ins.jp/ja/>

Chapter 11

Information for Everyday Life



Saitama's Prefectural Mascot,
Kobaton

- 1 Garbage Disposal
- 2 Neighborhood Associations and Children's Clubs
- 3 Japanese Customs and Etiquette
- 4 Transportation
- 5 Banking
- 6 International Exchange and Cooperation
- 7 Tourism
- 8 Libraries
- 9 Art Museums
- 10 Museums

1 Garbage Disposal

The collection of household garbage is managed by each individual municipality. Garbage is divided into separate categories by type of garbage being disposed- for example, burnable, non-burnable, cans, glass bottles, and recyclable items. The collection days for each type of garbage will vary. Some **oversized or difficult to dispose of*** garbage may require a collection fee, or may not be able to be collected with household garbage. Each municipality has its own rules regarding how to sort the garbage, the type of garbage bag to be used, the method of disposal, collection points and days of collection. Particularly, because fires can be caused by mixing lithium-ion batteries, mobile batteries, handphones, and other items that can be electrically charged in with other trash, it is necessary to sort and dispose of your trash according to your local rules. For more information, please contact the Sanitation Department (*seiso tanto ka*) at your local municipal or ward office.

A Guide to Living in Saitama

Refrigerators, air conditioners, televisions and washing machines cannot be disposed of as 'oversized garbage'. You will need to contact the manufacturer or an appliance store, and pay them to collect it.

***Oversized Garbage and Items that are Difficult to Dispose Of** include: furniture, bedding, electrical appliances, kitchenware, and household items over a specified size (e.g. chest of drawers, tables, chairs, futons, carpets, bicycles, video cassette recorders, heaters, gas stoves, golf equipment). For more information, please contact the Sanitation Department (*seiso tanto ka*) at your local municipal or ward office.

2 Neighborhood Associations and Children's Clubs

Each area has a self-governed neighborhood association that serves the local community by creating a sense of connection and support. Although membership is voluntary, you are encouraged to join your neighborhood association to get to know your local community better. Local events, such as festivals and recreational activities, are usually advertised by a circular bulletin (*kairanban*) that is handed from door to door. If you receive such a bulletin, read it and pass it on to your neighbor in a timely manner.

Many neighborhood associations have children's clubs for elementary school students. These clubs run activities for children, such as participating in local festivals, sports competitions, radio calisthenics, and excursions.

Monthly membership fees differ for each association.

For more information, please ask your neighbors or contact your local municipal or ward office.

3 Japanese Customs and Etiquette

(1) Household Customs

Genkan: The entrance, known as the *genkan*, is a step lower than the other rooms in the house to prevent dirt on shoes from being brought into the house. When entering the house, be sure to remove your shoes before you step into the main house area. If your host provides indoor slippers, please change into them.

Tatami: The straw mats laid on the floors of Japanese style rooms are called *tatami*. Take your slippers off before entering a tatami room.

Futon: Japanese bedding, known as a *futon*, is laid out on the tatami flooring every night and put away every morning. Since Japan is very hot and humid, it is best to store your futon high off the ground to reduce the amount of moisture absorbed. For hygienic purposes and to extend their life, you should air your futon and blankets out under the sunlight when the weather is good.

Furo: When using the bathtub (*furo* in Japanese), you should wash yourself first before getting into the tub. After washing, Japanese people usually sit in the bath to relax. The water is not changed after each person. Do not drain the water when you leave, as the next person will take a bath using the same water.

Toilets: Most toilets will have slippers allocated for use only in the restroom, separate from the house slippers. Change into and out of them when entering and exiting the toilet. There are two types of toilets in Japan: Western style toilets (seated toilets) and Japanese style toilets (squat toilets).

(2) Gift Giving

It is customary to give small gifts in situations such as the following:

- When moving into a new apartment or house, it is common to introduce yourself to your new neighbors and offer them a small gift (e.g. hand towels).
- When visiting the home of an acquaintance, people usually bring a small gift (e.g. fruit or snacks).
- When traveling for business or for pleasure, it is standard to buy small treats or snacks at your destination to share with your colleagues upon your return.

(3) Celebrations and Ceremonies

Celebrations: In Japan, it is customary to give a gift or money if someone close to you is celebrating an event such as a wedding, birth, or entrance into school or university. When giving money, you should use a special envelope

called *shugibukuro*, which can be bought at stores. The bills should be new and crisp. (You can exchange for new bills at the bank.)

Weddings: Japanese weddings are held at churches, hotels, and shrines. Recently, it is common for weddings to be a combination of both Japanese and Western style ceremonies. Male guests typically wear a black suit with a white shirt and white tie, while female guests wear either a kimono or a formal dress.

Funerals: If someone close to you passes away, you should attend either the wake or the funeral. In Japan, the wake is usually held the night before the funeral. When attending a wake or funeral, you should present a monetary offering for the departed soul in a special envelope called a *koden bukuro* (do not use new bills for this offering) and write your name in the register book. Men attending a funeral typically wear a black suit with a white shirt and black tie; women wear black formal wear. Accessories, with the exception of pearl necklaces, should not be worn.

(4) Tipping

Generally, it is not customary to tip in Japan. High-class restaurants, hotels, and banquet halls include service fees in their bills.

4 Transportation

(1) Trains

There are several methods for paying train fares.

There are different fares for adults and children. Generally, persons 12 years and older will pay the adult fare, and persons 6-11 years old will pay the children's fare. Elementary school students are eligible for the children's fare even if they are 12 years old. For each fare-paying adult or child, up to two children 5 years old and younger can ride free of charge. You will need to pay the children's fare for each subsequent child. Infants under the age of 1 year old can ride free of charge.

Paper ticket: A regular ticket. It can be purchased from ticketing machines at stations.

Commuter Passes (*teiki-ken*): This pass can be used to ride the train as many times as you wish along a specified route. Passes are available in 1, 3, and 6 month periods. The user's name is printed on the pass, and it can only be used by the registered person. Proof of student status is required

Multiple-trip

Tickets:

to purchase a student commuter pass. Please ask a station employee for information about how to purchase this type of pass.

You can buy a bundle of 11 to 14 tickets for the price of 10 for travel on the same specified route. These can be used by people other than the person who bought the tickets. Please note that these tickets have an expiry date/time. You can buy these tickets at station ticket machines or the station office.

*Availability varies by railway company. Please ask a station employee for details.

Suica and PASMO:

Suica and PASMO are IC cards that can be used to board railways and buses simply by tapping the card on the automated ticket gate or bus fare box.

Suica are sold by JR East, and PASMO cards are sold by private railway, subway or bus companies. Both Suica and PASMO cards can be used on JR lines, subways, private railways, and buses.

You can continue to use these cards by topping it up when the remaining balance is low. The initial purchase of either card requires a 500 yen deposit, which can be refunded when the card is returned.

There are three types of Suica and PASMO:

- Commuter Pass: Functions both as a commuter pass and a prepaid card. The user's name is printed on it. This card has your personal information registered on it, and can be reissued for a fee if lost. Children's commuter passes are also available.
- Registered prepaid card: This card has your personal information registered on it, and can be reissued for a fee if lost. Children's passes are also available.
- Blank prepaid card: This card does not have your personal information registered on it, and it cannot be reissued if lost.

* Fares may differ from paper tickets. For details, please ask a station employee.

*If you have the Mobile Suica or Mobile PASMO app, you can use your phone as a Suica or PASMO card. Please check the website of each IC card for more information.

Mobile Suica: <https://www.jreast.co.jp/mobilesuica/>

Mobile PASMO: <https://www.pasmo.co.jp/mp/>

(2) Buses

There are different bus fares for adults and children. Generally, persons 12 years and older will pay the adult fare, and persons 6-11 years old will pay the children's fare. Elementary school students are eligible for the children's fare even if they are 12 years old.

Bus fares for children 5 years old and younger vary depending on the bus company, but usually, for each fare-paying adult or child, up to two children 5 years old or younger can ride free of charge. Each subsequent child will be charged the children's fare. Infants under the age of 1 year old can ride free of charge.

When you pay depends on the type of bus. Generally, for buses with the entrance at the front, you must pay when you board. For buses with the entrance at the middle or back, you will not pay when you board. Instead, take a ticket from the machine at the entrance, which will have a number on it. There will be a screen at the front of the bus displaying numbers and corresponding fares. When you get off the bus, put the fare corresponding to the number on your ticket into the fare box, along with your ticket. If you get on a bus at the first stop of the route, tickets may not be issued. In this case, you will pay the most expensive fare displayed on the board.

You can also use Suica, PASMO, and other IC cards on most buses. If you would like to pay using Suica or PASMO, tap the card reader installed near the door with your IC card to record the location when you board; tap the card reader on the fare box with your IC card when you get off to pay your fare.

Announcements are made for every stop; however, the bus only stops if passengers indicate that they want to get off. Press the buzzer located near the window or hand rail when your stop is announced to let the driver know you want to get off.

(3) Taxis

When a taxi is vacant, a “空車” (*kusha*, vacant) sign will be displayed in red letters in the front windscreen. You can hail a taxi by raising your arm. The taxi fare is shown on the meter next to the driver. There is a surcharge between 10 pm (11 pm in some places) and 5 am. When getting into or out of a taxi, there is no need to open or close the left rear door as it is automatically operated by the driver.

5 Banking

In many cases, you will need a bank account in Japan to receive your salary or pay your rent. To open a bank account, you will usually need personal identification (such as your Residence Card or passport) and a personal seal (*inkan*). Each bank will have different procedures and required documents for opening an account, so please contact the bank where you would like to open an account for more information. For your convenience, it is recommended to also have a cash card made when opening your account so that you can use ATMs.

6 International Exchange and Cooperation

The Saitama International Association (SIA) works to advance international exchange and cooperation on a local level by supporting the international exchange and cooperation activities of prefectural citizens. It also operates a consultation service for foreign residents in Saitama. Furthermore, the Association established the “International Exchange Plaza” to support groups promoting international exchange and cooperation within Saitama, and to provide a place to find information on these groups.



Consultations and Inquiries

Name	Phone	Address	Reception Hours
Saitama International Association https://sia1.jp/	048-833-2992	3F Urawa Godo Chosha 5-6-5 Kitaurawa, Urawa-ku, Saitama-shi	Mon - Fri (Except National Holidays and during the New Year's holiday period) 8:30 - 17:15

7 Tourism

Saitama Prefecture is home to many wonderful attractions. There are numerous sightseeing spots where you can experience the beauty of nature and learn about history and culture, as well as facilities where you can enjoy sports activities.

Saitama Tourism Support Website (multilingual version)

- English: <https://saitama-supportdesk.com/>
Simplified Chinese: <https://saitama-supportdesk.com/zh-hans/>
Traditional Chinese: <https://saitama-supportdesk.com/zh-hant/>
Thai: <https://saitama-supportdesk.com/th/>
Korean: <https://saitama-supportdesk.com/ko/>

Welcome to Sai-no-Kuni - Tourism and Charm

<https://www.pref.saitama.lg.jp/theme/kankou/>

Saitama Cultural Event Information

Information about music, theatre, art, and other cultural events held in Saitama Prefecture is listed here.

<https://event-saitama.jp> (official website)

8 Libraries

In Japan, public libraries are available for anyone to use, free of charge. People who live, work or attend school in Saitama Prefecture can borrow books, magazines, CDs, videos, and DVDs from Saitama Prefectural Libraries. You can make a request at the library in your municipality for an item to be sent over from another library. For more information, please inquire at your local library.

The Saitama Prefectural Kumagaya Library has a Foreign Language Materials Corner. There are also search and consultation (reference) services available if you require assistance locating materials. The library has research and consultation reference services if you require assistance locating materials.



Consultations and Inquiries

Name	Phone	Address	Opening Hours
Saitama Prefectural Kumagaya Library	048-523-6291 Fax: 048-523-6468 E-mail: tosyokan@pref.saitama.lg.jp	5-6-1 Hakoda, Kumagaya-shi	<ul style="list-style-type: none"> General materials, Saitama-related materials, newspapers, magazines, CDs, videos, DVDs Tues - Fri 9:00 - 20:00 (June - Sept) 9:00 - 19:00 (Oct - May) Sat, Sun & holidays 9:00 - 17:00
Saitama Prefectural Kuki Library	0480-21-2659 Fax: 0480-21-2791	85-5 Shimohayami, Kuki-shi	<ul style="list-style-type: none"> Children's materials, etc. Tues - Sun & holidays 9:00 - 17:00
Urawa Branch*, Saitama Prefectural Kumagaya Library	048-844-6165 Fax: 048-844-6166	1 st Floor Prefectural Archives, 4-3-18 Takasago, Urawa-ku, Saitama-shi	Tues - Sun 9:00 - 17:00 *Reception desk for borrowing, returning and photocopying reserved materials (no book collections available)

Saitama Prefectural Library Website

<https://www.lib.pref.saitama.jp/> (Japanese)

<https://www.lib.pref.saitama.jp/foreign/index.html> (中文, 한국 • 조선어판, Tiếng Việt, English, Português, Español, Français, やさしい日本語)

Guide to Using Saitama Prefectural Libraries

中文	https://www.lib.pref.saitama.jp/foreign/docs/chinese_8.pdf
한국 • 조선어판	https://www.lib.pref.saitama.jp/collection/docs/korean.pdf
Tiếng Việt	https://www.lib.pref.saitama.jp/collection/docs/vietnamese.pdf
English	https://www.lib.pref.saitama.jp/collection/docs/english.pdf
Português	https://www.lib.pref.saitama.jp/collection/docs/portuguese.pdf

- Français <https://www.lib.pref.saitama.jp/collection/docs/french.pdf>
 Español <https://www.lib.pref.saitama.jp/collection/docs/spanish.pdf>
 やさしい日本語 <https://www.lib.pref.saitama.jp/collection/docs/japanese.pdf>

List of Public Libraries in Saitama Prefecture

<https://www.lib.pref.saitama.jp/about/post-1.html> (Japanese)

9 Art Museums

The Museum of Modern Art, Saitama, is located in Kita-Urawa Park, a short walk from JR Kita-Urawa Station. Visitors can enjoy a wonderful selection of works, from those of overseas masters, such as Monet, Chagall and Picasso, to contemporary Japanese artists. There are also many stylishly designed chairs on display.



Consultations and Inquiries

Name	Phone & Website	Address	Opening Hours
The Museum of Modern Art, Saitama	048-824-0111 https://pref.spec.ed.jp/momas/	9-30-1 Tokiwa, Urawa-ku, Saitama-shi	10:00-17:30 *Last entry to the exhibition room is at 17:00 *Closed Mondays (Note: Open on National Holidays, substitute holidays, the Golden Week holiday period and Saitama Prefectural Citizen's Day). *Closed during the New Year's holiday period *There may be changes to regular opening hours.

10 Museums

① The Saitama Prefectural Museum of History and Folklore is located in Omiya Park. As a comprehensive museum of humanities specializing in history, folklore, and traditional arts, the museum houses and shows a wide range of materials connected to the history and culture of Saitama Prefecture. In addition, you can participate in experiences such as creating small curved ornamental jade beads, known as *magatama* (which comprise the emblem of Saitama), and dyeing handkerchiefs with indigo.

② The Saitama Prefectural Museum of the Sakitama Ancient Burial Mounds is located within the Sakitama Kofun Cluster, a nationally designated historical site. The museum exhibition

A Guide to Living in Saitama

rooms house countless valuable artifacts unearthed from the burial mounds, including national treasures such as the Musashi Inariyama Kofun artifacts.

③ The Saitama Prefectural Ranzan Historical Museum is located in the Sugaya Yakata castle ruins, a nationally designated historical site. This historical site was home to a samurai residence in the Kamakura period (1185 -1333), followed by a castle during the Sengoku (Warring States) period (1467-1568). The museum provides a place for visitors to learn about Saitama Prefecture in the Middle Ages (approx. 12th to 16th century).

④ The Saitama Museum of Natural History is a comprehensive museum which introduces visitors to Saitama's nature and its development, as well as the relationship between nature and human life. Here, visitors can see fascinating wonders such as an actual *Paleoparadoxia* fossil (a nationally designated natural treasure) and a reconstructed model of a gigantic shark *Carcharodon Megalodon*.

⑤ The Saitama Prefectural Museum of Rivers focuses on the prefecture's main river, the Arakawa River. The museum provides an overview of many aspects of the Arakawa River, including its natural environment, the history of its floods and management, as well as how it was used historically, mainly as a form of transportation. Additionally, the museum also outlines the relationship between the river, its waters and human life.

A Guide to Living in Saitama



Consultations and Inquiries

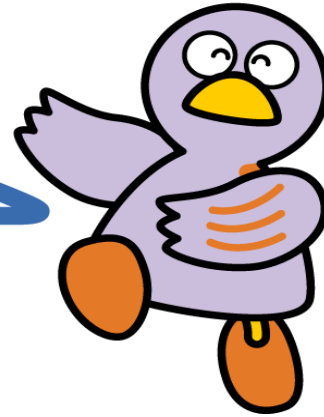
Name	Phone & Website	Address	Opening Hours
① Saitama Prefectural Museum of History and Folklore	048-641-0890 https://saitama-rekimin.spec.ed.jp/	4-219 Takahana-cho, Omiya-ku, Saitama-shi	9:00-16:30 (9:00-17:00 in July and August) *Last entry is 30 minutes before closing. *Closed Mondays (Note: Open on National Holidays, substitute holidays, the Golden Week holiday period and Saitama Prefectural Citizen's Day). *Closed Dec 29 - Jan 1 *There may be changes to regular opening hours.
② The Saitama Prefectural Museum of the Sakitama Ancient Burial Mounds	048-559-1111 https://sakitama-muse.spec.ed.jp/	4834 Saitama, Gyoda-shi	9:00-16:30 (9:00-17:00 in July and August) *Last entry is 30 minutes before closing. *Closed Mondays (Note: Open on National Holidays, substitute holidays, the Golden Week holiday period and Saitama Prefectural Citizen's Day). *Closed during the New Year's holiday period *There may be changes to regular opening hours.
③ Saitama Prefectural Ranzan Historical Museum	0493-62-5896 https://ranzan-shiseki.spec.ed.jp/	757 Sugaya, Ranzan-cho	9:00-16:30 (9:00-17:00 in July and August) *Last entry is 30 minutes before closing. *Closed Mondays (Note: Open on National Holidays, substitute holidays, the Golden Week holiday period and Saitama Prefectural Citizen's Day). *Closed during the New Year's holiday period *There may be changes to regular opening hours.
④ Saitama Museum of Natural History	0494-66-0404 https://shizen.spec.ed.jp/	1417-1 Nagatoro, Nagatoro-machi	9:00-16:30 (9:00-17:00 in July and August) *Last entry is 30 minutes before closing. *Closed Mondays (Note: Open on National Holidays, substitute holidays, the Golden Week holiday period, Saitama Prefectural Citizen's Day, and between July 1 - August 31). *Closed during the New Year's holiday period *There may be changes to regular opening hours.
⑤ Saitama Museum of Rivers	048-581-7333 https://www.river-museum.jp/	39 Kozono, Yorii-machi	9:00-17:00 (Extended opening hours during the summer holiday period) *Last entry is 30 minutes before closing. *Closed Mondays (Note: Open on National Holidays, substitute holidays, the Golden Week holiday period, Saitama Prefectural Citizen's Day, and during the summer holiday period). *Closed during the New Year's holiday period

A Guide to Living in Saitama

Name	Phone & Website	Address	Opening Hours
			*There may be changes to regular opening hours.

Chapter 12

Consultation Services



Saitama's Prefectural Mascot,
Kobaton

- 1 General Consultations
- 2 Specialized Consultations

1 General Consultations

Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
Saitama Information & Support (SIS) 3F Urawa Godo Chosha (within the Saitama International Association)	048-833-3296 https://sia1.jp/foreign/advice/	English Chinese Spanish Portuguese Korean Tagalog Thai Vietnamese Indonesian Nepali Russian Ukrainian Easy Japanese	Mon - Fri *Excluding National Holidays and the New Year's holiday period *Appointments required for in-person consultations about the immigration system, labor issues, legal issues, and welfare issues.	9:00 - 16:00
Saitama Prefectural Center for Promotion of Gender Equality (With You Saitama) *Consultations regarding various concerns you may have, including interpersonal relations, family, spousal relations, and difficulties you are experiencing in your life	048-600-3800 http://www.pref.saitama.lg.jp/withyou/counsel/guide.html	Japanese	Mon - Wed, Fri, Sat Sunday, National Holidays (including substitute holidays) *Closed on Thursdays and during the New Year's holiday period	9:30 - 20:30 9:30 - 17:00

A Guide to Living in Saitama

Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
Ageo City Hall Hello Corner Mon: 1F, 3 rd Annex	048-775-5111 (ext. 810)	(Face-to-Face) Spanish		9:00 - 12:00, 13:00 - 16:00
	https://www.city.ageo.lg.jp/page/4-hc.html	(Face-to-Face) English	Monday	9:00 - 12:00
	(For email consultations in Vietnamese)	(Face-to-Face) Chinese	(Excluding National Holidays and the New Year's holiday period)	13:00 - 16:00
	https://www.city.ageo.lg.jp/ques/questionnaire.php?openid=295&check	(Face-to-Face) Portuguese		
		(Email) Vietnamese	-	-
		An interpreter can be provided over the phone for visitors in: English, Chinese, Spanish, Portuguese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Hindi, Mongolian, Burmese	Mon - Fri The second and fourth Saturday of each month	8:30 - 17:00
Consultation Service for Foreign Residents (within the Regional Development Division) Iruma City Hall 2F Building A	04-2964-1111 (ext. 2147)	English	Every Tuesday	9:00 - 12:00
	https://www.city.irusaitama.jp/kurashi/gaikoku/kakushusodan/sodan/gaikoku/6050.html	Spanish	The second and fourth Friday* of every month (*by appointment only) Wednesday	
	Chinese	The first Thursday of every month		

A Guide to Living in Saitama

Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
<p>Kawaguchi City Multicultural Coexistence Office</p> <p>(M4 floor, Cupo-La Main Building)</p> <p>*Basic consultations about everyday life</p>	<p>048-227-7607</p> <p>https://www.city.kawaguchi.lg.jp/soshiki/01060/020/4/3584.html</p>	<p>Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portuguese, Spanish, Hindi, French, Russian, Burmese, Khmer, German, Italian, Malay, Mongolian, Sinhalese</p> <p>(Consultation times vary for each language.)</p>	<p>Tues - Sat</p> <p>*Closed on National Holidays and during the New Year's holiday period</p> <p>An international relations/foreign consultant will be available on the following days:</p> <ul style="list-style-type: none"> • Tues - Sat: English, Chinese • Tuesday: Tagalog • Wednesday: Korean • Second and fourth Saturday of every month: Vietnamese 	<p>9:00 - 12:00, 13:00 - 17:15</p>
<p>Kawaguchi City Hall Main Building 2</p> <p>(Public Services Division Service Counter)</p>	<p>048-258-1110</p>	<p>Japanese English Chinese Turkish</p> <p>*Turkish language availability subject to change</p>	<p>Every Thursday</p>	<p>10:00 - 12:00, 13:00 - 16:00</p>
<p>Kawaguchi City Hall</p> <p>Consultation Services about General Procedures for Foreign Residents</p> <p>*Consultations with an administrative lawyer</p>	<p>048-259-9037 048-259-9038 (Consultation Office for Citizens)</p>	<p>Japanese</p> <p>*By appointment only</p>	<p>Third Wednesday of every month</p>	<p>13:30 - 16:00</p>

A Guide to Living in Saitama

Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
International Center, Kawagoe City Hall (5F, Kurasse Kawagoe)	049-228-7723 https://www.city.kawagoe.saitama.jp/kurashi/bunka/1003482/1003508/1003509.html	Japanese, Vietnamese	The first and third Saturday of every month	13:00 - 18:00
		Japanese, Chinese	The second and fourth Monday of every month	
		Consultations regarding status of residence (in Japanese)	The fourth Saturday of every month	
		Legal Consultations (in Japanese) *Appointments available	The fourth Friday of every month	
Regional Activity Promotion Division, Gyoda City Hall	048-556-1111 (ext. 251) https://www.city.gyoda.lg.jp/kurashi/gaikoku/11561.html	Japanese, English, Spanish, Portuguese Machine translation available for multiple languages	Mon - Fri *Excluding National Holidays and the New Year's holiday period	8:30 - 17:15
Consultation Service for Foreign Residents Regional Development Division 2F Hanyu City Hall	048-561-1121 https://www.city.hanyu.lg.jp/docs/2025031300026/	Machine translation available	Mon - Fri	8:30 - 17:15

A Guide to Living in Saitama

Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
Public Services Division 3F Main Building Kuki City Hall	0480-22-1111 https://www.city.kuki.lg.jp/machizukuri/kyodo/kokusai-koryu/1004933.html	Japanese, English *Machine translation/video interpreting available for the following languages: Japanese, English, Chinese, Korean, Portuguese, Spanish, Hindi, Thai, Nepali, Filipino, Vietnamese, French, Russian, Indonesian, Khmer, Mongolian, Ukrainian, Burmese, Malay	Mon - Fri *Excluding National Holidays and the New Year's holiday period	9:00 - 12:00 13:00 - 16:30
Public Services Division 3F Main Building Koshigaya City Hall	048-963-9114 https://www.city.koshigaya.saitama.jp/kurashi_shisei/kurashi/kokusaika/soudan/gaikokujin_soudan_madoguchi.html	Japanese, English, Chinese, Vietnamese, Filipino Machine translation available for multiple languages	Mon - Fri	9:00 - 16:30

A Guide to Living in Saitama

Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
Koshigaya City Community Activity Support Center (5F B City, Koshigaya Twin City)	048-969-2750 https://koshigayaci.machikatsu.co.jp/as-koshigaya/index.html	English, Chinese *For other languages, please contact us about availability.	Everyday (Excluding the New Year's holiday period) *Consultations with an administrative lawyer on the third Wednesday of every month *Consultations with a lawyer on the fourth Wednesday of every month *Specialized consultations are by appointment only	10:00 -16:30
2F Omiya Ward Office Saitama City	048-646-3097 (Consultation Office for Citizens) *Closed on National Holidays and during the New Year's holiday period	English, Tagalog Korean English, Vietnamese Chinese	Monday Tuesday Wednesday Thursday	9:00 - 12:00
Saitama Tourism and International Relations Bureau (STIB) (Public Corporation) International Exchange Center 9F Comunale (PARCO), East Exit of Urawa Station Services such as interpreting over the phone are available in over 20 languages. *Closed on Sundays, National Holidays, and during the New Year's holiday period	048-887-1506 https://stib.jp/international/consult/	Japanese Chinese English	Mon - Thurs Tuesday Wednesday	10:00 - 17:00 (reception closes at 16:30) 9:00 - 12:00, 13:00 -15:00 (reception closes at 14:00) 9:00 - 12:30, 13:00 - 14:30 (reception closes at 14:00)

A Guide to Living in Saitama

Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
		Korean	Thursday	9:00 - 12:00, 13:00 - 15:00 (reception closes at 14:00)
<p>Consultation and Support Center for Foreign Residents</p> <p>Sayama International Friendship Association (SIFA)</p> <p>Sayama City Hall 2F Local Culture Division</p>	<p>04-2952-4584</p> <p>https://www.sifa.saitama.jp/</p>	<p>English, Other languages using Pocketalk translation device</p> <p>Consultations regarding everyday life, law, etc.</p> <p>An interpreter will accompany you to the relevant division for the consultation.</p>	<p>Monday, Wednesday, Friday</p>	<p>9:00 - 16:00</p>
<p>Application and Consultation Support for Foreign Residents</p> <p>Community Activities Promotion Department, Shiki City Hall</p>	<p>048-473-1468</p> <p>By appointment only outside of regular days of operation</p> <p>https://www.city.shiki.lg.jp/soshiki/12/2332.html</p>	<p>English</p> <p>Chinese</p> <p>Vietnamese, Spanish, Portuguese, Nepali, Hindi (by appointment only)</p>	<p>The third Tuesday of every month</p> <p>The third Monday of every month</p>	<p>10:00 - 12:00</p> <p>10:00 - 12:00</p>
<p>International Consultation Corner</p> <p>Soka City Hall</p>	<p>048-922-2970</p> <p>https://www.city.soka.saitama.jp/cont/</p>	<p>English, Chinese, *Spanish, Korean, Thai, French, and</p>	<p>Monday, Wednesday, Friday</p>	<p>9:00 - 17:00</p>



A Guide to Living in Saitama

Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
	s1402/010/020/030/01.html	Tagalog consultations are by appointment only *A translation device is always available.	Tuesday, Thursday	By appointment only
Citizens Consultation Division Tokorozawa City Hall	04-2998-9092 https://www.city.tokorozawa.saitama.jp/kurashi/soudan/shiminsoudan/soudan20200311091647560.html	Chinese English, Tagalog	The first and third Thursday of every month The second and fourth Thursday of every month	10:00 - 12:00 (reception closes at 11:30)
Consultation Center for Foreign Residents of Toda City Toda City Hall 3F Cooperation Promotion Division	048-441-1800 (ext. 483) https://www.city.toda.saitama.jp/soshiki/192/community-gaikokujin-soudan.html	English Chinese *Availability subject to change. *A translation device is always available.	Monday, Wednesday Tuesday, Thursday, Friday	9:00 - 12:00, 13:00 - 17:00
Toda International Friendship Association (TIFA) (Public-Interest Foundation) Toda City Hall 2F Nizominami Building ① Consultation center for foreign residents about everyday life or other concerns	048-434-5690 https://toda-tifa.com/for-foreign-residents/	① Japanese, English, Chinese	① Tues - Sun	① 8:45 - 17:30

A Guide to Living in Saitama

Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
② Law consultations for foreign residents		② Japanese, English, Chinese *For other languages, please contact us about availability. (Appointments can be made over the phone or at the front desk up until 12:00 the day before)	② The second Wednesday of every month	② 14:00 - / 15:00 - / 16:00 - *3 sessions per day
Local Development Division Hanno City Hall	https://www.city.hanno.lg.jp/kurashi_saikatsukankyo/shiminanosodammadoguchi/6543.html	Multiple languages available via Pocketalk translation device	Mon- Fri *Excluding National Holidays	8:30 - 17:15
Fujimi City Hall	049-251-2711 (ext. 272) (Consultations about everyday life for foreign residents) https://www.city.fujimi.saitama.jp/kurashi_tetsuzuki/01soudan/2010-0517-1125-137.html	English, Chinese, Korean, Tagalog, Spanish, Vietnamese, Nepali *For other languages, please contact the organisation for more information.	Thursday (by appointment only) Friday	13:00 - 16:00 10:00 - 13:00
Fujimino City Hall	049-269-6450 (Fujimino International Cultural Exchange Center)		Monday, Friday	13:00 - 16:00
Miyoshi Town Hall			Tues - Thurs	10:00 - 16:00
Fujimino International Cultural Exchange Center	049-269-6450 049-256-4290		Monday Thursday Mon - Fri	10:00 - 13:00 13:00 - 16:00 10:00 - 16:00

A Guide to Living in Saitama

Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
(FICEC) 5-4-25 Kamifukuoka, Fujimino-shi, 356-0004	http://www.ficec.jp/		Saturday and Sunday	13:00 - 16:00
Consultations through the chat function in Wakaru (Yokoze Town application that provides information about everyday life) Yokoze Town Office • Android  • iOS 	0494-25-0112 https://yokoze.wakaru.world/ja/home	English, Chinese, Korean, Vietnamese, Nepali, Thai, Tagalog, Burmese, Spanish	Mon - Fri *Excluding National Holidays	Available 24 hours *The town office will reply between 9:00 - 17:00
Foreign Resident Consultation Center (Community Cooperation Division) Warabi City Hall 1F	048-433-7745 https://www.city.warabi.saitama.jp/sogogakushu/koukyu/1006312/1007155.html	English, Chinese Multiple languages available via an audio translation device	Mon - Fri *Excluding National Holidays	9:00 - 17:00

2 Specialist Consultations

Name and Location	Telephone	Languages available	Days of Operation	Business Hours
<p>Legal Consultation Center Saitama Bar Association</p> <p>Foreigners can use this service for free up to two times</p> <p>(Legal counseling service for foreigners)</p>	<p>048-710-5666</p> <p>https://www.saiben.or.jp/soudan/consultation/foreiner.html</p>	<p>Appointment: Japanese only</p> <p>*If you call the Saitama International Association, you may be able to set up a consultation appointment in your language</p> <p>Consultations: We will look for an interpreter who speaks your language. (We may not be able to provide an interpreter in some cases)</p>	<p>To make an appointment: Mon – Fri</p> <p>*Excluding National Holidays and the New Year's holiday period</p> <p>Saturday (Saitama Bar Association only)</p> <p>Consultation days: Wednesday, Friday</p>	<p>Saitama Bar Association 9:00 - 17:00</p> <p>Saitama International Association 9:00 – 16:00</p> <p>9:30 - 11:30</p> <p>13:00 - 16:00</p>
<p>Houterasu Saitama (Japan Judiciary Support Center, Saitama Branch Office)</p> <p>① Information (by phone and in-person) Depending on the nature of</p>	<p>0570-078312 (From an IP phone, please call 0503383-5375)</p> <p>https://www.houterasu.or.jp/site/chihoujimusho-saitama/</p>	<p>① Information: Japanese only</p> <p>② Free legal consultation: We will look for an interpreter who</p>	<p>① Information Mon – Fri</p> <p>*Excluding National Holidays and the New Year's holiday period</p>	<p>Phone: 9:00 - 17:00</p> <p>In-person: 9:00 – 16:30</p>

A Guide to Living in Saitama

Name and Location	Telephone	Languages available	Days of Operation	Business Hours
<p>the inquiry, we can provide free information about Japan's legislative systems or bar associations to help resolve the problem (telephone charges apply).</p> <p>② Free Legal Consultations (in-person) Persons who meet certain conditions (e.g. income) can receive consultations free of charge (30 minutes per consultation. There is a maximum of three consultations for a single issue. Consultations are limited to civil cases).</p>		<p>speaks your language. (We may not be able to provide an interpreter in some cases) *By appointment only</p>	<p>② To make an appointment for a free legal consultation: Mon – Fri</p> <p>*Excluding National Holidays and the New Year's holiday period</p> <p>*The reception to make appointments begins from Monday of the week prior to the day of the appointment. In the case of that Monday being a holiday, reception to make appointments (for the following week) will be available from the next business day</p> <p>Legal Consultation Days: The second and fourth Wednesday of every month</p> <p>*Closed on National Holidays and during the New Year's holiday period</p>	<p>To make an appointment: 9:00 – 17:00</p> <p>Legal Consultations: 13:00 - 16:20</p>

A Guide to Living in Saitama

Name and Location	Telephone	Languages available	Days of Operation	Business Hours
<p>Houterasu Multilingual Information Service</p> <p>*If you require assistance in a foreign language, Houterasu can provide information and make counseling appointments through an interpreter (telephone charges apply).</p>	0570-078377	<p>Phone: Chinese, English, Spanish, Portuguese, Korean, Vietnamese, Tagalog, Nepali, Thai, Indonesian</p>	<p>Phone consultations: Mon - Fri</p> <p>*Closed on National Holidays and during the New Year's holiday period</p>	9:00 - 17:00
<p>Nikkei Consultation Center</p> <p>The Association of Nikkei and Japanese Abroad</p>	<p>045-211-1788</p> <p>https://jadesas.or.jp/jp/kokunai1/</p>	<p>Japanese, Portuguese, Spanish</p>	<p>Mon - Fri *Excluding National Holidays</p>	14:00 - 17:30
<p>Police General Consultation Center, Saitama Prefectural Police Headquarters</p> <p>(We accept various consultations, as well as feedback and requests regarding police activities.)</p>	<p>#9110 (Rotary dial telephones and some IP phones will not be able to call this number.)</p> <p>or 048-822-9110</p> <p>Saitama Prefectural Police website: https://www.police.pref.saitama.lg.jp</p>	Japanese	24 hours, 7 days a week	<p>24 hours a day</p> <p>*On weekdays after 17:15, weekends, National Holidays, and during the New Year's holiday period, your call will be automatically transferred to the Saitama Prefectural Police Headquarters.</p>
<p>Saitama Prefectural Police Support Center for Victims of Crime</p> <p>3F Lamza Tower 1-10-1 Numakage, Minami-ku, Saitama-shi</p>	<p>① 0120-381-858 (Consultations for victims of crimes and accidents, as well as their family members)</p> <p>Saitama Prefectural Police website: https://www.police.pref.saitama.lg.jp</p>	<p>Japanese (In some cases, we may be able to find an interpreter for your language)</p> <p>Japanese</p>	<p>Mon - Fri (Excluding National Holidays, substitute holidays, and the New Year's holiday period)</p>	8:30 - 17:15

A Guide to Living in Saitama

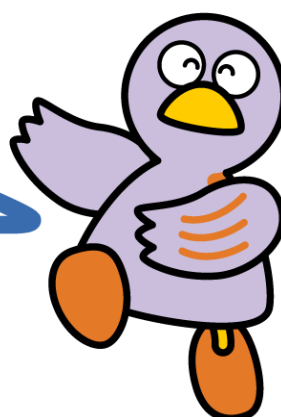
Name and Location	Telephone	Languages available	Days of Operation	Business Hours
	<p>② #8103 (Sexual Crime Consultation Hotline (Heart-san))</p> <p>or</p> <p>0120-83-8103 (Consultations for persons who have been victims of sexual crimes and their family members)</p>		24 hours, 7 days a week	<p>24 hours a day</p> <p>*On weekdays after 17:15, weekends, National Holidays, substitute holidays, and during the New Year's holiday period, your call will be automatically transferred to the Saitama Prefectural Police Headquarters.</p>
<p>Saitama Prefectural Police Youth Support Center (3F Lamza Tower, 1-10-1 Numakage, Minami-ku, Saitama-shi)</p> <p>(We offer psychological counseling services to adolescents and their parents/carers regarding various adolescent issues, such as delinquency, bullying, criminal damage, etc.)</p>	<p>048-865-4152 (For parents/carers)</p> <p>048-861-1152 (For adolescents - Youth Telephone Corner)</p> <p>Saitama Prefectural Police website https://www.police.pref.saitama.lg.jp</p>	Japanese	Mon - Fri (Excluding National Holidays, substitute holidays, and the New Year's holiday period)	8:30 - 16:15
<p>Railroad Police Unit, Saitama Prefectural Police Headquarters</p> <p>*Consultations provided regarding groping on trains or in railway facilities</p>	048-641-0599	Japanese	24 hours, 7 days a week	<p>24 hours a day</p> <p>*A female police officer may not always be available.</p>

A Guide to Living in Saitama

Name and Location	Telephone	Languages available	Days of Operation	Business Hours
<p>Saitama District Legal Affairs Bureau</p> <p>① Foreign language human rights hotline</p> <p>② Foreign language counseling services about human rights on the internet</p>	<p>① 0570-090-911</p> <p>② https://www.moj.go.jp/JINKEN/jinken21.html#01</p>	<p>①② Chinese, Korean, English, Tagalog, Portuguese, Vietnamese, Nepali, Spanish, Indonesian, Thai</p>	<p>① Mon - Fri (Excluding National Holidays and the New Year's holiday period)</p>	<p>① 9:00 - 17:00</p>
<p>Saitama Prefectural Spousal Violence Counseling and Support Center (Center for Promotion of Gender Equality)</p> <p>*Consultations regarding domestic or dating violence</p>	<p>048-600-3700</p>	<p>Japanese</p>	<p>Mon - Wed, Friday, Saturday</p> <p>Sunday, National Holidays (including substitute holidays)</p> <p>*Closed Thursdays and during the New Year's holiday period</p>	<p>9:30 - 20:30</p> <p>9:30 - 17:00</p>
<p>Foundation for the Welfare and Education of the Asian People Refugee Assistance Headquarters (RHQ)</p>	<p>For Indochinese refugees, persons granted refugee status under the Convention, and resettled refugees: 0120-090-091</p> <p>For persons eligible for complementary protection: 0120-400-250</p> <p>For persons applying for refugee status recognition: 0120-925-357</p>	<p>Japanese, English, French, Vietnamese, Burmese, Ukrainian</p> <p>*For consultations in other languages, please contact the organisation in advance.</p>	<p>Mon - Fri</p>	<p>10:00 - 12:00, 14:00 - 16:00</p>

Chapter 13

Municipal Offices



Saitama's Prefectural Mascot, Kobaton

See the Saitama Prefectural Government's website for a list of municipal websites:

<https://www.pref.saitama.lg.jp/a0301/wwwlink.html>

Name (In alphabetical order)	Phone	Address	Number of Foreign National Residents*
1 Ageo City	048-775-5111	3-1-1 Hon-cho	5,559
2 Asaka City	048-463-1111	1-1-1 Hon-cho	5,126
3 Chichibu City	0494-22-2211	8-15 Kumagimachi	786
4 Fujimi City	049-251-2711	1800-1 Ooaza-Tsuruma	3,668
5 Fujimino City	049-261-2611	1-1-1 Fukuoka	3,739
6 Fukaya City	048-571-1211	11-1 Naka-cho	4,271
7 Gyoda City	048-556-1111	2-5 Honmaru	2,495
8 Hanno City	042-973-2111	1-1 Ooaza-Namiyanagi	1,533
9 Hanyu City	048-561-1121	6-15 Higashi	2,614
10 Hasuda City	048-768-3111	2799-1 Ooaza-Kurohama	1,045
11 Hatoyama Town	049-296-1211	184-16 Ooaza-Mamedo	167
12 Hidaka City	042-989-2111	1020 Ooaza-Minami-Hirasawa	1,335
13 Higashi-Chichibu Village	0493-82-1221	634 Ooaza-Mido	10
14 Higashimatsuyama City	0493-23-2221	1-1-58 Matsuba-cho	4,127
15 Honjo City	0495-25-1111	3-5-3 Honjo	3,358
16 Ina Town	048-721-2111	4-355 Chuo	845
17 Iruma City	04-2964-1111	1-16-1 Toyooka	3,425
18 Kamikawa Town	0495-77-2111	909 Ooaza-Uedake	686
19 Kamisato Town	0495-35-1221	5518 Ooaza-Shichihongi	1,497
20 Kasukabe City	048-736-1111	7-2-1 Chuo	6,779
21 Kawagoe City	049-224-8811	1-3-1 Motomachi	11,496
22 Kawaguchi City	048-258-1110	2-1-1 Aoki	48,843
23 Kawajima Town	049-297-1811	870-1 Ooaza-Shimoyatsubayashi	491
24 Kazo City	0480-62-1111	2-1-1 Mitsumata	3,919
25 Kitamoto City	048-591-1111	1-111 Hon-cho	1,097
26 Koshigaya City	048-964-2111	4-2-1 Koshigaya	9,356
27 Konosu City	048-541-1321	1-1 Chuo	2,889
28 Kuki City	0480-22-1111	85-3 Shimohayami	4,504

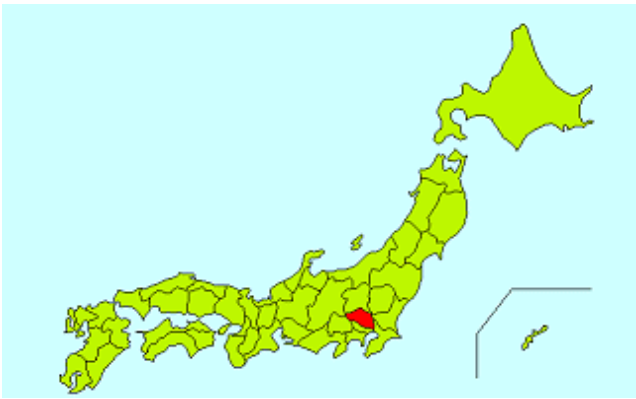
A Guide to Living in Saitama

Name (In alphabetical order)	Phone	Address	Number of Foreign National Residents*
29 Kumagaya City	048-524-1111	2-47-1 Miya-cho	5,379
30 Matsubushi Town	048-991-2711	2424 Ooaza-Matsubushi	703
31 Minano Town	0494-62-1230	1420-1 Ooaza-Minano	115
32 Misato City	048-953-1111	648-1 Hanawada	7,097
33 Misato Town	0495-76-1111	323-1 Ooaza-Kibe	237
34 Miyashiro Town	0480-34-1111	1-4-1 Kasahara	603
35 Miyoshi Town	049-258-0019	1100-1 Ooaza-Fujikubo	1,110
36 Moroyama Town	049-295-2112	2-1 Chuo	888
37 Nagatoro Town	0494-66-3111	1035-1 Ooaza-Hon-Nogami	53
38 Namegawa Town	0493-56-2211	750-1 Ooaza-Fukuda	686
39 Niiza City	048-477-1111	1-1-1 Nobitome	5,167
40 Ogano Town	0494-75-1221	89 Ogano	165
41 Ogawa Town	0493-72-1221	55 Ooaza-Otsuka	470
42 Ogose Town	049-292-3121	900-2 Ooaza-Ogose	210
43 Okegawa City	048-786-3211	1-3-28 Izumi	1,381
44 Ranzan Town	0493-62-2150	1030-1 Ooaza-Sugiyama	768
45 Saitama City	048-829-1111	6-4-4 Tokiwa,Urawa-ku	35,211
46 Sakado City	049-283-1331	1-1-1 Chiyoda	3,962
47 Satte City	0480-43-1111	4-6-8 Higashi	1,655
48 Sayama City	04-2953-1111	1-23-5 Irumagawa	3,809
49 Shiki City	048-473-1111	1-1-1 Nakamuneoka	2,422
50 Shiraoka City	0480-92-1111	432 Sendano	995
51 Soka City	048-922-0151	1-1-1 Takasago	11,603
52 Sugito Town	0480-33-1111	2-9-29 Seiji	865
53 Toda City	048-441-1800	1-18-1 Kamitoda	8,998
54 Tokigawa Town	0493-65-1521	2490 Ooaza-Tamagawa	239
55 Tokorozawa City	04-2998-1111	1-1-1 Namiki	7,975
56 Tsurugashima City	049-271-1111	16-1 Ooaza-Mitsugi	2,141
57 Wako City	048-464-1111	1-5 Hirosawa	3,155
58 Warabi City	048-432-3200	5-14-15 Chuo	9,661
59 Yashio City	048-996-2111	1-2-1 Chuo	5,179
60 Yokoze Town	0494-25-0111	4545 Ooaza-Yokoze	90
61 Yorii Town	048-581-2121	1180-1 Ooaza-Yorii	1,002
62 Yoshikawa City	048-982-5111	1-1 Kiyomino	2,462
63 Yoshimi Town	0493-54-1511	411 Ooaza-Shimohosoya	266
Total			262,382

Note:

*Figures taken from a statistics report on the foreign nationals residing in Japan by the Ministry of Justice in December 2024.

Chapter 14 Profile of Saitama Prefecture



- 1 Map of Municipalities
- 2 Symbols
- 3 Sister States and Provinces

1 Map of Municipalities



Land Area:	3,797.75 km ² (“Municipality Area Statistics,” Geospatial Information Authority of Japan, as of July 1, 2025)
Number of Municipalities:	Cities: 40 Towns: 22 Villages: 1
Total Population:	7,322,991 (Estimated population as of October 1, 2025)
Number of Foreign Residents:	262,382 (As of December 2024; Surveyed by the Immigration Services Agency of Japan)
Average Yearly Temperature:	17.2°C (Japan Meteorological Agency website, 2024)

- ※ Other data: “Sai no Kuni Statistics and Information Center” (Statistics Portal website, Saitama Prefectural Government) <http://www.pref.saitama.lg.jp/theme/tokei/>
- ※ Profile of Saitama Prefecture (Prefectural Citizen’s Affairs Division website, Saitama Prefectural Government) <https://www.pref.saitama.lg.jp/a0314/saitama-profile/index.html>

2 Symbols

(1) Nickname

Saitama Prefecture's nickname is “*Sai no Kuni*”, which means "the land of many colors".

This nickname was chosen as a phrase to build a sense of familiarity and affection towards Saitama. It is representative of the diverse characteristics and beauty of Saitama Prefecture, an area blessed with bountiful nature that changes with the four seasons, as well as its development across various fields, such as industry, culture, and the arts and sciences.






(2) Prefectural Emblem

The emblem of Saitama Prefecture is a circle composed of 16 comma-shaped beads called *magatama*. *Magatama* were valued by people from ancient times as ornamental objects. The circular *magatama* design represents the sun, development, passion, and strength.



(3) Prefectural Symbols

Saitama Prefecture, blessed with abundant nature, has designated a local and familiar bird, tree, flower, butterfly, and fish as prefectural symbols.

Prefectural bird “ <i>Shirakobato</i> ” (Eurasian collared dove)	Prefectural tree “ <i>Keyaki</i> ” (Japanese elm)	Prefectural flower “ <i>Sakurasou</i> ” (Japanese primrose)	Prefectural butterfly “ <i>Midorishijimi</i> ” (<i>Neozephyrus japonica</i>)	Prefectural fish “ <i>Musashi-tomiyo</i> ” (Musashi ninespine stickleback)
				

(4) Kobaton and Saitamatch, the Saitama Prefectural Mascots

Inspired by the prefectural bird *shirakobato* (Eurasian collared dove), Kobaton was designated as Saitama's first prefectural mascot in 2005. Known for its cute expressions, Kobaton travels far and wide, and has appeared in movies, flown into space on a space shuttle, and lent its name to an asteroid. As both the prefectural mascot and the leader of the Yurutama Cheering Squad, Kobaton flies around promoting Saitama Prefecture to everyone.

Saitamatch, Saitama's second mascot, was born on Saitama Prefectural Citizens Day, November 14, 2014. Saitamatch's trademark features are its cute, round eyes and striped stomach. Together with Kobaton, Saitamatch enthusiastically promotes Saitama Prefecture.



Kobaton and Saitamatch

For more information on Saitama's Mascots, Kobaton and Saitamatch, see the Saitama Prefectural Government Prefectural Citizen's Affairs Division website:






<https://www.pref.saitama.lg.jp/kense/saitamaken/kobaton/index.html>

3 Sister States and Provinces

Saitama Prefecture has currently established friendship- and sister-state relationships with five states and provinces, promoting various exchanges.

For more information on Sister States and Provinces of Saitama Prefecture, see the Saitama Prefectural Government International Division website:

<https://www.pref.saitama.lg.jp/a0306/kouryukyoryoku/shimaiyuko.html>

State of Mexico (Mexico)	Shanxi Province (China)	Queensland (Australia)	Ohio (U.S.A.)	State of Brandenburg (Germany)
				

The above illustrations of Kobaton are associated with each sister state and province.