

Special Fixed-Sum Government Cash Benefits FAQ

- 1) Q: If I'm not registered in the Basic Resident Register, will I not be able to receive my benefit?**

A: Even if you are not registered in the Basic Resident Register of any municipality as of April 27, 2020, you are eligible to receive the benefit if you submit the paperwork for resident registration in the municipality you currently live in and are listed in the Basic Resident Register after April 27.

- 2) Q: Are children born on April 27 (the reference date) eligible to receive the benefit?**

A: Yes. However, children born on or after April 28 are not eligible.

- 3) Q: Are those who passed away after the reference date eligible to receive the benefit?**

A: If the head of the household (who is entitled to apply for and receive the benefit) passes away after the reference date without applying for the benefit, another member of their household can apply for and receive the benefit (including the amount for the deceased head of household). For those who pass away in single-member households (where they are the head of household by default), as there is no one to receive the benefits, they will not be provided.

- 4) Q: I lived in Japan at the time of the reference date; will I not be able to receive my benefit if I'm not currently registered in the Basic Resident Register?**

A: If you submit paperwork to reinstate your Resident Record at your local ward office and the record is reinstated (even after the reference date), then you ARE eligible to receive the benefit.

- 5) Q: Can only the head of household apply online?**

A: In order to prevent the benefit from being transferred to an account which the head of household has no access to (through online application by another member

of the same household who has a My Number Card), only the head of household may apply online.

6) Q: Can I apply online before the postal application arrives?

A: As you do not need the postal application to apply online, there is no need to wait for the postal application before applying online.

However, if you are applying for the hard plastic My Number Card for the first time, it will take about two months to be issued. If you do not have a My Number Card, your application will be processed faster if you apply for your benefit via post.

7) Q: Will I receive my benefit faster if I apply at my local ward office?

A: As it will take time to confirm the application form and verification documents, you will not necessarily receive the benefit faster by applying in person. As a general rule, applications made in person at ward offices will NOT be accepted. The postal/online application system is meant to prevent the spread of infection, and we appreciate your understanding and cooperation.

8) Q: When will I receive my benefit?

A: After you submit your application and verification documents, we will transfer the benefit into your bank account AFTER we have confirmed your application. As a result, you will receive the benefit about one month after submitting your application.

We will transfer benefits to those who have correctly filled in their applications and provided the correct copies of verification paperwork **beginning June 12 (Fri)**.

For those who use the My Number Card online application method, we will transfer benefits beginning May 25 (Mon).

9) Q: What verification paperwork do I need to apply?

A: You will need copies of your bank account information (bank book, ATM card, etc) and photo ID (driver's license, Individual Number (My Number) Card, passport, Special

Permanent Residence Certificate, Residence Card, etc).

10) Q: Is the Special Fixed-Sum Government Cash Benefit subject to tax?

A: By law, the benefit is tax-free.

11) Q: I received an email about the benefit – is this legitimate?

A: At this point in time, the City of Hiroshima/Ministry of Internal Affairs and Communications (MIC) has NOT sent out emails regarding the benefit. The City of Hiroshima and MIC will NEVER send you direct emails about the benefit, so please beware of scammers looking to take advantage of the situation.