

# “Okuyami” Guide: An Administrative Guide for Procedures after a Death

## How to Use this Guide

Checklist of procedures for City Hall, Ward Offices and Branch  
Offices

- Check the necessary procedures on pages 3 to 10.



Open the page corresponding to the procedure that you checked and  
read the process.

\* Please prioritise and start with procedures that must be completed

We offer our condolences to the bereaved family  
for their loss

The family of the deceased will need to submit a Notification of Death as well as other documents to carry out various procedures regarding inheritance, pension, and insurance.

Hamamatsu City has made this administrative guide in the hopes that it would lighten the burdens of the bereaved family members who need to carry out these procedures.

We hope that it proves useful.

Hamamatsu City Government

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The administrative information in this guide is accurate as of January 2024.

There may be changes to the contents due to social conditions. If you have any questions regarding any of the procedures, please enquire at the relevant divisions in charge. Thank you for your understanding.

# 1. Submission of Notification of Death and Cremation

In general, a Notification of Death has to be submitted within 7 days from the day of death by an eligible person. A representative can submit it on your behalf. It is common for the representative of the funeral company to bring the Notification of Death when they come to carry out the cremation procedures.

Once the Notification of Death has been submitted, various certificates can be issued at administrative organizations. Please continue reading for more information.

# 2. Issuance of Certificates after the Submission of the Notification of Death

In this section, we outline the estimated time taken to issue the certificates for the deceased and how to acquire these after submission of the Notification of Death. Various applications such as pension and insurance, as well as procedures for inheritance require documents to prove the person in question on the certificates has passed away, so please read the explanations carefully.

## Estimated Time Before Issuance of Certificates

The number of days before the family register and Certificate of Residence can be issued differs depending on where the Notification of Death was submitted.

### **Family Register Certificate of Records**

\*For Japanese nationals only.

**Submission of Notification of Death at the Ward Office of Permanent Residence** → You can request this certificate 5 days after the next business day following the date that the Notification of Death was filed (the number of days required will differ if the submission is filed around consecutive holidays such as New Year or Golden Week, etc.).

**Submission of Notification of Death at Local Government Offices Outside of Permanent Residence** → It will require time before the family register is updated after you file the Notification of Death. Please enquire at the local government office of the deceased's permanent residence for more information.

### **Copy of Certificate of Residence**

\*For those with an address in Hamamatsu City.

**Submission of Notification of Death at Ward Offices within Hamamatsu City** → You can request this certificate 2 days after the next business day following the date that the Notification of Death was filed.

**Submission of Notification of Death at Local Government Offices Outside of Hamamatsu City** → It will require time before the Certificate of Residence is updated after you file the Notification of Death. Please enquire at the local government office where you filed the notification for more information.

### **Death Certificate**

#### **Death Certificate**

**Submission of Notification of Death at Ward Offices within Hamamatsu City** → Only the person who submitted the Notification of Death at the ward office can obtain this certificate. You can request this certificate on the same day that you file the notification. (If you file the notification on a holiday, you can acquire the certificate on the next business day.)

## How to Acquire Different Certificates

### **Family Register Certificate of Records**

**Where can I get this certificate?**

Town/city halls of the deceased's permanent residence

**Who can make an application?**

Spouse of the deceased, those on the same family register, or direct ancestors and descendants of the deceased.

\*If someone who is not included in the list above such as a sibling will be making the application, please enquire first.

**What to bring?**

Proof of identity such as: *MyNumber* card (individual number card), residence card, driving license, pension card, insurance card, etc.

Document(s) that confirms the relationship to the deceased (not necessary if it can be confirmed with a family register within Hamamatsu City)

**Fees**

- Family Register Certificate of All Records /Personal Records

450 yen per copy

- Closed Family Register Certificate of All Records/Personal Records

- Certified Copy of Closed Family Register/Excerpt

- Certified Copy of Invalidated Family Register/Excerpt

750 yen per copy

\* There are multiple versions of a family register because it is newly compiled whenever a notification of marriage or adoption is made or when the law is amended.

Please confirm what type of family register you need first.

E.g.: a complete family register from birth till death,  
a family register with a record of death, etc.

### **Copy of Certificate of Residence and Deleted Record**

**Where do I get the certificate?**

The ward office where the address for the residence is registered

**Who can make an application?**

The person who was requested to acquire the certificate for procedures

**What to bring?**

Proof of identity such as: *MyNumber* card, residence card, driving license, pension card, insurance card, etc.

Documents for clarification such as family register, insurance card, etc. The required documents may differ depending on the procedure.

\*Please enquire at the Ward Municipal Services Division in advance.

**Fee**

350 yen per copy

## Death Certificate

**Where do I get the certificate?**

The ward office where the Notification of Death was submitted

**Who can make an application?**

The person who made the Notification of Death

**What to bring**

Proof of identity such as: *MyNumber* card (individual number card), residence card, driving license, pension card, insurance card, etc.

**Fee**

350 yen per copy

**Contact Details**

Ward Municipal Services Divisions

Chuo Ward Office 457-2135

Hamana Ward Office 585-1111

Tenryu Ward Office 922-0019

Administrative Centers

Higashi Administrative Center 424-0153

Minami Administrative Center 425-1346

Nishi Administrative Center 597-1115

Kita Administrative Center 523-1116

## 3. Checklist of Procedures at the City Hall, Ward Offices and Branch Offices

\* The time limit to complete the procedures listed below is as follows.

◎→ Within 2 weeks ○→ Within 1 week △→ Over 1 month to complete procedure Blank→ No time limit, but complete as soon as possible

Items Regarding the Deceased		Relevant Procedures	Time Limit*	Service Counter	Page
Residency Procedures	<input type="checkbox"/> They were the head of the household	<input type="checkbox"/> Change the Head of the Household	◎	<ul style="list-style-type: none"> <li>Ward Municipal Service Division</li> <li>Administrative Centers</li> </ul>	P13
	<input type="checkbox"/> They had a Citizen Card (Seal Registration Certificate)	<input type="checkbox"/> Return the Citizen Card		<ul style="list-style-type: none"> <li>Ward Municipal Service Division</li> <li>Administrative Centers, Branch Offices, Municipal Service Centers</li> </ul>	

Pension	<input type="checkbox"/> They were enrolled in National Pension	<input type="checkbox"/> Procedures for National Pension	△	• The respective Tax Division for your ward	P14
	<input type="checkbox"/> They received only Survivor's Basic Pension/Widow's Pension/Disability	<input type="checkbox"/> Claim unpaid pension sum	△	• The respective Tax Division for your ward	P15

	Basic Pension				
	<input type="checkbox"/> They received an Old-age Basic Pension/Employee's Pension	Please refer to P11 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices			
Long-term Care	<input type="checkbox"/> They were over 65 years old or received Certification of Nursing or Care Requirement	<input type="checkbox"/> Submit a Notification of Withdrawal from Long-term Care Insurance (Return the Insurance Card) <input type="checkbox"/> Submit an Inheritance Representative Form <input type="checkbox"/> Return the Long-Term Care Insurance Premium Rate Certificate <input type="checkbox"/> Return the Eligibility Certificate for Long-Term Care Insurance Ceiling Amount <input type="checkbox"/> Return the Eligibility Certificate for Social Welfare Corporation Usage Fee Reduction		<ul style="list-style-type: none"> <li>• Senior Citizen Support Division of your ward</li> <li>• Senior Citizen Health Insurance Division</li> <li>• Municipal Service Centers</li> </ul>	P16 ~ P18
	<input type="checkbox"/> They were enrolled in National Health Insurance <input type="checkbox"/> They were the head of a household that was enrolled in National Health Insurance	<input type="checkbox"/> Return the National Health Insurance card <input type="checkbox"/> Submit an Application for Grant for Funeral Expenses <input type="checkbox"/> Submit an Inheritance Representative Form	Partly △	<ul style="list-style-type: none"> <li>• The respective National Health Insurance Division for your ward</li> </ul>	P19 P20
Health Insurance	<input type="checkbox"/> They were enrolled in Advanced-Age Senior Citizen Medical Insurance	<input type="checkbox"/> Return the Advanced-Age Senior Citizen Medical Insurance Card <input type="checkbox"/> Submit an Application for Grant for Funeral Expenses <input type="checkbox"/> Submit an Inheritance Representative Form	Partly △	<ul style="list-style-type: none"> <li>• The respective Advanced-age Senior Citizen Healthcare Division for your ward</li> </ul>	P21 P22
	<input type="checkbox"/> They were enrolled in other types of health insurance besides the ones stated above.	Please refer to P11 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices			

\* The time limit to complete the procedures below is as follows.

☉ → Within 2 weeks    ○ → Within 1 week    △ → Over 1 month to complete procedure    Blank → No time limit but complete as soon as possible

Items Regarding the Deceased		Relevant Procedures	Time Limit*	Service Counter	Page
Tax	<input type="checkbox"/> They paid Hamamatsu City taxes via bank transfer	<input type="checkbox"/> Cancel bank transfers for taxes		• Tax General Affairs Division	P23
	<input type="checkbox"/> They were paying individual municipal/prefectural tax	<input type="checkbox"/> Submit an Inheritance Representative Appointment Form		• Municipal Tax Division	P24

	<input type="checkbox"/> Have a payment slip reissued				
<input type="checkbox"/> They were paying fixed assets tax	<input type="checkbox"/> Submit an Inheritance Representative Form for Fixed Assets Tax and Ownership of Property	△	•Property Tax Division		
<input type="checkbox"/> They owned a moped or a light duty special vehicle	<input type="checkbox"/> Change the ownership or decommission a moped or light duty special vehicle	○	•Municipal Tax Division		
If they owned any of the following: <input type="checkbox"/> Standard automobile <input type="checkbox"/> Light two-wheeled vehicle <input type="checkbox"/> Small two-wheeled vehicle <input type="checkbox"/> Light four-wheeled vehicle <input type="checkbox"/> Boat trailer	Please refer to P11 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices				
<input type="checkbox"/> Regarding National Tax	Please refer to P11 Other Procedures Separate from the City Hall, Ward offices and Branch Offices				
Disability Welfare	If they owned any of the following: <input type="checkbox"/> Physical Disability Handbook <input type="checkbox"/> Intellectual Disability Handbook <input type="checkbox"/> Mental Disability Handbook <input type="checkbox"/> Recipient Certificate for Medical System for Services and Supports for Persons with Disabilities (Outpatient Mental Medical Services) <input type="checkbox"/> Recipient Certificate for Medical Payment for Services and Supports for Persons with Disabilities (Rehabilitation)	<input type="checkbox"/> Return the Physical Disability Handbook <input type="checkbox"/> Return the Intellectual Disability Handbook <input type="checkbox"/> Return the Mental Disability Handbook <input type="checkbox"/> Return the Recipient Certificate (Outpatient Mental Medical Services) <input type="checkbox"/> Return the Recipient Certificate (Rehabilitation)	×	• Social Welfare Division	P26 - P28
	If they used either of the following: <input type="checkbox"/> Medical Care Expenses Grant for the Severely Disabled <input type="checkbox"/> Medical Expense Assistance for Mental Disabilities	<input type="checkbox"/> Withdraw from Medical Expense Assistance for Severe Physical and Mental Disabilities Procedures <input type="checkbox"/> Change the bank account for receiving the Medical Care Expenses Grant for the Severely Disabled <input type="checkbox"/> Application for Medical Expense Assistance for Mental Disabilities	Partly △	• Social Welfare Division	P29 P30
	<input type="checkbox"/> They received Special Child Rearing Allowance <input type="checkbox"/> They were the child eligible for the Special Child Rearing Allowance	<input type="checkbox"/> Procedures and Application for Special Child Rearing Allowance	Partly ○ or ◎	• Social Welfare Division	P31
	If they received any of the following: <input type="checkbox"/> Special Disability Allowance	<input type="checkbox"/> Special Disability Allowance, Child Disability Welfare Allowance,	Partly ○	• Social Welfare Division	P33



	<input type="checkbox"/> Child Disability Welfare Allowance <input type="checkbox"/> Developmental Welfare Allowance	Developmental Welfare Allowance Procedures	Or ®		
	<input type="checkbox"/> They were enrolled in Mutual Aid for Dependents with Mental and Physical Disabilities	<input type="checkbox"/> Claim pension benefits from the Mutual Aid for Dependents with Mental and Physical Disabilities <input type="checkbox"/> Claim condolence money from the Mutual Aid for Dependents with Mental and Physical Disabilities <input type="checkbox"/> Make a Notification of Death for the recipient of the pension benefit from the Mutual Aid for Dependents with Mental and Physical Disabilities		• Social Welfare Division	P34 - P35

\* The time limit to complete the procedures below is as follows.

☉→ Within 2 weeks    ○→ Within 1 week    △→ Over 1 month to complete procedure    Blank→ No time limit but complete as soon as possible

Items Regarding the Deceased		Relevant Procedures	Time Limit*	Service Counter	Page
Disability Welfare	<p>If they have used any of the following:</p> <input type="checkbox"/> Transport Voucher (Excluding NICE pass) <input type="checkbox"/> Adult Diaper Voucher <input type="checkbox"/> Food Delivery Services <input type="checkbox"/> FAX Simultaneous Services (F NET) <input type="checkbox"/> Emergency Communication System Equipment	<input type="checkbox"/> Return Transport Voucher (excluding NICE pass) <input type="checkbox"/> Return Adult Diaper Voucher <input type="checkbox"/> Cancel Food Delivery Services <input type="checkbox"/> Cancel or Change Fax Simultaneous Services (F NET) <input type="checkbox"/> Return Emergency Communication System Equipment		•Social Welfare Division	P36 - P38
Child Welfare	<input type="checkbox"/> An underage child's father or mother has passed away <p>They used any of the following:</p> <input type="checkbox"/> Child Allowance <input type="checkbox"/> Child Rearing Allowance <input type="checkbox"/> Orphan/ Traffic Orphan Allowance <input type="checkbox"/> Single-Parent Household Medical Expenses Grant <input type="checkbox"/> Single Parent Welfare Loan	<input type="checkbox"/> Apply for Child Allowance and claim unpaid payments <input type="checkbox"/> Procedures and application for Child Rearing Allowance <input type="checkbox"/> Procedures and application for Orphan/Traffic Orphan Allowance <input type="checkbox"/> Procedures and application for Single-Parent Household Medical Expenses Grant <input type="checkbox"/> Single Parent Welfare Loan	Partly ○ or ☉	•Child and Family Division or Social Welfare Division	P39 - P44
Other Welfare	<input type="checkbox"/> They had a Hamamatsu City Pediatric Chronic Specified Disease Medical Care Card	<input type="checkbox"/> Return the Hamamatsu City Pediatric Chronic Specified Disease Medical Care Card		•Public Health Promotion Division •Health Promotion Center	P45
	<p>They had any of the following:</p> <input type="checkbox"/> Recipient Certificate for Hamamatsu City Specified Medical Expenses <input type="checkbox"/> Recipient Certificate for Shizuoka Prefecture Specified Medical Treatment	<input type="checkbox"/> Return the Specific Intractable Diseases Medical Expense Card <input type="checkbox"/> Return the Shizuoka Prefecture Specified Medical Treatment Card		•Public Health Promotion Division •Health Promotion Center	P45 P46
	<p>They were a senior citizen who lived on their own and used the following:</p> <input type="checkbox"/> Food Delivery Services <input type="checkbox"/> Emergency Communication System Equipment	<input type="checkbox"/> Cancel the Food Delivery Services <input type="checkbox"/> Cancel the Emergency Communication Equipment		•Senior Citizen Support Division or Senior Citizen Health Insurance Division	P47
	<input type="checkbox"/> They had used Lifestyle Support Service	<input type="checkbox"/> Cancel the Lifestyle Support Service		•Senior Citizen Support Division or Senior Citizen Health Insurance Division	P48
<input type="checkbox"/> They received the Welfare Benefit for Foreign Senior Citizen Residents	<input type="checkbox"/> Submit a Notification of Change in Eligibility for the Welfare Benefit for Foreign Senior Citizen Residents		•Senior Citizen Support Division or Senior Citizen Health Insurance Division		

	<input type="checkbox"/> They registered for the Programme Tracking Wandering Senior Citizens with Dementia (Orange Seals)	<input type="checkbox"/> Submit a notification to withdraw from the Programme Tracking Wandering Senior Citizens with Dementia (Orange Seals)	<ul style="list-style-type: none"> <li>• Local Integration Support Center</li> <li>• Senior Citizen Support Division or Senior Citizen Health Insurance Division</li> <li>• Senior Citizen Welfare Division</li> </ul>	<p>P49</p>
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\* The time limit to complete the procedures below is as follows.

☉→ Within 2 weeks ○→ Within 1 week △→ Over 1 month to complete procedure Blank→ No time limit but complete as soon as possible

Items Regarding the Deceased		Relevant Procedures	Time Limit*	Service Counter	Page Reference
Other Welfare	<input type="checkbox"/> They had a priority parking permit	<input type="checkbox"/> Return the priority parking permit		<ul style="list-style-type: none"> <li>• Health &amp; Welfare for the Disabled Division</li> <li>• Social Welfare Division</li> <li>• Senior Citizen Support Division</li> <li>• Senior Citizen Health Insurance Division</li> <li>• Health Promotion Center</li> </ul>	P49
Water Services	<input type="checkbox"/> They used the water supply/sewerage services.	<input type="checkbox"/> Change the user of the services		• Water Services Reception Center	P51
	<input type="checkbox"/> They have unpaid water service beneficiary payments	<input type="checkbox"/> Change the payee for the water service beneficiary payments		• Water Service Department Customer Service Division	
	<input type="checkbox"/> They used a well.	<input type="checkbox"/> Update the Family Register for Households with Wells		• Water Services Reception Center	P52
	<input type="checkbox"/> They were an owner of a water supply equipment	<input type="checkbox"/> Submit a Notification of Change of Ownership of the Water Supply Equipment		• The division in charge of Water Supply Service in your region	
	<input type="checkbox"/> They were a user or manager of a septic tank for purifying water	<input type="checkbox"/> Change the manager of the septic tank	○	<ul style="list-style-type: none"> <li>• The division in charge septic tanks in your ward office</li> <li>• Water Service Department Customer Service Division</li> </ul>	
Other Procedures	<input type="checkbox"/> They are using a municipal cemetery.	<input type="checkbox"/> Application for Succession of Cemetery Access Rights <input type="checkbox"/> Submit a Notification of Interment of Cremains		<ul style="list-style-type: none"> <li>• Ward Municipal Service Division</li> <li>• Administrative Centers</li> <li>• Mikatahara Cemetery Management Office</li> </ul>	P54
	<input type="checkbox"/> They were registered for the Hamamatsu Interment Hall in life.	<input type="checkbox"/> Application for Permanent Interment of Cremains		<ul style="list-style-type: none"> <li>• Ward Municipal Service Division</li> <li>• Administrative Centers</li> <li>• Mikatahara Cemetery Management Office</li> </ul>	- P56
	<input type="checkbox"/> They had a dog.	<input type="checkbox"/> Change the owner of the dog	○	<ul style="list-style-type: none"> <li>• Animal Protection Education Center</li> <li>• The division in charge of pets in your local ward office</li> </ul>	P57

			<ul style="list-style-type: none"> <li>• Administrative Centers, Branch Offices</li> </ul>	
<input type="checkbox"/> They were owners of forest land.	<input type="checkbox"/> Submit a Notification of Ownership of Forest Land	△	<ul style="list-style-type: none"> <li>• Forestry Promotion Division</li> <li>• Agriculture Promotion Division</li> <li>• Tenryu Forest Office</li> </ul>	
<input type="checkbox"/> They inherited agricultural land.	<input type="checkbox"/> Submit a Notification of Inheritance of Agricultural Land	△	<ul style="list-style-type: none"> <li>• Agricultural Land Usage Division</li> <li>• Agricultural Commission Executive Office</li> </ul>	P58
<input type="checkbox"/> They lived in municipal housing	Please refer to P11 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices			
<input type="checkbox"/> They left a will	Please refer to P11 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices			
<input type="checkbox"/> They had a driving license	Please refer to P11 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices			
<input type="checkbox"/> They had a residence card	Please refer to P11 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices			

#### 4. Other Procedures Separate from the City Hall, Ward Offices and Branch Offices

	Categories	Procedures	Contact
Other Procedures Separate from the City Hall, Ward Offices and Branch Offices	<input type="checkbox"/> Life insurance	<input type="checkbox"/> Claim the life insurance money <input type="checkbox"/> Claim the hospitalization money	• The life insurance company or agency which they were enrolled in
	<input type="checkbox"/> Various health insurance packages	<input type="checkbox"/> Return the health insurance card	• The health insurance company or agency which they were enrolled in
	<input type="checkbox"/> Bank account	<input type="checkbox"/> Release frozen accounts	• The bank which manages the account
	<input type="checkbox"/> Stocks	<input type="checkbox"/> Change the owner	• The brokerage which manages the stocks
	<input type="checkbox"/> Government bonds	<input type="checkbox"/> Change the owner <input type="checkbox"/> Claim reimbursement	• The place for reimbursement payments or the post office on your security deposit certificate.
	<input type="checkbox"/> Credit card	<input type="checkbox"/> Cancel the credit card	• The credit card company
	<input type="checkbox"/> Landline/mobile phone	<input type="checkbox"/> Transfer/ cancel the contract	• The phone company
	<input type="checkbox"/> Internet	<input type="checkbox"/> Change the user or cancel the service	• The Internet company

<input type="checkbox"/> NHK television services	<input type="checkbox"/> Change the user or cancel the service	• The contractor (company) for the service
<input type="checkbox"/> Electric and gas utility fees	<input type="checkbox"/> Change the user or cancel the service	• The contractor (company) for the service
<input type="checkbox"/> Cable television	<input type="checkbox"/> Change the user or cancel the service	• The contractor (company) for the service
<input type="checkbox"/> Residence card, special permanent resident card	<input type="checkbox"/> Return the card	•Nagoya Regional Immigration Bureau 053-458-6496
<input type="checkbox"/> Matters relating to Old-age Basic Pension /Employee's Pension	<input type="checkbox"/> Claim unpaid pensions	•Hamamatsu Nishi Pension Office 053-456-8511 •Hamamatsu Higashi Pension Office 053-421-0192
<input type="checkbox"/> Regular automobile (standard-sized car)	<input type="checkbox"/> Tax related procedures	•Hamamatsu Financial Office 053-458-7132
<input type="checkbox"/> Regular automobile (standard-sized car)	<input type="checkbox"/> Change owner or decommission	•Shizuoka Transportation Bureau Hamamatsu Automobile Inspection Registration Office 050-5540-2052
<input type="checkbox"/> Light two-wheeled vehicles (Over 125cc but under 250cc) <input type="checkbox"/> Two-wheeled small vehicles (Over 250cc)	<input type="checkbox"/> Change owner or decommission	•Shizuoka Transportation Bureau Hamamatsu Automobile Inspection Registration Office 050-5540-2052
<input type="checkbox"/> Light four-wheeled vehicles/boat trailers	<input type="checkbox"/> Change owner or decommission	•Light Motor Vehicle Inspection Association Shizuoka Office, Hamamatsu Branch 050-3816-1777
<input type="checkbox"/> Housing agency registration related	<input type="checkbox"/> Change the registration of ownership	•Shizuoka District Legal Affairs Bureau Hamamatsu Branch 053-454-1396
<input type="checkbox"/> Matter relating to national tax	<input type="checkbox"/> Inheritance procedures, etc.	•Hamamatsu Nishi Tax Office 053-555-7111 •Hamamatsu Higashi Tax Office 053-458-111
<input type="checkbox"/> Grocers, fishmongers, restaurateurs (people who are using central wholesale market)	<input type="checkbox"/> Change representative	•Hamamatsu Chuo Wholesale Market 053-427-7406
<input type="checkbox"/> Municipal housing	<input type="checkbox"/> Submit a Notification of Moving	•Municipal Housing Management Center 053-457-3051 •Municipal Housing Hokubu Management Center 053-401-0323
<input type="checkbox"/> Will & Testament	<input type="checkbox"/> Verify and unseal the will	•Shizuoka Family Courthouse Hamamatsu Branch 053-453-7158
<input type="checkbox"/> Renunciation of inheritance	<input type="checkbox"/> Statement of renunciation of inheritance	•Shizuoka Family Courthouse Hamamatsu Branch 053-453-7158
<input type="checkbox"/> Driving license	<input type="checkbox"/> Return the card	•Hamamatsu Chuo Police Station 053-475-0110 •Hamamatsu Higashi Police Station 053-460-0110 •Hamamatsu Nishi Police Station 053-484-0110 •Hosoe Police Station 053-522-0110 •Tenryu Police Station 053-926-0110 <b>Driving License Center</b> •Seibu Driving License Center 053-587-2000

## 5. Procedures at the City Hall, Ward Offices and Branch Offices

### (1) Residency Procedures

Change the Head of the Household														
<b>Who needs to carry out this procedure?</b>														
If either of the conditions below apply, this procedure is required: <input type="checkbox"/> If the deceased was the head of the family <input type="checkbox"/> There are two or more family members in the same household														
<b>What To Bring</b>														
<input type="checkbox"/> Proof of identity of the person submitting the notification <input type="checkbox"/> Letter of Attorney (For those in a different household to the person who passed away) <input type="checkbox"/> The National Health Insurance cards of the remaining family members of the household														
<b>Service Counter/Contact Details</b>														
<p><b>Ward Municipal Service Division</b></p> <table border="0"> <tr> <td>Chuo Ward Office</td> <td>457-2125</td> </tr> <tr> <td>Hamana Ward Office</td> <td>585-1111</td> </tr> <tr> <td>Tenryu Ward Office</td> <td>922-0019</td> </tr> </table> <p><b>Administrative Centers</b></p> <table border="0"> <tr> <td>Higashi Administrative Center</td> <td>424-0154</td> </tr> <tr> <td>Nishi Administrative Center</td> <td>597-1115</td> </tr> <tr> <td>Minami Administrative Center</td> <td>425-1348</td> </tr> <tr> <td>Kita Administrative Center</td> <td>523-1116</td> </tr> </table> <p>*Services may also be available at Municipal Service Centers. Please enquire for more details.</p>	Chuo Ward Office	457-2125	Hamana Ward Office	585-1111	Tenryu Ward Office	922-0019	Higashi Administrative Center	424-0154	Nishi Administrative Center	597-1115	Minami Administrative Center	425-1348	Kita Administrative Center	523-1116
Chuo Ward Office	457-2125													
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Higashi Administrative Center	424-0154													
Nishi Administrative Center	597-1115													
Minami Administrative Center	425-1348													
Kita Administrative Center	523-1116													
<b>Time Limit</b>														
Within 14 days from the day the head of the household passed away.														

Return the Citizen Card																								
<b>Who needs to carry out this procedure?</b>																								
If the person who passed away had a registered personal seal, please return their citizen card to the city hall, ward office, or branch office.																								
<b>What To Bring</b>																								
<input type="checkbox"/> The citizen card of the person who passed away																								
<b>Service Counter/Contact Details</b>																								
<p><b>Ward Municipal Service Division</b></p> <table border="0"> <tr> <td>Chuo Ward Office</td> <td>457-2125</td> </tr> <tr> <td>Hamana Ward Office</td> <td>585-1111</td> </tr> <tr> <td>Tenryu Ward Office</td> <td>922-0019</td> </tr> </table> <p><b>Administrative Centers</b></p> <table border="0"> <tr> <td>Higashi Administrative Center</td> <td>424-0154</td> </tr> <tr> <td>Nishi Administrative Center</td> <td>597-1115</td> </tr> <tr> <td>Minami Administrative Center</td> <td>425-1348</td> </tr> <tr> <td>Kita Administrative Center</td> <td>523-1116</td> </tr> </table> <p><b>Branch Offices</b></p> <table border="0"> <tr> <td><b>Chuo-ku</b></td> <td><b>Tenryu-ku</b></td> </tr> <tr> <td>Maisaka 592-2111</td> <td>Haruno 983-0001</td> </tr> <tr> <td><b>Hamana-ku</b></td> <td>Sakuma 966-0002</td> </tr> <tr> <td>Inasa 542-1111</td> <td>Misakubo 982-0002</td> </tr> <tr> <td>Mikkabi 524-1111</td> <td>Tatsuyama 966-2113</td> </tr> </table> <p>*Services may also be available at municipal service centers. Please enquire for more details.</p>	Chuo Ward Office	457-2125	Hamana Ward Office	585-1111	Tenryu Ward Office	922-0019	Higashi Administrative Center	424-0154	Nishi Administrative Center	597-1115	Minami Administrative Center	425-1348	Kita Administrative Center	523-1116	<b>Chuo-ku</b>	<b>Tenryu-ku</b>	Maisaka 592-2111	Haruno 983-0001	<b>Hamana-ku</b>	Sakuma 966-0002	Inasa 542-1111	Misakubo 982-0002	Mikkabi 524-1111	Tatsuyama 966-2113
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<b>Time Limit</b>																								
None																								

## (2) Pension

**Procedures for National Pension and  
Requests for Survivor's Basic Pension, Widow's Pension,  
And Lump-sum Death Benefit**

Who needs to carry out this procedure?	What To Bring														
<p>If the person who passed away and the bereaved family meet the following requirements, they may qualify for Survivor's Basic Pension, Widow's Pension, or Lump-sum Welfare Upon Death.</p> <p><b>For the person who passed away</b></p> <p><input type="checkbox"/> <b>Survivor's Basic Pension</b></p> <ul style="list-style-type: none"> <li>▪ They were enrolled in the National Pension.</li> <li>▪ They were a resident living in Japan enrolled in National Pension between the ages of 60 and 65.</li> <li>▪ They received Old-age Basic Pension *</li> <li>▪ They received the Old-age Basic Pension for their entire eligible period*</li> </ul> <p>* Limited to those who have been eligible to receive Old-age Basic Pension for over 25 years.</p> <p><input type="checkbox"/> <b>Widow's Pension</b></p> <ul style="list-style-type: none"> <li>▪ They paid into National Pension for 10 years or longer, and did not receive Old-age Basic Pension or Disability Basic Pension before passing away.</li> </ul> <p><input type="checkbox"/> <b>Lump-sum Death Benefit</b></p> <ul style="list-style-type: none"> <li>▪ They paid into National Pension for 3 years or longer, and did not receive Old-age Basic Pension or Disability Basic Pension before passing away.</li> </ul> <p><b>For the bereaved family...</b></p> <p><input type="checkbox"/> <b>Survivor's Basic Pension</b></p> <ul style="list-style-type: none"> <li>▪ Spouse with the Child of the Deceased</li> <li>▪ Child of the Deceased</li> </ul> <p>*Child refers to a child up to the age of 18 before the end of that fiscal year.</p> <p><input type="checkbox"/> <b>Widow's Pension</b></p> <ul style="list-style-type: none"> <li>▪ A person who was married for 10 years or longer to the person who passed away.</li> </ul> <p><input type="checkbox"/> <b>Lump-sum Death Benefit</b></p> <p>In order of ①~⑥, the following is a list of who gets priority in claiming the Lump-sum benefit.</p> <p>① Spouse ② Child ③ Parent ④ Grandchild ⑤ Grandparent</p> <p>⑥ Sibling (If someone higher in the number order claims the benefit, the following numbers cannot claim it. e.g. If ② claims then ③~⑥ won't be able to, but ① can.)</p>	<p>To apply for <b>Survivor's Basic Pension or Widow's Pension</b>, please bring the following:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Certified Copy (or excerpt) of Family Register</li> <li><input type="checkbox"/> Proof of income</li> <li><input type="checkbox"/> Certificate of Residence for all members of the household</li> <li><input type="checkbox"/> Certificate of Death</li> <li><input type="checkbox"/> Bank book (to transfer the money)</li> <li><input type="checkbox"/> <i>MyNumber</i> card of the person who is filing the request</li> </ul> <p>To apply for <b>Lump-sum Death Benefit</b>, please bring the following:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Certified Copy (or excerpt) of Family Register</li> <li><input type="checkbox"/> Certificate of Residence for all members of the household</li> <li><input type="checkbox"/> Bank book (to transfer the money)</li> <li><input type="checkbox"/> <i>MyNumber</i> Card of the person who is filing the request</li> </ul> <p>* Please contact the appropriate service counter below for more information on documents you need to bring.</p>														
	<b>Service Counter/Contact Details</b>														
	<p><b>• The respective pension division for your ward</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Chuo Ward Office</td> <td style="text-align: right;">457-2211</td> </tr> <tr> <td>Higashi Administrative Center</td> <td style="text-align: right;">424-0183</td> </tr> <tr> <td>Nishi Administrative Center</td> <td style="text-align: right;">597-1166</td> </tr> <tr> <td>Minami Administrative Center</td> <td style="text-align: right;">425-1582</td> </tr> <tr> <td>Hamana Ward Office</td> <td style="text-align: right;">585-1125</td> </tr> <tr> <td>Kita Administrative Center</td> <td style="text-align: right;">523-2864</td> </tr> <tr> <td>Tenryu Ward Office</td> <td style="text-align: right;">922-0021</td> </tr> </table>	Chuo Ward Office	457-2211	Higashi Administrative Center	424-0183	Nishi Administrative Center	597-1166	Minami Administrative Center	425-1582	Hamana Ward Office	585-1125	Kita Administrative Center	523-2864	Tenryu Ward Office	922-0021
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	<b>Time Limit</b>														
	<p>For applications for <b>Survivor's Basic Pension, or Widow Pension</b></p> <ul style="list-style-type: none"> <li>• Within 5 years of the day of death</li> </ul> <p>For applications for <b>Lump-sum Death Benefit</b></p> <ul style="list-style-type: none"> <li>• Within 2 years of the day of death</li> </ul>														



## Claim Unpaid Pension Sum

### Who needs to carry out this procedure?

If the person who passed away received pension payments, the bereaved family may be able to receive the unpaid payments. The following are the conditions.

- They were living on the same income as the recipient of the pension (the deceased).
- They are within the 3rd degree of kinship to the deceased.

### What To Bring

- Certified Copy/Excerpt of Family Register
- Certificate of Residence for all members of the household
- Bank book (to transfer the money)
- Personal seal

\*Please contact the appropriate service counter below for more information on documents you need to bring.

### Service Counters/Contact Details

For **Survivor's Basic Pension/Disability Basic Pension/Widow's Pension**, contact the **respective pension division for your ward**

Chuo Ward Office	457-2211
Higashi Administrative Center	424-0183
Nishi Administrative Center	597-1166
Minami Administrative Center	425-1582
Hamana Ward Office	585-1125
Kita Administrative Center	523-2864
Tenryu Ward Office	922-0021

For **Old-age Basic Pension/Employee's Pension**, contact the Japan Pension Institution/ Pension Office.

**Hamamatsu Nishi Pension Office** 456-8511

**Hamamatsu Higashi Pension Office** 421-0192

### Time Limit

Within 5 years of the day of death

### (3) Long-term Care

#### Withdraw from Long-term Care Insurance (Return the Long-term Care Insurance Card)

#### Submit Inheritance Representative Form

Who needs to carry out this procedure?
<p>Recipient of Hamamatsu Long-term Care</p> <p><input type="checkbox"/> All primary insured persons (65 years old and above)</p> <p><input type="checkbox"/> Secondary insured persons receiving Certification of Needed Long-term Care</p> <p>(Persons between 40 and 64 years old with health insurance)</p>
What To Bring
<p><input type="checkbox"/> Long-term Care Insurance Card</p> <p>(If you are waiting for the card to arrive, please bring your Qualification Certificate)</p>
Service Counters/Contact Details
<p><b>Senior Citizen Support Division</b></p> <p>Chuo Ward Office                      457-2324</p> <p>Higashi Administrative Center    424-0184</p> <p>Minami Administrative Center    597-1119</p> <p>Nishi Administrative Center        425-1572</p> <p><b>Senior Citizen Support and Health Insurance Division</b></p> <p>Hamana Ward Office                    585-1122</p> <p>Kita Administrative Center            523-2863</p> <p>Tenryu Ward Office                    922-0065</p> <p><b>Branch Offices</b></p> <p>Maisaka, Haruno ,Sakuma, Inasa ,Misakubo ,Mikkabi, Tatsuyama</p> <p>*Services may also be available at municipal service centers. Please enquire for more details.</p>
Time Limit
As soon as possible

Who needs to carry out this procedure?
<p>The inheritor of the recipient of the Long-term Care.</p>
What To Bring
<p><input type="checkbox"/> Long-term Care Insurance Card</p> <p>(If you are waiting for the card to arrive, please bring your Qualification Certificate)</p> <p><input type="checkbox"/> The bank book under the inheritor's name</p>
Service Counters/Contact Details
<p><b>Senior Citizen Support Division</b></p> <p>Chuo Ward Office                      457-2324</p> <p>Higashi Administrative Center    424-0184</p> <p>Minami Administrative Center    597-1119</p> <p>Nishi Administrative Center        425-1572</p> <p><b>Senior Citizen Support and Health Insurance Division</b></p> <p>Hamana Ward Office                    585-1122</p> <p>Kita Administrative Center            523-2863</p> <p>Tenryu Ward Office                    922-0065</p> <p><b>Branch Offices</b></p> <p>Maisaka, Haruno ,Sakuma, Inasa ,Misakubo ,Mikkabi, Tatsuyama</p> <p>*Services may also be available at municipal service centers. Please enquire for more details.</p>
Time Limit
As soon as possible

**Long-Term Care Insurance Premium  
Rate Certificate**

**Return Eligibility Certificate for  
Long-Term Care Insurance Ceiling  
Amount**

<b>Who needs to carry out this procedure?</b>
<input type="checkbox"/> Persons that were eligible for various long-term care and support before certification <input type="checkbox"/> Persons certified as requiring support <input type="checkbox"/> Persons certified as requiring long-term care
<b>What To Bring</b>
<input type="checkbox"/> Long-Term Care Insurance Premium Rate Certificate
<b>Service Counter/Contact Details</b>
<p><b>Senior Citizen Support Division</b></p> <p>Chuo Ward Office                      457-2324</p> <p>Higashi Administrative Center      424-0184</p> <p>Minami Administrative Center       597-1119</p> <p>Nishi Administrative Center         425-1572</p> <p><b>Senior Citizen Support and Health Insurance Division</b></p> <p>Hamana Ward Office                   585-1122</p> <p>Kita Administrative Center           523-2863</p> <p>Tenryu Ward Office                    922-0065</p> <p><b>Branch Offices</b></p> <p>Maisaka, Haruno ,Sakuma, Inasa ,Misakubo ,Mikkabi, Tatsuyama</p> <p>*Services may also be available at municipal service centers. Please enquire for more details.</p>
<b>Time Limit</b>
As soon as possible

<b>Who needs to carry out this procedure?</b>
Those who received the Eligibility Certificate for Long-Term Care Insurance Ceiling Amount.
<b>What To Bring</b>
<input type="checkbox"/> Eligibility Certificate for Long-Term Care Insurance Ceiling Amount
<b>Service Counter/Contact Details</b>
<p><b>Senior Citizen Support Division</b></p> <p>Chuo Ward Office                      457-2324</p> <p>Higashi Administrative Center      424-0184</p> <p>Minami Administrative Center       597-1119</p> <p>Nishi Administrative Center         425-1572</p> <p><b>Senior Citizen Support and Health Insurance Division</b></p> <p>Hamana Ward Office                   585-1122</p> <p>Kita Administrative Center           523-2863</p> <p>Tenryu Ward Office                    922-0065</p> <p><b>Branch Offices</b></p> <p>Maisaka, Haruno ,Sakuma, Inasa ,Misakubo ,Mikkabi, Tatsuyama</p> <p>*Services may also be available at municipal service centers. Please enquire for more details.</p>
<b>Time Limit</b>
As soon as possible

**Return Eligibility Certificate for Social  
Welfare Corporation Usage Fee  
Reduction**

**Who needs to carry out this procedure?**

Those who received the Eligibility Certificate for Social Welfare Corporation Usage Fee Reduction.

**What To Bring**

- Eligibility Certificate for Social Welfare Corporation Usage Fee Reduction

**Service Counter/Contact Details**

**Senior Citizen Support Division**

Chuo Ward Office	457-2324
Higashi Administrative Center	424-0184
Minami Administrative Center	597-1119
Nishi Administrative Center	425-1572

**Senior Citizen Support and Health Insurance Division**

Hamana Ward Office	585-1122
Kita Administrative Center	523-2863
Tenryu Ward Office	922-0065

**Branch Offices**

Maisaka, Haruno ,Sakuma, Inasa ,Misakubo ,Mikkabi, Tatsuyama  
 \*Services may also be available at municipal service centers. Please enquire for more details.

**Time Limit**

As soon as possible

## (4) Health Insurance

### Return National Health Insurance Card

Who needs to carry out this procedure?														
Those under national health insurance.														
What To Bring														
<input type="checkbox"/> National Health Insurance Card														
Service Counter/Contact Details														
<p><b>The respective national health insurance division for your ward</b></p> <table> <tr> <td>Chuo Ward Office</td> <td>457-2216</td> </tr> <tr> <td>Higashi Administrative Center</td> <td>424-0183</td> </tr> <tr> <td>Nishi Administrative Center</td> <td>597-1166</td> </tr> <tr> <td>Minami Administrative Center</td> <td>425-1582</td> </tr> <tr> <td>Hamana Ward Office</td> <td>585-1125</td> </tr> <tr> <td>Kita Administrative Center</td> <td>523-2864</td> </tr> <tr> <td>Tenryu Ward Office</td> <td>922-0021</td> </tr> </table> <p>You can carry out this procedure at Branch Offices, Municipal Service Centers and Fureai Centers. Please enquire for more details.</p>	Chuo Ward Office	457-2216	Higashi Administrative Center	424-0183	Nishi Administrative Center	597-1166	Minami Administrative Center	425-1582	Hamana Ward Office	585-1125	Kita Administrative Center	523-2864	Tenryu Ward Office	922-0021
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Tenryu Ward Office	922-0021													
Time Limit														
As soon as possible														

### Submit Funeral Expenses Application Form

Who needs to carry out this procedure?														
<p>The person who arranged the funeral for the recipient of national health insurance</p> <p>*Not eligible if one has received benefits covering funeral fees from sources other than National Health Insurance.</p> <p>e.g. if one receives funeral fees from social insurance, they are not eligible for the funeral fee from the National Health Insurance.</p>														
What To Bring														
<input type="checkbox"/> National Health Insurance Card <input type="checkbox"/> Proof of Funeral Ceremony (funeral cards, receipts) <input type="checkbox"/> Bank book of person carrying out the ceremony (no self-inking stamp)														
Service Counter/Contact Details														
<p><b>The respective national health insurance division for your ward</b></p> <table> <tr> <td>Chuo Ward Office</td> <td>457-2216</td> </tr> <tr> <td>Higashi Administrative Center</td> <td>424-0183</td> </tr> <tr> <td>Nishi Administrative Center</td> <td>597-1166</td> </tr> <tr> <td>Minami Administrative Center</td> <td>425-1582</td> </tr> <tr> <td>Hamana Ward Office</td> <td>585-1125</td> </tr> <tr> <td>Kita Administrative Center</td> <td>523-2864</td> </tr> <tr> <td>Tenryu Ward Office</td> <td>922-0021</td> </tr> </table> <p>You can carry out this procedure at Branch Offices, Municipal Service Centers and Fureai Centers. Please enquire for more details.</p>	Chuo Ward Office	457-2216	Higashi Administrative Center	424-0183	Nishi Administrative Center	597-1166	Minami Administrative Center	425-1582	Hamana Ward Office	585-1125	Kita Administrative Center	523-2864	Tenryu Ward Office	922-0021
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Hamana Ward Office	585-1125													
Kita Administrative Center	523-2864													
Tenryu Ward Office	922-0021													
Time Limit														
Two years from the day after the funeral ceremony														

## Submit Inheritance Representative Form

### Who needs to carry out this procedure?

The inheritor of the recipient of national health insurance.

### What To Bring

- National Health Insurance Card
- Bank book under the inheritor's name

### Service Counter/Contact Details

**The respective national health insurance division for your ward**

Chuo Ward Office                      457-2216

Higashi Administrative Center    424-0183

Nishi Administrative Center        597-1166

Minami Administrative Center      425-1582

Hamana Ward Office                 585-1125

Kita Administrative Center         523-2864

Tenryu Ward Office                  922-0021

You can carry out this procedure at Branch Offices, Municipal Service Centers and Fureai Centers. Please enquire for more details.

### Time Limit

As soon as possible

**Return Advanced-Age Senior Citizen  
Medical Insurance Card**

**Who needs to carry out this procedure?**

Those under Advanced-Age Senior Citizen Medical Insurance Card.

**What To Bring**

- Advanced-Age Senior Citizen Medical Insurance Card

**Service Counter/Contact Details**

**National Health Insurance & Pension Division**

**Advanced-Age Senior Citizen Group 457-2889**

**The respective Advanced-age Senior Citizen  
Healthcare division for your ward**

Chuo Ward Office	457-2053
Higashi Administrative Center	424-0183
Nishi Administrative Center	597-1166
Minami Administrative Center	425-1582
Hamana Ward Office	585-1125
Kita Administrative Center	523-2864
Tenryu Ward Office	922-0021

You can carry out this procedure at branch offices, municipal service centers and fureai centers. Please enquire for more details.

**Time Limit**

As soon as possible

**Submit Funeral Expenses Application  
Form**

**Who needs to carry out this procedure?**

The person who arranged the funeral for the recipient of Advanced-Age Senior Citizen Medical Insurance.

\*Not eligible if one has received benefits covering funeral fees from sources other than Advanced-Age Senior Citizen Medical Insurance.

e.g. If one receives funeral fees from social insurance, they are not eligible for the funeral fee from the Advanced-Age Senior Citizen Medical Insurance.

**What To Bring**

- Advanced-Age Senior Citizen Medical Insurance Card
- Proof of Funeral Ceremony (funeral cards, receipts)
- Personal seal of person carrying out the ceremony (no self-inking stamp)
- Bank book of person carrying out the ceremony (no self-inking stamp)

**Service Counter/Contact Details**

**National Health Insurance & Pension Division**

**Advanced-Age Senior Citizen Group 457-2889**

**The respective Advanced-age Senior Citizen Healthcare  
division for your ward**

Chuo Ward Office	457-2053
Higashi Administrative Center	424-0183
Nishi Administrative Center	597-1166
Minami Administrative Center	425-1582
Hamana Ward Office	585-1125
Kita Administrative Center	523-2864
Tenryu Ward Office	922-0021

You can carry out this procedure at branch offices, municipal service centers and fureai centers. Please enquire for more details.

**Time Limit**

2 years from the day after the funeral was held

## Submit Inheritance Representative Form

### Who needs to carry out this procedure?

The inheritor of the recipient of Advanced-Age Senior Citizen Medical Insurance Card.

### What To Bring

- Advanced-Age Senior Citizen Medical Insurance Card
- Bank book under the inheritor's name

### Service Counter/Contact Details

#### National Health Insurance & Pension Division

#### Advanced-age Senior Citizen Group

457-2889

#### The respective Advanced-age Senior Citizen

#### Healthcare division for your ward

Chuo Ward Office	457-2053
Higashi Administrative Center	424-0183
Nishi Administrative Center	597-1166
Minami Administrative Center	425-1582
Hamana Ward Office	585-1125
Kita Administrative Center	523-2864
Tenryu Ward Office	922-0021

You can carry out this procedure at branch offices, municipal service centers and fureai centers. Please enquire for more details.

### Time Limit

As soon as possible



## (5) Tax

### Cancellation of Bank Transfers for Taxes (Municipal/prefectural tax, fixed asset tax, light automobile tax)

#### Who needs to carry out this procedure?

It is necessary to pay the remaining tax amount for the year, even if the late payee passed away in the middle of the year.

As you cannot continue bank transfers from the deceased's bank account, family members will need to make arrangements to make the payments. You can make the payments via payment slips or bank transfer from another account. Please call the phone numbers below if you have any questions.

※ If the deceased never had a direct debit to pay tax to the municipality, this is an unnecessary step.

#### What To Bring

Please contact the service counters below.

#### Service Counter/Contact Details

If you will continue to pay via payment slips, you can cancel the bank transfers by phone. Please have your Tax Notice with each item of taxation prepared before calling.

### Inheritance Representative Appointment Form Submission and Payment Slip Reissuance

#### Who needs to carry out this procedure?

The inheritor or testamentary done etc. to the deceased.

\*Individual municipal and prefectural taxes are levied on those who possess an address in Hamamatsu as of January 1 of that year, and whose income in the previous year exceeded a certain amount. If the deceased's income for the previous year exceeded a certain amount, they will be taxed the full amount for the current year, even if they pass away mid-way through the year.

In the event of the deceased having unpaid individual municipal or prefectural taxes, the inheritor must pay in their stead.

\*If the full amount has already been paid, or the inheritor has received a payment slip, etc. and plans to make the payment, then no further procedures are necessary.

\*Please let us know at the enquiry address listed below if the legal inheritors have renounced their inheritance.

\*Please be aware that if taxes remain unpaid we will have to issue a collection letter.

#### What To Bring

(If submitting an Inheritance Representative Appointment Form)

ID for the person(s) going to the service counter

\*If the testamentary done is not a legal inheritor, then a copy of the will is required.

\*If an administrator of estate, a certified copy of the written tribunal appointment ruling is required (if reissuing a payment slip)

ID for the person(s) going to the service counter

#### Service Counter/Contact Details

##### Municipal Tax Division

Individual Municipal Tax Group 457-2145

(Genmoku Branch Building 2F)

**Tax General Affair Division** 457-2261

If you wish to pay via bank transfer from another bank account, please bring the following three documents to the financial organization to complete the procedures.

- Tax payment notice for the taxes to be paid
- Bank book of the new account you wish to use
- Personal seal (same as the one that was used in the new bank account above)

\*You can make changes to Bank Account details online also.

**Time Limit**

As soon as possible

**Time Limit**

As soon as possible

**Submit Inheritance Representative Form for Fixed Asset Tax and Ownership of Property**

**Change Ownership or Decommission a Moped or Light Duty Special Vehicle**

**Who needs to carry out this procedure?**

The inheritor to the person who passed away.

\*A notice will be sent with an enclosed reply envelope to the address of the deceased a month after the Notification of Death is submitted.

\*This form is for changing the name of the tax payer when the address for tax payment slips is not changed or an inheritor is not registered within the fixed time period.

**What To Bring**

- Inheritance Representative Form for Fixed Asset Tax and Ownership of Property

\* If you will be using a signature, a seal is not necessary.

\*If you will send it via post, please use the enclosed reply envelope.

**Service Counter/Contact Details**

**Who needs to carry out this procedure?**

Procedures to either change ownership of the vehicle or decommission the vehicle are required when the original owner passes away.

**What To Bring**

- Number Plate Registration Certificate
- Proof of inheritors name, address, and phone number.
- Documents to confirm the identity of the submitter (*MyNumber* card, driving license, etc.)
- The number plate (if changing ownership / decommissioning a vehicle with number plates pre-dating 2005.)

**Service Counter/Contact Details**

**Municipal Tax Division Light Automobile Tax Group (Genmoku Branch Office 1<sup>st</sup> Floor)**

Location: 120-1 Genmoku-cho, Chuo-ku, Hamamatsu  
 Telephone: 053-457-2077

\*You can complete the procedures at the light automobile tax service counters at the Hamana and Tenryu ward offices, Tax General Affairs Division at the city hall, the

<p><b>Property Tax Division</b></p> <p>Genmoku Branch Office 3<sup>rd</sup> Floor 457-2157</p> <p>Tenryu Ward Office 2<sup>nd</sup> Floor 922-0015</p> <p>Kita Administrative Center 2<sup>nd</sup> Floor 523-2879</p>
<p><b>Time Limit</b></p>
<p>Within 3 months from the day you find out you are the inheritor</p>

<p>Light Automobile Tax service counters at the Higashi, Nishi, Minami, and Kita Administrative Centers, and at the Inasa, Mikkabi, Haruno, Misakubo, Tatsuyama, and Sakuma Administrative Centers.</p> <p>*When decommissioning a vehicle, if you cannot bring the number plate, please prepare 100 yen as a reimbursement fee.</p> <p>*Procedures to decommission a vehicle can be completed at citizen service centers.</p>
<p><b>Time Limit</b></p>
<p>Within 30 days from the day of death</p>

## (6) Disability Welfare

### Return the Physical Disability Handbook

#### Who needs to carry out this procedure?

Relative or related person who lived together with the deceased.

#### What To Bring

- Physical Disability Handbook
- Personal seal of the person filing (if you are using a signature, a personal seal is not necessary)

#### Service Counter/Contact Details

##### Social Welfare Division

Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024

#### Time Limit

As soon as possible

### Return the Intellectual Disability Handbook

#### Who needs to carry out this procedure?

Parent/Guardian.

#### What To Bring

- Intellectual Disability Handbook
- Personal seal of the person filing (if you are using a signature, a personal seal is not necessary)

#### Service Counter/Contact Details

##### Social Welfare Division

Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024

#### Time Limit

As soon as possible

**Return the Mental Disability Handbook**

<b>Who needs to carry out this procedure?</b>
Obligated persons stipulated in the Article 87 of the Family Register Act. (Relatives, guardians, conservators, limited guardians and voluntary guardians)
<b>What To Bring</b>
<input type="checkbox"/> Mental Disability Handbook
<b>Service Counter/Contact Details</b>
<b>Welfare Office, Social Welfare Division</b>
Chuo Ward Office                      457-2057
Higashi Administrative Center    424-0176
Nishi Administrative Center        597-1159
Minami Administrative Center      425-1485
Hamana Ward Office                 585-1697
Kita Administrative Center         523-2898
Tenryu Ward Office                  922-0024
<b>Time Limit</b>
As soon as possible

**Return the Recipient Certificate for Medical System for Services and Supports for Persons with Disabilities (Outpatient Mental Medical Services)**

<b>Who needs to carry out this procedure?</b>
The family members of the recipient.
<b>What To Bring</b>
<input type="checkbox"/> Recipient Certificate for Medical Payment for Services and Supports for Persons with Disabilities (Outpatient Mental Medical Services)  *Fill out the form to return the certificate at the service counter (no seal required)
<b>Service Counter/Contact Details</b>
<b>Welfare Office, Social Welfare Division</b>
Chuo Ward Office                      457-2057
Higashi Administrative Center    424-0176
Nishi Administrative Center        597-1159
Minami Administrative Center      425-1485
Hamana Ward Office                 585-1697
Kita Administrative Center         523-2898
Tenryu Ward Office                  922-0024
<b>Time Limit</b>
As soon as possible

**Return the Recipient Certificate for  
Medical System for Services and  
Supports for Persons with Disabilities  
(Rehabilitation)**

<b>Who needs to carry out this procedure?</b>
Family members of the recipient.
<b>What To Bring</b>
<input type="checkbox"/> Recipient Certificate for Medical System for Services and Supports for Persons with Disabilities (Rehabilitation) <input type="checkbox"/> Personal seal  *A signature or seal will be required when filling out the non-eligibility form at the service counter
<b>Service Counter/Contact Details</b>
<b>Welfare Office, Social Welfare Division</b> Chuo Ward Office                      457-2057 Higashi Administrative Center      424-0176 Nishi Administrative Center        597-1159 Minami Administrative Center      425-1485 Hamana Ward Office                  585-1697 Kita Administrative Center          523-2898 Tenryu Ward Office                  922-0024
<b>Time Limit</b>
As soon as possible

**Withdraw from Medical Care Expenses Grant for the Severely Disabled**

<b>Who needs to carry out this procedure?</b>
Obligated persons stipulated in Article 87 of the Family Register Act. (Relatives, guardians, conservators, limited guardians and voluntary guardians)
<b>What To Bring</b>
<input type="checkbox"/> Obligated person's proof of identity <input type="checkbox"/> Recipient Certificate for Medical Care Expenses Grant for the Severely Disabled
<b>Service Counter/Contact Details</b>
<b>Welfare Office, Social Welfare Division</b>
Chuo Ward Office                      457-2057
Higashi Administrative Center      424-0176
Nishi Administrative Center        597-1159
Minami Administrative Center      425-1485
Hamana Ward Office                 585-1697
Kita Administrative Center         523-2898
Tenryu Ward Office                  922-0024
<b>Time Limit</b>
As soon as possible

**Change Bank Account to Receive Medical Care Expenses Grant for the Severely Disabled**

<b>Who needs to carry out this procedure?</b>
Legal inheritor. *If they only had checkups at medical institutions within Hamamatsu, procedures are not required if there is no unpaid medical aid.
<b>What To Bring</b>
<input type="checkbox"/> Bank book under the legal inheritor's name <input type="checkbox"/> Legal inheritor's proof of identity <input type="checkbox"/> Certified Copy of Family Register (Not required if you live together) <input type="checkbox"/> Personal seal
<b>Service Counter/Contact Details</b>
<b>Welfare Office, Social Welfare Division</b>
Chuo Ward Office                      457-2057
Higashi Administrative Center      424-0176
Nishi Administrative Center        597-1159
Minami Administrative Center      425-1485
Hamana Ward Office                 585-1697
Kita Administrative Center         523-2898
Tenryu Ward Office                  922-0024
<b>Time Limit</b>
As soon as possible

**Application for Medical Care  
Expenses Grant for the Mentally  
Disabled**

**Who needs to carry out this procedure?**

The legal inheritor.

**What To Bring**

- Application Form for Medical Care Expenses Grant for the Mentally Disabled (with the medical institution's seal)
  - Legal inheritor's personal seal
  - Legal inheritor's bank account details for bank transfer.
  - Legal inheritor's proof of identity
  - Certified Copy (or Excerpt) of Family Register
- \* Depending on whom the legal inheritor is, a Certified Copy of Invalidated Family Register may be required.

**Service Counter/Contact Details**

**Welfare Office, Social Welfare Division**

Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024

**Time Limit**

Within 1 year from the 15<sup>th</sup> of the month after hospitalization for which the application was made



**Procedures for Special Child Rearing Allowance  
(Notification of Death, Claiming Unpaid Allowance etc.)**

**Who needs to carry out this procedure?**

If the recipient passed away, the persons stipulated in the Family Register Act (family who lived together with the deceased) have to carry out the procedure.

If the eligible child passed away, the recipient of the Special Child Rearing Allowance has to carry out the procedures.

\* There is a possibility that you could claim unpaid allowances

\* Please enquire on the phone numbers below for more details

**What To Bring**

**Notification of Death**

If the Recipient has passed away

- Special Child Rearing Allowance Card

If the eligible child has passed away

- Special Child Rearing Allowance Card

**Claim Unpaid Allowance**

If the Recipient has passed away

- The bank book under the child's name that the recipient cared for

**Service Counter/Contact Details**

**Welfare Office, Social Welfare Division**

Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024

**Time Limit**

**Notification of Death**

If the Recipient has passed away

- Within 14 days from the day of death

If the eligible child has passed away

- As soon as possible. If the procedure is carried out late, you may need to return the allowance already disbursed

**Claim Unpaid Allowance**

If the Recipient has passed away

- Within 2 years from the day of death

**Application for Special Child Rearing Allowance  
(Changing the Recipient etc.)**

**Who needs to carry out this procedure?**

Any of the following:

- The mother caring for the child and supporting the child's livelihood after the father has died
- The father caring for the child and supporting the child's livelihood after the mother has died
- The guardian taking care of the child and supporting the child's livelihood after the father or mother has died

\* Please enquire on the phone numbers below for more details

**What To Bring**

**Common Items**

- Certified Copy or Excerpt of Family Register with information about the father or mother and child

\* For foreign residents, please bring the father or mother and child's residence cards

- Transfer of Bank Account Application Form (Please bring your bankbook or documents where your bank details can be confirmed)

\*Depending on the applicant's situation, the items to bring may differ. Please enquire using the phone numbers below

**Service Counter/Contact Details**

**Welfare Office, Social Welfare Division**

Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024

**Time Limit**

As soon as possible. If the procedure is carried out late, you may need to return the allowance already disbursed

**Special Disability Allowance, Child Disability  
Welfare, Developmental Welfare Allowance  
Procedures (Notification of Death)**

<b>Who needs to carry out this procedure?</b>														
<p><input type="checkbox"/> The persons stipulated in the Family Register Act (family who lived together with the deceased).</p> <p>* There is a possibility that you could claim unpaid allowances</p> <p>* If you are late submitting the Notification of Death, you could lose eligibility for the allowances and an overpayment may occur</p> <p>* Please enquire using the phone numbers below for more details</p>														
<b>What To Bring</b>														
<p><input type="checkbox"/> Nothing</p> <p>*If you are claiming unpaid allowances, you will need to bring some documents so please check the section on the right</p> <p>Please contact the phone numbers below for further details.</p>														
<b>Service Counter/Contact Details</b>														
<p><b>Welfare Office, Social Welfare Division</b></p> <table border="0"> <tr> <td>Chuo Ward Office</td> <td>457-2057</td> </tr> <tr> <td>Higashi Administrative Center</td> <td>424-0176</td> </tr> <tr> <td>Nishi Administrative Center</td> <td>597-1159</td> </tr> <tr> <td>Minami Administrative Center</td> <td>425-1485</td> </tr> <tr> <td>Hamana Ward Office</td> <td>585-1697</td> </tr> <tr> <td>Kita Administrative Center</td> <td>523-2898</td> </tr> <tr> <td>Tenryu Ward Office</td> <td>922-0024</td> </tr> </table>	Chuo Ward Office	457-2057	Higashi Administrative Center	424-0176	Nishi Administrative Center	597-1159	Minami Administrative Center	425-1485	Hamana Ward Office	585-1697	Kita Administrative Center	523-2898	Tenryu Ward Office	922-0024
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Kita Administrative Center	523-2898													
Tenryu Ward Office	922-0024													
<b>Time Limit</b>														
<p>Within 14 days from the recipient's day of death</p>														

**Special Disability Allowance, Child Disability  
Welfare, Developmental Welfare Allowance  
Procedures (Claim Unpaid Allowance)**

<b>Who needs to carry out this procedure?</b>														
<p><input type="checkbox"/> The recipient's spouse or dependent that lived with them before they passed away.</p> <p>* You can claim the unpaid allowance even if you lived apart from the recipient if you can prove you shared and lived on the same source of income. Different documents are required so please enquire in advance</p> <p>*Please enquire using the phone numbers below</p>														
<b>What To Bring</b>														
<p><input type="checkbox"/> Bank book under the claimant's name</p> <p><input type="checkbox"/> Personal seal</p> <p><input type="checkbox"/> Proof that you lived on the same income (for spouse and dependents that lived apart from the recipient.)</p> <p>* Please enquire using the phone numbers below for more details</p>														
<b>Service Counter/Contact Details</b>														
<p><b>Welfare Office, Social Welfare Division</b></p> <table border="0"> <tr> <td>Chuo Ward Office</td> <td>457-2057</td> </tr> <tr> <td>Higashi Administrative Center</td> <td>424-0176</td> </tr> <tr> <td>Nishi Administrative Center</td> <td>597-1159</td> </tr> <tr> <td>Minami Administrative Center</td> <td>425-1485</td> </tr> <tr> <td>Hamana Ward Office</td> <td>585-1697</td> </tr> <tr> <td>Kita Administrative Center</td> <td>523-2898</td> </tr> <tr> <td>Tenryu Ward Office</td> <td>922-0024</td> </tr> </table>	Chuo Ward Office	457-2057	Higashi Administrative Center	424-0176	Nishi Administrative Center	597-1159	Minami Administrative Center	425-1485	Hamana Ward Office	585-1697	Kita Administrative Center	523-2898	Tenryu Ward Office	922-0024
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Hamana Ward Office	585-1697													
Kita Administrative Center	523-2898													
Tenryu Ward Office	922-0024													
<b>Time Limit</b>														
<p>Within 2 years from the recipient's day of death</p>														

**Claim Pension Benefit from the Mutual Aid for Dependents with Mental and Physical Disabilities**

**Claim Condolence Money from the Mutual Aid for Dependents with Mental and Physical Disabilities**

**Who needs to carry out this procedure?**

If the person who applied for Mutual Aid for Dependents with Mental and Physical Disabilities passed away while the person with disabilities who they cared for is still alive, you need to do this procedure.

**Who needs to carry out this procedure?**

If the recipient has been receiving Mutual Aid for Dependents with Mental and Physical Disabilities for over one year, and the recipient is alive while the person with disabilities has passed away, you must carry out this procedure.

**What To Bring**

**Claim Pension Benefit**

- Mutual Aid for Dependents with Mental and Physical Disabilities Recipient Certificate or additional certificates of dependents
- Certificate of Death (Post-mortem certificate)
  - \* The original or a certified copy.
  - \* The certified copy of the certificate must have the hospital's seal or address like this 「○○病院 (hospital)○○科 医師 (doctor) △△△△ (name)」 and the doctor's personal seal.
- Recipient's Certificate of Residence
- Certificate of Residence of the person with disabilities
- Copy of your bank book for bank transfer (Must show bank name, branch, holder's name, account number)
- Personal seal which uses an ink pad (if you are using a signature, a personal seal is not necessary)

**What To Bring**

**Claim Condolence Money**

- Mutual Aid for Dependents with Mental and Physical Disabilities Recipient Certificate or additional certificates of dependents
- Recipient's Certificate of Residence
- Certificate of Residence of the person with disabilities
- Copy of your bank book for bank transfer (Must show bank name, branch, holder's name, account number)
- Personal seal which uses an ink pad  
(if you are using a signature, a personal seal is not necessary)

**Service Counter/Contact Details**

**Welfare Office, Social Welfare Division**

Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024

**Service Counter/Contact Details**

**Welfare Office, Social Welfare Division**

Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024

**Time Limit**

As soon as possible

**Time Limit**

As soon as possible

**Submit Notification of Death for  
Recipient of Mutual Aid for Dependents  
with Mental and Physical Disabilities**

**Who needs to carry out this procedure?**

Recipients of Mutual Aid for Dependents with Mental and Physical Disabilities.

**What To Bring**

**For people who have been receiving aid from before 2007**

- A copy of deleted Certificate of Residence is require if the recipient lives outside of the prefecture
- Copy of your bank book for bank transfer (must show bank name, branch, holder's name, account number)
- Personal seal which uses an ink pad  
(if you are using a signature, a personal seal is not necessary)

**For people who have been receiving aid from after 2006**

- Copy of your bank book for money transfer (Must show bank name, branch, holder's name, account number)
- Personal seal which uses an ink pad  
(if you are using a signature, a personal seal is not necessary)

**Service Counter/Contact Details**

**Welfare Office, Social Welfare Division**

Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024

**Time Limit**

As soon as possible

**Return Transport Voucher  
(Excluding NICE pass)**

<b>Who needs to carry out this procedure?</b>
The family of the user of the service.
<b>What To Bring</b>
<input type="checkbox"/> Unused vouchers * Please contact the Hamamatsu Station Entetsu Bus Terminal about the NICE pass. (Tel. 455-2255)
<b>Service Counter/Contact Details</b>
<b>Welfare Office, Social Welfare Division</b> Chuo Ward Office                      457-2057 Higashi Administrative Center      424-0176 Nishi Administrative Center        597-1159 Minami Administrative Center      425-1485 Hamana Ward Office                  585-1697 Kita Administrative Center          523-2898 Tenryu Ward Office                    922-0024
<b>Time Limit</b>
As soon as possible

**Return Adult Diaper Voucher**

<b>Who needs to carry out this procedure?</b>
The family of the user of the service who has unused vouchers.
<b>What To Bring</b>
<input type="checkbox"/> Personal seal (that uses a red ink stamp) <input type="checkbox"/> Unused vouchers
<b>Service Counter/Contact Details</b>
<b>Welfare Office, Social Welfare Division</b> Chuo Ward Office                      457-2057 Higashi Administrative Center      424-0176 Nishi Administrative Center        597-1159 Minami Administrative Center      425-1485 Hamana Ward Office                  585-1697 Kita Administrative Center          523-2898 Tenryu Ward Office                    922-0024
<b>Time Limit</b>
As soon as possible

### Cancel Food Delivery Services

<b>Who needs to carry out this procedure?</b>
The family of the user of the service.
<b>What To Bring</b>
None
<b>Service Counter/Contact Details</b>
<b>Welfare Office, Social Welfare Division</b> Chuo Ward Office                      457-2057 Higashi Administrative Center      424-0176 Nishi Administrative Center        597-1159 Minami Administrative Center      425-1485 Hamana Ward Office                 585-1697 Kita Administrative Center         523-2898 Tenryu Ward Office                 922-0024
<b>Time Limit</b>
As soon as possible

### Cancel or Change Disaster Information Communication Service (F-NET)

<b>Who needs to carry out this procedure?</b>
The family of the user of the service.
<b>What To Bring</b>
<input type="checkbox"/> Submit a notification to change or cancel the F-Net Disaster Information Communication Service
<b>Service Counter/Contact Details</b>
<b>Health &amp; Welfare for the Disabled Division</b> 457-2864 <b>Social Welfare Division</b> Chuo Ward Office                      457-2057 Higashi Administrative Center      424-0176 Nishi Administrative Center        597-1159 Minami Administrative Center      425-1485 Hamana Ward Office                 585-1697 Kita Administrative Center         523-2898 Tenryu Ward Office                 922-0024
<b>Time Limit</b>
As soon as possible

**Return Emergency Communication  
System Equipment**

<b>Who needs to carry out this procedure?</b>
The family of the user of the service.
<b>What To Bring</b>
<input type="checkbox"/> Emergency Communication System Equipment
<b>Service Counter/Contact Details</b>
<b>Welfare Office, Social Welfare Division</b>
Chuo Ward Office                      457-2057
Higashi Administrative Center      424-0176
Nishi Administrative Center        597-1159
Minami Administrative Center      425-1485
Hamana Ward Office                  585-1697
Kita Administrative Center         523-2898
Tenryu Ward Office                  922-0024
<b>Time Limit</b>
As soon as possible

## (7) Child Welfare

### Application for Child Allowance

Who needs to carry out this procedure?
<p>If the recipient has passed away, the recipient's spouse or the grandparents of the child can apply to take care of the child in place of the child's biological parents.</p> <p>*Children are eligible for Child Allowance until the first March 31 after their 15<sup>th</sup> birthday (until the end of junior high school)</p> <p>*If the person who will be taking care of the child lives outside of the city, please consult the local office of the area they live in</p>
What To Bring
<p><input type="checkbox"/> Bank book under the name of the applicant (or a document showing the bank account for the deposit of the Child Allowance)</p> <p><input type="checkbox"/> Health insurance card of the applicant (not required if you are enrolled in Hamamatsu City National Health Insurance.)</p> <p><input type="checkbox"/> Document with applicant's <i>MyNumber</i> (individual number)</p> <p><input type="checkbox"/> Applicant's proof of identity (driving license, residence card etc.)</p> <p>*Items to bring differ depending on the applicant's situation. Please enquire before making an application</p>
Service Counter/Contact Details
<p><b>Child and Family Division</b></p> <p>Chuo Ward Office                      457-2035</p> <p>Higashi Administrative Center    424-0175</p> <p>Nishi Administrative Center        597-1157</p> <p>Minami Administrative Center      425-1463</p> <p><b>Social Welfare Division</b></p> <p>Hamana Ward Office                  585-1121</p> <p>Kita Administrative Center          523-2893</p> <p>Tenryu Ward Office                    922-0023</p>
Time Limit
<p>The child allowance will be disbursed starting the month after application. Please apply as soon as possible</p>

### Claim Unpaid Child Allowance

Who needs to carry out this procedure?
<p>If the recipient has passed away and there are unpaid child allowance payments, the payment will go to:</p> <p><input type="checkbox"/> The child who is still in junior high school that was being taken care of by the deceased recipient</p> <p>*If there are 2 or more children being taken care of, the payment will be combined and paid to one of the child</p>
What To Bring
<p><input type="checkbox"/> Bank book under the name of the child (or a document showing the bank account)</p>
Service Counter/Contact Details
<p><b>Child and Family Division</b></p> <p>Chuo Ward Office                      457-2035</p> <p>Higashi Administrative Center    424-0175</p> <p>Nishi Administrative Center        597-1157</p> <p>Minami Administrative Center      425-1463</p> <p><b>Social Welfare Division</b></p> <p>Hamana Ward Office                  585-1121</p> <p>Kita Administrative Center          523-2893</p> <p>Tenryu Ward Office                    922-0023</p>
Time Limit
<p>The child allowance will be disbursed starting the month after application</p>



\* If the recipient passed away near the end of the month, the applicant can receive the child allowance the next month by applying within 15 days from the day after the day of death.

If you do not apply, the payment will not be paid. Please apply as soon as possible

## Application for Child Rearing Allowance

## Procedures for Those Who Were Receiving Child Rearing Allowance

### Who needs to carry out the procedure?

Those who fulfil any of the following are eligible:

- The child's father has died, and the mother is caring for the child
- The child's mother has died, and the father is caring for the child while working
- The child's father or mother has died, and a person (other than the father or mother) is caring for the child.

\*The child is eligible until the first March 31 after their 18<sup>th</sup> birthday. Some children with certain disabilities may receive the allowance until their 20<sup>th</sup> birthday

\* Depending on your salary/pension you may not qualify for the allowance. Please enquire prior to application

### What To Bring

#### Common Items

- Certified Copy of the Complete Family Register (with information about the father or mother and child) or a similar document
- Bank book under the applicant's name
- Pension handbook
- Health insurance card

\*Items to bring differ depending on the applicant's situation. Please enquire below before making an application

### Who needs to carry out the procedure?

If the recipient has passed away

- Person who has the obligation to submit a Notification of Death according to the Family Register Act

If the child being taken care of has passed away

- Recipient

### What To Bring

#### If the recipient has passed away:

- Document showing that the recipient has passed away (not needed if it can be confirmed with Certificate of Residence)
- Child Rearing Allowance Certificate
- If a payment has not been received before the recipient passed away, applicant's bank passbook (usually the child's passbook)

#### If the child being taken care of has passed away:

Depending on the child's situation, the items to bring may differ. Please enquire below.

### Service Counter/Contact Details

#### Child and Family Division

Chuo Ward Office	457-2035
Higashi Administrative Center	424-0175
Nishi Administrative Center	597-1157
Minami Administrative Center	425-1463

#### Social Welfare Division

Hamana Ward Office	585-1121
Kita Administrative Center	523-2893
Tenryu Ward Office	922-0023

Service Counter/Contact Details	
<b>Child and Family Division</b>	
Chuo Ward Office	457-2035
Higashi Administrative Center	424-0175
Nishi Administrative Center	597-1157
Minami Administrative Center	425-1463
<b>Social Welfare Division</b>	
Hamana Ward Office	585-1121
Kita Administrative Center	523-2893
Tenryu Ward Office	922-0023
Time Limit	
There is no deadline but child allowance is disbursed starting the month after application. Please apply as soon as possible	

Time Limit
<b>If the recipient has passed away:</b> Within 14 days of death.
<b>If the child being taken care of has passed away:</b> As soon as possible. If the procedure is carried out too late, you may be required to return the allowance already disbursed

**Application for Orphan/Traffic Accident Orphan Allowance**

**Procedures for Those Who Were Receiving Orphan/Traffic Accident Orphan Allowance**

Who needs to carry out the procedure?
Those who fall into any of the following categories are eligible to apply
<input type="checkbox"/> Person who is taking care of the child after the father has passed away
<input type="checkbox"/> Person who is taking care of the child after the mother has passed away
* The child is eligible until the first March 31 after their 18 <sup>th</sup> birthday

Who needs to carry out the procedure?
<b>If the recipient has passed away:</b>
<input type="checkbox"/> Person who has the obligation to submit a Notification of Death according to the Family Register Act
<b>If the child being taken care of has passed away:</b>
<input type="checkbox"/> Recipient

What To Bring
<input type="checkbox"/> Traffic Accident Certificate if cause of death is traffic accident
<input type="checkbox"/> Death Certificate if cause of death is traffic accident
<input type="checkbox"/> Certified Copy of Complete Family Register with information about the father or mother and child or a similar document
<input type="checkbox"/> Bank book under applicant's name
<input type="checkbox"/> Document showing tax-exempt public pension
<input type="checkbox"/> Other documents necessary to determine eligibility
*Items to bring differ depending on the applicant's situation. Please enquire below before making an

What To Bring
<b>If the recipient has passed away:</b>
<input type="checkbox"/> Document showing that the recipient has passed away (not needed if it can be confirmed with Certificate of Residence)
<input type="checkbox"/> Child Rearing Allowance Certificate
<input type="checkbox"/> If a payment has not been received before the recipient passed away, applicant's bank passbook (usually the child's passbook)
<b>If the child being taken care of has passed away:</b>
Depending on the child's situation, the items to bring may differ. Please enquire below

application
<b>Service Counter/Contact Details</b>
<p><b>Child and Family Division</b></p> <p>Chuo Ward Office                      457-2035</p> <p>Higashi Administrative Center      424-0175</p> <p>Nishi Administrative Center        597-1157</p> <p>Minami Administrative Center      425-1463</p> <p><b>Social Welfare Division</b></p> <p>Hamana Ward Office                  585-1121</p> <p>Kita Administrative Center          523-2893</p> <p>Tenryu Ward Office                  922-0023</p>
<b>Time Limit</b>
There is no deadline but the child allowance will be disbursed starting the month after application. Please apply as soon as possible

<b>Service Counter/Contact Details</b>
<p><b>Child and Family Division</b></p> <p>Chuo Ward Office                      457-2035</p> <p>Higashi Administrative Center      424-0175</p> <p>Nishi Administrative Center        597-1157</p> <p>Minami Administrative Center      425-1463</p> <p><b>Social Welfare Division</b></p> <p>Hamana Ward Office                  585-1121</p> <p>Kita Administrative Center          523-2893</p> <p>Tenryu Ward Office                  922-0023</p>
<b>Time Limit</b>
<p><b>If the recipient has passed away:</b></p> <p>Within 30 days starting from the day after day of death</p> <p><b>If the child being taken care of has passed away:</b></p> <p>As soon as possible. If the procedure is carried out late, you may need to return the allowance already disbursed</p>

**Procedures following the death of a  
Single-Parent Household Medical  
Expenses Grant Recipient**

**New Applications for Single-Parent  
Household Medical Expenses Grant**

<b>Who needs to carry out the procedure?</b>
<p>The person who has the obligation to submit a Notification of Death according to the Family Register Act.</p> <p>*This certificate cannot be used starting from the day of death</p>
<b>What To Bring</b>
<p><input type="checkbox"/> Document to prove that the recipient has passed away</p> <p><input type="checkbox"/> Recipient Certificate for Single-Parent Household Medical Expenses Grant</p> <p>*Items to bring differ depending on the situation. Please enquire below before making an application</p>
<b>Service Counter/Contact Details</b>
<p><b>Child and Family Division</b></p> <p>Chuo Ward Office                      457-2035</p> <p>Higashi Administrative Center      424-0175</p> <p>Nishi Administrative Center        597-1157</p> <p>Minami Administrative Center      425-1463</p> <p><b>Social Welfare Division</b></p> <p>Hamana Ward Office                585-1121</p> <p>Kita Administrative Center         523-2893</p> <p>Tenryu Ward Office                 922-0023</p>
<b>Time Limit</b>
<p>There is no deadline but you may need to return the allowance disbursed, if you continued to use the Single-Parent Household Medical Expenses Grant after the recipient passed away</p>

<b>Who needs to carry out the procedure?</b>
<p>The person caring for the child when the mother or father has passed away.</p> <p>*A child is defined as anyone until the end of the month that they turn 20 years old. However, only household exempt from income tax are eligible</p>
<b>What To Bring</b>
<p><input type="checkbox"/> Certified Copy of Complete Family Register with information about the father or mother and child or a similar document</p> <p><input type="checkbox"/> The applicant and child's health insurance cards (not the mother or father's dependent)</p> <p><input type="checkbox"/> Bank book under the applicant's name</p> <p><input type="checkbox"/> Applicant's personal seal</p> <p>* It may be required to bring your Residence Tax certificate to confirm your income if you had an address outside of Hamamatsu in January of this or last year. Please enquire prior to application</p>
<b>Service Counter/Contact Details</b>
<p><b>Child and Family Division</b></p> <p>Chuo Ward Office                      457-2035</p> <p>Higashi Administrative Center      424-0175</p> <p>Nishi Administrative Center        597-1157</p> <p>Minami Administrative Center      425-1463</p> <p><b>Social Welfare Division</b></p> <p>Hamana Ward Office                585-1121</p> <p>Kita Administrative Center         523-2893</p> <p>Tenryu Ward Office                 922-0023</p>
<b>Time Limit</b>
<p>There is no deadline. The medical expense assistance will be disbursed starting the next day after application. Please apply as soon as possible</p>

## Single Parent Welfare Loan

### Who needs to carry out the procedure?

The borrower, joint borrower or joint guarantor or the inheritor needs to carry out some procedures if the person who passed away was the borrower, joint borrower or joint guarantor.

### What To Bring

Certified Copy of Complete Family Register of the deceased or a similar document

Personal seal

(if you will be using a signature, a personal seal is not necessary)

\*Items to bring differ depending on the applicant's situation. Please enquire below before making an application

### Service Counter/Contact Details

#### Child and Family Division

Chuo Ward Office 457-2035

Higashi Administrative Center 424-0175

Nishi Administrative Center 597-1157

Minami Administrative Center 425-1463

#### Social Welfare Division

Hamana Ward Office 585-1121

Kita Administrative Center 523-2893

Tenryu Ward Office 922-0023

### Time Limit

Within 14 days of death

## (8) Other Welfare

### Return the Hamamatsu City Pediatric Chronic Specified Disease Medical Care Card

Who needs to carry out this procedure?
If the person who passed away had a Hamamatsu City Pediatric Chronic Specified Disease Medical Care Card
What To Bring
<input type="checkbox"/> Hamamatsu City Pediatric Chronic Specified Disease Medical Care Card
Service Counter/Contact Details
<b>Public Health Promotion Division 453-6116</b>
<b>Health Promotion Division</b>
Chuo Ward Office                      457-2890
Higashi Administrative Center      424-0125
Nishi Administrative Center        597-1120
Minami Administrative Center      425-1590
Hamana Ward Office                  585-1171
Kita Administrative Center          523-3121
Tenryu Ward Office                    922-0075
 *You can return the card by post. Please contact the Public Health Promotion Division for more details.
Time Limit
After the calculation of medical expenses

### Return the Hamamatsu City Specified Medical Expenses (Designated Intractable Disease) Card

Who needs to carry out this procedure?
If the person who passed away is a recipient of Hamamatsu City Specified Medical Expenses (Designated Intractable Disease).
What To Bring
<input type="checkbox"/> Hamamatsu City Specified Medical Expenses (Designated Intractable Disease) Card
Service Counter/Contact Details
<b>Public Health Promotion Division 453-6116</b>
<b>Health Promotion Division</b>
Chuo Ward Office                      457-2891
Higashi Administrative Center      424-0125
Nishi Administrative Center        597-1120
Minami Administrative Center      425-1590
Hamana Ward Office                  585-1171
Kita Administrative Center          523-3121
Tenryu Ward Office                    922-0075
 *You can return the card by post. Please contact the Public Health Promotion Division for more details.
Time Limit
After the calculation of medical expenses

**Return the Recipient Certificate for Shizuoka  
Prefecture Specified Medical Treatment**

**Who needs to carry out this procedure?**

If the person who passed away is a recipient of Shizuoka Prefecture Specified Medical Treatment.

**What To Bring**

Recipient Certificate for Shizuoka Prefecture Specified Medical Treatment

**Service Counter/Contact Details**

**Public Health Promotion Division 453-6116**

**Health Promotion Division**

Chuo Ward Office	457-2891
Higashi Administrative Center	424-0125
Nishi Administrative Center	597-1120
Minami Administrative Center	425-1590
Hamana Ward Office	585-1171
Kita Administrative Center	523-3121
Tenryu Ward Office	922-0075

\*You can return the card by post. Please contact the Public Health Promotion Division for more details

**Time Limit**

After the calculation of medical expenses

**Cancel Food Delivery Services for Senior Citizens Who Live Alone**

**Cancel Emergency Communication System for Senior Citizens Who Live Alone**

<b>Who needs to carry out this procedure?</b>
Family members of people who were using the food delivery services.
<b>What To Bring</b>
None
<b>Service Counter/Contact Details</b>
<b>Senior Citizen Support Division</b>
Chuo Ward Office                      457-2062
Higashi Administrative Center      424-0186
Nishi Administrative Center         597-1164
Minami Administrative Center       425-1542
<b>Senior Citizen Support and Health Insurance Division</b>
Hamana Ward Office                  585-1123
Kita Administrative Center            523-1144
Tenryu Ward Office                    922-0130
<b>Time Limit</b>
As soon as possible

<b>Who needs to carry out this procedure?</b>
Family members of people who were using the emergency communication services.
<b>What To Bring</b>
<input type="checkbox"/> Emergency Communication System and Pendant
<b>Service Counter/Contact Details</b>
<b>Senior Citizen Support Division</b>
Chuo Ward Office                      457-2062
Higashi Administrative Center      424-0186
Nishi Administrative Center         597-1164
Minami Administrative Center       425-1542
<b>Senior Citizen Support and Health Insurance Division</b>
Hamana Ward Office                  585-1123
Kita Administrative Center            523-1144
Tenryu Ward Office                    922-0130
<b>Time Limit</b>
As soon as possible



**Cancel Lifestyle Support Service**

**Submit Change in Eligibility for Welfare Benefits for Foreign Senior Citizen Residents**

<b>Who needs to carry out this procedure?</b>
Family members of people who were using the lifestyle support service.
<b>What To Bring</b>
None
<b>Service Counter/Contact Details</b>
<p><b>Senior Citizen Support Division</b></p> <p>Chuo Ward Office                      457-2062</p> <p>Higashi Administrative Center      424-0186</p> <p>Nishi Administrative Center        597-1164</p> <p>Minami Administrative Center      425-1542</p> <p><b>Senior Citizen Support and Health Insurance Division</b></p> <p>Hamana Ward Office                  585-1123</p> <p>Kita Administrative Center          523-1144</p> <p>Tenryu Ward Office                  922-0130</p>
<b>Time Limit</b>
As soon as possible

<b>Who needs to carry out this procedure?</b>
Family members of people who were receiving Welfare Benefits for Foreign Senior Citizen Residents.
<b>What To Bring</b>
None
<b>Service Counter/Contact Details</b>
<p><b>Senior Citizen Support Division</b></p> <p>Chuo Ward Office                      457-2062</p> <p>Higashi Administrative Center      424-0186</p> <p>Nishi Administrative Center        597-1164</p> <p>Minami Administrative Center      425-1542</p> <p><b>Senior Citizen Support and Health Insurance Division</b></p> <p>Hamana Ward Office                  585-1123</p> <p>Kita Administrative Center          523-1144</p> <p>Tenryu Ward Office                  922-0130</p>
<b>Time Limit</b>
As soon as possible

**Withdraw from Program Tracking  
Wandering Senior Citizens with  
Dementia (Orange Seals)**

**Return Priority Parking Permit**

<b>Who needs to carry out this procedure?</b>			
Family members of people who were registered in this program.			
<b>What To Bring</b>			
<input type="checkbox"/> Personal seal (if using a signature a personal seal is not necessary)			
<b>Service Counter/Contact Details</b>			
<b>Service Counter</b>			
<b>Community Comprehensive Care Center</b>			
Motohama	479-1215	Yuto	597-0022
Kamoe	456-3362	Shinzu	444-3333
Sanarudai	448-0201	Hogawa	426-1503
Wago	475-5560	Sanwa	462-1011
Itayama	456-5600	Mikatahara	439-5000
Takaoka	420-6330	Hosoe	528-2288
Aritama	434-7899	Kitahama	584-2733
Saginomiya	432-5151	Shinpara	584-1090
Anma	423-2701	Oro	588-5600
Ohiradai	485-2800	Tenryu	925-0034
Waji	437-2001	Hokuen Chuo	969-0088
<b>Enquiries</b>			
<b>Senior Citizen Support Division</b>			
Chuo Ward Office	457-2062		
Higashi Administrative Center	424-0186		
Nishi Administrative Center	597-1164		
Minami Administrative Center	425-1542		
<b>Senior Citizen Support and Health Insurance Division</b>			
Hamana Ward Office	585-1123		
Kita Administrative Center	523-1144		
Tenryu Ward Office	922-0130		
<b>Senior Citizen Welfare Division</b>			
	457-2105		
<b>Time Limit</b>			
As soon as possible			

<b>Who needs to carry out this procedure?</b>	
Family members of people who had this certificate.	
<b>What To Bring</b>	
<input type="checkbox"/> Priority Parking Permit	
<b>Service Counter/Contact Details</b>	
<b>Where to Return</b>	
<b>• Social Welfare Division</b>	
Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024
<b>• Senior Citizen Support Division</b>	
Chuo Ward Office	457-2062
Higashi Administrative Center	424-0186
Nishi Administrative Center	597-1164
Minami Administrative Center	425-1542
<b>• Senior Citizen Support and Health Insurance Division</b>	
Hamana Ward Office	585-1123
Kita Administrative Center	523-1144
Tenryu Ward Office	922-0130
<b>• Health Promotion Division</b>	
Chuo Ward Office	457-2891
Higashi Administrative Center	424-0122
Nishi Administrative Center	597-1120
Minami Administrative Center	425-1590
Hamana Ward Office	585-1171
Hosoe Health Center	523-3121
Tenryu Health and Welfare Center	922-0075
<b>Time Limit</b>	
As soon as possible	

## (9) Water Services

### Change the User of Water and Sewage Services or Stopping Usage

<b>Who needs to carry out this procedure?</b>
If the registered user of the water and sewerage system has passed away, please contact us to change the registered user or to stop usage.
<b>What to Bring</b>
None
<b>Service Counter/Contact Details</b>
<p>(1) Changing Registered User/Stopping Usage</p> <p><input type="checkbox"/> Water Services Reception Center Telephone (0120-09-1132)</p> <p><input type="checkbox"/> Or submit a notification via the Hamamatsu homepage</p> <p>(2) Change in Bank Account Details</p> <p>Please fill out the form and send it to the Water Services Department. You can get the form by:</p> <p><input type="checkbox"/> Requesting one by calling the Water Services Reception Center</p> <p><input type="checkbox"/> Download the form from the Hamamatsu homepage</p> <p>*1 Processes for bank transfers can also be completed at service counters in municipal financial organizations.</p> <p>*2 Credit card transactions can be carried out online via the “SuiSui” website.</p>
<b>Time Limit</b>
As soon as possible

### Change the Payee of the Sewerage Services Beneficiary Payments

<b>Who needs to carry out this procedure?</b>
If the payee registered for the Water Services Beneficiary Payment has passed away before making the payment, please contact us to change the payee.
<b>What to Bring</b>
<p>*The signature and seal of the new payee is needed on the Change of Payee Application Form. If you are using a signature, a personal seal is not necessary.</p> <p>*Those who wish to pay via their bank account should bring their bank book and seal or stamp associated with the bank account.</p> <p>You can download the application form from the city’s homepage and submit the application via mail.</p>
<b>Service Counter/Contact Details</b>
<p><b>Hamamatsu City Water Services Department Customer Service Division</b></p> <p>Beneficiary Payment Group: 415-8240</p>
<b>Time Limit</b>
As soon as possible

## Change in Households that Use Wells

<b>Who needs to carry out this procedure?</b>
Households who are using well water and discharges sewage into the sewer system. If someone in your household has passed away, please contact us to notify us about the change in number of people.
<b>What To Bring</b>
Nothing
<b>Service Counter/Contact Details</b>
<p><b>Water Services Reception Center</b> 0120-09-1132</p> <p>*If the person who passed away is the person user, please carry out this procedure along with the procedure to change the user of water and sewage services.</p>
<b>Time Limit</b>
As soon as possible

## Notification of Change Owner of Water Supply Equipment

<b>Who needs to carry out this procedure?</b>
If the person who has passed away is the owner of the water supply equipment, please submit an application to change the owner.
<b>What To Bring</b>
For how to submit the application, please make an enquiry using the phone numbers below.
<b>Service Counter/Contact Details</b>
<p>Contact the office in charge of the area your water supply equipment is located in.</p> <p><b>Chuo-ku, Hamana-ku (Shinmiyakoda 1 Chome-5 Chome, Miyakoda-cho, Takisawa-cho, Washizawa-cho)</b> Customer Service Division 474-7913</p> <p><b>Hamana-ku (Old Hamakita area, Hosoe-cho, Inasa-cho, Jinguji-cho)</b> Hokubu Water Services Division 525-6085</p> <p><b>Hamana-ku (Old Mikkabi-cho)</b> Mikkabi Water Services Office 524-119</p> <p><b>Tenryu-ku (Old Tenryu Area)</b> Tenryu Water Services Division 922-0035</p> <p><b>Tenryu-ku( Haruno-cho)</b> Haruno Water Services Office 983-0005</p> <p><b>Tenryu-ku (Tatsuyama-cho)</b> Tatsuyama Water Services Office 966-2111</p> <p><b>Tenryu-ku (Sakuma-cho)</b> Sakuma Water Services Office 966-0007</p> <p><b>Tenryu-ku (Misakubo-cho)</b> Misakubo Water Services Office 982-0009</p>
<b>Time Limit</b>
As soon as possible

## Change the Manager of the Septic Tank

### Who needs to carry out this procedure?

If the person who passed away is the manager (owner) of the septic tank, please submit an application to change the manager of the septic tank.

### What To Bring

For how to submit the application, please view the Hamamatsu website at the QR code below, or make an enquiry using the phone numbers below.



### Service Counter/Contact Details

Online Applications

Scan the QR code above and proceed with the online application form on the Hamamatsu website.

Service Counter

Contact the office in charge of your area.

Chuo Ward Office Ward Development Promotion Division

457-2778

Higashi Administrative Center Ward Development Promotion

Team 424-0164

Nishi Administrative Center Ward Development Promotion Team

597-1117

Minami Administrative Center Ward Development Promotion

Team 425-1382

Hamana Ward Office Ward Development Promotion Division

585-1151

Kita Administrative Center Ward Development Promotion Team

523-3120

Tenryu Ward Office Ward Development Promotion Division

922-0033

**Department Customer Service Division** 474-7915

### Time Limit

Within 30 days of change

## (10) Other Procedures

### Application for Succession of Rights of Use of Municipal Cemetery

#### Who needs to carry out this procedure?

People who want to take over the rights of usage of users of the municipal cemetery who have passed away.

#### Municipal Cemetery

- Mikatahara Cemetery       Nakazawa Cemetery
- Funagira Cemetery       Maisaka Fukiage Cemetery
- Hosoe Takadai Cemetery       Yūto Cemetery

\*Those who are not taking over the rights of usage are subject to return procedures. Please inquire at the contacts listed below for more details.

#### What To Bring

- Use of Cemetery Permit

(If you have lost the permit, please request the cemetery to reissue you with a new one.)

- Copy of Certificate of Residence of Successor
- Successor's Family Register Certificate of All Records or Family Register Certificate of Personal Records (Both must be current for the applicant themselves and show the relationship between the successor and the successee)

\*Please talk to the service counter if the successor is of a foreign nationality.

- Family Register of Successee, Certified Copy of Closed Family Register, or an abstract (document listing date of death)

\* Please talk to the service counter if the successee was of a foreign nationality.

- If the inheritor is not the successor, a letter of agreement from the inheritor is needed.

- If a representative is carrying out the procedures, a letter of attorney is needed from the successor. (Not required for family members living together.)

- Personal seal of the person filing (if you are using a signature, a personal seal is not necessary)

#### Service Counter/Contact Details

##### Ward Municipal Services Divisions

Chuo Ward Office 457-2131

Hamana Ward Office 585-1112

### Apply for Internment of Cremains in Cemetery (Users of Municipal Cemetery)

#### Who needs to carry out this procedure?

People who already have a burial spot in the municipal cemetery.

#### Municipal Cemetery

- Mikatahara Cemetery       Nakazawa Cemetery
- Funagira Cemeter       Maisaka Fukiage Cemetery
- Hosoe Takadai Cemetery       Yūto Cemetery

\*Those who are not taking over the rights of usage are subject to return procedures. Please inquire at the contacts listed below for more details.

#### What To Bring

- Cremation Permit or Reburial Permit

#### Service Counter/Contact Details

##### Ward Municipal Services Divisions

Chuo Ward Office 457-2131

Hamana Ward Office 585-1112

Tenryu Ward Office 922-0019

**Administrative Centers**

Higashi Administrative Center 424-0164

Minami Administrative Center 425-1352

Nishi Administrative Center 597-1115

Kita Administrative Center 523-1116

**Mikatahara Cemetery Management Office**

437-8108

\*Mikatahara Cemetery is open on weekends and public holidays except for the New Year holidays between Dec 29 and Jan 3.

**Time Limit**

As soon as possible

Tenryu Ward Office 922-0019

**Administrative Centers**

Higashi Administrative Center 424-0164

Minami Administrative Center 425-1352

Nishi Administrative Center 597-1115

Kita Administrative Center 523-1116

\*Mikatahara Cemetery is open on weekends and public holidays except for the New Year holidays between Dec 29 and Jan 3.

**Time Limit**

As soon as possible

## Apply for Permanent Internment of Cremains

### Who needs to carry out this procedure?

Those listed as the inheritor by the deceased when the deceased registered for the permanent internment of cremains before their death.

### What to Bring

- Copy of Certificate of Resident of Applicant
- Copy of Family Register of Applicant
- \*Please talk to the service counter if the applicant is of a foreign nationality.
- Family Register of the Deceased, Certified Copy of Removal from Register, or (document listing date of death)
- \* Please talk to the service counter if the deceased was of a foreign nationality
- Applicant's personal seal (if you are using a signature, a personal seal is not necessary)

### Service Counter/Contact Details

#### Ward Municipal Services Divisions

Chuo Ward Office 457-2131  
Hamana Ward Office 585-1112  
Tenryu Ward Office 922-0019

#### Administrative Centers

Higashi Administrative Center 424-0164  
Minami Administrative Center 425-1352  
Nishi Administrative Center 597-1115  
Kita Administrative Center 523-1116

**Mikatahara Cemetery Management Office** 437-8108

\*Mikatahara Cemetery is open on weekends and public holidays except for the New Year holidays between Dec 29 and Jan 3

### Time Limit

Within 5 years of registration



## Procedures to Change the Owner of Dog

### Who needs to carry out this procedure?

If the deceased owned a dog and there is a need to change the owner.

#### If the new owner lives within the city

Please enquire at the appropriate counter.

#### If the new owner lives outside the city

You will need to carry out procedures to convert the permit at the registration counter of the place you live in.

### What To Bring

- Dog permit, vaccination record, Aiken card etc.

### Service Counter/Contact Details

Animal Protection Education Center 487-1616  
 Chuo-ku (Health General Affairs Division) 453-6111  
 Higashi Administrative Center 424-0164  
 Nishi Administrative Center 597-1117  
 Minami Administrative Center 425-1382  
 Kita Administrative Center 523-3120  
 Hamana-ku (Healthcare Center Hamakita Branch)  
 585-1398  
 Tenryu-ku Ward Development Promotion Division  
 922-0033  
 Haruno Branch Office 983-0001  
 Sakuma Community Branch Office 966-0002  
 Misakubo Community Branch Office 982-0002  
 Tatsuyama Community Branch Office 966-2113

### Time Limit

Within 30 days of the passing of the deceased

## Submit Notification of Ownership of Forest Land

### Who needs to carry out this procedure?

Those who newly acquire forest land covered by the Regional Forest Plan through a sales contract, inheritance, gift or merger of corporations, etc., regardless of whether they are individuals or corporations.

\*Excluding those who have submitted a notification of land sale in accordance with the National Land Use Planning Act.

### What To Bring

- Notification of Ownership of Forest Land  
(if you are using a signature, a personal seal is not necessary)
  - Certificate of Registered Matters and other documents proving the facts of registration (Copies of the documents are accepted)
- \*Certificate of Registered Matters, sales contract of forest, inventory of inheritance division agreement or registration certificate
- Location Map of Land (taken via Shizuoka Forest Information System)

### Service Counter/Contact Details

(For general enquiries about the system)

**Forestry Promotion Division** 457-2159  
**Agricultural Promotion Division (Nōgyō Shinkō-ka)**  
**Kita-ku Agricultural Group** 523-1113  
**Agricultural Promotion Division (Nōgyō Shinkō-ka)**  
**Hamakita Agricultural Group** 585-1117  
**Tenryu Forest Office (Tenryu Shinrin Jimusho)**  
 922-0031

### Time Limit

Within 90 days of becoming the owner

## Submit Notification of Inheritance of Agricultural Land

### Who needs to carry out this procedure?

Those who acquire agricultural land through inheritance etc.

### What to Bring

- Notification From
- Proof of identity of the person submitting the form
- Letter of Attorney (If the person submitting the form is a representative)

### Service Counter/Contact Details

**Agricultural Land Usage Division/Agricultural Committee Office**

(Contact the office of the ward the land is in)

**Agricultural Land Management Group**

457-2481

**Hokubu Agricultural Land Usage Group**

523-3106

**Hamakita Agricultural Land Usage Group**

525-1118

### Time Limit

Within 10 months of being informed of the acquiring rights to the land



## 6. Glossary

Administrative Centers.....	(gyōsei sentā)
Adult Diaper Voucher.....	(kami omutsuken)
Advanced-Age Senior Citizen Medical Insurance Card.....	(kōki kōreisha iryō hihokenshasho)
Advanced-Age Senior Citizen Medical Insurance.....	(kōki kōreisha iryō hoken)
Agricultural Commission Executive Office.....	(nōgyō iinkai jimukyoku)
Agricultural Land Usage Division.....	(nochi riyō-ka)
Agriculture Promotion Division.....	(nōgyō shinkō-ka)
Animal Protection Education Center.....	(doubutsu aigo kyoiku sentā)
Application Form for Medical Care Expenses Grant for the Mentally Disabled.....	(seishin shōgaisha iryōhi josei shinseisho)
Application for Grant for Funeral Expenses.....	(sōsaihi shikyū shinseisho)
Application for Succession of Rights of Use of Municipal Cemetery.....	(shiei boshō riyōken shōkei shinsei)
Branch Offices.....	(shisho)
Cemetery Permit.....	(boshō riyō kyokasho)
Certificate of Death.....	(shibo shindansho)
Certificate of Residence.....	(jyuminhyō)
Certification of Needed Long-term Care.....	(kaigo nintei)
Certificates.....	(shōmeisho)
Certified Copy (or excerpt) of Family Register.....	(koseki tōhon/shōhon)
Certified Copy of Closed Family Register/Excerpt.....	(joseki tōhon/joseki shōhon)
Certified Copy of Family Register/Excerpt.....	(koseki tōhon/koseki shōhon)
Certified Copy of Invalidated Family Register/Excerpt.....	(kaiseigen joseki tohon/joseki shohon)
Child Allowance.....	(jidō teate)
Child Disability Welfare Allowance.....	(shōgaiji fukushi teate)
Child Rearing Allowance.....	(jidō fuyō teate)
Child and Family Division.....	(kodomo katei-ka)
Child and Family Division.....	(jidō katei-ka)
Citizen Card.....	(shimin card)
Closed Family Register Certificate of All Records.....	(joseki zenbu jikō shōmeisho)
Closed Family Register Certificate of Personal Records.....	(joseki kojīn jikō shōmeisho)
Community Comprehensive Care Center.....	(chiiki Hōkatsu Shien Sentā)
Condolence Money.....	(chōikin)
Copy of Certificate of Residence.....	(jūminhyō no utsushi)
Cremation Permit.....	(kasō kyokasho)
Cremation procedures.....	(kaso tetsuzuki)
Death Certificate.....	(shibō todoke juri shōmeisho)
Deleted Record.....	(johyō)
Developmental Welfare Allowance.....	(keikateki fukushi teate)
Disability Basic Pension.....	(shōgai kiso nenkin)
Driving license.....	(untēn menkyoshō)

Eligibility Certificate for Long-Term Care	
Insurance Ceiling Amount.....	(kaigo hoken futan gendogaku ninteisho)
Eligibility Certificate for Social Welfare Corporation	
Usage Fee Reduction.....	(shakai fukushi hōjin tō riyōsha futan keigen taishō kakuninsho)
Emergency Communication System Equipment .....	(kinkyū tsūho shisutemu sōchi)
Emergency Communication System for Senior	
Citizens Who Live Alone.....	(hitori gurashi kōreisha tō kinkyutsūhō shisutemu jigyō)
Employee's Pension.....	(kōsei nenkin)
FAX Simultaneous Services (F NET)	
Family register.....	(koseki)
Family Register Certificate of All Records.....	(koseki zenbu jikō shōmeisho)
Family Register Certificate of Personal Records.....	(koseki kojīn jikō shōmeisho)
Family Register Certificate of Records.....	(koseki jikō shōmeisho)
Financial Office.....	(zaimu Jimusho)
Fixed Assets Tax.....	(kotei shisanzei)
Food Delivery Services.....	(haishoku sābisu shien)
Food Delivery Services for Senior Citizens	
Who Live Alone.....	(hitori gurashi kōreisha tō haishokusābisu jigyō)
Forestry Promotion Division.....	(ringyō Shinkō-ka)
Funeral Fee Application Form.....	(sōsaihi shikyū shinsei)
Hamamatsu Chuo Wholesale Market.....	(oroshiuri Ichiba)
Hamamatsu City Pediatric Chronic Specified Disease	
Medical Care Card.....	(shōni mansei tokutei shippei iryōhi jyukyusyashō)
Hamamatsu City Specified Medical Expenses	
(Designated Intractable Disease) Card.....	(tokutei iryōhi jukyūsha sho (shitei nanbyō))
Hamamatsu City Taxes.....	(shizei)
Hamamatsu Higashi Tax Office.....	(higashi zeimusho)
Hamamatsu Nishi Tax Office.....	(nishi zeimusho)
Head Of Household.....	(setai nushi)
Health & Welfare for the Disabled Division.....	(shōgai hoken fukushi-ka)
Health Promotion Center.....	(kenkōzukuri sentā)
Health Promotion Division.....	(kenkōzukuri -ka)
Hospitalization Money .....	(nyūin kyūfukin)
Individual Municipal Tax.....	(kojīn shimizei)
Inheritance Representative Form.....	(sōzokunin daihyōsha no todoke)
Inheritance Representative Form for Fixed Asset Tax	
and Ownership of Property.....	(kotei shisanzei sōzokunin daihyōsha todoke ken genshoyūsha shinkokusho)
Intellectual Disability Handbook.....	(ryōiku techō)

Insurance.....	(hoken)
Insurance Card.....	(hokenshō)
Life Insurance.....	(seimei hoken)
Life Insurance Money.....	(shibō hokenkin)
Lifestyle Support Service.....	(keido seikatsu enjo-in haken jigyō)
Light Automobile Tax.....	(keijidōshazei)
Light Motor Vehicle Inspection Association Shizuoka Office, Hamamatsu Branch.....	(keijidōsha kensa kyōkai shizuoka jimusho hamamatsu shisho)
Light duty special vehicle.....	(kogata tokushu jidōsha)
Light four-wheeled vehicle.....	(keijidōsha yonrinsha)
Light two-wheeled vehicle.....	(keijidōsha nirinsha)
Local Integration Support Center.....	(chiiki hōkatsu shien sentā)
Long-Term Care Insurance Premium Rate Certificate.....	(kaigo hoken futan wariaisho)
Long-term Care Insurance Card.....	(kaigo hoken hihokenshasho)
Lump-sum Death Benefit.....	(shibō ichiji kin)
Medical Care Expenses Grant for the Severely Disabled.....	(jūdo shinshin shōgaisha iryōhi josei)
Medical Expense Assistance for Mental Disabilities.....	(seishin shōgaisha iryōhi josei)
Mental Disability Handbook.....	(seishin shōgaisha hoken fukushi techō)
Moped.....	(gendōki tsuki jidōsha)
Municipal Cemetery.....	(shiei boshō)
Municipal Housing.....	(shiei jūtaku)
Municipal Housing Hokubu Management Center.....	(shiei jūtaku hokubu kanri sentā)
Municipal Housing Management Center.....	(shiei jutaku kanri sentā)
Municipal Service Centers.....	(shimin sābisu sentā)
Municipal Tax Division.....	(shiminzei-ka)
Municipal Tax Division Light Automobile Tax Group.....	(shiminzei-ka keijidōsha gurūpu)
Mutual Aid for Dependents with Mental and Physical Disabilities.....	(shinshin shōgaisha fuyō teate kyōsai)
Nagoya Regional Immigration Bureau.....	(nagoya shutsunyūkoku zairyū kanrikyoku hamamatsu shucchōjo)
National Health Insurance.....	(kokumin kenkō hoken)
National Health Insurance & Pension Division Advanced-age Senior Citizen Group.....	(kokuho nenkin-ka kōki kōreisha gurupu)
National Health Insurance Card.....	(kokumin kenkōhoken hihokenshasho)
National Pension.....	(kokumin nenkin)
National Tax.....	(kokuzei)
Notification of Change Owner of Water Supply Equipment.....	(kyūsui sōchi shoyūsha henkō no todokede)
Notification of Change in Eligibility for the Welfare Benefit for Senior Citizen Foreign Residents.....	(gaikokujin kōreisha fukushi teate shikaku henkō todokedesho)
Notification of Death.....	(shibō todoke)
Notification of Inheritance of Agricultural Land.....	(nōchi wo sōzokunado shitamune no

	<i>todokede)</i>
Notification of Interment of Cremains.....	<i>(nōkotsu todoke)</i>
Notification of Withdrawal from Long-term Care Insurance.....	<i>(kaigo hoken shikaku sōshitsu todoke)</i>
Number Plate Registration Certificate.....	<i>(hyōshiki kōfu shomeisho)</i>
Old-age Basic Pension.....	<i>(rōrei kihon nenkin)</i>
Old-age Basic Pension.....	<i>(rōrei kiso nenkin)</i>
Orphan/ Traffic Orphan Allowance.....	<i>(iji/kōtsu-iji teate)</i>
Payments Via Payment Slips.....	<i>(nōfusho-barai)</i>
Pension.....	<i>(nenkin)</i>
Pension Card.....	<i>(nenkin techo)</i>
Pension Office.....	<i>(nenkin jimusho)</i>
Personal seal (inkan)	
Physical Disability Handbook.....	<i>(shintai shōgaisha techo)</i>
Physical Disability Handbook.....	<i>(shintai shōgai techo)</i>
Prefectural tax.....	<i>(kenminzei)</i>
Primary Insured Persons.....	<i>(dai ichigō hihokensha)</i>
Priority Parking Permit.....	<i>(yuzuriai chūshajo riyōsho)</i>
Procedures For Inheritance.....	<i>(sōzoku tetsuzuki)</i>
Programme Tracking Wandering Senior Citizens with Dementia (Orange Seals).....	<i>(haikai kōreisha sōki hakken jigyo (orenji shiru kōfu)</i>
Property Tax Division.....	<i>(shisanzei-ka)</i>
Public Health Promotion Division.....	<i>(kenkō zōshin-ka)</i>
Qualification Certificate.....	<i>(shikakushasho)</i>
Reburial Permit.....	<i>(kaisō kyokasho)</i>
Recipient Certificate for Medical Care Expenses Grant for the Severely Disabled.....	<i>(jūdo shinshin shōgaisha iryōhi josei)</i>
Recipient Certificate for Medical Payment for Services and Supports for Persons with Disabilities (Rehabilitation).....	<i>(jiritsu shien iryō jukyūshasho kōsei iryō)</i>
Recipient Certificate for Medical System for Services and Supports for Persons with Disabilities (Outpatient Mental Medical Services).....	<i>(jiritsu shien iryō jukyūshasho seishin tsūin)</i>
Recipient Certificate for Single-Parent Household Medical Expenses Grant.....	<i>(hitori oya katei tō iryōhi josei jukyūshasho)</i>
Recipient of Hamamatsu Long-term Care.....	<i>(kaigo hoken hihokensha)</i>
Residence Card.....	<i>(zairyū kādo)</i>
Secondary Insured Persons.....	<i>(dai nigō hihokensha)</i>
Seibu Driving License Center.....	<i>(seibu unten menkyo sentā)</i>
Senior Citizen Health Insurance Division.....	<i>(chōju hoken-ka)</i>
Senior Citizen Support Division.....	<i>(chōju shien-ka)</i>
Senior Citizen Welfare Division.....	<i>(kōreisha fukushi-ka)</i>
Septic Tank.....	<i>(jōkasō)</i>

Shizuoka District Legal Affairs Bureau	
Hamamatsu Branch	<i>(shizuoka chihō hōmukyoku hamamatsu shikyoku)</i>
Shizuoka Family Courthouse	
Hamamatsu Branch	<i>(shizuoka katei saibansho hamamatsu shibu)</i>
Shizuoka Family Courthouse	
Hamamatsu Branch	<i>(shizuoka katei saibansho hamamatsu shibu)</i>
Shizuoka Prefecture Specified	
Medical Treatment Card	<i>(shizuoka-ken tokutei shippei iryō jukyūshasho)</i>
Shizuoka Transportation Bureau Hamamatsu	
Automobile Inspection Registration Office	<i>(shizuoka unyu shikyoku hamamatsu jidōsha kensa tōroku jimusho)</i>
Single Parent Welfare Loan	<i>(boshi fushi kafu fukushi shikin kashitsuke kin)</i>
Single-Parent Household Medical Expenses Grant	<i>(hitori oya katei tō iryōhi josei)</i>
Small Two-Wheeled Vehicle	<i>(nirinsha kogata jidōsha)</i>
Social Welfare Division	<i>(shakai fukushi-ka)</i>
Special Child Rearing Allowance	<i>(tokubetsu jidō fuyō teate)</i>
Special Permanent Resident Card	<i>(tokubetsu eijūshasho)</i>
Standard Automobile	<i>(futsū jidōsha)</i>
Survivor's Basic Pension	<i>(izoku kiso nenkin)</i>
Tax General Affair Division	<i>(zeimu sōmu -ka)</i>
Tax Notice	<i>(nōzei tsūchisho)</i>
Tenryu Forest Office	<i>(tenryū shinrin jimusho)</i>
Traffic Accident Certificate	<i>(jiko shōmeisho)</i>
Transport Voucher	<i>(gaishutsu shien joseiken)</i>
Ward Municipal Services Division	<i>(kumin seikatsu-ka)</i>
Water Service Beneficiary Payments	<i>(juekisha futankin)</i>
Water Service Department Customer Service Division	<i>(jōge suidō-bu okyakusama sābisu-ka)</i>
Water Services Reception Center	<i>(jōge suidō uketsuke sentā)</i>
Welfare Benefit for Senior Citizen Foreign Residents	<i>(gaikokujin kōreisha fukushi teate)</i>
Welfare Office	<i>(fukushi jigyō-sho)</i>
Widow's Pension	<i>(kafu nenkin)</i>

## NOTES



A blank page with a rounded rectangular border. The page contains ten horizontal blue lines, evenly spaced, intended for writing. The lines are positioned approximately at the 15%, 25%, 35%, 45%, 55%, 65%, 75%, 85%, 95%, and 98% vertical positions on the page.



滨松市