

Overview

Pension Counseling

1. The types of pension counseling

- Pension counseling is available at “social insurance offices” and “pension counseling centers” throughout the country. For pension counseling on the phone, “Nenkin Dial” and “Telephone Service for Nenkin Teiki Bin (Pension Coverage Regular Notice : PCRN.)”
 - Nenkin Dial 0570-05-1165
 - ※From certain IP phones and PHS, please call “03-6700-1165”
 - Telephone Service for Nenkin Teiki Bin(PCRN) 0570-058-555
 - ※From certain IP phones and PHS, please call “03-6700-1144”

2. Office hours

- 8:30 a.m. to 5:15 p.m., Monday through Friday (extended to 7:00 p.m. on Mondays (when legal holiday falls on Monday, the following Tuesday))
- ※9:30 a.m. to 4:00 p.m., second Saturday of each month
(Closed: Saturdays (except second Saturday of the Month), Sundays, legal holidays and year-end and new-year holidays)

3. Items requested when the insured himself/herself wants to receive counseling

Please bring items that confirm your identity such as pension certificate, payment notice, pension handbook and insurance card. Additionally, also bring the documents recently sent from social insurance offices, offices of social insurance bureau and the social insurance operation center.

4. If families, etc. of a person insured visit for counseling

Pension counseling is available for families or friends of a person insured provided that there is commission of the person insured him/herself. Please bring the written request of the person. As for a commission, any form will available. The following information should be described in the form, with an authentic signature of the person insured; the basic pension number recorded on the pension handbook of the person insured him/herself, and his/her address, name, date of birth, a description of commission as well as the address, name of the delegated person and a relationship to the person insured. Also identification and a driver's certificate (for pension counseling by document, a copy of a driver's certificate) of the person delegated are necessary. Commission form is available for download from the webpage (<http://www.sia.go.jp/>) of the social insurance agency.

5. If you use pension counseling on the phone

Prepare items such as pension handbook, pension certificate and payment notice in advance as following information shall be inquired for pension counseling on the phone to confirm the consuler.

- When a consuler is a person insured himself/herself: Basic pension number, address, name, date of birth, etc.
- When a consuler is family of a person insured: In addition to the information mentioned above, the family who is at the counter shall be inquired his/her basic pension number, address, name, date of birth, the reason why a person insured him/herself was unable to come to consult directly, etc.

It is helpful if you summarize things to consult and note them in advance.

List of Established Pension Counseling Centers (Attachment)

(As of July 2010)

	Name	Address
Hokkaido	Sapporo Ekimae	Huurikku NORTH 3・3 Bldg. 3F, 3-chome, Nishi, Kita 3-jo, Chuo-ku, Sapporo City
	Asabu	4-chome, Nishi, Kita 38-jo, Kita-ku, Sapporo City
Miyagi	Sendai	Sendai Park Building 2F, 3-6-1, Kokubun-cho, Aoba-ku, Sendai City
Yamagata	Sakata	Sakata Honmachi Bldg. 1F, 2-5-19, Nakamachi, Sakata City
Fukushima	Fukushima	i・s・M37 2F, 7-5, Kitagorouuchi-machi, Fukushima City
Ibaraki	Mito	Sumitomo Life Insurance Mito Bldg. 1F, 3-4-10, Minami-machi, Mito City
	Tsuchiura	Sumitomo Life Insurance Tsuchiura Bldg. 3F, 1-16-12, Sakura-machi, Tsuchiura City
Gunma	Maebashi	Gunma Prefecture JA Bldg. 3F, 1310, Kamesato-machi, Maebashi City
Saitama	Omiya	Omiya Nishiguchi Daiei Bldg.3F, 2-287, Sakuragi-cho, Omiya-ku, Saitama City
	Kawaguchi	Kawaguchi Center Bldg. 13F 4-1-8, Hon-cho, Kawaguchi City
Chiba	Chiba	Sunlight Bldg. 1F 4-22, Nitta-cho, Chuo-ku, Chiba City
	Funabashi	FACE Bldg 7F, 1-3-1, Hon-cho, Funabashi City
	Kashiwa	Kashiwa Higashiguchi Kaneko Bldg. 1F, 4-8-1, Kashiwa, Kashiwa City
Tokyo	Shinjuku	Matsuoka Central Bldg. 8F, 1-7-1, Nishi-Shinjuku, Shinjuku-ku
	MAdhida	Pario Bldg. 5F, 1-15-13, Morino, Machida City
	Tashikawa	SUZuharu Bldg.6F, 2-7-16, Akebono-cho, Tachikawa City
	Kokubunji	Kokubunji Terminal Bldg.8F, 3-20-3, Minami-cho, Kokubunji City
Kanagawa	Omori	Toshin Bldg.5F, 2-8-26, Sanno, Ota-city
	Yokohama	Creator Yokohama Bldg.3F, 2-14-17, Takashima, Nishi-ku, Yokohama City
	Totsuka	No.5 Yoshimoto Bldg.3F, 498-11, Kamikurata-cho, Totsuka-ku, Yokohama City
	Mizonokuchi	Nocti Plaza 1 10F, 1-3-1, Mizonokuchi, Takatsu-ku, Kawasaki City
	SagamiOno	Odakyu Sagami Ono Station Square.2-Bankan, Miro-do 1F, 3-8-1, Sagami Ono, Saqamihara City