

## 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 consulter.

- When a consulter is a person insured himself/herself: Basic pension number, address, name, date of birth, etc.
- When a consulter 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 April 2009)

	Name	Address
Hokkaido	Sapporo Ekimae Pension Counseling Center	NORTH 3・3 Bldg. 3F, 3-chome, Nishi, Kita 3-jo, Chuo-ku, Sapporo City
	Asabu Pension Counseling Center	4-chome, Nishi, Kita 38-jo, Kita-ku, Sapporo City
Miyagi	Sendai Pension Counseling Center	Sendai Park Building 2F, 3-6-1, Kokubun-cho, Aoba-ku, Sendai City
Yamagata	Sakata Pension Counseling Center	Sakata Honmachi Bldg. 1F, 2-5-19, Nakamachi, Sakata City
Fukushima	Fukushima Pension Counseling Center	i・s・M37 2F, 7-5, Kitagorouuchi-machi, Fukushima City
Ibaraki	Mito Pension Counseling Center	Sumitomo Life Insurance Mito Bldg. 1F, 3-4-10, Minami-machi, Mito City
	Tsuchiura Pension Counseling Center	Sumitomo Life Insurance Tsuchiura Bldg. 3F, 1-16-12, Sakura-machi, Tsuchiura City
Gunma	Maebashi Pension Counseling Center	Gunma Prefecture JA Bldg. 3F, 1310, Kamesato-machi, Maebashi City
Saitama	Omiya Pension Counseling Center	Omiya Nishiguchi Daiei Bldg.3F, 2-287, Sakuragi-cho, Omiya-ku, Saitama City
	Kawaguchi Pension Counseling Center	Kawaguchi Center Bldg. 13F 4-1-8, Hon-cho,Kawaguchi City
Chiba	Chiba Pension Counseling Center	Sunlight Bldg. 1F 4-22, Nitta-cho, Chuo-ku, Chiba City
	Funabashi Pension Counseling Center	「FACE」 7F, 1-3-1, Hon-cho, Funabashi City
	Kashiwa Pension Counseling Center	Kashiwa Higashiguchi Kaneko Bldg. 1F, 4-8-1, Kashiwa, Kashiwa City
Tokyo	Shinjuku Pension Counseling Center	Matsuoka Central Bldg. 8F, 1-7-1, Nishi-Shinjuku, Shinjuku-ku
	MAdhida Pension Counseling Center	Pario Bldg. 5F, 1-15-13, Morino, Machida City
	Tashikawa Pension Counseling Center	SUZuharu Bldg.8F, 2-7-16, Akebono-cho, Tachikawa City
	Kokubunji Pension Counseling Center	Kokubunji Terminal Bldg.8F, 3-20-3, Minami-cho, Kokubunji City
	Omori Pension Counseling Center	Toshin Bldg.5F, 2-8-26, Sanno, Ota-city
Kanagawa	Yokohama Pension Counseling Center	Creator Yokohama Bldg.3F, 2-14-17,Takashima, Nishi-ku, Yokohama City
	Totsuka Pension Counseling Center	N0.5 Yoshimoto Bldg.3F, 498-11, Kamikurata-cho, Totsuka-ku, Yokohama City
	Mizonokuchi Pension Counseling Center	Nocti Plaza 1 10F, 1-3-1, Mizonokuchi, Takatsu-ku, Kawasaki City
	SagamiOno Pension Counseling Center	Odakyu Sagami Ono Station Square.1F, 3-8-1, Sagami Ono, Saqamihara City

	Name	Address
Nigata	Nigata Pension Counseling Center	Current Sakura Bldg. 1F, 5-1-35, Yoneyama, Niigata City
Toyama	Toyama Pension Counseling Center	Urban Place Bldg. 1F, 18-7, Ushijima-cho, Toyama City
Ishikawa	Kanazawa Pension Counseling Center	1-17-30, Naruwa, Kanazawa City
Nagano	Nagano Pension Counseling Center	Sanno Bldg. 1F, 45-1, Nakaqosho,Nagano City
Gifu	Gifu Pension Counseling Center	Orchid Park West Wing 3F, 2-23, Koran, Gifu City
Shizuoka	Shizuoka Pension Counseling Center	South Pot Shizuoka Bldg. 2F, 18-1, Minami-machi, Suruoa-ku, Shizuoka City
	Numazu Pension Counseling Center	Nissei Star Bldg. 4F, 3-8-23, Ote-machi, Numazu City
Aichi	Nagoya Pension Counseling Center	Imon Nagoya Bldg. 2F, 1-16, Tsubaki-cho, Nakamura-ku, Nagoya City
	Chikusa Pension Counseling Center	Sumitomo Life Insurance Chikusa Bldg. 6F, 3-15-31.Aoi.Higashi-ku, Nagoya City
Shiga	Otsu Pension Counseling Center	Shiga Bldg. 8F, 1-3-10, Bairin, Otsu City
Kyoto	Uji Pension Counseling Center	54-2, Nishiura, Hirono-cho, Uji City
Osaka	Tennoji Pension Counseling Center	ACTY Tennoji 2F,10-17, Minami Kawabori-cho, Tennoji-ku,Osaka City
	Suita Pension Counseling Center	Merode Suita 2-bankan 10F, 1-3-1, Katayama-cho, Suita City
	Sakai-Higashi Pension Counseling Center	Sakai-Higashi Hachiko Bldg. 7F, 1-1-21, NakaKawara-machi, Sakai City
	Hirakata Pension Counseling Center	Urban Ace Hirakata Bldg. 2F, 5-23,0ka Higashi-cho, Hirakata City
	Joto Pension Counseling Center	Toyo Plaza Gamo Bldg.1F, 1-8-24,Chuo, Joto-ku, Osaka City
	Higashi Osaka Pension Counseling Center	NTT Nishi Nippon Higashi Osaka Bldg. 1F, 1-18-12, Eiwa, Higashiosaka City
	Toyonaka Pension Counseling Center	The south of store under Toyonaka elevated block 1F, 1-1-3, Hon-machi, Toyonaka City
	Nakamozu Pension Counseling Center	Sakai Chamber of Commerce and Industry 1F, 130-23, Nagasone-cho, Sakai City
Hyogo	Suma Pension Counseling Center	Seaside Chateau Suma 1F, 6-2-5, Isonare-cho, Suma-ku, Kobe City
	Amagasaki Pension Counseling Center	Tsukaguchi Sun SunTown 2-Bankan 2F, 2-1-2-208, Minami-Tsukaguchi-cho, Amaqasaki City
	Himeji Pension Counseling Center	Neo Office Himeji Minami 1F, 2-53, Nounen-cho, Himeji City
Nara	Nara Pension Counseling Center	Shinomiya Center Bldg. 1F, 4-281 Omiya-cho, Nara City
Okayama	Okayama Pension Counseling Center	4-55, Showa-cho, Okayama City
Hiroshima	Hiroshima Pension Counseling Center	10-10, Hashimoto-cho, Naka-ku, Hiroshima City
	Fukuyama Pension Counseling Center	1-21, To-o-cho, Fukuyama City
Yamaguchi	Hofu Pension Counseling Center	Hofu Hirofusa No.3 Bldg. 3F, 1-8-25, Ebisu-machi, Hofu City
Fukuoka	Kitakyushu Pension Counseling Center	Kurosaki Techno-plazal 1F, 2-1, Nishimagari-cho, Yawatanishi-ku, Kitakyushu City
Kumamoto	Kumamoto Pension Counseling Center	Taiyo Life Insurance Kumamoto No.2 Bldg.3F, 4-1.Hanabatake-cho, Kumamoto City