

Pension Consultations

Overview

Pension Consultations

1. Type of consultation reception counters

- Pension consultations are available at “social insurance offices” and “pension consultation centers [see Attachment]” nationwide.
- Pension consultations over the phone include “Nenkin Dial”, available for general consultations, with “Telephone Service for Nenkin Teiki Bin and Nenkin-Net” also being available for consultations over “Nenkin Teiki Bin (Pension Coverage Regular Notice: PCRN)” and “Nenkin-Net”.
 - “Nenkin Dial” 0570-05-1165
 - * Certain IP phones and PHS should use “03-6700-1165”
 - “Telephone Service for Nenkin Teiki Bin (PCRN) and Nenkin-Net” 0570-058-555
 - * Certain IP phones and PHS should use “03-6700-1144”

2. Office hours

- Days open: Monday-Friday and 2nd Saturday of every month (excluding national holidays and year-end/new-year holidays)
- Open hours: 8:30-17:15; Reception time extended to 19:00 on Mondays (Tuesday if Monday is a holiday)
 - * 9:30-16:00 on 2nd Saturdays

3. Items necessary in receiving consultations

You are hereby requested to bring something you can use to confirm your identity such as documents sent to insured persons from the Japan Pension Service, including pension handbooks, pension certificates, and notifications on revision of payment, etc. when coming to receive a pension consultation.

In addition, also bring along some documents recently sent by a pension office or the Headquarters of Japan Pension Service.

Furthermore, in order to avoid exploitation of items issued at reception counters the identity of the insured person himself/herself or his/her agent has to be confirmed using a facial photograph.

4. Consultations for family members, etc. of the insured person

Pension consultations are available to family members or friends of the insured person if they have commissioned them to do so. In that case a written commission document of the insured person needs to be presented.

There is no specific form for the commission. The following information should appear on the form, along with the authenticated signature of the insured person: the basic pension number written on the pension handbook of the insured person, and his/her address, name, date of birth, and a description of the commission as well as the address, name of the delegated person and his/her relationship to the insured person.

In addition, an identification card or driver’ s license (a copy will suffice for pension consultations on documents) of the delegate will need to be presented.

A sample commission form is available for download from the Japan Pension Service website (<http://www.sia.go.jp/>).

[Example identification cards]

	Identification card that suffices itself	Identification card that requires another identification card
Types of identification cards	<ul style="list-style-type: none"> • Driver’ s license • Basic resident registration card with a photograph (issued by the municipality of the residence) • Passport • Identification card issued by agencies of the local governments • Seaman’s competency certificate • Boat operator’ s certificate • Electrician’ s license • Real-estate transaction specialist certificate • Qualification certificate from training and examinations • Mariner’s pocket-ledger • War injury and sickness certificate • Physically disabled certificate • Rehabilitation certificate • Alien registration certificate 	<ul style="list-style-type: none"> • Basic resident registration card with no photograph • National Health Insurance card, health insurance card, Seamen’s Insurance card, or Long-Term Care Insurance card • Mutual aid association certificates • National Pension handbook • Certificates of National Pension, Employee’ s Pension Insurance, or Seamen’s Insurance • Certificates of Mutual Aid Pension or Public Officers Pension • Seal registration certificates of the seal used for applying for a transcript of the family register, etc. to be issued. * Student identification card or identification card issued by a juridical person with a photograph * Identification with a photograph card issued by the government or local governments (excluding those in the left column)

(Note) Note that the two identification cards marked with an “*” are not inadequate.

5. Pension consultations over the phone

Consultations over the phone are limited to the insured person himself/herself.

However, inquiries on the content of notifications sent by the Japan Pension Service, etc. are available to relatives within the second degree of kinship provided that the insured person himself/herself would otherwise have difficulty directly making the consultation.

You are hereby requested to prepare items such as the pension handbook, pension certificate, and payment notice in advance as the following information shall be requested for a pension counseling over the phone in thus confirming the identity of the person wanting the consultation.

- In case the person wanting the consultation is the insured person:
 - Basic Pension Number, name, date of birth, address, etc.
- In case the person arranging the consultation is a relative of the insured person within the second degree of kinship:
 - In addition to the above, the Basic Pension Number, name, date of birth, address, relationship, and telephone number of the person arranging the consultation, along with the reason that the insured person cannot make the consultation himself/herself, etc. It would be helpful if you would summarize and note the matters involved in the consultation and advance.

List of Established Pension Counseling Centers (Attachment)

(As of July 2011)

	Center name	Address
Hokkaido	Sapporo Ekimae	Hyurikku NORTH 33 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
	Tachikawa	SUZuharu Bldg. 6F, 2-7-16, Akebono-cho, Tachikawa City
	Kokubunji	Kokubunji Terminal Bldg. 8F, 3-20-3, Minami-cho, Kokubunji City
	Omori	Toshin Bldg. 5F, 2-8-26, Sanno, Ota-city
Kanagawa	Yokohama	Creator Yokohama Bldg. 3F, 2-14-17, Takashima, Nishi-ku, Yokohama City
	Totsuka	N0.5 Yoshimoto Bldg. 3F, 498-11, Kamikurata-cho, Totsuka-ku, Yokohama City
	Mizonokuchi	Nocti Plaza 1 10F, 1-3-1, Mizonokuchi, Takatsu-ku, Kawasaki City
	Sagami Ono	Odakyu Sagami Ono Station Square. 2-Bankan, Miro-do 1F, 3-8-1, Sagami Ono, Saqamihara City
Niigata	Niigata	Current Sakura Bldg. 1F, 5-1-35, Yoneyama, Niigata City
Toyama	Toyama	Urban Place Bldg. 1F, 18-7, Ushijima-cho, Toyama City
Ishikawa	Kanazawa	1-17-30, Naruwa, Kanazawa City
Nagano	Nagano	Sanno Bldg. 1F, 45-1, Nakaqosho, Nagano City
Gifu	Gifu	Orchid Park West Wing 3F, 2-23, Koran, Gifu City
Shizuoka	Shizuoka	South Pot Shizuoka Bldg. 2F, 18-1, Minami-machi, Suruoa-ku, Shizuoka City
	Numazu	Nissei Star Bldg. 4F, 3-8-23, Ote-machi, Numazu City
Aichi	Nagoya	Imon Nagoya Bldg. 2F, 1-16, Tsubaki-cho, Nakamura-ku, Nagoya City
	Chikusa	Sumitomo Life Insurance Chikusa Bldg. 6F, 3-15-31, Aoi, Higashi-ku, Nagoya City
Shiga	Otsu	Shiga Bldg. 8F, 1-3-10, Bairin, Otsu City
Kyoto	Uji	54-2, Nishiura, Hirono-cho, Uji City
Osaka	Tennoji	ACTY Tennoji 2F, 10-17, Minami Kawabori-cho, Tennoji-ku, Osaka City
	Suita	Merode Suita 2-bankan 10F, 1-3-1, Katayama-cho, Suita City
	Sakai-Higashi	Sakai-Higashi Hachiko Bldg. 7F, 1-1-21, NakaKawara-machi, Sakai City
	Hirakata	Urban Ace Hirakata Bldg. 2F, 5-23, 0ka Higashi-cho, Hirakata City
	Joto	Toyo Plaza Gamo Bldg. 1F, 1-8-24, Chuo, Joto-ku, Osaka City
	Higashi Osaka	NTT Nishi Nippon Higashi Osaka Bldg. 1F, 1-18-12, Eiwa, Higashiosaka City
	Toyonaka	The south of store under Toyonaka elevated block 1F, 1-1-3, Hon-machi, Toyonaka City
	Nakamozu	Sakai Chamber of Commerce and Industry 1F, 130-23, Nagasone-cho, Sakai City
Hyogo	Suma	Seaside Chateau Suma 1F, 6-2-5, Isonare-cho, Suma-ku, Kobe City
	Amagasaki	Tsukaguchi Sun SunTown 2-Bankan 2F, 2-1-2-208, Minami-Tsukaguchi-cho, Amagasaki City
	Himeji	Neo Office Himeji Minami 1F, 2-53, Nounen-cho, Himeji City
Nara	Nara	Shinomiya Center Bldg. 1F, 4-281 Omiya-cho, Nara City
Okayama	Okayama	4-55, Showa-cho, Okayama City
Hiroshima	Hiroshima	Hiroshima Intesu Bldg 1F, 10-10, Hashimoto-cho, Naka-ku, Hiroshima City
	Fukuyama	Esutoparuku 6F, 1-21, To-o-cho, Fukuyama City
Yamaguchi	Hofu	Hofu Hirofusa No.3 Bldg. 3F, 1-8-25, Ebisu-machi, Hofu City
Fukuoka	Kitakyushu	Kurosaki Techno-plazal 1F, 2-1, Nishimagari-cho, Yawatanishi-ku, Kitakyushu City
Kumamoto	Kumamoto	Taiyo Life Insurance Kumamoto No.2 Bldg. 3F, 4-1, Hanabatake-cho, Kumamoto City

* The Pension Consultation Center is run by All Japan Federation of Certified Social Insurance and Labour Consultation Associations as the "Pension Consultation Center on the Street Corner".