

# Address Change on Your My Number Card Following the New Residential Address System

**[Start Date of Procedures: Tuesday, 13 January 2026]  
[Reservations will be accepted from Monday, January 5]**

Due to the implementation of the New Residential Address System, residents who have a My Number Card will be required to have the address on their card updated. We kindly ask you to complete this procedure. **As many residents will be affected, a temporary service desk will be set up at the Tokiwa Beppu Department Store, available by reservation.** Significant and prolonged congestion is expected at the City Hall service counter (main building only), so we encourage you to make use of the temporary service desk.

**[Temporary Service Desk at Beppu Tokiwa Department Store]**

**※This is a reservation-only counter exclusively for address updates.**

- ◆ **Location:**  
East Building Hall, 5th Floor, Beppu Tokiwa Dept. Store (2-9-1 Kitahama, Beppu City)  
※Visitors coming for the procedure may use the parking lot free of charge for up to two hours.
- ◆ **Period of Operation:**  
Tuesday, 13 January 2026 to Thursday, 23 April 2026 (scheduled)  
※The counter will mainly operate on weekdays. Details will be announced in the City Newsletter and on the Beppu City official website.
- ◆ **Hours of Operation:**  
10:00 a.m. – 5:00 p.m. (Reception until 4:30 p.m.)  
The temporary service desk operates on a reservation-only basis. Please note that those without a reservation may not be able to complete the procedure on the same day.  
※For the latest information, including operating days, please check the Beppu City official website or the City Newsletter.

**[How to Make a Reservation for the Temporary Service Desk]**

**Reservations will be accepted starting Monday, 5 January 2026.**

- ◆ **Online Reservation**  
Access the reservation form using the QR code on the right (available 24 hours).
- ◆ **Telephone Reservation**  
Call the Call Center (Toll-free: 0120-153-445) Available on weekdays from 8:30 a.m. to 5:00 p.m.



Beppu City official website  
Temporary Service Desk and  
Reservation Procedures

## **[Required Documents for the Address Update (Applicant/Representative)]**

◆ When the procedure is completed by the applicant	◆ When the procedure is completed by a representative
<ul style="list-style-type: none"><li>① My Number Card</li><li>② PIN for the Basic Resident Registration System (4-digit number)</li><li>③ Notification/Certificate Document (the enclosed A4-sized document)</li></ul> ※If you wish to apply for the issuance of the Digital Certificate for Electronic Signature, please refer to the next section.	<p>In addition to items ①–③ listed on the left, please prepare the following:</p> <ul style="list-style-type: none"><li>④ <b>Two identity verification documents of the representative</b> Must be valid and unexpired. (e.g., My Number Card, driver's license, passport, health insurance card with qualification confirmation, long-term care insurance card, pension handbook, etc.)</li><li>⑤ <b>Letter of Attorney (Authorization Form)</b> Required only when the representative resides in a different household. (See the reverse side.)</li></ul>

**(Important notes) If the PIN does not match or if it is unknown, the representative will not be able to complete the procedure on the same day.**

## **[Issuance of the Digital Certificate for Electronic Signature after the address update (Applicant only)]**

If your My Number Card contains a Digital Certificate for Electronic Signature, you may complete the issuance procedure at the same time as the address update.

You will need the PIN for the Digital Certificate for Electronic Signature (6–16 alphanumeric characters). ※The certificate is not included on cards issued to those under 15 years old at the time of issuance or to those who opted not to have it installed.

**(Important notes) The applicant must be present in person. The procedure cannot be completed by a representative on the same day.**

### **《Contact information》**

**My Number Card Promotion Office, Citizen Services Division, Beppu City Hall**

**Tel: 0977-21-1533**

