


In order to reduce the waiting time for receiving My Number Card and alleviate congestion, please reserve a card pickup date and time in advance via online or by phone. Card pickups on weekends are available by appointment only. Make sure to book a reservation before coming to the City Hall.

Weekdays	<b>Reservation Priority System</b> (You can receive the card without a reservation but priority will be given to those who have booked in advance.)
Weekends ※	<b>Reservation-Only System</b> (Only those who have made reservation can pick up their cards. Please be sure to book a reservation.)

How to make reservation

QR Code is a registered trademark of DENSO WAVE.

You can schedule anytime!



①Via online (only in Japanese)

Scan the QR code on the right to access the site. You will need the user ID and password to log in.


※User registration for the system is not required.



**【User ID】** 12 digit inquiry number that is printed on the Notification of Issuance

**【Password】** Date of birth (4 digits) E.g. April 10 → 「0410」

I'd like to make reservation



②By phone (English and other languages available)

**0570-083-130** (My Number Card Call Center)

Please call during the following operating hours.

**【Weekday】**8 : 30~17 : 15 **【Weekend※】**9 : 00~17 : 00

Reservation deadline

Includes reservation changes and cancellations.

**Until 14:00 of the business day immediately before the pickup date**  
(However, if you are coming to pick up the card on a Weekend Counter Service※ day, until 14:00 of two business days immediately before the pickup date)

Additional information

The only service that can be reserved is the card pick up. Other procedures such as application for issuance of My Number Card and digital certificate renewal are accepted on a first come first served basis.

※Weekend Counter Service Days: See the reverse side or the City's website for dates.

Please make reservation to pick up  
My Number Card

# My Number Card Issuance Counter

## Weekend Counter Service

### Please note

- Card pickups at Weekend Counter Service are available by appointment only. Please read the reverse side and be sure to make reservation before coming to the City Hall.
- Procedures related to the My Number Card other than the issuance of the card are also available. Weekend Counter Service gets very crowded, so please come with plenty of time to spare.
- Operations may be closed or suspended without notice due to weather conditions.

### Location

My Number Card Issuance Counter  
Toyota City Hall, East Bldg. 5F

### Date and time

From 9:00 to 17:00

#### 2024 (Reiwa Year 6)

July 14 (Sun)

August 10 (Sat)

September 8 (Sun)

October 12 (Sat)

November 10 (Sun)

December 7 (Sat)

Please check the  
city website for  
the latest  
information



#### You can check the My Number Card Issuance Counter congestion status

①Scan the QR code on the right to access the site.

②Check the option that applies to what you want to do.

○Card pick up or change of name/address ⇒ **Issuance**

○Card application ⇒ **Application**

○Renewal of digital certificate/Resetting of PIN number ⇒ **Digital Certificate**



【Information】 Toyota City Hall, Citizens Division, My Number Card Call Center

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