

# MY NUMBER CARD SERVICE COUNTER

## Appointment Guide

**Book your appointment ahead of time to shorten your wait and help us reduce crowding at the service counter.**

<b>Weekdays</b>	<b>Priority reservation system</b> (Walk-ins will be accommodated, but those with appointments will be served first.)
<b>Weekends※</b>	<b>Strictly by appointment only</b> (A reservation is required for service on these days.)

※Open on designated weekends.

Refer to the back of this guide or visit the city's official website for our weekend schedule.

### You can book an appointment for:

#### Pick up of your My Number Card

→ This service is for individuals who have received the "**Issuance Notice**" (sent in a **yellow envelope**).

#### Electronic certificate renewal

→ Those who have received the "**Expiration Notification**" (sent in a **light blue envelope**) indicating the need for electronic certificate renewal.  
→ Have an **electronic certificate** that is nearing expiration. Renewals may be completed starting from the day after three months prior to the expiration date.

#### 【REFERENCE】



**Electronic certificate expiration date**

**Details of expiration notification** →



### How to make a reservation

QR code is a registered trademark of DENSO WAVE INC.

#### ①Online reservation (via smartphone, etc.)

Scan the QR code on the right to access the reservation website.

Please ensure you select the correct procedure when booking.



#### ②Phone Reservations

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

Please contact us by phone during our reception hours.

【Weekdays】 8:30 AM – 5:15 PM    【Weekends※】 9:00 AM – 5:00 PM



Available  
anytime —  
super easy and  
convenient!



Booking  
ahead makes  
everything  
smoother

### Reservation Deadline

This applies to new reservations, changes, and cancellations.

**Requests must be made by 2:00 PM on the business day prior to your appointment.**

### Other Services

Services such as My Number Card applications and password resets are available on a first-come, first-served basis.

# MY NUMBER CARD SERVICE COUNTER

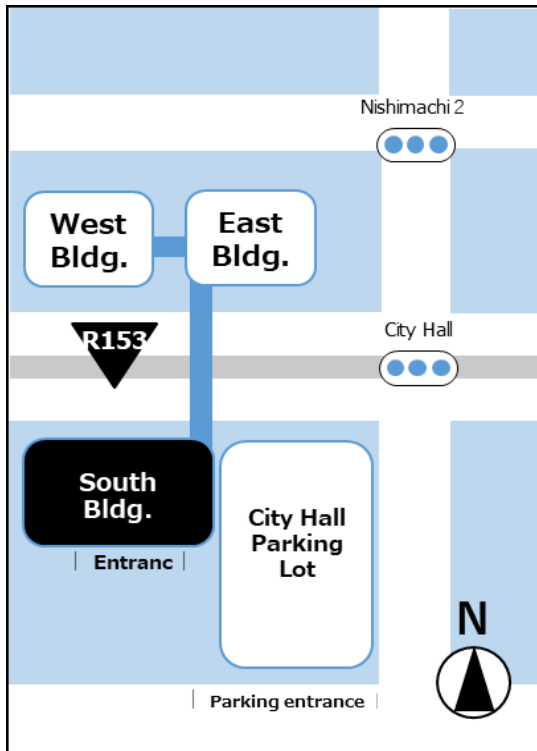
## WEEKEND COUNTER SERVICE

### 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

**TOYOTA CITY HALL - CITIZENS  
DIVISION - SOUTH BLDG. 1F**



### Date and time

**From 9:00 to 17:00**

**Please check the city  
website for the latest  
information**



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

- ① Scan the QR code on the right to access the site.
- ② Check 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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