

Information for Fire Victims



We would like to express our deepest sympathies to all those who have been affected by a fire-related disaster.

This booklet provides information on various procedures to help you rebuild your lives after a fire-related disaster.

We hope you will find it useful and informative.

Tokushima City

April, 2026

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1 Application/Issuance of Certificate of Proof of Fire Disaster

Contact: Tokushima City Higashi Fire Bureau Phone 088-656-1195

Tokushima City Nishi Fire Bureau Phone 088-631-0119

The Certificate of Proof of Fire Disaster is to provide victims of fire-related disasters with proof of the damage they have suffered. Victims may need this certificate for various procedures related to the damage.

1 Application Site

(1) Tokushima City Higashi Fire Bureau: 1-88, Shinkura-cho, Tokushima City

(2) Tokushima City Nishi Fire Bureau: 1-76-3, Shomachi, Tokushima City

※ Before making an application, please contact one of the fire bureaus above.

2 Who Can Apply

(1) The directly affected disaster victim

(2) Those other than the directly affected disaster victim ※

※ A letter of attorney (with the victim's stamp) or proof of acceptance of an Affidavit of Domestic Partnership is required for applications by persons other than the directly affected disaster victim.

3 Necessary Documents, etc.

(1) Applicant's ID (driver's license, etc.)

(2) If the applicant's form of ID has been destroyed due to the occurring fire, please consult the fire bureau in advance.

(3) Fee : 200 yen per copy

※ Fee reductions/exemptions may apply, so please inquire in advance.

2 Disaster Relief/Disaster Condolence Money Benefits

**Contact: Health & Welfare Policy Division
Phone 088-621-5175**

Disaster relief/condolence money benefits will be paid to those whose homes were damaged by fire, or in case of death, to their bereaved families.

The Health and Welfare Policy Division will contact those affected by the fire and provide benefits based on information provided by the Fire Bureaus, so there is no need to apply for them.

1 Eligibility

Households whose primary residence in Tokushima City was damaged by fire, or the bereaved family members of such households.

2 Extent of Disaster Relief/Disaster Condolence Money Benefits

- | | |
|-----------------------|---------------------------------|
| (1) Total loss | 10,000 yen per household |
| (2) Half loss | 5,000 yen per household |
| (3) Death | 20,000 yen per person |

3 Damage Verdict

To be determined by the investigation via the Fire Bureau.

3 Livelihood Welfare Funds Loan System (Small Sum Emergency Funds)

Contact: Tokushima City Social Welfare Council
Phone 088-625-4356

This is a system for lending temporary living funds to those who are in need of living expenses due to a fire or other disaster.

1 Application Counter

Tokushima City Social Welfare Council

Address: Fureai Kenko-Kan 3F, 2-16, Okinohama-Higashi, Tokushima City

Phone: 088-625-4356

※ For details, please contact the Tokushima City Social Welfare Council.

2 Who Can Apply

The primary wage earner of a low-income household

※ What constitutes a household

Even if residents' households are separate according to the residence certificate(s), if they live together in the same house and live on common living expenses, their condition will be recognized as being of the same household.

3 Necessary Documents, etc.

(1) Certificate of Proof of Fire Disaster issued by public offices

(2) Documents designated by the social welfare council (application form, certificate of residence, income certificate, etc.)

4 Livelihood Welfare Funds Loan System (Welfare Funds)

Contact: Tokushima City Social Welfare Council
Phone 088-625-4356

This system provides loans for temporary needs in the case of small scale disasters or other non-natural disasters such as fires, etc., which are not covered by the Disaster Relief Fund based on the "Act on Provision of Disaster Condolence Grants."

1 Application Counter

Tokushima City Social Welfare Council

Address: Fureai Kenko-Kan 3F, 2-16, Okinohama-Higashi, Tokushima City

Phone: 088-625-4356

※ For details, please contact the Tokushima City Social Welfare Council.

2 Who Can Apply

The primary wage earner of a low-income household

※ What constitutes a household

Even if residents' households are separate according to the residence certificate(s), if they live together in the same house and live on common living expenses, their condition will be recognized as being of the same household.

3 Necessary Documents, etc.

- (1) Certificate of Proof of Fire Disaster issued by public offices**
- (2) Contractor's quote (for cost of home restoration, purchasing of household items, etc.)**
- (3) Documents designated by the social welfare council (application form, certificate of residence, income certificate, etc.)**

5 Emergency Allocation of Community Chest Funds System

**Contact: Tokushima Prefecture Community Chest Fund Association
Tokushima City Division
(Part of Tokushima City Social Welfare Council)
Phone: 088-625-4356**

This system allows citizens whose homes were completely destroyed or completely burned down, etc. as a result of a fire related disaster access to Emergency Allocations of Community Chest Funds.

1 Where to Apply

**Tokushima Prefecture Community Chest Fund Association Tokushima City Division
(Part of Tokushima City Social Welfare Council)**

**Address: Fureiai Kenkokan 3F, 2-16, Okinohama-higashi, Tokushima City
Phone: 088-625-4356**

※ Please contact the Tokushima City Social Welfare Council for more details.

2 How to Qualify

Those whose homes were completely destroyed, experienced a foundation shift, or burned down due to a natural disaster or fire related disaster (excluding cases of self-inflicted arson), as well as those facing death of a family member or a case of missing persons qualify.

3 Criteria for Funding Amounts

- (1) For households facing difficulty in living out their immediate daily lives, they may be granted up to 20,000 yen per household.**
- (2) For households facing the death of a family member or in the case of a missing persons, they may be granted up to 30,000 yen per deceased and/or missing persons.**

4 Applying for Fund Allocation

Applications are made to the Tokushima Prefecture Community Chest Fund Association via the Tokushima City Division from the District Branch Offices.

6 Application for Student Financial Aid

**Contact: Tokushima City Board of Education
School and Education Division
Phone 088-621-5414**

Citizens who were affected by a fire related disaster and have children in elementary or junior high school may be eligible for the Student Financial Aid System, which subsidizes costs for school supplies and other expenses.

1 Who can Receive Assistance

In principle, the guardian of a child whose address is in Tokushima City and who is certified by the Tokushima City Board of Education as being in need of the student financial aid.

2 How to Apply

Please submit the application for student financial aid to the school your child attends.

※ Application forms are available at the School and Education Division as well as the school in question.

3 Necessary Documents

A Certificate of Proof of Fire Disaster and other documents may be required to submit as necessary.

For more information, please contact the Student Financial Aid Staff at School and Education Division.

7 Application for Municipal Housing

**Contact: Public Housing Division
Phone 088-621-5286**

In principle, public appeal is required to live in city-managed housing. However, those who lost their houses in a fire or suffered other damage and need housing immediately may apply for municipal housing without public appeal.

1 Who can Achieve Residence

Those who fully satisfy the following conditions:

- (1) Must have a home address/place of work in Tokushima City
- (2) Must be of an income that meets to the established criteria
- (3) Must not have been in rent arrears for municipal housing in the past
- (4) Must not be a member of an organized crime group
- (5) Additional requirements apply to single-person households

2 How to Apply

Please contact the Public Housing Division first, as this is handled on an individual basis.

3 Contact

Tokushima City Hall, Main Building, 4th floor
Public Housing Division, Management Section
(Phone: 088-621-5286)

8 Reduction/Exemption from Fire Waste Disposal Fees

Contact: Environmental Policy Division

Phone 088-621-5216

If household belongings from a home that has been damaged by a fire are brought directly to a city waste disposal facility, the disposal fee may be reduced or exempted.

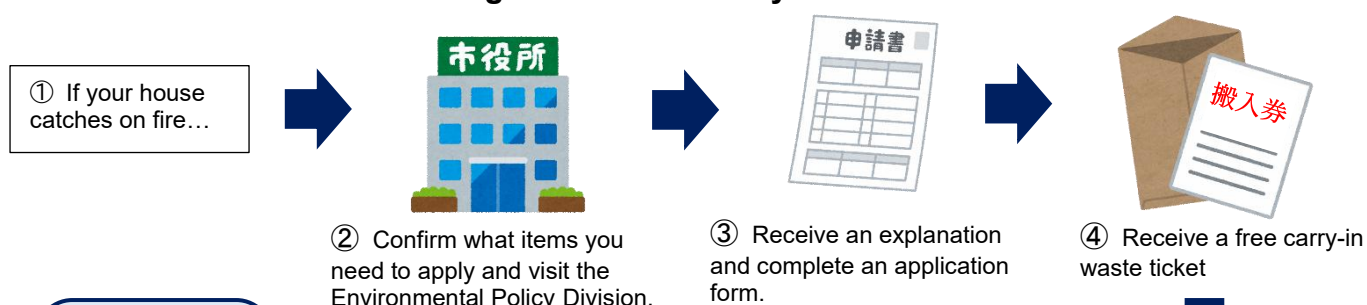
1 Necessary Materials for Application

(1) Certificate of Proof of Fire Disaster or a newspaper article (or copy of a newspaper article) proving the fire disaster

(2) Seal/Inkan

2 Application Flow

To receive an application, please visit the Environmental Policy Division on the 10th floor of the main building of Tokushima City Hall.



Please Note



- Only "household belongings (furniture, clothing, etc.)" are eligible for the reduction/exemption.
- Items used for business activities (i.e. self-employment, etc.) are not eligible for the reduction/exemption.
- Items subject to the Home Appliance Recycling Law (TVs, air conditioners, freezers, refrigerators, washing machines) are not eligible for the reduction/exemption.



For further information, please contact:
Tokushima City Hall, Main Building, 10F
Environmental Policy Division
2-5, Saiwai-cho, Tokushima City
Phone: 088-621-5216



⑤ Bring the free carry-in waste ticket along with any waste to the city's disposal facility yourself.

※Please present your driver's license or other identification to confirm your identity.

9 Reduction/Exemption from Residence Tax (Municipal and Prefectural)

Contact: Residence Tax Division

Phone 088-621-5063～5065

When a house or household belongings owned by a taxpayer is damaged by a fire, residence tax (municipal and prefectural) may be reduced or exempted upon application.

1 Application Site

Tokushima City Hall, Main Building, 2nd floor, Counter 22

2 Who Can Apply

The primary victim of the disaster and/or those within their same household

3 Necessary Documents for Application

- (1) Primary victim's identification verification document (driver's license, my number card, etc.)**
 - (2) Certificate of Proof of Fire Disaster**
 - (3) Proof of estimated value of damage, etc.**
 - (4) In the case you receive any kind of insurance benefits, a document that can confirm the amount of said benefit(s).**
- ※ If, due to the fire, you are unable to gather all the necessary documents, please contact the Residence Tax Division in advance.**

10 Reduction/Exemption from Property Tax and City Planning Tax

Contact: Property Tax Division

Phone 088-621-5072 · 5073

This tax mitigation process is so that upon application, those who were in possession of fixed assets (such as a home or depreciable asset) which sustained damage due to a fire, applicable property taxes for said assets may be reduced/exempted depending on the extent of the damage.

1 Application Site

Tokushima City Hall, Main Building, 2nd floor, Property Tax Division

2 Who Can Apply

The primary owner of the fixed asset(s) (i.e. the direct property taxpayer), or a tax agent or representative of heirs.

※ In the case any other persons wishes to submit the application, power of attorney with *inkan* seal approval is required.

3 Extent of Tax Reduction/Exemption

(1) Full Destruction (Equal to or more than two thirds destroyed)

.....Full exemption (via future installments)

(2) Partial Destruction (Equal to or more than one third, but less than two thirds destroyed)

.....Reduced by half(via future installments)

4 Necessary Documents, etc.

(1) Property Tax Reduction/Exemption Application Form (available at the Property Tax Division)

(2) Certificate of Proof of Fire Disaster (administered by the Fire Bureau)

(3) Applicants Identity Verification Document (driver's license, etc.)

(4) Details regarding the assets whose taxes you are attempting to reduce/exempt (a copy of a fixed asset statement, etc.)

※ Note, that in the case you have an overdue tax payment, or if you do not pay your Property Tax or City Planning Tax by the payments due date, any tax reduction/exemption you received may be revoked.

11 Eligibility Certificate/ Notice of National Health Insurance Eligibility Information Partial Payment Reduction/Exemption/Reissuance of Specialized Medical Care Recipient Card, Eligibility Certificate for Ceiling-Amount Application/Reduction of the Standard Amount of Patient Liability, etc.

**Contact: Health Insurance and Pension Division
Phone 088-621-5157 (NHI Section)**

In the case any of the above stated NHI documents were lost as a result of a fire, they may be reissued.

1 Application Site (Tokushima City Hall Main Bldg. 1F, Health Insurance and Pension Div.)

- (1) Eligibility Certificate/Notice of Insurance Eligibility Information : NHI Section Counter 9**
- (2) Specialized Medical Care Recipient Card, Eligibility Certificate for Ceiling-Amount Application/Reduction of the Standard Amount of Patient Liability, etc.: Benefits Section Counter 7**
 - ※ Note, applications cannot be made at branch offices.**

2 Who Can Apply

The person in question whose documents were lost, or another person from their same household.

- ※ In the case someone from a different household wishes to submit the application on behalf of the person in question, power of attorney granted by the person in question or another person from their same household is required.**

3 Necessary Documents, etc.

Applicants Identity Verification Document (driver's license, passport, my number card, etc.)

- ※ In the case that the identity verification documents of the person in question were also lost to the fire, please contact the Health Insurance and Pension division in advance.**

4 Partial Payment Reduction/Exemption (Benefits Section Counter 7)

If paying out of pocket medical fees due to outstanding circumstances such as a fire becomes unfeasible, there are cases in which partial payment reduction/exemption of out of pocket fees (payed at hospital counters) is possible. For more details, please contact the Health Insurance and Pension Division.

12 Reduction/Exemption of National Health Insurance Costs

Contact: Health Insurance and Pension Division

Phone 088-621-5157

Should the residence or household belongings possessed by an individual enrolled under National Health Insurance be affected by a fire, the head of the household, or another individual within that same household, may apply to have NHI costs reduced/exempted.

1 Cost Reduction/Exemption Applicant Eligibility

- (1) Persons whose home or household belongings in their possession sustained damage equivalent to 3/10 or more (excluding what is already covered via insurance, indemnity etc.)**
- (2) Persons from households whose total income through the previous year was 10 million yen or less.**

2 Application Site

Tokushima City Hall, Main Building, 1st floor

Health Insurance and Pension Division, Benefits Section, Counter 9

※ Note, applications cannot be made at branch offices.

3 Who Can Apply

The directly affected disaster victim or those from their same household

※In the case someone from a separate household wishes to submit the application, power of attorney granted by the directly affected disaster victim regarding NHI fee reduction/exemption is required.

4 Necessary Documents, etc.

Certificate of Proof of Fire Disaster and relevant person's Identity Verification

Document (driver's license, passport, my number card, etc.)

※ In the case that the identity verification documents of the relevant person were also lost to the fire, please contact the Health Insurance and Pension Division in advance.

5 Reduction/Exemption Contents and Ratio

For up to sixth months after the incident occurs, the exemption/reduction ratio for insurance premium costs determined by the extent of the damage is as follows.

(1) Total Destruction/Total Loss

Household income as of last year	Exemption Ratio
5 million yen/less	100%
7.5 million yen/less	50%
Surpassing 7.5 million yen	25%

(2) Partial Destruction/Partial Loss

Household income as of last year	Exemption Ratio
5 million yen/less	50%
7.5 million yen/less	25%
Surpassing 7.5 million yen	13%

13 Exemption from National Pension Insurance Premiums (Exception Application)

**Contact: Health Insurance and Pension Division
Phone 088-621-5162**

If a persons insured under the National Pension Plan sustains damage to their home, household goods, or other assets due to a fire, and the amount of damage sustained amounts to one-half or more of the property's value, through application, they may be exempted from National Pension Plan premiums.

Note, that depending on the contents of the procedures, you may be redirected to the Pension Office.

1 Application Site (You may utilize either option 1 or 2)

(1) Tokushima City Hall, Main Building, 1st floor, Counter 11

※ In the case that you moved residence after the incident occurred, at the time of application, the municipality designated by your residence certificate will be your application window.

(2) Japan Pension Services (Pension Offices)

Tokushima Kita Pension Office 12-8, Sanbancho, Sako, Tokushima City Phone 088-655-0200 (Dial ②→②)

Tokushima Minami Pension Office 4-45, Yamashiro-Nishi, Tokushima City Phone 088-652-1511 (Dial ②→②)

2 Who Can Apply

(1) The relevant pensioner

(2) Those other than the relevant pensioner ※Power of attorney required

3 Items Necessary for Application

(1) Proof of Identification of the applicant

※ Certificate of Proof of Fire Disaster (or copy thereof) is sufficient, although not required if being done through proxy

(2) Application for National Pension Contribution Exemption/Payment Postponement or Application for National Pension Contribution Special Payment System for Students

(3) Report on the state of disaster as pertaining to the application for National Pension Contribution Exemption/Payment Postponement

(4) Copy of Certificate of Proof of Fire Disaster

(5) In the case you receive any kind of insurance benefits, proof of insurance claims/indemnity payments (or copy thereof)

(6) Item that includes your Basic Pension Number (pension handbook, basic pension number notification card, etc.)

(7) In the case the applicant is a student, proof of student status that includes term of enrollment (or copy thereof) or a student ID card

※ In the case of applying via proxy, with an exception of item number (1), all other documents listed above must also include:

(8) Power of Attorney

(9) Form of Identity Verification for the proxy

14 Lifting Suspension of National Pension/Benefit Allowances

**Contact: Health Insurance and Pension Division
Phone 088-621-5162**

Pensioners and benefit recipients (※) whose payments have been partially or fully suspended due to the presence of substantial income whose home, household belongings, or other assets sustained damage via a disaster equivalent to around one half or more, through application, may have their pension/benefits suspension lifted from the month of the occurring fire, to July of the upcoming year.

Furthermore, come the following year, in the case that it is confirmed that the pensioner's income exceeded the income limit for the year prior (the year of the disaster), payment will be suspended retroactively to the month the damage was sustained.

Additionally, depending on the contents of certain procedures, you may be redirected to the Pension Office.

※Eligible Pensioners and Benefit Recipients, etc.

- Those eligible for basic disability pensions for injuries and illnesses with a date of first diagnosis before the age of 20 (pension code 2650.6350)
- Those eligible for Special Disability Benefits
- Those eligible for Old-Age Welfare Pension

1 Application Site (You may utilize either option 1 or 2)

(1) Tokushima City Hall, Main Building, 1st floor, Counter 11

(2) Japan Pension Services (Pension Offices)

Tokushima Kita Pension Office 12-8, Sanbancho, Sako, Tokushima City Phone: 088-655-0200 (Dial ①→②)

Tokushima Minami Pension Office 4-45, Yamashiro-Nishi, Tokushima City Phone: 088-652-1511 (Dial ①→②)

2 Who Can Apply

(1) The relevant beneficiary

(2) Those other than the relevant beneficiary ※Power of attorney required by principle

3 Items Necessary for Application

(1) Relevant Beneficiary's Identification Verification Document

※ Certificate of Proof of Fire Disaster (or copy thereof) may be used, but unnecessary in the case of application by proxy

(2) Copy of Certificate of Proof of Fire Disaster

(3) Report of Unsustained Reason for Period of Suspension of National Pension/State Benefits Allowance (Form No. 252)

(4) National Pension Disability Basic Pension Disaster Report, Special Disability Benefit Disaster Report, or National Pension Old-Age Welfare Pension Disaster Report

(5) In the case of reception of Insurance Benefits, a certificate (or copy) confirming insurance claims, compensation for damages, etc.

(6) Item that includes your Basic Pension Number (pension handbook, basic pension number notification card, etc.)

※ In the case of applying via proxy, with an exception of item number (1), all other documents listed above must also include:

(7) Power of Attorney

(8) Identity Verification for the Proxy Applicant

15 Reissuance of Later-Stage Elderly Healthcare Insurance Certificates

(Eligibility Certificate/Notice of Insurance Eligibility Information, etc.)

Later-Stage Elderly Healthcare Insurance Cost Reduction/Exemption/Deferment and Reduction/Exemption of Copayments

**Contact: Tokushima City Hall, Main Building, 1st floor,
Health Insurance and Pension Division**

Phone:

Certificate Reissuance,

Healthcare Insurance Cost Reduction/Exemption/Deferment:

088-621-5157

Reduction/Exemption of Copayments:

088-621-5159

1 Reissuance of Later-Stage Elderly Healthcare Insurance Certificates

If any later-stage elderly healthcare insurance certificates (Eligibility Certificate/Notice of Insurance Eligibility Information, etc.) are lost due to a fire or other disaster, they may be reissued through application.

[Necessary Documents]

(1) Identity Verification document for the individual going to the counter (my number card, driver's license, etc.)

※ In the case the individuals identity verification document was lost due to result of the fire, please contact the division in advance.

(2) In the case of applying through proxy, power of attorney (*inkan* seal approved) is necessary.

2 Later-Stage Elderly Healthcare Insurance Cost Reduction/Exemption/Deferment and Reduction/Exemption of Copayments

In the case an individual's home, household belongings, or other assets sustain considerable damage due to a fire, later-stage elderly healthcare insurance costs and copayments (expenses paid directly at hospital counters) may be reduced/exempted or deferred. For more details, please consult the Health Insurance and Pension Division.

17 Measures for Exceptional Cases of Disability Benefits

**Contact: Division of Welfare for People with Disabilities
Phone 088-621-5177**

In the case of sustained damage by a fire or other such disaster, this is a system that provides measures for exceptional benefits for those on special disability allowance, children's disability welfare allowance, or special child support allowances.

1 Application Site

Tokushima City Hall, South Wing, 1st floor

Division of Welfare for People with Disabilities

※ When applying, please contact the Division in advance.

2 Who Can Apply

These special benefits are for those who meet the conditions below.

- (1) The direct eligible recipient of the according benefits, their spouse, or other provider (a direct relative living in the same household) whose benefits were suspended due to income restrictions.**
- (2) Those whose home or other household items and assets (excluding those covered by insurance or other damage compensations) sustained roughly fifty percent or more damage.**

※ Please note that if your income exceeds the benefits limit the year in which the disaster occurs, allowances given as part of these special disability benefits must be eventually fully reimbursed.

3 Necessary Documents, etc.

- (1) Applicants Identity Verification Documents (driver's license, etc.)**

※ In the case that all identity verification documents were lost due to the fire, please contact the Division in advance.

- (2) Disaster Evaluation Report**

- (3) Certificate of Proof of Fire Disaster**

18 Loan for Single Parents and Widow Welfare Fund

**Contact: Center for Children and Families
Phone 088-621-5122**

This is a system to provide benefits for homes of single parents/widowed households which become victims of a disaster.

1 Extent of System Functions

- (1) Should those who receive this loan find it exceedingly difficult to make payments by their due date due to a disaster, it may be possible to extend the period of reimbursement.**
- (2) For those whose homes sustained damage and received a loan for housing, business startup or business continuation within one year after the occurring disaster, it is possible to extend the period of deferment.**
- (3) Widows who are not supporting a child and whose maintenance of their daily life is found to be in dire straits due to disaster may have the income limit for loans exempted from their application.**

2 Who Can Apply

Those of single parent/widowed households that have become victims of a fire related disaster (who received welfare funds)

3 Application Site

Children's Health Division

Center for Children and Families

Address: Fureai Kenko-Kan 3F, 2-16, Okinohama-higashi, Tokushima City

Phone : 088-621-5122

※ When applying, please contact the Children's Health Division in advance.

4 Necessary Documents

Certificate of Proof of Fire Disaster (or a copy), and other such necessary documents

5 Delegate of Final Decision

Tokushima Prefecture

19 Measures for Exceptional Cases of Child Support Benefits

**Contact: Child Raising Support Division
Phone 088-621-5194**

This is a system to provide exceptional measures of child support benefits in the case of having sustained damage from disasters and such calamities.

1 Application Site

Tokushima City Hall, Main Building, 3rd floor, Child Raising Support Division

※ When applying, please contact the Division in advance.

2 Who Can Apply

These special benefits are for those who meet the conditions below.

- (1) The direct recipient of the child support benefits or their provider (direct relative living in the same household), and whose child support allowance was suspended due to income restrictions.**
- (2) Those whose home or other household items and assets (excluding those covered by insurance or other damage compensations) sustained roughly fifty percent or more damage.**

※ Please note that if your income exceeds the benefits limit the year in which the disaster occurs, allowances given as part of these child support benefits must be eventually fully reimbursed.

3 Necessary Documents, etc.

- (1) Applicants Identity Verification Document (driver's license, etc.)**

※ In the case that all identity verification documents were lost due to the fire, please contact the Division in advance.

- (2) Disaster Evaluation Report**
- (3) Certificate of Proof of Fire Disaster**

20 Reduction/Exemption of Childcare Fees

**Contact: Childcare Division
Phone 088-621-5193**

If the residence, etc. of a child enrolled in a licensed daycare facility receives considerable damage due to a fire and payment of daycare fees becomes burdensome, there is a way to reduce/exempt such fees.

Those eligible should contact the Childcare Division for inquiries.

1 Applicant Eligibility

Households who have a child enrolled in a licensed daycare facility within Tokushima City at the time of disaster.

2 Extent of Reduction/Exemption of Fees

The amounts to be reduced/exempted differs depending on the extent of damage sustained as well as what childcare fees each individual household is paying.

Those eligible should contact the Childcare Division for further information.

3 Necessary Documents, etc.

- (1) Application for Reduction/Exemption of Childcare Fees
- (2) Certificate of Proof of Fire Disaster, etc.

21 Reissuance of My Number Card

**Contact: Resident Registration Division
Phone 088-621-5088**

In the case that your My Number Card is destroyed, soiled or otherwise damaged in the fire, there is a procedure for applying for a reissue of the My Number Card.

1 Application Site

- (1) Tokushima City Hall, Main Building, 1st floor, My Number Counter B**
- (2) Branch Office within Tokushima City**

2 Please be Aware

This process takes about one month from application submission to the granting of the new card.

※If you meet certain conditions, you may be eligible for a special expedited reissue system that allows you to receive your My Number Card in as little as one week. For more details, please contact us.

3 Necessary Documents for Card Renewal Application

Close-up headshot photo (4.5 cm X 3.5 cm) ※

- ※ In the case you intend to use the free headshot photo service at Tokushima City Hall, Main Building, 1st floor, My Number Counter B, you do not need to bring your own. For more details please contact the Resident Registration Division.**

4 Necessary Documents for Receiving New Card

- (1) Applicants Identity Verification Document (for more details refer to the issuance notice you will receive after applying)**
- (2) Certificate of Proof of Fire Disaster (if in possession of one)**
- (3) Reissuance fee of 1,000 yen (if not receiving an electronic certificate, 800 yen)※**

※ In the case that the cause for needing a reissuance is not to blame on the applicant, there are cases where reissuance procedures are free of cost. For more details please contact the Resident Registration Division.

22 Inkan Seal Registration

(In case of destruction by fire/loss)

Contact: Resident Registration Division

Phone 088-621-5134

In the case that an individual's inkan seal registration certificate/the registered seal itself were lost to a fire or otherwise misplaced, if the individual still possess a form of photo ID to verify identity and a new seal they wish to register, it is possible to reregister said seal.

1 Application Site

Tokushima City Hall, Main Building, 1st floor, Resident Registration Division

2 Please be Aware:

In the following cases, Inkan Seal Registration will take multiple days.

- (1) In the case applicant does not bring a form of photo ID to verify identity.
- (2) In the case the individual applying does not come to the counter themselves but instead registers their seal through proxy procedures.

3 Necessary Documents, etc.

- (1) Seal to be Registered
- (2) Photo ID Verification Document
- (3) Power of Attorney (In case of application by proxy)
 - ※ Registration procedures are free of cost, but if you are also requesting an inkan seal registration certificate, certain fees will apply. Please inquire for more details.

23 Reissuance of National Pension Insurance Contribution Statement, Pension Certificate, Basic Pension Number Notice, etc.

**Contact: Health Insurance & Pension Division
Phone 088-621-5162**

In the case that items such as an individual's national pension insurance contribution statement, pension certificate, or basic pension number notice are destroyed due to a fire, it is possible to receive a reissuance. After applying, you will receive whichever item from the Japan Pension Service.

Note, that depending on the contents of the procedure, it may be necessary to redirect you to the Pension Offices.

1 Application (and consultation) Site (You may utilize either option 1 or 2)

- (1) Tokushima City Hall, Main Building, 1st floor
(Health Insurance & Pension Division, National Pension Section) Counter 11**
- (2) Japan Pension Service (Pension Offices)**
 - Tokushima Kita Pension Office
12-8, Sanban-cho, Sako, Tokushima City Phone: 088-655-0200※**
 - Tokushima Minami Pension Office
4-45, Yamashiro-nishi, Tokushima City Phone: 088-652-1511※**

※Those insured dial②→②, beneficiaries, dial①→②

2 Who Can Apply (and receive consultation)

- (1) The individual directly concerned**
- (2) Someone other than the individual directly concerned**

※As principle, power of attorney is required.

3 Items Necessary for Application (and consultation)

- (1) In the case that the direct concerned individual is applying themselves,
Proof of identification for the applicant**

※ Certificate of Proof of Fire Disaster (or copy) is possible, but in case of application by proxy, unnecessary.
- (2) In the case that a proxy is applying (or receiving consultation),**
 - a) Power of Attorney**
 - b) Proof of identification for the proxy**

24 Reissuance of Child Medical Expense Beneficiary Certificate/ Single Family Household Certificate of Eligibility for Children's Medical Aid

**Contact: Child Raising Support Division
Phone 088-621-5194**

If a child medical expense beneficiary certificate, single family household certificate of eligibility for children's medical aid, etc. is destroyed or otherwise damaged due to a fire or other disaster, they may be reissued.

1 Application Site

Tokushima City Hall, Main Building, 3rd floor Child Raising Support Division

2 Processing Fees

Free

3 Necessary Documents, etc.

(1) Applicants Identity Verification Document (driver's license, etc.)

※ In the case that all identity verification document were lost to the fire, please consult the Division in advance.

(2) In the case the certificate was damaged or soiled (not lost entirely), the damaged beneficiary certificate.

25 Consultations in cases of:

Not receiving pension related mail due to a disaster

The loss of pensioner family members

When changing relevant bank information for annuity payments, etc.

Contact: Health Insurance & Pension Division

Phone 088-621-5162

There are consultation services available regarding procedures for times when you are unable to receive pension related mail (such as notification of current status, notification of confirmation of maintenance of livelihood, pension request form, etc.) due to the destruction of a household, when family members actively receiving pension services are lost, when needing to change the relevant bank information for annuity payments, and other such matters.

Note, that depending on the contents of the consultation, it may be necessary to redirect you to the Pension Office.

1 Consultation Site (You may utilize either option 1 or 2)

(1) Tokushima City Hall, Main Building, 1st floor, Counter 11

(2) Japan Pension Service (Pension Offices)

Tokushima Kita Pension Office

12-8, Sanban-cho, Sako, Tokushima City Phone: 088-655-0200 (Dial ①→②)

Tokushima Minami Pension Office

4-45, Yamashiro-nishi, Tokushima City Phone: 088-652-1511 (Dial ①→②)

2 Who Can Receive Consultation

(1) The individual directly concerned

(2) Someone other than the individual directly concerned

※ As principle, power of attorney is required.

3 Necessary Items for Consultation

(1) In the case that the direct concerned individual is receiving consultation themselves,

Proof of identification for the consultee

※ Certificate of Proof of Fire Disaster (or copy) is possible, but in case of application by proxy, unnecessary.

(2) In the case that a proxy is receiving consultation

a) Power of Attorney

b) Proof of identification for the proxy

26 Exemption from Compensation for Borrowed Materials from the City Library

**Contact: Hako Life Library (Tokushima City Library)
Phone 088-654-4421**

In the case that any borrowed materials (such as books, magazines, audiovisual materials, etc.) are destroyed in a fire, compensation may be exempted.

For more details, please contact the Hako Life Library (Tokushima City Library).

1 Application Site

Hako Life Library (Tokushima City Library)

Address: Inside Amico Building, 1-24, Motomachi, Tokushima City

Phone: 088-654-4421

※ When applying, please contact the library in advance.

2 Who Can Apply

(1) Primary victim of the disaster (person who borrowed materials)

(2) Someone other than the primary victim

※ At the time of application, we must confirm the usage status of the individual who borrowed the materials. If the primary victim has a membership card, please bring it.

3 Necessary Documents

(1) Request Form for Exemption from Compensation for Borrowed Materials (you may fill this out upon arriving at the library)

(2) Certificate of Proof of Fire Disaster (or copy) issued by a public institution.

27 Consultation on Daily Life

**Contact: Community Life Consultation Division
Phone 088-621-5200 · 5129**

This is a free consulting service for residents of Tokushima City to respond to any of their worries or concerns.

1 Consultation Site

**Tokushima City Hall, Main Building, 1st floor
Community Life Consultation Division**

2 Who Can Receive Consultation

Residents of Tokushima City, etc.

3 Consultation Contents, etc.

Please refer to the addendum on the next page.

(Note, consultation with a lawyer will require an appointment in advance)

2026 Tokushima City Lifestyle Consultation

* For those currently residing within Tokushima City *

(April 1st, 2026)

Consultation Division	Consultation Availability	Contents	Consultant
Lawyer Consultation ☆Reservation required 【Appointments are 30min/less per person】	Reserve by phone/in person. Phone: 621-5200, 5129 <div style="border: 1px solid black; border-radius: 10px; padding: 2px; display: inline-block;">☆Please note the information below</div> Consultation days are⇒Every Wed. and Fri. 1:00pm – 4:00pm	Consultations requiring legal knowledge, such as inheritance, real estate transactions, indemnity issues, moneylending, etc.	Lawyer
Judicial Clerk Consultation	Every Mon · Wed · Fri 10:00am – 12:00pm	Consultations regarding inheritance, registration, deposition, lawsuits, etc.	Judicial Clerk
Administrative Consultation	Every Tues 10:00am – 12:00pm	Consultations Regarding inheritance, will, divorce, agricultural land contracts, business permits, foreign resident visas, etc.	Administrative Judicial Scrivener
Notary Consultation	Every third Tues 1:00pm – 4:00pm	Consultations regarding matters of will and testament, written agreement for payment of child support/other items related to divorce, notarization procedures for voluntary guardianship procedures, etc.	Notary (Tokushima Notary Public Office)
Pension Consultation via Labor and Social Security Attorney	Every second Thurs 1:00pm – 4:00pm	Consultation regarding public pension	Labor and Social Security Attorney
Land and House Investigator Consultation	Every first and third Thurs 10:00am – 12:00pm	Consultations regarding property lines, and building description registration	Land and House Investigator
Real Estate Consultation	Every second Thurs 10:00am – 12:00pm Every fourth Tues 1:00pm – 4:00pm	Consultation in regards to general real estate matters	Registered Real Estate Agent
Home Building Consultation	Every fourth Thurs 10:00am – 1:00pm	For matters of new home construction, renovation, architectural design, and related loan program, etc.	Building Specialist Consultant
Government Advisor Consultation	Every first Mon 1:00pm – 3:00pm	Complaints, requests, opinions, etc. for government agencies	Government Advisor
Traffic Accident Consultation	Every Mon · Wed · Fri 9:00am – 3:30pm	Settlement and compensation issues that come along with incidences of a traffic accident	Settlement Specialist Consultant
General Concerns Consultation	Every Mon-Fri 8:30am – 5:00pm	For any worries or troubles regarding domestic or daily life, etc.	City Employee
Counter (procedural) Consultation	Every Mon-Fri 8:30am – 5:00pm	For any questions regarding procedures at City Hall, or any other government administrative body	City Employee

【Please Note】

- ☆Lawyer consultations require reservation in advance
Please reserve your appointment at least two days in advance to your desired date, either by phone or by visiting the branch in person
 - ☆The maximum number of consultation appointments each day is 6, and the division will close once capacity is reached.

- ※Consultations other than that with a Lawyer do not require reservation (Consultation availability is first-come first-serve)
- ※Consultations are limited to 30min in length per person.
- ※On national holidays and the New Year holiday period, consultation availability is subject to change.

【Inquiries · Reservations】 Tokushima City Community Life Consultation Division
2-5 Saiwai-cho, Tokushima City (Tokushima City Hall 1st floor)

☎ 088-621-5200 Or ☎ 088-621-5129

28 Other Points of Contact

1 Fire Insurance

Please contact your contracting insurance company.

2 Red Cross Financial Compensation, etc.

There is a process for those who have been effected by a fire to receive supportive funds from the Tokushima Prefectural Chapter of the Japanese Red Cross Society.

For more details, please contact the Tokushima City district Tokushima Chapter of the Japanese Red Cross Society (Tokushima City Hall, Health and Welfare Policy Division) directly with any questions.

Phone: 088-621-5175

3 Electricity Utility Provider

Shikoku Electric Power Company Tokushima Branch Office
2-29, Higashi, Terashimahoncho, Tokushima City

Phone: 0120-564-552 (Free to dial)

Operating Hours: Monday – Friday, 9:00am – 5:00pm

4 Telephone Utility Service

Nippon Telegraph And Telephone West Corporation
Contact

【Landline】 113

【Mobile Phone】 0120-444-113

Operating Hours: All day

5 Gas Utility Provider

Please contact your contracting gas provider.

6 Postal Service

Contact

【Landline】 0120-23-28-86

【Mobile Phone】 0570-046-111 (For English)

※Operating hours may differ depending on the nature of your question.

7 In the Case of a Destroyed Bank Book

Please contact the bank you are in business with directly.

8 In the Case of a Destroyed Passport

Reception: Tokushima Prefecture Passport Center
(Tokushima Station Clement Plaza, 6th floor,
1-61, Nishi, Terashimahoncho, Tokushima City)
Phone: 088-656-3554

9 In the Case of a Destroyed Driver's License / My Number Card (as a driver's license) (Procedures for Reissuance, etc.)

Reception: Tokushima Prefecture Driver's License Center
(1-1, Mitsuho-kaitaku, Aza-Mitsuho, Matsushige-cho, Itano Gun)
Phone: 088-699-0110

10 In the Case of a Destroyed Automobile

(1) Motorized Bike, etc.

Reception: Tokushima City Hall, Main Building, 2nd floor, Counter 21
Phone: 088-621-5067

(2) Light Motor Vehicle, etc.

Counter: Tokushima Prefecture Light Vehicle Association
Phone: 088-641-2010

(3) Standard Automobile, Motorcycle, etc.

Counter: Tokushima Transport Branch Office
Phone: 050-5540-2074

11 Income Tax Return (Miscellaneous Reductions)

Consultation center: 0570-00-5901 (Navi Dial-nationwide number, call charges apply)
Counter: Tokushima Tax Office
Phone: 088-622-4131

12 Moving into Prefectural Housing

Counter: Tokushima Prefectural Housing Supply Corporation
(209-5, Hiraishi-Sumiyoshi, Kawauchi-cho, Tokushima City)
Phone: 088-666-3125

Disaster Prevention Division
Tokushima City Fire Bureau

Address: 1-88, Shinkura-cho, Tokushima City

Phone: 088-656-1193