

# Multilingual Consultation for Foreigners



**Ministry of Internal Affairs  
and Communications**

Shimane Administrative Inspection and  
Administrative Counseling Center



**Shimane Prefecture**



**Shimane International Center**

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## ◎Cautionary note


- 1 The name of consultation services, as well as their reception dates, times and procedures, may change without prior notice.
- 2 All consultation services listed in this material are available free of charge to everyone.


# 1 Daily Life

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Multilingual Consulting Service“Go-en Shimane” (Telephone)	Consultation on all aspects of daily life in Shimane Prefecture, including residence procedures, employment, healthcare, welfare, childbirth and children’s education. (Supported languages: English, Chinese, Korean, Thai, Spanish, Portuguese, Urdu, Vietnamese, Tagalog, Nepali, Indonesian, Cambodian, Burmese, French, Sinhalese, Mongolian, Russian, German, Malay, Italian, Hindi, Bengali, Ukrainian)	Phone 070-3774-9329 (Please say,“XX language please” when you call. You will be connected to an interpreter.)	Weekdays 9 a.m. to 5 p.m.	<a href="https://www.sic-info.org/en/support/consultation/go-en_shimane/">https://www.sic-info.org/en/support/consultation/go-en_shimane/</a> 
Multilingual Consulting Service“Go-en Shimane” (In person, ZOOM)	Consultation on all aspects of daily life in Shimane Prefecture, including residence procedures, employment, healthcare, welfare, childbirth and children’s education.	In person Shimane International Center 369-1 Higashi-tsuda-chō, Matsue-City Please book an appointment in advance by calling 070-3774-9329.	Weekdays 9 a.m. to 5 p.m.	
Multilingual Consulting Service“Go-en Shimane” (e-mail, Messenger)	(Supported languages: English, Chinese, Portuguese, Vietnamese, Tagalog)	e-mail <a href="mailto:soudan@sic-info.org">soudan@sic-info.org</a> Facebook Messenger <a href="https://www.facebook.com/SMGC.On">https://www.facebook.com/SMGC.On</a> <a href="https://www.facebook.com/SMGC.On">eStopCenter.eng</a>	Available at all times	



Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Multilingual Consulting Service“Go-en Shimane” (Outreach Consultations in Izumo City)	<p>Consultation on all aspects of daily life in Shimane Prefecture, including residence procedures, employment, healthcare, welfare, childbirth and children’s education.</p> <p>You can consult with us about things that are troubling you and things you don’t understand (residence procedures, employment, medical care, and raising children) in your life in Shimane.</p> <p><b>(Supported languages: English, Chinese, Portuguese, Vietnamese, Tagalog)</b></p>	<p><b>In person</b></p> <p><b>Consultation Room, 1st floor,</b> <b>Izumo City Hall</b></p> <p>70 Imaichi-chō, Izumo-City</p> <p>Please make a reservation by calling the Izumo-City Culture and International Affairs Office (0853-21-6576) by the Friday of the week before the consultation date.</p>	<p>Held once a month (Please check the scheduled dates via the URL on the right.)</p>	<p><a href="https://www.city.izumo.shimane.jp/www/contents/1709261697516/index.html">https://www.city.izumo.shimane.jp/www/contents/1709261697516/index.html</a></p> 


## 2 Immigration Procedures and Residence Status



Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Foreign Resident General Information Center (Telephone)	<p>Enquiries about immigration procedures, residence status and related matters.</p> <p>(Supported languages: English, Chinese, Korean, Thai, Spanish, Portuguese, Urdu, Vietnamese, Tagalog, Nepali, Indonesian, Cambodian, Burmese, French, Sinhalese, Mongolian)</p> <p>* Please note: We cannot respond to enquiries regarding the outcome or progress of individual applications, permission prospects, the status of screenings, or deportation procedures.</p>	<p>Phone 0 5 7 0 – 0 1 3 9 0 4 0 3 – 5 9 7 6 – 7 1 1 2</p>	<p>Weekdays 8:30 a.m. to 5:15 p.m.</p>	<p><a href="https://www.moj.go.jp/isa/consultation/center/index.html">https://www.moj.go.jp/isa/consultation/center/index.html</a></p> 
Foreign Resident General Information Center (e-mail)	<p>Enquiries about immigration procedures, residence status and related matters.</p> <p>(Supported language: English)</p> <p>* Please note: We cannot respond to enquiries regarding the outcome or progress of individual applications, permission prospects, the status of screenings, or deportation procedures.</p>	<p>e-mail <a href="mailto:info-tokyo@i.moj.go.jp">info-tokyo@i.moj.go.jp</a></p>	<p>Available at all times</p>	

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Foreign Resident General Information Center (In person)	<p>Enquiries about immigration procedures, residence status and related matters.</p> <p><b>(Supported language: English)</b></p> <p>* Chinese, Spanish, Portuguese, Indonesian and Vietnamese may also be supported, depending on availability.</p> <p>* Please note: We cannot respond to enquiries regarding the outcome or progress of individual applications, permission prospects, the status of screenings, or deportation procedures.</p>	<p>In person</p> <p><b>Hiroshima Regional Immigration Services Bureau</b></p> <p>Hiroshima Legal Affairs General Office Building 2-31 Kami-Hatchōbori, Naka-Ward, Hiroshima-City,</p>	<p>Weekdays 9 a.m. to 4 p.m.</p>	<p><a href="https://www.moj.go.jp/isa/consultation/center/index.html">https://www.moj.go.jp/isa/consultation/center/index.html</a></p> 



### 3 Legal and Administrative Matters

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Japan Legal Support Center (Houterasu) Multilingual Information Services	<p>Provides information on the legal system and specialist consultation services to help resolve problems encountered by foreign residents in Japan in daily life or at work.</p> <p>For example: Divorce, Unpaid Salary, Domestic Violence, Dismissal, Loans, Accidents, Visa, Loans etc.</p> <p><b>(Supported languages: English, Chinese, Korean, Spanish, Tagalog, Portuguese, Vietnamese)</b></p>	<p>Phone 0570-078-377 050-3754-5430</p>	<p>Weekdays 9 a.m. to 5 p.m.</p>	<p><a href="https://www.houterasu.or.jp/site/foreign-nationals/">https://www.houterasu.or.jp/site/foreign-nationals/</a></p> 
Legal Consultation	<p>Legal advice provided by lawyers</p> <p>For example,</p> <ul style="list-style-type: none"> <li>• Residence status</li> <li>• Naturalization</li> <li>• Marriage / divorce / marital relations</li> <li>• Parent-child relationship</li> <li>• Traffic accidents</li> <li>• Consumer problems</li> <li>• Job or work troubles, etc.</li> </ul> <p><b>(Supported languages: English, Chinese, Portuguese, Vietnamese, Tagalog)</b></p>	<p>In person</p> <p><b>Shimane International Center</b> 369-1 Higashi-tsuda-chō, Matsue-City</p> <p>Please make a reservation by phone (070-3774-9329) by the Friday of the week before the consultation date. (Booking hours: Weekdays 9 a.m. to 5 p.m.)</p>	<p>Usually held on the 3rd Wednesday of each month 1:30 p.m. to 2:20 p.m. 2:30 p.m. to 3:20 p.m.</p>	<p><a href="https://www.sic-info.org/en/support/consultation/legal-consultation/">https://www.sic-info.org/en/support/consultation/legal-consultation/</a></p> 


Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Administrative Procedures Consultation	<p>Consultations on administrative procedures provided by administrative scriveners.</p> <p>For example,</p> <ul style="list-style-type: none"> <li>• Citizenship / Visa</li> <li>• International Marriage, Adoption, Recognition, Inheritance</li> <li>• Residence Status (Acquisition, Update, Special Permission, Changing Status, etc.)</li> <li>• Naturalization</li> <li>• Tax</li> <li>• Insurance / Pension</li> <li>• Resident registration</li> <li>• House Purchase</li> <li>• Driver's License</li> <li>• Authorization and opening procedures, etc.</li> </ul> <p>(Supported languages: English, Chinese, Portuguese, Vietnamese, Tagalog)</p>	<p><b>In person</b></p> <p><b>Shimane International Center</b></p> <p>369-1 Higashi-Tsuda-chō, Matsue-City</p> <p>Please make a reservation by phone (070-3774-9329) by the Friday of the week before the consultation date.. (Booking hours: Weekdays 9 a.m. to 5 p.m.)</p>	<p><b>In principle, every 3rd Sunday of every month</b></p> <p><b>1 p.m. to 4 p.m.</b></p>	<p><a href="https://www.sic-info.org/en/support/consultation/scrivener/">https://www.sic-info.org/en/support/consultation/scrivener/</a></p> 
		<p><b>In person</b></p> <p><b>Shimane International Center Western Branch Office</b></p> <p>2nd Floor, Media-center, Shimane Prefectural University, 2433-2 Nobara-chō, Hamada-City</p> <p>Please make a reservation by phone (0855-28-7990) by the day before the consultation date. (Booking hours: Weekdays 9 a.m. to 5 p.m.)</p>	<p><b>In principle, every 4th Wednesday of every month</b></p> <p><b>1 p.m. to 4 p.m.</b></p>	

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Ministry of Internal Affairs and Communications Administrative Counseling	<p>For enquiries on concerns related to the work, procedures or services of government offices.</p> <p>(Supported language: English)</p>  <p>Administrative consultation mascot character “KIKOON”</p>	e-mail <a href="mailto:kikumimi.japan@soumu.go.jp">kikumimi.japan@soumu.go.jp</a>	Available at all times	<p><a href="https://www.soumu.go.jp/main_sosiki/hyouka/soudan_n/tagengo.html">https://www.soumu.go.jp/main_sosiki/hyouka/soudan_n/tagengo.html</a></p> 


## 4 Human Rights



Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Foreign-language Human rights Hotline (Telephone)	Consultation on human rights issues faced in daily life. For example, Being unfairly	Phone 0 5 7 0 – 0 9 0 9 1 1	Weekdays 9 a.m. to 5 p.m.	<a href="https://www.moj.go.jp/JINKEN/jinken21.html">https://www.moj.go.jp/JINKEN/jinken21.html</a> 
Online Human rights Counseling services in foreign languages	Discriminated against because you are a foreigner, or being bullied at school etc.	Access the URL on the right and select your preferred language to be directed to a dedicated page.	Available at all times	
Human rights counseling Centers for Foreigners (In person)	(Supported languages: English, Chinese, Korean, Spanish, Indonesian, Thai, Portuguese, Tagalog, Nepali, Vietnamese)	In person Hiroshima Legal Affairs Bureaus 6-30 Kami-hatchōbori, Naka-Ward, Hiroshima-City	Weekdays 9 a.m. to 5 p.m.	
Domestic Violence Hotline Plus (Chat Service)	Consultation on domestic violence (Supported languages: English, Chinese, Spanish, Nepali, Indonesian, Portuguese, Tagalog, Vietnamese, Thai)	Please select your preferred language from the URL on the right and click the “Start Chat” icon.	Everyday 12 p.m. to 10 p.m.	<a href="https://soudanplus.jp/language.html">https://soudanplus.jp/language.html</a> 


## 5 Employment

Name of Consultation Service	Main consultation content	How to Access the service		Reception days and Hours	URL/QR Code	
Telephone Consultation Service for Foreign Workers	<p>Consultation on issues related to working conditions.</p> <p>If you face any of the following situations, please consult us as soon as possible.</p> <ul style="list-style-type: none"><li>• You are not paid your wages.</li><li>• You are not paid an overtime allowance.</li><li>• You are dismissed while receiving medical treatment for an injury caused by work.</li><li>• You are dismissed suddenly and have not been paid a dismissal allowance.</li><li>• You have suffered an accident at work but are not compensated for your medical fees on your days off.</li><li>• Your wages, working hours and other working conditions are not specified when you sign a labor contract.</li><li>• There is a risk of accident at work because of inadequate safety and hygiene measures/protects.</li></ul> <p>(Supported languages: English, Chinese, Korean, Thai, Spanish, Portuguese, Vietnamese, Tagalog, Nepali, Indonesian, Cambodian, Mongolian, Burmese)</p>	Phone	English	0570-001-701	Weekdays 10 a.m. to 12 p.m. 1 p.m. to 3 p.m.	<a href="https://www.chec-k-roudou.mhlw.go.jp/soudan/foreigner_eng.html">https://www.chec-k-roudou.mhlw.go.jp/soudan/foreigner_eng.html</a> 
			Chinese	0570-001-702		
			Portuguese	0570-001-703		
			Spanish	0570-001-704		
			Tagalog	0570-001-705		
			Vietnamese	0570-001-706		
			Burmese	0570-001-707	Mondays 10 a.m. to 12 p.m. 1 p.m. to 3 p.m.	
			Mongolian	0570-001-718	Mondays to Thursdays 10 a.m. to 12 p.m. 1 p.m. to 3 p.m.	
			Nepali	0570-001-708	Thursdays and Fridays 10 a.m. to 12 p.m. 1 p.m. to 3 p.m.	
			Korean	0570-001-709	Thursdays 10 a.m. to 12 p.m. 1 p.m. to 3 p.m.	
			Thai	0570-001-712	Tuesdays 10 a.m. to 12 p.m. 1 p.m. to 3 p.m.	
			Indonesia	0570-001-715	Wednesdays 10 a.m. to 12 p.m. 1 p.m. to 3 p.m.	
			Cambodia	0570-001-716		


Name of Consultation Service	Main consultation content	How to Access the service			Reception days and Hours	URL/QR Code
Working Condition Consultation Hot Line	<p>Consultation on issues related to working conditions.</p> <p>If you face any of the following situations, please consult us as soon as possible.</p> <ul style="list-style-type: none"> <li>• You are not paid your wages.</li> <li>• You are not paid an overtime allowance.</li> <li>• You are dismissed while receiving medical treatment for an injury caused by work.</li> <li>• You are dismissed suddenly and have not been paid a dismissal allowance.</li> <li>• You have suffered an accident at work but are not compensated for your medical fees on your days off.</li> <li>• Your wages, working hours and other working conditions are not specified when you sign a labor contract.</li> <li>• There is a risk of accident at work because of inadequate safety and hygiene measures/protects.</li> </ul> <p>(Supported languages: English, Thai, Chinese, Korean, Spanish, Portuguese, Vietnamese, Tagalog, Nepali, Burmese, Indonesian, Cambodian, Mongolian)</p>	Phone	English	0120-811-610	Weekdays 5 p.m.to10 p.m.	<a href="https://www.check-roudou.mhlw.go.jp/soudan/foreigner_eng.html">https://www.check-roudou.mhlw.go.jp/soudan/foreigner_eng.html</a> 
			Chinese	0120-531-401	Saturdays, Sundays, and National holidays 9 a.m. to 9 p.m.	
			Portuguese	0120-531-402	Weekdays 5 p.m. to 10 p.m. Saturdays 9 a.m. to 9 p.m.	
			Spanish	0120-531-403	Thursdays and Fridays 5 p.m. to 10 p.m. Saturdays 9 a.m. to 9 p.m.	
			Tagalog	0120-531-404	Tuesdays, Wednesdays 5 p.m. to 10 p.m. Saturdays 9 a.m. to 9 p.m.	
			Vietnamese	0120-531-405	Tuesdays, Thursdays and Fridays 5 p.m. to 10 p.m. Saturdays and Sundays 9 a.m. to 9 p.m.	
			Nepali	0120-531-406	Wednesdays 5 p.m.to10 p.m.	
			Burmese	0120-531-407	Sundays 9 a.m. to 9 p.m.	
			Korean	0120-613-801	Thursdays 5 p.m.to10 p.m.	
			Thai	0120-613-802	Sundays 9 a.m. to 9 p.m.	
			Indonesian	0120-613-803		
			Cambodian	0120-613-804		
			Mongolian	0120-613-805	Mondays 5 p.m.to10 p.m. Saturdays 9 a.m. to 9 p.m.	


Name of Consultation Service	Main consultation content	How to Access the service			Reception days and Hours	URL/QR Code	
Native Language Consultation for Technical Intern Trainees	<p>Consultation service for technical intern trainees experiencing problems at their training site.</p> <p>For example,</p> <ul style="list-style-type: none"><li>• Not receiving overtime pay</li><li>• Supervising organization Refusing to cover return Travel expenses</li><li>• Experiencing violence or verbal abuse from company staff</li><li>• Being forced to return to Your home country</li><li>• Wishing to cancel your technical internship and return home</li><li>• Wanting to continue your technical training with a different company after dismissal, etc.</li></ul> <p>(Supported languages: English, Chinese, Indonesian, Thai, Tagalog, Vietnamese, Cambodian, Burmese)</p>	Phone	English	0 1 2 0 – 2 5 0 – 1 4 7	Tuesdays and Thursdays	<p><a href="https://www.otit.go.jp/trainee/ja/consult/contact/index.html">https://www.otit.go.jp/trainee/ja/consult/contact/index.html</a></p> 	
			Indonesian	0 1 2 0 – 2 5 0 – 1 9 2	11 a.m. to 7 p.m.		
			Tagalog	0 1 2 0 – 2 5 0 – 1 9 7	Saturdays 9 a.m. to 5 p.m.		
			Thai	0 1 2 0 – 2 5 0 – 1 9 8	Thursdays 11 a.m. to 7 p.m.		
					Sundays 9 a.m. to 5 p.m.		
			Cambodian	0 1 2 0 – 2 5 0 – 3 6 6	Thursdays 11 a.m. to 7 p.m.		
			Burmese	0 1 2 0 – 2 5 0 – 3 0 2	Tuesdays 11 a.m. to 7 p.m.		
			Chinese	0 1 2 0 – 2 5 0 – 1 6 9	Mondays, Wednesdays and Fridays		
				11 a.m. to 7 p.m.			
		Vietnamese	0 1 2 0 – 2 5 0 – 1 6 8	Weekdays 11 a.m. to 7 p.m.			
				Saturdays 9 a.m. to 5 p.m.			
		e-mail	English	<a href="https://www.otit.go.jp/trainee/ja/consult/contact/index.html">https://www.otit.go.jp/trainee/ja/consult/contact/index.html</a>	Available of all times		
			Indonesian				
			Tagalog				
			Thai				
			Cambodian				
			Burmese				
Chinese							
Vietnamese							
Letter	Assistance Division, Guidance and Assistance Department Organization for Technical Intern Training LOOP-X Building 3rd Floor, 3-9-15 Kaigan, Minato-ku, Tokyo 108-0022  * To protect your privacy, please state your contact address and desired contact method within the main text of the letter.						

Name of Consultation Service	Main consultation content	How to Access the service		Reception days and Hours	URL/QR Code
Foreign Workers Consultation Desk	Consultation on labor conditions such as dismissal, reassignment, unpaid wages, termination of employment, workplace bullying or harassment and discriminatory treatment (Supported language: Chinese)	Phone 0852-31-1156 In person Shimane Labor Bureau Matsue Joint Government building 5th Floor, 134-10 Mukoujima-chō, Matsue-City		2nd and 4th Mondays of every month 9:00 a.m. to 4:30 p.m.	<a href="https://www.check-roudou.mhlw.go.jp/soudan/foreigner_eng.htm">https://www.check-roudou.mhlw.go.jp/soudan/foreigner_eng.htm</a> 
Work Consultation of Employment Service Office	Consultation on job related matters such as finding new employment, receiving unemployment insurance and undertaking vocational training. (Supported languages: English and Portuguese)	English	Matsue Employment Service Office (Hello Work Matsue) Phone 0852-22-8609 In person Matsue Joint Government Building 2nd Floor, 134-10 Mukoujima-chō, Matsue-City	Wednesdays 11 a.m. to 12 p.m.	<a href="https://www.mhlw.go.jp/content/000592865.pdf">https://www.mhlw.go.jp/content/000592865.pdf</a> 
			Matsue New Graduates Support Office Phone 0852-28-8609 In person 3F Matsue-Telsa Building, 478-18 Asahi-machi, Matsue-City	Wednesdays 1:30 p.m. to 5:00 p.m.	
		Portuguese	Izumo Employment Service Office (Hello Work Izumo) Phone 0853-21-8609 In person 1-59 Enya-arihara-chō, Izumo-City	Tuesdays and Fridays 9 a.m. to 12 p.m. 1 p.m. to 3 p.m.	

Name of Consultation Service	Main consultation content	How to Access the service	URL/QR Code
<p>Izumo-City Foreign Resident Employment Consultation</p>	<p>A consultation service for foreign residents who wish to work in Izumo City</p> <p>For example,</p> <ul style="list-style-type: none"> <li>• I want to work in Izumo. I want to know what kinds of companies are there.</li> <li>• I feel unsure about how to search for a job, etc.</li> </ul> <p>(Supported language: Portuguese)</p>	<p>① Access the form via the URL below, fill in the required details and submit it.</p> <p><a href="https://www.kosuikyo.jp/input_forms/245/inputs/new">https://www.kosuikyo.jp/input_forms/245/inputs/new</a></p> <p>② “A Foreign Resident Employment Support Mentor” introduced by Izumo City will contact you to arrange the consultation date and location.</p>	<p><a href="https://www.kosuikyo.jp/for_seekers/2707">https://www.kosuikyo.jp/for_seekers/2707</a></p> 

## 6 Pension



Name of Consultation Service	Main consultation content	How to Access the service		Reception days and Hours	URL/QR Code
Pension consultation (Interview)	Consultations regarding National Pension enrollment and contributions, pension benefits and related services Such as Nenkin Teikibin (Pension mail service) and Nenkin NET. Also covers Employee's Pension Insurance and Employee's Health Insurance enrollment.  (Supported languages: English, Chinese, Korean, Thai, Spanish, Vietnamese, Tagalog, Indonesian, Portuguese, Nepali, Burmese)	Interview  Matsue Pension Office 107 Higashiasahi-machi, Matsue-City  Izumo Pension Office 1516-2 Enya-chō, Izumo-City	English	Mondays 8:30 a.m. to 7:00 p.m.  Tuesdays to Fridays 8:30 a.m. to 5:15 p.m.  Second Saturday of every month 9:30 a.m. to 4:00 p.m.	<a href="https://www.nenkin.go.jp/international/index.files/02.pdf">https://www.nenkin.go.jp/international/index.files/02.pdf</a> 
			Other languages (except English)	Weekdays 8:30 a.m. to 5:15 p.m.	
		For a smoother consultation, please book an appointment by phone the day before. (Reservation phone numbers : 0570-05-4890, 03-6631-7521) Please bring the document that shows your Basic Pension Number (such as your pension handbook or Basic Pension Number notification) when attending your consultation.			

Name of Consultation Service	Main consultation content	How to Access the service		Reception days and Hours	URL/QR Code
Pension consultation (Telephone)	<p>Consultations regarding National Pension enrollment and contributions, pension benefits and related services Such as Nenkin Teikibin (Pension mail service) and Nenkin NET. Also covers Employee's Pension Insurance and Employee's Health Insurance enrollment.</p> <p>(Supported languages: English, Chinese, Korean, Thai, Spanish, Vietnamese, Tagalog, Indonesian, Nepali, Portuguese, Burmese)</p>	<b>Phone</b> <b>For Enquiries Regarding</b> • Receiving pension Payments 0570-05-1165, 03-6700-1165  • Nenkin Teikibin (Pension mail service) /Nenkin NET 0570-058-555 03-6700-1144  • Enrollment in the National Pension 0570-003-004 03-6630-2525  • Enrollment in Employee's Pension Insurance/Health Insurance 0570-007-123 03-6837-2913	English	<b>Mondays</b> 8:30 a.m. to 7:00 p.m.  <b>Tuesdays to Fridays</b> 8:30 a.m. to 5:15 p.m.  <b>2nd Saturday of every month</b> 9:30 a.m. to 4:00 p.m.	<a href="https://www.nenkin.go.jp/international/index.files/02.pdf">https://www.nenkin.go.jp/international/index.files/02.pdf</a>  
			Other languages (except English)	<b>Weekdays</b> 8:30 a.m. to 5:15 p.m.	


## 7 My Number (Social Security and Tax Number System)

Name of Consultation Service	Main consultation content	How to Access the service		Reception days and Hours	URL/QR Code
Call Center for the My Number	Enquiries regarding the My Number system and Mynaportal (Supported languages: English, Chinese, Spanish, Nepali, Indonesian, Portuguese, Tagalog, Vietnamese, Thai, Korean)	Phone 0120-0178-26		Weekdays 9:30 a.m. to 8:00 p.m.  Saturdays, Sundays and National holidays 9:30 a.m. to 5:30 p.m.	<a href="https://www.kojinbango-card.go.jp/en-otoiawase/">https://www.kojinbango-card.go.jp/en-otoiawase/</a> 
	Temporary suspension of My Number Card. Use for cases such as the loss or theft of your Individual Number Notification, Notification Card, My Number Card or smartphone with the My Number Card and electronic certificate installed (Supported languages: English, Chinese, Spanish, Nepali, Indonesian, Portuguese, Tagalog, Vietnamese, Thai, Korean)	Phone 0120-0178-27 0570-064-738	English, Chinese, Korean, Spanish, Portuguese	Everyday 8:30 a.m. to 8:00 p.m.	
			Thai, Nepali, Indonesian, Vietnamese, Tagalog	Everyday 9 a.m. to 6 p.m.	



## 8 Postal Services and Japan Post Bank


Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Japan Post Bank Multi-language Call Center	Enquiries about procedures for opening an account with Japan Post Bank (Supported languages: English, Chinese, Korean, Vietnamese, Indonesian)	Phone 0 5 7 0 – 0 2 3 1 7 0  When you call, an automated voice guide will play. Please press the number for your preferred language. (1—English, 2—Chinese, 3—Korean, 4—Vietnamese, 5—Indonesian)	Weekdays 9 a.m. to 4 p.m.	<a href="https://www.post.japanpost.jp/bank/account/multilanguage-callcenter.pdf">https://www.post.japanpost.jp/bank/account/multilanguage-callcenter.pdf</a> 
Japan Post Customer Service Center	<ul style="list-style-type: none"> <li>• Enquiries about Postal services (letters, postcards, stamps, parcels, Letter Packs, deliveries, etc.)</li> <li>• Enquiries about life insurance and Simplified life insurance, including reporting lost or stolen insurance cards</li> <li>• Enquiries about savings and money transfers</li> <li>• Enquiries about services at post office counters</li> </ul> (Supported language: English)	Phone 0 5 7 0 – 0 4 6 – 1 1 1	Everyday 8 a.m. to 9 p.m.	<a href="https://www.post.japanpost.jp/question/contact_us/index2.html">https://www.post.japanpost.jp/question/contact_us/index2.html</a> 

## 9 Troubles while Traveling in Japan

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Multilingual Visitor Hotline (JNTO Call Center)	A helpline for foreign visitors to Japan who encounters accidents or trouble during their travels.  (Supported languages: English, Chinese, Korean)	Phone 050-3816-2787	Available at all times	<a href="https://www.jnto.go.jp/projects/visitor_support/japanvisitorhotline.pdf">https://www.jnto.go.jp/projects/visitor_support/japanvisitorhotline.pdf</a> 

## 10 Worries, Mental counseling

Name of Consultation Service	Main consultation content	How to Access the service		Reception days and Hours	URL/QR Code
Helpline for Foreigners (Yorisoi Helpline)	Consult about anything, whether you're having trouble in daily life, feeling distressed, or just need someone to talk to.  (Supported languages: English, Chinese, Korean, Thai, Tagalog, Portuguese, Spanish, Vietnamese, Nepali, Indonesian)	<b>Phone 0 1 2 0 – 2 7 9 – 3 3 8</b> * Follow the audio guidance and press 2 to be connected to the multilingual support line. Please check the schedule for each language from the URL on the right.			<a href="https://www.since2011.net/yorisoi/en/">https://www.since2011.net/yorisoi/en/</a> 
		<b>Facebook Messenger</b> <a href="https://www.facebook.com/yorisoi2foreign">https://www.facebook.com/yorisoi2foreign</a> * For Korean, Thai, Spanish and Portuguese, an appointment is required. Please send a message in your preferred language first.	English	Thursdays, Fridays and Sundays 4 p.m. to 10 p.m.	
			Nepali	Fridays and Sundays 4 p.m. to 10 p.m.	
			Vietnamese	Fridays 4 p.m. to 10 p.m.	
			Tagalog	Sundays 4 p.m. to 10 p.m.	
			Chinese	Fridays, 2nd and 4th Sundays 4 p.m. to 10 p.m.	
Yokohama Telephone of Life Foreign Language Consultation	If you're struggling with life, feeling emotionally distressed, or need someone to talk to, this helpline offers mental health support.  (Supported languages: Portuguese, Spanish)	Portuguese	Phone 0120-66-2488 045-336-2488	Wednesdays 4 p.m. to 9 p.m. Fridays 7 p.m. to 9 p.m. Saturdays 12 p.m. to 9 p.m.	<a href="https://www.yind.jp/consult.html">https://www.yind.jp/consult.html</a> 
		Spanish	Phone 0120-66-2477 045-336-2477		

Name of Consultation Service	Main consultation content	How to Access the service	Reception days and Hours	URL/QR Code
Hamamatsu Telephone of Life Portuguese Consultation	If you're struggling with life, feeling emotionally distressed, or need someone to talk to, this helpline offers mental health support. <b>(Supported language: Portuguese)</b>	Phone 0120-428-333 080-3068-0333	Fridays 7:30 p.m. to 9:30 p.m.	<a href="https://www.jona.or.jp/~wbs60252/">https://www.jona.or.jp/~wbs60252/</a> 
Tokyo Telephone of Life English Consultation	If you're struggling with life, feeling emotionally distressed, or need someone to talk to, this helpline offers mental health support. <b>(Supported language: English)</b>	Phone 0800-300-8355 03-5774-0992	Tuesdays to Thursdays 9 a.m. to 11 p.m. Fridays 9 a.m. to Saturdays 2 a.m. Saturdays 9 a.m. to Mondays 11 p.m.	<a href="https://telljp.com/lifeline/">https://telljp.com/lifeline/</a> 