

Support Services for International Students Enrolling at Tohoku University

Welcome to Tohoku University!

The International Support Center provides a variety of support services to help you make a smooth start to your student life. Please read the following pages carefully as they contain important information that most of you will be required to complete.

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Contact:

International Support Center

Tohoku University

supportoffice@grp.tohoku.ac.jp

1. Pick-up at Sendai Station

We will operate a bus that runs from the east exit of Sendai Station to the university dormitories (depending on the number of applicants, the mode of transportation may change). If you wish to ride the bus, please apply according to "6. How to Apply for Support Services." Detailed information on where to board the bus will be sent later to those who have applied for support.

Period: September 21, 2023 - September 29, 2023 (excluding Sundays and Saturdays)

Departures from Sendai Station: 10:00, 12:00, 15:00, 17:00

Route: Sendai Station East Exit—Sanjo—Aobayama—Sendai Station East Exit

*If you are moving into a dormitory outside of the Aobayama/Sanjo area, or if you are arriving at Sendai Airport and wish to be guided upon your arrival in Sendai, please let us know when you apply for support.

2. Bureaucratic Matters at the Ward Office

Those who will be staying in Japan for **more than 3 months** must complete the following procedures at the ward office where they reside within 14 days of their arrival in Japan.

- Resident registration
- National Health Insurance
- National Pension Insurance

We will set up a reception desk for Tohoku University international students at the Aoba Ward Office to provide assistance with these procedures. **Please refer to "6. How to Apply for Support Services" and complete the support application, and come to the ward office during the following period.**

- * Please refer to the attached document "SUPPORT AT THE WARD OFFICE" for details such as documents required.
- * The ward office is very busy during the school entrance season. It may take several hours to complete all the procedures.
- * For those who will be living outside the Aoba Ward, please let us know via the support application, referring to "6. How to Apply for Support Services."

Office hours: 8:30am - 3:00pm (You are encouraged to arrive as early in the morning as possible.)

Period: September 20, 2023 - October 6, 2023 (excluding Sundays, **Mondays**, and Saturdays)

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---------|-----|---------|---------|---------|---------|-----|
| Sept 17 | 18 | 19 | 20 X | 21 X | 22 X | 23 |
| 24 | 25 | 26 X | 27 X | 28 X | 29 X | 30 |
| Oct 1 | 2 | 3 X | 4 X | 5 X | 6 X | 7 |

3. Opening a Bank Account

Japan Post Bank (JP Bank) is one of the most well-known banks in Japan, with many branches and ATMs throughout the country. As well as opening an account at a bank counter, you can also open a JP Bank account using a smartphone app. Banks are very busy during the school entrance season.

Please use “Yucho Direct Plus”, which allows you to open a JP Bank account using the dedicated smartphone app, unless there are special circumstances.

**You will not be able to apply for a bank account until after the date of your admission to the university.*

(1) Yucho Direct Plus

Please refer to the App User Manual at the link below and apply for a Yucho Direct Plus bank account.

[Yucho Direct Plus Bank Account | TU Support](#)

Password: tusupport2023

The International Support Center will provide assistance for those who are unable to install the designated app on their smartphone or have difficulty completing the application on their own. If you wish to receive the assistance, please refer to "6. How to Apply for Support Services" and complete the support application, and come to the venue during the following period. The bank account application takes approximately 15 minutes. However, you may be asked to wait some time if the venue is busy.

Office hours: 8:30am - 4:00pm

Period: October 2, 2023 - October 13, 2023 (excluding Saturdays, Sundays and national holidays)

Location: 1st floor Lounge, International Exchange Building (A12), Kawauchi Kita Campus

Documents required: Residence card, passport, residence permit (dormitory), and student ID card (If you do not yet have a student ID card, please ask the academic affairs section of your department to issue a certificate of enrollment (在学証明書) and bring it with you.)



(2) Opening a bank account at a bank counter

For those who are unable to open a Yucho Direct Plus account or need to open an account at a bank counter due to other special circumstances, we will provide the following assistance.

- Making an appointment, preparing the application form, and accompanying the student to the bank counter.

JP Bank requests international students to make an appointment through the International Support Center. Applications without an appointment may not be accepted by the bank. If you wish to open an account at a JP Bank counter, please refer to "6. How to Apply for Support Services" and complete the support application to make an appointment.

4. Payment of Insurance Premiums (GAKKENSAI, etc.)

Tohoku University requires all students to enroll in the Personal Accident Insurance for Student Pursuing Education and Research (Gakkensai). International students are also strongly recommended to enroll in the Comprehensive Insurance for Student Lives Coupled with "GAKKENSAI" for International Students (Inbound Futai-Gakuso).

Please contact the administrative office of your faculty/graduate school for application forms.

You can pay the premiums at the ATM of your nearest post office using the payment forms provided. The ATM instructions are attached for your reference.

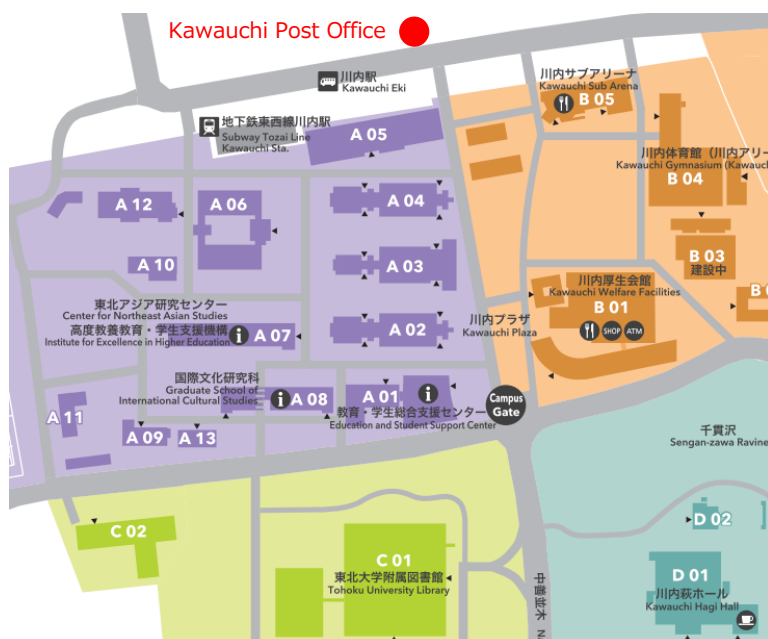
The International Support Center will assist students in paying their insurance premiums. Please bring the completed payment forms and cash to Kawauchi Post Office during the following period and time. No application/reservation is required.

Period and Time:

September 26, 2023; 10:00am - 11:00am

September 27, 2023 - September 28, 2023; 10:30am - 11:30am

September 29, 2023 - October 3, 2023 (excluding Saturdays and Sundays); 10:30am - 11:30am and 2:30pm - 3:30pm



5. Other Support Services

(1) Applying for other support services

The International Support Center also provides various other support services such as mobile phone contract. If you wish to apply for these services, please refer to "6. How to Apply for Support Services" and complete the application form.

(2) Support Desk

During the following period, the Support Desk will be open to answer questions and provide assistance regarding the center's support services.

Period: September 19, 2023 - October 13, 2023 (except Saturdays, Sundays and national holidays)

Office hours: 8:30am - 4:00pm

Location: 1st floor Lounge, International Exchange Building (A12), Kawauchi Kita Campus



6. How to Apply for Support Services

Please complete the support application form at the link below.

(Japanese) <https://sup.bureau.tohoku.ac.jp/application-main/>



(English) <https://sup.bureau.tohoku.ac.jp/en/application-main-e/>



Please also note the followings when completing the form.

(1) Select "Yes" in item 40.

40. Would you like to apply for Post-arrival Support Services?/生活立上げ支援の申請 *

Yes

Select "Yes" if life Post-arrival Support is required upon arrival in Sendai./生活立上げ支援の申請を希望する場合には「Yes」を選択してください。

"Post-arrival Support Services" refers to the various support we provide to students to help them with matters related to Bureaucratic Procedures, Mobile & Internet Contracts, Tenancy and Utility Supply to help them start their lives in Sendai./生活立上げ支援とは、行政手続き、銀行口座の開設、携帯電話の契約等、仙台での生活立上げに係る支援を指します。

(2) You will see a list of available services in item 47. Please tick the check box for each service you wish to apply for.

- If you are staying in Japan for more than 3 months, you must apply for "Bureaucratic Matters."
- If you need assistance in opening a Yucho Direct Plus account, or if you need to open a bank account at a bank counter due to unavoidable circumstances, please apply for "Opening Bank Account."

47. Support services required / (中長期) 支援希望内容

- ☒ Assistance at arrival airport (Haneda/Narita)/空港あつ旋 (羽田・成田)
- ☒ Greet and guide support at Sendai airport / station. /仙台到着後出迎え・案内 (仙台空港・駅)
- ☐ Bureaucratic Matters/行政手続き
- ☐ Opening Bank Account/銀行口座開設
- ☐ Tenancy Matters/住居斡旋
- ☐ Electricity, Gas, and Water supply/電気・ガス・水道
- ☐ Mobile Phone/SIM/Internet / 携帯電話等契約
- ☐ Purchase of Home Appliances and Other Essentials/家財・寝具等生活必需品の購入
- ☐ School Enrolments for Family Members/帯同家族の入学・入園
- ☐ [Non selectable] Greet-and-Guide Service After Arrival (from Sendai airport/station to TU/accommodation)/ 仙台到着時案内 (駅・空港~大学又は宿泊施設)

Please select the supports you would like to apply (multiple selection allowed)./支援を申し込みたい内容すべてにチェックをしてください。

(3) If you will be living outside the Aoba Ward, or if you need to open a bank account at a bank counter due to unavoidable circumstances, please let us know them in item 50. After confirming your application, we will contact you to arrange the schedule.

50. Please write remarks in the below column, if any./連絡事項があればご記入ください。

I need to go to Miyagino Ward Office as I am going to live in International House Higashi-Sendai.
I am also required to open a bank account at 77 Bank to receive my scholarship, following the instructions by my funding authority.
I will take the Hayabusa No. 36 from Tokyo Station and will arrive at Sendai Station at 14:06.