

**Q1 What languages are available for the online form?**

A1 If your browser's language setting is in Japanese, the form will be displayed in Japanese. If it is set to any other language, the form will be displayed in English. If you wish to see the form in your own language, please use your browser's auto-translate function. Otherwise, please complete the form in Japanese or English.

**Q2 Do I have to make a reservation in advance?**

A2 If you have not made a reservation in advance, you will be directed to the regular counter (Aoba Ward Office, 1<sup>st</sup> floor). There may be a long waiting time, so we recommend that those eligible make a reservation beforehand.

**Q3 If I make a reservation in advance, do I have to enter information beforehand? I am not sure how to answer some of the items.**

A3 If you have made a reservation in advance, please be sure to complete the pre-fill form before you come to the counter. However, if you are unsure how to enter some information, such as your name in katakana, you may leave it blank.

**Q4 I would like to change my reservation date and time or the information filled.**

A4 If you wish to change your reservation date and time or the information filled, please access to the pre-fill form via My Page to change them.

**Q5 I would like to cancel my reservation.**

A5 Please make your cancellation using the cancellation form below.

URL: <https://sendai.form.kintoneapp.com/public/sendai-aoba-cancel>

**Q6 Does the applicant themselves have to go to the ward office in person?**

A6 A proxy may also complete the procedure. If someone from a different household is coming on your behalf, a letter designating the right to proxy is required.

**Q7 Should I bring my residence card or my passport?**

A7 Please refer to the following.

- Residence card: if you entered Japan via a major airport (Narita, Haneda, Chubu, Kansai, New Chitose, Hiroshima, Fukuoka)
- Passport: if you entered Japan via an airport other than those listed above (such as Sendai Airport)

**Q8 I will be living in Sendai with my family, but I do not have a certificate of relationship.**

A8 If there is no certificate of relationship, your family members will be registered as "other relatives".

**Q9 Does the procedure cost money?**

A9 The procedure is free of charge.

**Q10 Can those who are moving to a ward in Sendai other than Aoba Ward also apply?**

A10 No, they cannot.

**Q11 Can those who are moving from other places in Japan to Aoba Ward, Sendai City, also apply?**

A11 This cannot be done at the special counter.

**Q12 What will happen if I do not complete the procedure?**

A12 According to Japanese law, you must complete the necessary procedures within 14 days of obtaining an address. Failure to do so may result in a fine.  
Furthermore, if you do not submit the notification, your address will not be printed on your residence card, your National Health Insurance Card will not be issued, and you may not be able to complete procedures at financial institutions, etc.

**Q13 I am a school official. Previously, staff would compile the notification forms and take them to the 1<sup>st</sup> floor of the ward office with a letter designating the right to proxy to complete the procedures.  
Is it possible for us to continue with the same method as before, instead of using the special counter?**

A13 Yes.

**Q14 I have a question that is not covered in the above FAQ.**

A14 Please send your questions in Japanese or English to the email address below.  
Responses may take some time. [sim004015@city.sendai.jp](mailto:sim004015@city.sendai.jp)