



**SUPPORT FOR
BUREAUCRATIC
MATTERS**

SUPPORT PROCESS

The necessary steps for receiving support at the Special Counter for Foreign Nationals Moving from Outside Japan to Sendai City (hereinafter referred to as Special Counter) are shown on the right side. First, please make a reservation by following the instructions in the attached flyer.

Procedures to be carried out at the Special Counter

- Resident registration
- National Health Insurance enrollment procedures (including application for insurance premium reduction)
- National Pension System enrollment procedures (including application for payment exemption*)

*Degree-seeking students will need to apply for the Special Payment System for Students (see pp. 7-8).

Book a date and time to visit the Special Counter

Pre-fill the application form online

Visit the Special Counter on the scheduled date and time

After completing the procedure, receive your residence card and National Health Insurance eligibility confirmation document

WHAT TO BRING

Please bring the items listed below to the Special Counter on the date and time you have reserved.

Location

AER, 6th floor Seminar Room 2

[Address]

〒980-0021, 1-3-1 Chuo, Aoba Ward, Sendai City

What to bring

- Reservation confirmation email
- Residence card (or passport if you haven't received your residence card yet)
- Certificate of (family) relationship and its translation (if you will be living with family members)
- Student ID (if you have one)
- **Residence permit (入寮許可証)**

Hours

Period: September 24th, 2025 - October 3rd, 2025

* excluding Saturday and Sunday

9 am – 5 pm (Last reception at 4 pm)

*9 am – 3 pm on September 26th

(Last reception at 2 pm)

Note

- The residence permit (入寮許可証) is required to confirm your full address, including the exact name of your dormitory. If you live in a private apartment, please bring the rental agreement instead.

NOTES FOR THIS SUPPORT

Check in advance

- Obtaining a copy of your residence certificate takes extra time. Please check in advance if you need one.

After the procedure

- Please make sure you receive both...
 - ✓ Your residence card
 - ✓ National Health Insurance eligibility confirmation document
- Your address will be printed on both documents. Please ensure it is correct.

**NATIONAL PENSION SYSTEM
AND
NATIONAL HEALTH INSURANCE**

NATIONAL PENSION SYSTEM

- The National Pension System (NPS) applies to everyone over the age of 20 living in Japan, including international students.
- For international students, a payment exemption/postponement system is available.
- When completing the enrollment procedure, you will apply for a payment exemption. Additionally, degree-seeking students must apply for payment postponement (Special Payment System for Students) after receiving their Student ID and Basic Pension Number or Individual Number (see pp. 7-8).

PAYMENT EXEMPTION

The application process for payment exemption/postponement varies depending on your status at Tohoku University. Please refer to the classification below and follow the instructions on the next page.

Category A

Degree-seeking students

Undergraduate Students

Graduate Students

Category B

Non degree students

Research Students

Special Auditing Students

Credited Auditors

Special Research Students

Short-term Visiting Trainee

PAYMENT EXEMPTION

Category A

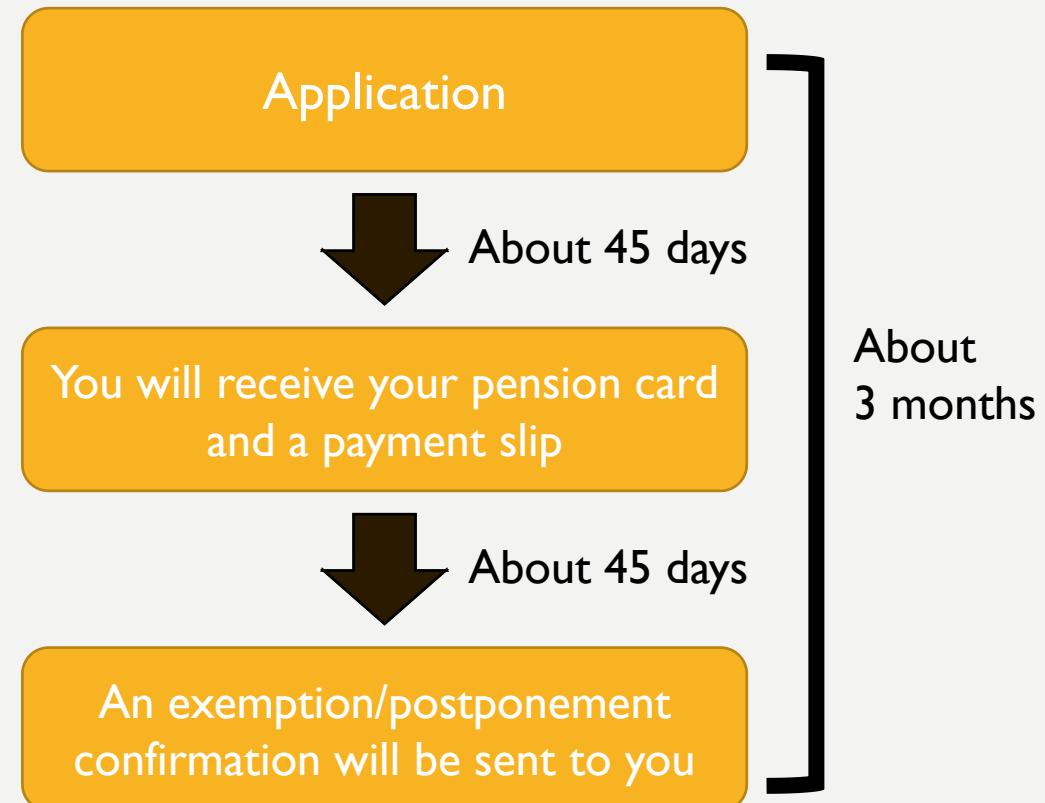
- You can complete your pension enrollment at the Special Counter, but you cannot apply for the Special Payment System for Students at that time.
- To complete your application for the Special Payment System for Students, please visit the Education and Student Support Center at Kawauchi Campus after receiving your student ID **and** your Basic Pension Number or Individual Number (My Number). Eligible applicants will receive an application form at the Special Counter.

Category B

- You can complete the pension enrollment and payment exemption application at the Special Counter.
 - Student ID is not required

TIMELINE AFTER THE APPLICATION

- Even if you apply for exemption/postponement, you will receive a payment slip along with your pension card about 45 days after your application.
- You are not required to pay it, but please keep it until you receive the confirmation of your exemption /postponement.
- After receiving the confirmation, you may dispose of the payment slips.
- The pension card with your pension number is an important document. Please keep it in a safe place and do not dispose of it.



IMPORTANT NOTES ABOUT THE NPS

- You will receive an application form for the renewal of the exemption by mid-May each year.
 - You need to send the completed form back to the Japan Pension Service by mail each time, after filling in the required information.
 - This is mandatory for those whose stay in Japan will extend beyond July of the year.
- **Please remember to complete the renewal of the exemption after receiving the documents from the Japan Pension Service.**

NATIONAL HEALTH INSURANCE

- National health insurance is mandatory for everyone living in Japan, including international students.
- You will need to pay insurance premiums for the duration of your stay.
- International students can apply for a reduction in insurance premiums.

If the premiums are set too high

- Some students may receive payment slips with unusually high amounts due.
- This error may occur depending on the date of your insurance enrollment, as processing the premium reduction application requires some time.
- Please use the first payment slip to pay the premiums of the current month. The adjusted payment slips will be sent the following month.

ELIGIBILITY CONFIRMATION CARD

Example



- Once you complete the application, you will receive an eligibility confirmation card.
- When visiting a doctor, please bring this document and present it at the reception.
- With this document, you will only need to pay 30% of the actual medical fees.

Renewal of payment reduction

- If your income from the previous year is below the threshold, you can renew your payment reduction.
- To do so, you must report your income from the previous year to the city government, as it is not automatically renewed.
- This procedure is required even if you have no income.
- If you receive a notification to report your income, please be sure to complete the process.