

## What you need to do when moving to Tsukuba City

### [Go to Tsukuba City Hall]

Location	Citizen Services Division (located on the 1st floor of Tsukuba City Hall) 1-1-1 Kenkyugakuen, Tsukuba <b>(Please see the information attached about “Tsukuba One-Stop Inquiry Desk for Foreign Residents”.)</b> About 7 minutes’ walk from Kenkyugakuen Station along Tsukuba Express
Opening hours	From Monday to Friday: 8:45 a.m. – 4:30 p.m.

Note: You may update your address on your residence card at Tsukuba City Hall only. The City Hall’s branch offices are not authorized to update residence cards.

### [Main procedures you need to complete at the City Hall]

Moving-in (Procedures to register yourself as a resident of Tsukuba City)	[Location] Counter #15 - 18 [What to bring] Your residence card and passport [Due date] Within 14 days of moving to the city
National Health Insurance (Procedures to join the National Health Insurance)	[Location] Counter #8 [What to bring] Your residence card and passport [Due date] Within 14 days of moving to the city
National Pension (Procedures to join the National Pension or to apply for a waiver of the National Pension payments)	[Location] Counter #6 [What to bring] Your residence card and student ID [Due date] Within 14 days of moving to the city

### [Request from Tsukuba City]

- April is expected to be a busy month for Tsukuba City Hall. If possible, please come to the City Hall after April 9 as long as it is within 14 days of your move to the city.
- We ask you to come to the City Hall in the morning if you are a group of 5 or more.
- We also ask that you come to the City Hall in the morning if you need the National Health Insurance (NHI) eligibility card or notification letter on the same day as your moving-in procedures, due to a hospital visit or other reason. Please note that, because of expected high demand, issuing the card or letter may take a few hours.

### [Step by step procedures]

1. Fill out a form called *Juminhyo Ido Todoke* (resident relocation notification).  
Forms are available for each Univ. of Tsukuba’s resident hall. Please see an example form to fill it out.
2. Take a numbered ticket.
  - ① Find a ticketing device and select your preferred language at the bottom of the screen.
  - ② Select the option "International Student at the University of Tsukuba (筑波大学留学生)".
  - ③ Take a numbered ticket from the device and take a seat near counters #15 - 18 until you are called.

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3 You will be called by number.

① You will be called by number to come to the counter #15 - 18.

\* The waiting time could be as long as 1 - 2 hours during busy times.

\* You may go out while waiting for your turn. You can scan the code on the right and see how many people are waiting before you.

② Show your numbered ticket to a staff member when your number is called.

4 Hand in the documents.

The staff member will take the completed form and residence card from you.

5 You will be registered as a resident.

Please wait in the lobby until the procedures are completed which will take about 30 minutes to 1 hour. You may go out while waiting for the registration process. When you come back to the City Hall, please show your number to a staff membered ticket.

6 End of procedures

The staff member will return your residence card, with your new address indicated on the back.

Make sure the address is correct.

▼Scan the code to see how many people are waiting.



Available in Japanese only

**The following procedures will be available to you once your new address in Tsukuba is printed on the back of your residence card.**

- Procedures for the Individual Number Card (“My Number Card”)

The My Number Card is a plastic ID card with a photo issued to all residents registered at their local administrative office in Japan. The card includes a unique 12-digit number (“My Number”), as well as information such as the individual’s name, address, date of birth and sex. **The My Number Card is an optional.** It takes more than one month to issue, but under specific circumstances – such as moving to Japan from overseas - you may be eligible for an express service to shorten the processing time. This services is available for 30 days after you register yourself as a resident of the city. Please note that the express service may not be available from March 24 to April 7 due to high demand. We kindly ask you to avoid applying during this busy season where possible. If you have any questions, please don’t hesitate to contact us.

- Procedures for the National Health Insurance

Everyone residing in Japan is required to join and pay for an insurance scheme. For most international students, the National Health Insurance (NHI) will be the only option. You do not need to take any action to join NHI because by completing the moving-in procedures above, you will be automatically covered by the NHI. Either the insurance eligibility card or notification letter will be sent to you by post approximately one week later. Please check that it is your name on the envelope before opening it. Once you receive the card or letter, you may show it at healthcare facilities. The insurance will cover 70% of your medical cost. Alternatively you may show your My Number Card if you register it as a health insurance card. Please note that if you choose to receive the eligibility card or letter by post when registering as a resident, you do not need to visit at the National Health Insurance Division.

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< If you need your NHI eligibility card or notification letter immediately >

Please come to the City Hall in the morning so we can issue the card or letter on the same day. The process may take a few hours due to high demand. After completing the moving-in procedures, please find the ticket device near counter #8 and select your preferred language. Then select options as follows; "The National Health Insurance/Insurance for people aged 75 and over" > "The National Health Insurance"> "Join/Leave/Notify Change of the National Health Insurance". Please take a numbered ticket and take a seat around counter #8. You will be called by number. In the following month, you will receive a blue envelope by post containing the tax payment slips for the National Health Insurance Tax. You can use these slips to pay your insurance tax at a convenience store or bank.

- Procedures for the National Pension (joining the National Pension or applying for a payment waiver)  
Everyone aged 20 or above and under 60 who resides in Japan is required to join and pay for the National Pension. However, if you had no income in Japan during the previous year, you may apply for a student pension payment waiver or pension payment waiver/moratorium for low-income earners. The waiver application form will be provided after the moving-in procedures. Please refer to an example to fill out the form and submit it in person or by post.

[A temporary service counter for moving-in procedures will be opened.]

Date: Saturday April 5, 2025

Service hours: From 8:45 a.m. to 3 p.m.

Location: The first floor of Tsukuba City Hall (1-1-1 Kenkyugakuen Tsukuba)

N.B. Please note that the temporary counter offers limited services only. The My Number Card express service and on-the-spot issuance of the NHI eligibility card or letter will not be available.

## Note

★ If you have any questions about these procedures or other matters, please contact the Tsukuba One-Stop Inquiry Desk for Foreign Residents:

Phone: 029-883-1313 E-mail: [inquirytsukuba@city.tsukuba.lg.jp](mailto:inquirytsukuba@city.tsukuba.lg.jp)

The official website of Tsukuba City is partially translated into English, Chinese, Korean and plain Japanese. The official website can also be machine-translated into 9 languages (English, Simplified Chinese, Traditional Chinese, Korean, Spanish, Portuguese, Vietnamese, Indonesian and Thai) using Google Translate.

