Okuyami Guide

An administrative guide for procedures after a death

We offer our deepest condolences to you for the loss of your loved one.

We understand that, moving forward, your family will need to handle various procedures, such as those related to inheritance, pension, and insurance.

Accordingly, we have compiled this guide outlining the main procedures that must be completed at Tokushima City Hall.

We hope you will find this guide useful.

Tokushima City

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FAQ Regarding Procedures After a Death

Q: Do I still need to complete procedures at City Hall if I have submitted the notification of death?
A: In many cases, there are various other procedures that need to be completed after submitting the notification of death, and the required procedures differ by case.
Please check the Okuyami Guide and contact the relevant divisions if you have any questions or concerns.

Q: Can I complete pension-related procedures at City Hall? Do I need to go to the pension office?
A: Depending on the type of pension received, you will either be able to complete the procedures at City Hall, or you will be required to complete them at the pension office. Please contact the pension office for more information (see P6).
You may also need to obtain certificates from City Hall (e.g. family register, residence records, etc.).

Q: I need a family register showing the record of death. Can I obtain one right away?
A: It will take a number of days from the date of processing the notification of death before we are able to issue the document. For more information, please contact the public office in the permanent domicile of the person who passed away.

Q: Do I need to return the My Number Card (of the person who passed away) immediately?
A: If you return the My Number Card or Notification Card at the City Hall counter, you will no longer be able to check the Individual Number (“My Number”). You will be asked to present the My Number Card for inheritance and various other procedures, so please keep the card until everything has been completed.

Okuyami Corner Information

- In the case you plan to utilize the Condolences Counter

You are required to make a reservation in advance.

- In the case you do not plan on using the Condolences Counter, you would follow the procedures by dealing directly with the respective relevant departments. In this situation, advance reservation is unnecessary.

At the Okuyami Corner, we will assist you in completing the main procedures at City Hall following the loss of your loved one with as little anxiety and burden as possible.

This service is available to the surviving family members of those who were registered residents of Tokushima City.

＜How to Use＞

1. Reservations (Required in Advance)

Please make a reservation by phone or at the City Hall directly (Community Life Consultation Division) at least three business days before your preferred date (excluding weekends, public holidays, and the New Year period), as we need to confirm the necessary procedure after receiving your request.

＊Depending on the circumstances, the reservation date may be scheduled one or two weeks after your desired date.

Okuyami Corner Reservation Phone Number: ☎０８８－６２１－５０３９

Reception Hours: Monday to Friday, 8:30-17:00(closed weekends, holidays, and the New Year period)

Reservation Slots: ① 9:00～　② 10:30～　③ 13:30～　④ 15:00～

2. Check Required Items

Please check the Okuyami Guide and prepare all the necessary items for each procedure.
If you have any questions, please contact the relevant section as outlined in the guide.

3. On the Day of Your Reservation

Please bring all the required items on the day of your reservation.
Location: City Hall 1F, Community Life Consultation Division, Consultation Room (See P20)

■Depending on the situation, you may not able to complete all procedures in one day, or we may direct you to the counters of the sections in charge.

■You may be contacted by the relevant divisions after making a reservation.

■If you have made a reservation, we will need to confirm in advance whether the procedures will be available in order to ensure that everything goes smoothly on the day of your visit. As such, please note that the personal information of those who will be coming to the “Okuyami Corner” and the person who has passed away will be given to the sections in charge of each procedure that will be handled at the “Okuyami Corner” (See P2).

Procedures Handled at the “Okuyami Corner”

Section in Charge	Procedures	Page
Health Insurance & Pension Division	Related to national health insurance, the late-stage medical care system for the elderly, and national pension	4-6
Elderly Care Division, Health & Longevity Division	Related to long-term care insurance and welfare services for the aged	7
Division of Welfare for People with Disabilities	Related to disability certificates, medical care recipient certificates, special disability allowances, welfare services for persons with disabilities, etc.	8-9
Residence Tax Division, Property Tax Division, Tax Collection Division	Related to taxes	10-11
Child Raising Support Division	Related to medical care for children, child allowances, child rearing allowances, etc.	12-13

Main Items Required for Procedures at City Hall

1) Items Belonging to the bereaved Family Members

*If the representative of heirs and chief mourner are different people, the following will be required of both people.

	ID of the people coming to complete the procedures ・ Photo ID (1 of the following) e.g. My Number Card, driver’s license, passport, disability certificate, etc. ・ ID without a photograph (2 of the following) e.g. insurance cards (health/long-term care insurance), pension book or basic pension number notice, etc.
	Seal/inkan (of the notifier, chief mourner, and representative of heirs) *Personal seal (excluding rubber and self-inking stamps)
	Passbook for deposit account (of the notifier, chief mourner, and representative of heirs)
	Something that confirms that the person is the chief mourner (such as certificate of permission for burial/cremation bearing the chief mourner's name, a funeral attendance thank-you postcard, or a receipt from the funeral)

*If the representative of heirs is not a legal heir, but was made an heir through the will, please bring the **will** (**a notarized will, a sealed and notarized will** (**that has been probated**), **or a holographic will** (**that has been probated**)).

2) Items Belonging to the Person Who Passed Away

(Please let us know if you cannot find these items or if they have been lost.)

	National health insurance Eligibility Certificate
	Certificate of enrollment in the late-stage medical care system for the elderly
	(If applicable) Certificate of eligibility for ceiling-amount application, certificate of medical treatment for a specified disease
	Long-term care insurance card, payment rate certificate, and certificate of eligibility for ceiling-amount of personally-borne medical expenses
	Physical disability certificate, developmental disability certificate, psychiatric disability certificate
	Certificate of services and supports for persons with disabilities, medical expense beneficiary certificate/accreditation document for people with severe disabilities, proof of disability welfare payment service, etc.
	Certificate of medical subsidies for children
	Other certificates issued by City Hall

*In addition to the items listed here, **please review the Okuyami Guide** and bring all the required items for each applicable procedure.

*Depending on the procedure, **you may need to provide a full (or partial) copy of the family register**. It may take a number of days to issue a full (or partial) copy of the family register. For more information, please check with the public office in the permanent domicile of the person who passed away.

*The relatives who are able to complete the required procedures following the notification of death may differ depending on laws and ordinances. Please note that **there are some procedures that cannot be completed depending on the relationship between the person who passed away and the person who comes to the counter.**

Main Procedures at City Hall

Day of Procedures (/)

National Health Insurance (NHI) Procedures

Health Insurance & Pension Division
(Main Bldg 1F) Counter #9, 088-621-5157
***For funeral expense allowance: Counter #7, 088-621-5159**

Reporting Loss of Qualification and Returning the Eligibility and Various Certificates

If the person who passed away was enrolled in National Health Insurance (NHI), you will be required to complete certain procedures, such as submitting a Loss of Qualification Notice.

What to Bring	☐ The NHI Eligibility Certificate of the person who passed away ☐ Certificates of the person who passed away (if issued) ☐ Identity documents belonging to those completing the procedures (e.g. driver's license, etc.)

Changing the Head of Household (if the departed was the previous head)

If the person who passed away was the head of household for NHI, you will need to complete the changing procedures.

What to Bring	The following items are required in addition to the above. ☐ The NHI Eligibility Certificate of all enrolled members of the household ☐ Certificates of all enrolled household members (if issued)

Applying for Funeral Allowance

If the person who passed away was enrolled in NHI, the chief mourner (the person who arranged the funeral) will be paid for funeral expenses.

(1) What to Bring	☐ Seal (inkan) of the chief mourner (excluding rubber and self-inking stamps) ☐ Document verifying the bank account to which the funeral costs will be transferred (chief mourner's deposit account passbook or cash card) ☐ Something that confirms that the person is the chief mourner (such as certificate of permission for burial/cremation bearing the chief mourner's name, a funeral attendance thank-you postcard, or a receipt from the funeral) ☐ ID of the person completing the procedures (e.g. driver's license, etc.)
(2) Deadline	Anytime from the day after the funeral to 2 years after

*Procedures can be completed by mail. You can download the application forms from the Tokushima City website.

Procedures for the Late-Stage Medical Care System for the Elderly

Health Insurance & Pension Division
(Main Bldg 1F) Counter #8, 088-621-5278
088-621-5157

Eligibility Certificates and Various Certificates

Please return any eligibility certificates, accreditation certificates or other documents pertaining to the Late-Stage Medical Care System for the Elderly that were issued to the person who passed away.

What to Bring	☐ "Late-Stage Medical Care System for the Elderly" of the person who passed away. ☐ Certificates of the person who passed away (if issued) ☐ ID of the person completing the procedures (e.g. driver's license, etc.)

Applying for Funeral Allowance

If the person who passed away was enrolled in the Late-Stage Medical Care System for the Elderly, the chief mourner (the person who arranged the funeral) will be paid for funeral expenses.

(1) What to Bring	☐ Document verifying the bank account to which the funeral costs will be transferred (chief mourner's deposit account passbook or cashcard) ☐ Something that confirms that the person is the chief mourner (such as certificate of permission for burial/cremation bearing the chief mourner's name, a funeral attendance thank-you postcard, or a receipt from the funeral) ☐ ID of the person completing the procedures (e.g. driver's license, etc.)
(2) Deadline	Anytime from the day after the funeral to 2 years after

Applying for a Statement of Large Sum Medical Expenses

If the person who passed away had yet to receive a large sum medical expense refund, the representative heir may apply to receive the reimbursement on behalf of the deceased.

(1) What to Bring	☐ The inkan seal of the representative heir (excluding rubber and self-inking stamps) ☐ Document that can determine the relevant account details of the representative heir (the rep. heirs' bank book or cashcard) ☐ ID of the person completing the procedures (e.g. driver's license, etc.) * In the case that the residence certificate of the individual who passed & that of the representative heir differ, a family register, etc. is necessary.
(2) Deadline	Anytime from within the month the deceased was treated to 2 years after

Pension-Related Procedures

Health Insurance & Pension Division
(Main Bldg 1F) Counter #11, 088-621-5161
088-621-5162

Required procedures if the person who passed away...

(1) **Received disability basic pension, survivor's basic pension, widow's pension, or special disability benefits:**

Notification of the beneficiary's death and request for unpaid pension benefits

(2) **Was enrolled in National Health Insurance and had unclaimed pension benefits:**

Notification of the NHI beneficiary's death and requests for survivor's basic pension, widow's pension, and/or lump-sum death benefits

(1) What to Bring	☐ Pension certificate or pension book of the person who passed away ☐ Document verifying the claimant's bank account (deposit account passbook or cash card) ☐ ID of the person completing the procedures (e.g. driver's license, etc.) ***The required procedures and documents vary depending on the situation, so please confirm with the Health Insurance & Pension Div.** ・Health Insurance & Pension Division: ☎088-621-5161・5162
(2) Other	You may be directed to the pension office depending on the required procedures

*Certain conditions apply when making requests.

Pension-Related Procedures (Required Outside of City Hall)

Required procedures if the person who passed away received employees'/mutual aid/ old-age basic pension benefits, or was enrolled in employees'/mutual aid pension:

Notification of the beneficiary's death and requests for unpaid pension benefits, employee's (or mutual aid) pension benefits for surviving family, etc.

Places to Inquire	*The required procedures and documents vary depending on the situation, so please confirm with the relevant pension office or mutual aid counter. ・Tokushima-Kita Pension Office: ☎088-655-0200 ・Tokushima-Minami Pension Office: ☎088-652-1511 (After the tone, press ① then ②) ・For information about Mutual Aid Pension, please contact one of the Mutual Aid Pension counters

*Certain conditions apply when making requests.

Farmers Pension Procedures

Death-Related Notifications and Unpaid Pension/Lump-Sum Death Benefit Claims

Agriculture Committee Office (Main Bldg 3F), 088-621-5394

If the person who passed away was enrolled in or received benefits from farmers pension, please bring the following items to the Agricultural Cooperative Office nearest to the address of the person who passed away and complete the required procedures.

(1) What to Bring	☐ Pension certificates of the person who passed away ☐ Document verifying the claimant's bank account (passbook/cash card) ☐ Official copy of the family register of the person who passed away, etc. ☐ Family register or other documents that verify the relationship between the person who passed away and the claimant (notifier)
(2) Deadline	Within 10 days of the date of death

Long-Term Care Insurance Procedures

You will need to complete the following procedures if the person who passed away was 65+ years old, or 40+ years old with a certified requirement for long-term care.

Returning the Long-Term Care Insurance Card and Reporting Loss of Qualifications

Elderly Care Division (Main Bldg 3F) Counter #38, 088-621-5582

(1) What to Bring	☐ Insurance card (or qualification certificate) of the person who passed away ☐ Payment rate certificate of the person who passed away (if applicable) ☐ Certificate of eligibility for ceiling-amount of personally-borne medical expenses of the person who passed away (if applicable) ☐ ID of the person completing the procedures (e.g. driver's license, etc.)
(2) Deadline	As soon as possible

Changing the High-Cost Long-Term Care Service Payment Account

Elderly Care Division (Main Bldg 3F) Counter #37, 088-621-5585

(1) What to Bring	The following items are required in addition to the above. ☐ Representative of heirs' deposit account passbook or cash card *The family register or other documents may be required if the households shown on the residence records of the departed and the heir differ
(2) Deadline	As soon as possible

Procedures for Welfare Services for the Aged

Returning Medical Alert Systems

Elderly Care Division (Main Bldg 3F) Counter #36, 088-621-5176

If the person who passed away was lent a medical alert system, it will need to be returned.

(1) What to Bring	☐ Medical alert system (main unit and pendant) *If you cannot remove the system, you will need to be present while a contractor removes it after completing the Elderly Care Div. procedures. ☐ ID of the person completing the procedures (e.g. driver's license, etc.)
(2) Deadline	As soon as possible

Welfare Telephone Cancellation

Elderly Care Division (Main Bldg 3F) Counter #36, 088-621-5176

If the person who passed away was lent a welfare telephone (with subscription rights owned by Tokushima City), cancellation procedures will be required.

(1) What to Bring	☐ ID of the person completing the procedures (e.g. driver's license, etc.)
(2) Deadline	As soon as possible

Returning Free Tokushima City Bus Passes

Elderly Care Division (South Bldg 1F)
Counter #36, 088-621-5176

If the person who passed away was issued a free Tokushima City bus pass, it will need to be returned.

Mimamori Anshin Seal

Health & Longevity Division (South Bldg 2F)
Counter #15, 088-621-5574

Procedures will be required if the person who passed away was using a "Mimamori Anshin Seal".

Procedures for People with Disabilities ①

Div. of Welfare for People with Disabilities
(South Bldg 1F) Counters #12-13
088-621-5171・5177・5513

Returning Disability Certificates

If the person who passed away was issued any of the following certificates, they will need to be returned:

・Physical Disability Certificate ・Developmental Disability Certificate ・Psychiatric Disability Certificate

(1) What to Bring	☐ Disability certificate(s) of the person who passed away ☐ ID of the person completing the procedures (e.g. driver's license, etc.)
(2) Deadline	As soon as possible

Returning the Certificate of Services and Supports for Persons with Disabilities

If the person who passed away had a Certificate of Services and Supports for Persons with Disabilities, please return the certificate.

(1) What to Bring	☐ Certificate of Services and Supports for Persons with Disabilities (rehabilitative, developmental, or psychiatric) ☐ ID of the person completing the procedures (e.g. driver's license, etc.)
(2) Deadline	As soon as possible

Returning the Medical Expense Beneficiary Certificate or Accreditation Document for People with Severe Disabilities

If the person who passed away received the Medical Subsidy for People with Severe Disabilities, please return the related certificates.

(1) What to Bring	☐ Medical expense beneficiary certificate or acceditation documents of the person who passed away ☐ ID of the person completing the procedures (e.g. driver's license, etc.)
(2) Deadline	Within 14 days of the date of death

Returning the Beneficiary's Certificate of Welfare Services for Persons with Disabilities

If the name of the person who passed away is written on a Beneficiary's Certificate of Welfare Services for Persons with Disabilities, please return the certificate.

(1) What to Bring	☐ Certificate of Welfare Services for Persons with Disabilities, etc. ☐ ID of the person completing the procedures (e.g. driver's license, etc.)
(2) Deadline	Within 14 days of the date of death

Procedures for People with Disabilities ②

Div. of Welfare for People with Disabilities
Counter #13 (South Bldg 1F)
088-621-5177

Notifications Related to Special Disability Allowance, Welfare Allowance for Children with Disabilities, etc.

Notifications of death and other procedures will be required if the person who passed away received any of the above allowances. Any outstanding amounts will be paid to the heir(s) of the departed.

(1) What to Bring	☐ Document verifying the claimant's bank account (deposit account passbook or cash card) ☐ ID of the person completing the procedures (e.g. driver's license, etc.)
(2) Deadline	As soon as possible

Notifications Related to Special Child Rearing Allowance

Notifications of death and other procedures will be required if the person who passed away received Special Child Rearing Allowance. Any outstanding amounts will be paid to the heir(s).

(1) What to Bring	☐ Document verifying the claimant's bank account (deposit account passbook or cash card) ☐ ID of the person completing the procedures (e.g. driver's license, etc.)
(2) Deadline	As soon as possible

*You will need to fill out a new application to change the recipient and continue receiving the Special Child Rearing Allowance. The applicant's ID (My Number Card, etc.), a family register showing the relationship between the applicant and the child in question, and the applicant's bank account passbook or cash card will be required when submitting a new application. Please contact us for more details.

If the person who passed away was the child for which the Special Child Rearing Allowance was given, you will need to complete certain procedures, such as reporting the loss of qualifications.

(1) What to Bring	☐ ID of the person completing the procedures (e.g. driver's license, etc.)
(2) Deadline	As soon as possible

Tax-Related Procedures ①

【Municipal & Prefectural Residence Tax】 Representative of Heirs Notification

Residence Tax Division (Main Bldg 2F) Counter #22, 088-621-5063・5064・5065

In the event that a person who was subject to residence tax passes away, certain procedures must be carried out, including the designation of a representative of heirs.

(1) What to Bring	☐ ID of the person who will become the representative of heirs
(2) Deadline	As soon as possible

【Light Vehicle Tax】 Transfer of Ownership or Cancellation of Registration for Mopeds (under 125 cc) and Small-Sized Special Motor Vehicles

Residence Tax Division (Main Bldg 2F) Counter #21 088-621-5067

If the person who passed away owned a motorized two-wheeled vehicle or small-sized special motor vehicle, certain procedures will be required, such as transferring ownership.

(1) What to Bring	☐ License plate ☐ Documentation of the vehicle number (registration certificate, a photo of the vehicle number, etc.) ☐ Personal ID (e.g. driver's license, etc.)
(2) Deadline	

All current vehicle owners are taxed on April 1st of each year.
Please transfer ownership or cancel the registration as soon as possible.

【Fixed Property Tax】 Representative of Heirs Notification (Declaring the Current Designated Owner)

Property Tax Division (Main Bldg 2F) Counter #20 088-621-5069・5070・5072・5073

If the person who passed away owned any fixed assets (land, houses, or depreciable assets), the current owner will need to be declared.

(1) What to Bring	☐ ID of the declarant.
(2) Deadline	Between one day to 3 months after the Representative of Heirs (current owner) became known.

【Fixed Property Tax】 Changing the Co-Representative

Property Tax Division (Main Bldg 2F) Counter #20 088-621-5069・5070・5072・5073

Certain procedures are required if the person who passed away was a co-representative of a fixed asset.

(1) What to Bring	☐ Document of identitfication of the notifier.
(2) Deadline	By December 31 of the year the representative passed away

Tax-Related Procedures ②

【Fixed Property Tax】
Transferring Ownership of a Unregistered House

Property Tax Division
(Main Bldg 2F) Counter #20
088-621-5069・5070・5072・5073

If the person who passed away owned an unregistered house, procedures to transfer ownership will be required.

(1) What to Bring	*If you would like to transfer ownership of an unregistered house, please submit the "Notification of the Current Owner of a Fixed Asset". ☐ Document of identitfication of the notifier
(2) Deadline	By December 31 of the year the owner passed away

【Fixed Property Tax】
Changing or Removing a Tax Agent

Property Tax Division
(Main Bldg 2F) Counter #20
088-621-5069・5070・5072・5073

If the person who passed away was a tax agent, procedures to change or remove the tax agent will be required.

(1) What to Bring	☐ Identification documents of the declarant
(2) Deadline	By December 31 of the year the tax agent passed away

【Tax Payment (Collection)】
Future Tax Collection Procedures and Payment (Changing/Removing the Transfer Account, etc.)

Tax Collection Division
(Main Bldg 2F) Counter #23 & #24
088-621-5077・5078・5079・5080

If the person who passed away paid taxes (as a taxpayer, tax agent, representative of heirs, etc.), certain procedures related future tax collection processes and payments will be required.

(1) What to Bring	☐ Tax notice of the person who passed away 【For those changing the transfer account】 ☐ Passbook or seal registered with the bank account to be changed *Please make your request directly to the financial institution you wish to change. If you have a cash card, this process can also be completed at the Tax Collection Division counter. 【For those withdrawing the transfer account】 ☐ Deposit account passbook of the account being withdrawn
(2) Deadline	As soon as possible

Child-Related Procedures ①

Child Raising Support Division (Main Bldg 3F) Counter # 35
088-621-5194･5564

【Medical Subsidies for Children】
Returning the Recipient Certificate

Notification is required if the person who passed away was the child for which Medical Subsidies for Children was given.

(1) What to Bring	☐ ID of the person completing the procedures (e.g. driver's license, etc.) ☐ Certificate of Medical Subsidies for Children
(2) Deadline	As soon as possible

【Medical Subsidies for Children】
Changing the Qualified Recipient

Certain procedures are required if the person who passed away was the qualified recipient of Medical Subsidies for Children (the parent or legal guardian of the child).

(1) What to Bring	☐ ID of the person completing the procedures (e.g. driver's license, etc.) ☐ Certificate of Medical Subsidies for Children
(2) Deadline	As soon as possible

【Medical Care Benefits for Single-Parent Families】
Change of Qualifications

Notification is required when the recipient of Medical Care Benefits for Single-Parent Families (the parent/guardian or child) passes away.

(1) What to Bring	☐ ID of the person completing the procedures (e.g. driver's license, etc.) ☐ Medical Care Benefits for Single-Parent Families recipient certificate
(2) Deadline	As soon as possible

【Child Allowance】
Change of Qualifications & Revision of Amounts Received

Notification is required when the child who was eligible for Child Allowance passes away.

(1) What to Bring	☐ ID of the person completing the procedures (e.g. driver's license, etc.)
(2) Deadline	As soon as possible

【Child Allowance】
Claiming Unpaid Allowance & Applying for Child Allowance

Certain procedures are required if the person who passed away was receiving Child Allowance.

(1) What to Bring	☐ ID of the person completing the procedures (e.g. driver's license, etc.) ☐ Deposit account passbook of the child eligible for Child Allowance ☐ Deposit account passbook of the new recipient
(2) Deadline	Requests must be made by either the last day of the month the recipient passed away, or within 15 days from the day after their death. If the deadline is surpassed, there will be a month without payment.

Child-Related Procedures ②

Child Raising Support Division (Main Bldg 3F) Counter #35
088-621-5194･5564

【Child Rearing Allowance】
Reporting Loss of Qualifications & Revision of Amounts

Notification is required when the child who was eligible for Child Rearing Allowances passes away.

(1) What to Bring	☐ ID of the person completing the procedures (e.g. driver's license, etc.) ☐ Child Rearing Allowance Certificate
(2) Deadline	As soon as possible

【Child Rearing Allowance】
Death Notifications & Claiming Unpaid Allowance; New Applications

Certain procedures will be required if the person who passed away was the recipient of Child Rearing Allowance.

(1) What to Bring	☐ ID of the person completing the procedures (e.g. driver's license, etc.) *Please contact the Child Raising Support Division.
(2) Deadline	As soon as possible

Procedures Related to Nursery Schools, Certified Childcare Centers, Kindergartens, etc.

For Preschools/Certified Childcare Centers: Childcare Division, Fureai Kenko-kan 3F, 088-621-5193･5292
For Kindergartens: Childcare Division OR the relevant kindergarten

*Fureai Kenko-kan, 2-16 Okinohama-Higashi, Tokushima City

【Nursery Schools, Certified Childcare Centers, Kindergartens】
Withdrawal Procedures

Notification is required if a child attending one of the above-mentioned facilities passes away.

(1) What to Bring	☐ ID of the person completing the procedures (e.g. driver's license, etc.)

【Nursery Schools, Certified Childcare Centers, Kindergartens】
Application Changes, etc.

Notification is required if a parent/guardian or family member of a child attending one of the above-mentioned facilities passes away.

(1) What to Bring	☐ ID of the person completing the procedures (e.g. driver's license, etc.) ☐ Documents showing that the person has passed away

【Certification of Financial Aid for the Use of Childcare Facilities】
Application Changes, etc.

Notification is required if the child or parent/guardian who received Certification of Financial Aid for the Use of Childcare Facilities passes away.

(1) What to Bring	☐ ID of the person completing the procedures (e.g. driver's license, etc.) ☐ Documents showing that the person has passed away

Municipal Housing Procedures

Public Housing Division (Main Bldg 4F)
088-621-5286

Applying for Approval to Continue Living in Municipal Housing

When municipal housing is under the name of someone who has passed away and the family who lived with that person would like to continue living there, certain procedures must be carried out.

(1) What to Bring	*You must meet the requirements for approval and transfer tenancy by submitting an application for approval to continue living there. *For qualifications and procedure information on how to continue utilizing municipal housing, please contact the relevant division for details.
(2) Deadline	Please let us know as soon as possible

Notifications & Housing Inspections When Leaving Municipal Housing

Certain procedures are required when leaving municipal housing after the person whose name it is under has passed away.

(1) What to Bring	*When leaving municipal housing, you will need to have it inspected once you have removed all household items and it has been cleaned and restored to its original condition. *Please contact the relevant division for details.
(2) Deadline	Please let us know as soon as possible

Reporting Changes to the Tenants of Municipal Housing

Certain procedures are required when a family member that lived with you in municipal housing passes away.

(1) What to Bring	*The cost of rent may be changed with the death of the family member that lived with you. *Please contact the relevant division for details.
(2) Deadline	Please let us know as soon as possible

When Inherited Real Estate Becomes Vacant

Public Housing Division (Main Bldg 4F), 088-621-5288

In the event that someone living in their own house has passed away and you have inherited real estate, you will be required to complete procedures at a legal affairs bureau (this has been made mandatory as of April 2024). If you are unable to properly maintain and manage the inherited real estate, various issues may arise, such as the danger of a building collapsing, public health deterioration, or landscape damage, all of which can seriously impact the living environment of local inhabitants. Please consider selling or utilizing vacant homes that you do not have an intended use for. Please contact the Public Housing Division for general inquiries about vacant houses.
Other inquiries can be made as follows:

* Real estate registration procedures ➜ Tokushima District Legal Affairs Bureau (088-622-4171)
* About special tax deductions when selling a vacant house ➜ Public Housing Div. (088-621-5288)
* Real estate maintenance/management requests ➜ (Public) Tokushima City Silver Human Resource Center (088-653-6262)

Sewerage & Waterworks Procedures

Sewerage & Waterworks Bureau Customer Center
(5-1-4, Minamimaegawa-cho, Tokushima City)* 088-623-1187

*New location as of Oct. 10, 2023

Account Name & Payment Method Changes

If the water supply was under the name of the person who passed away and the family members who lived with that person would like to continue using it:

(1) What to Bring	【For those completing bank transfer procedures】 ☐ New applicant's deposit account passbook & seal registered w/ the bank
(2) Deadline	As soon as possible ※Please inquire by phone.

Disconnecting the Water Supply

Certain procedures will be required if the water supply was under the name of the person who passed away and will no longer be used.

(1) What to Bring	*Please contact the division in charge for details about the procedures.
(2) Deadline	As soon as possible ※Please inquire by phone.

Changing the Owner of Water Supply Equipment

If the person who passed away was the owner of water supply equipment, the person who inherits or acquires the relevant land will be required to complete certain procedures.

(1) What to Bring	☐ Cadastral map after registration was completed, location map to showing the installation site and document to verify rights of the installation plot *Please contact the division in charge for details about the procedures.
(2) Deadline	As soon as possible ※Please inquire by phone.

Changing the Number of People Using the Sewage Sytem

Procedures are required for households connected to the sewer system using groundwater/wells.

(1) What to Bring	*Please contact the division in charge for details about the procedures.
(2) Deadline	As soon as possible ※Please inquire by phone.

Changing the Beneficiary or Payment Manager

Certain procedures are required for those currently in the process of paying or suspending full or partial sewerage contributions.

(1) What to Bring	*Please contact the division in charge for details about the procedures.
(2) Deadline	As soon as possible ※Please inquire by phone.

Woodland Procedures

Division of Agriculture, Forestry and Fisheries
(Main Bldg 10F) 088-621-5245

Certain procedures are required if you inherited woodland from the person who passed away.

(1) What to Bring	☐ Map showing the location of the woodland area ☐ Certificate of registered matters for the woodland area, other documents proving the cause for the notification (under the provisions of Article 10-7-2, paragraph (1) of the Forest Act)
(2) Deadline	Within 90 days of becoming the new owner

Farmland Procedures

Agriculture Committee Bureau
(Main Bldg 10F) 088-621-5393

Certain procedures are required if you inherited farmland from the person who passed away.

(1) What to Bring	☐ Certificate of registered matters with records of the inheritance or a copy of the information for registration identification (under the provisions of Article 3-3 of the Cropland Act).
(2) Deadline	As soon as the registation of inheritance is completed.

Main Procedures Outside of City Hall (If Applicable)

Main Procedures	Contact Information
☐ Notification of death, unpaid pension benefit claims, application for survivor's (mutual aid) pension, etc., for beneficiaries of Old-Age Basic Pension or Employee's (Mutual Aid) Pension	Tokushima-Kita Pension Office ☎ 088-655-0200 Tokushima-Minami Pension Office ☎ 088-652-1511 Any Mutual Aid Associations' Pension counter
☐ Returning driver's licenses	Driver's License Center ☎ 088-699-0110 (main operator) Any police station in the prefecture
☐ Returning residence cards	Takamatsu Regional Immigration Bureau ☎ 087-822-5851 Takamatsu Regional Immigration Bureau, Tokushima Branch office ☎ 088-655-0131
☐ Renunciation or qualified acceptance of inheritance	Tokushima Family Court ☎ 088-603-0140
☐ Probate or unseal a will	Tokushima Family Court ☎ 088-603-0140
☐ Reporting inheritance tax or income tax	Tokushima Tax Office ☎ 088-622-4131 (main operator)
☐ Prefectural housing notices	Tokushima Prefectural Housing Supply Corporation ☎ 088-666-3123
☐ Requests for statutory inheritance information	Tokushima District Legal Affairs Bureau ☎ 088-622-4683
☐ Transferring ownership of land, houses, etc. (inheritance registration)	Tokushima District Legal Affairs Bureau ☎ 088-622-4683
☐ Transferring ownership of vehicles, 2-wheeled light vehicles (over 125 cc but less than/equal to 250 cc), or 2-wheeled small sized motor vehicles (over 250 cc)	Tokushima District Transport Bureau ☎ 050-5540-2074
☐ Transferring ownership of light vehicles	Tokushima Light Motor Vehicle Association ☎ 088-641-2010
☐ Procedures for members and beneficiaries of the farmer's pension system	Tokushima City Agricultural Cooperative Association (at your nearest JA co-op branch)
☐ Claiming life insurance payouts	Life insurance companies
☐ Claiming postal life insurance payouts	Post office
☐ Transferring fire or vehicle insurance to another person	General insurance companies
☐ Bank account cancellations and repayments	Financial institutions
☐ Transferring shares to a new shareholder	Brokerage firms, etc.
☐ Transferring or cancelling utilities	NHK, power companies, gas companies, landline/mobile phone companies, etc.

Disposing of Items Left Behind as Garbage

Please see the “Household Garbage Collection Schedule” and properly separate and dispose of any garbage.

If you will be disposing of a large amount of garbage at once, you may either request collection through a licensed garbage disposal company (A), or contact the Environmental Policy Division ahead of time and bring it to a garbage disposal facility (B). If you will be disposing of paper, please contact a waste paper collection company (C). If you are disposing of recyclables, you may also use an Eco Station. For a reference on what kinds of items you may bring to the Eco Station, please refer to the city homepage in advance.

Please verify the hours of operation and other information with the relevant garbage disposal facilities or companies. You may not make requests for collection through unauthorized companies, such as businesses that offer to sort the belongings of people who have passed away, scrap collectors, etc.

A) List of Licensed Garbage Disposal Companies (Japanese syllabary order)

Company Name	Phone #	Company Name	Phone #
AT ONCE	088-631-4652	Mainichi Clean	088-652-3695
Sanko Clean Service Center	088-625-8488	Midori Cleaning	088-632-9288
Taiyo Cleaning	088-664-1628	Miyata Clean	090-8975-5033
Tsutsumi Shoten	080-0200-1841	Yamaoka Cleaning Company	088-632-3049
Nankai Clean	088-668-0044	Young Clean	0120-56-4008
Hayashi Clean Service	088-663-8842	WAKOU Clean Service	0120-18-0909

B) List of Garbage Disposal Facilities

*Please contact the Environmental Policy Division ahead of time, otherwise you may be declined at the facility, even if you are a surviving family member.

Type of Garbage	Name of Facility	Location	Phone #
(Non-separated) Burnable garbage (excluding paper)	Tobu (East) Garbage Disposal Plant	Motobari, Ronden-cho	088-662-0941
	Seibu (West) Garbage Disposal Plant	Kita-Iwanobu, Kokufu-cho	088-642-8402
Non-burnable garbage, oversized garbage, cans, bottles, PET bottles, plastic mark	SANKO	Takara, Iitani-cho	088-645-2198
	Sanko Clean Service Center	Yamane, Johroku-cho	088-645-1966

*Processing Fees

Unit	Processing Fee Amount
Up to 100kg	¥1,220
Over 100kg	¥1,220 plus ¥122 per 10kg over 100kg

C) List of Waste Paper Collection Companies (Japanese syllabary order)

Company Name	Phone #
Shinheiwaseishi	088-631-5613
Nakano Shoten	088-622-2666
Naruto Shiryo	088-632-0390
Fujigen	088-664-6666
Young Clean	0120-56-4008

*Some companies may also accept fabrics.

Please contact the Environmental Policy Division (088-621-5217, 5202) if you have any questions.

Obtaining Certificates, Official Copies of the Family Register, etc.

Copies of Certificates of Residence or Deleted Certificates of Residence

Required Items and Fees	Notes	Divisions/Counters
☐ ID (driver's license, etc.) ¥350 per copy	●You will be required to present a copy of your late family member's (deleted) certificate of residence that shows their date of death, as well as a copy of the heir's certificate of residence. ●You may choose what information will show on the certificate of residence as necessary. Before requesting the certificate, please verify with each section what information will be necessary, such as the head of the household, household relationships, permanent domicile, the first person listed on the family register, individual number (My Number), etc. ●We cannot print the individual number (My Number) on your late family member's certificate of residence.	Resident Registration Div. Counter #1 (Main Building) ☎ 088-621-5140 Any branch office *Please see the list of branch offices on pg. 20 for addresses and phone numbers.

Full or Partial Copies of the Family Register

Required Items and Fees	Notes	Divisions/Counters
☐ ID (driver's license, etc.) Certificate of all registered matters (of the individual) in the family register ¥450 per copy Certificate of all registered matters (of the individual) in the removed family register ¥750 per copy Original (removed) family register (full or partial copy) ¥750 per copy	●You may request a family register certificate at any one municipal office, even if the domicile of the required family register is local to a different part of the country. However, the scope of the request and who can make it are limited for those whose domicile is outside of Tokushima City, so please check the Ministry of Justice homepage website for more details. ●Once you have submitted the notification of death, **it may take a number of days before you can obtain a family register showing the record of death**. Please contact us if you are in a hurry. *Verifying the notification of death with another city or receiving the notification by mail from another city may take extra time. ●If the person making the request is someone other than the spouse, lineal ascendant (parent or grandparent), or descendant (child or grand-child) of the departed, a power of attorney will be required (may not be required depending on the purpose). Also note, that you cannot apply for the issuance of a family register in a non-corresponding domicile via proxy even if they have power of attorney. ●In some cases, for example if you have a copy of the will or you are a designated beneficiary (e.g. of life insurance, etc.), you may be asked to present the will, life insurance certificate, or other documents that can verify your connection to inheritance. ●Please verify what kind of family register you will need before making the request. (E.g.) - Family register ranging from birth to death - Family register ranging from age 16 or 18 to death - Family register ranging from marriage to death - Family register showing the date of death - Original family register showing the relationship between the departed and the heir - The heir's current family register (certificate of all registered matters) (etc.)	Resident Registration Div. Counter #1 (Main Building) ☎ 088-621-5140 Any branch office *Please see the list of branch offices on pg. 20 for addresses and phone numbers.

*A single copy of a family register does not show every record from one's lifetime. A new family register is created every time the person entered at the head of the household list changes and every time a law is revised. Please verify which family register from which period of time will be required.

Supplementary Family Register

Required Items and Fees	Notes	Divisions/Counters
☐ ID (driver's license, etc.) ¥350 per copy	● A supplementary family register is a history of addresses recorded in the municipality of your permanent domicile. ● Please request the supplementary register from the local municipal office of your permanent domicile. When making the request, please indicate which records you require, namely whose addresses and from what period of time. *You may need a supplementary family register of an old address in certain cases, such as for registration information on land or other property that has not changed for many years, procedures to cancel vehicle registration, etc.	Resident Registration Div. Counter #1 (Main Building) ☎ 088-621-5140 Any branch office *Please see the list of branch offices on pg. 20 for addresses and phone numbers.

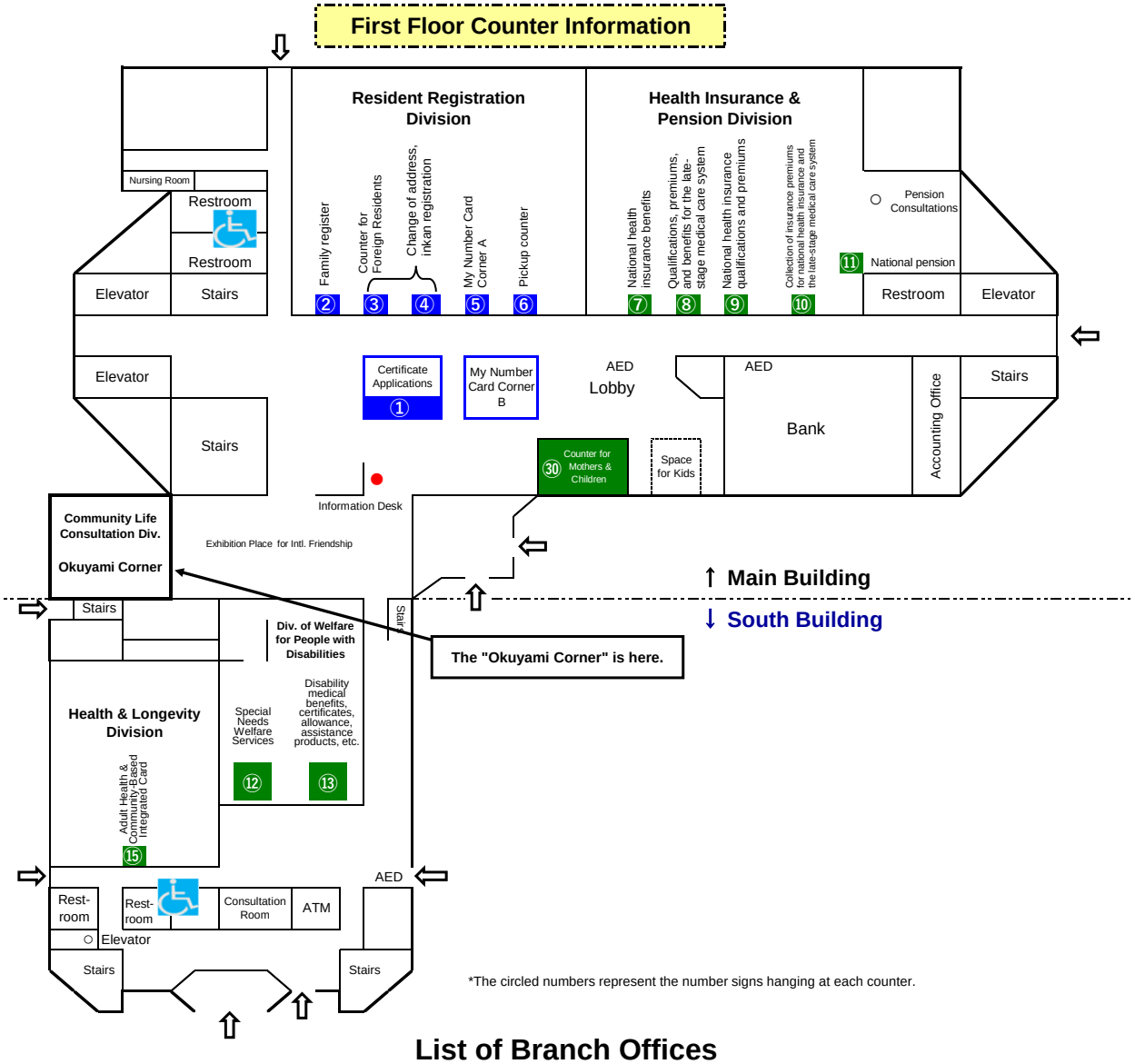
Certificate of Registration of Death

Required Items and Fees	Notes	Divisions/Counters
☐ ID (driver's license, etc.) ☐ Documents that verify where the certificate will be submitted (e.g. postal insurance certificates, pension certificates, etc.) ¥350 per copy	● This is different from the document the funeral home will copy for you prior to submitting the notification of death. ● The Certificate of Registration of Death can only be issued if you are required to submit it for a specific reason, such as to make a claim for survivor's pension under public pension (e.g. welfare pension, mutual aid pension, etc.). ● If you need the Certificate of Registration of Death of a foreign resident, please make your request to the municipal office you submitted the notification of death to. ● Before requesting the Certificate of Registration of Death of a Japanese national, as these certificates can only be issued for specific reasons, please contact either the municipal office you submitted the notification of death to or the corresponding municipality of the deceased for inquiries before applying.	Resident Registration Div. Counter #1 (Main Building) ☎ 088-621-5140 Any branch office *Please see the list of branch offices on pg. 20 for addresses and phone numbers.

Seal (Inkan) Registration Certificate

Required Items and Fees	Notes	Divisions/Counters
☐ Seal Registration Card OR Tokushima City Residence Card ¥350 per copy <u>To Register/Re-Register</u> ☐ ID (driver's license, etc.)	【Belonging to the departed】 ● We cannot not issue the seal registration certificates of those who have passed away. 【Belonging to the heir, etc】 ● There are many cases where the seal registration certificate of the heir is required for inheritance procedures. ● Those who have an officially registered seal may present their seal registration card (or Tokushima City residence card) at the counter, or, should you possess a My Number card with a valid electronic certificate, you may receive the seal registration certificate from a multi-purpose copy machine at a convenience store. ● You can obtain a seal registration certificate via proxy without a power of attorney if you provide them with your seal registration card (or Tokushima City residence card) as it is considered equivalent to giving them your authorization. ● If you do not have a seal officially registered with Tokushima City, you can bring a government-issued photo ID (e.g. driver's license, My Number Card, etc.) and the seal you would like to register, and have it registered on the same day (only if you are registering it yourself). *Please contact us directly if you do not have any government-issued photo ID, if you are unable to come in yourself to register your seal, or if you have any other concerns.	Resident Registration Div. Counter #1 (Main Building) ☎ 088-621-5140 Any branch office ***For inquiries about registration:** Resident Registration Div. Counter #3 (Main Building) ☎ 088-621-5134 Any branch office *Please see the list of branch offices on pg. 20 for addresses and phone numbers.

Tokushima City Hall Counter Information

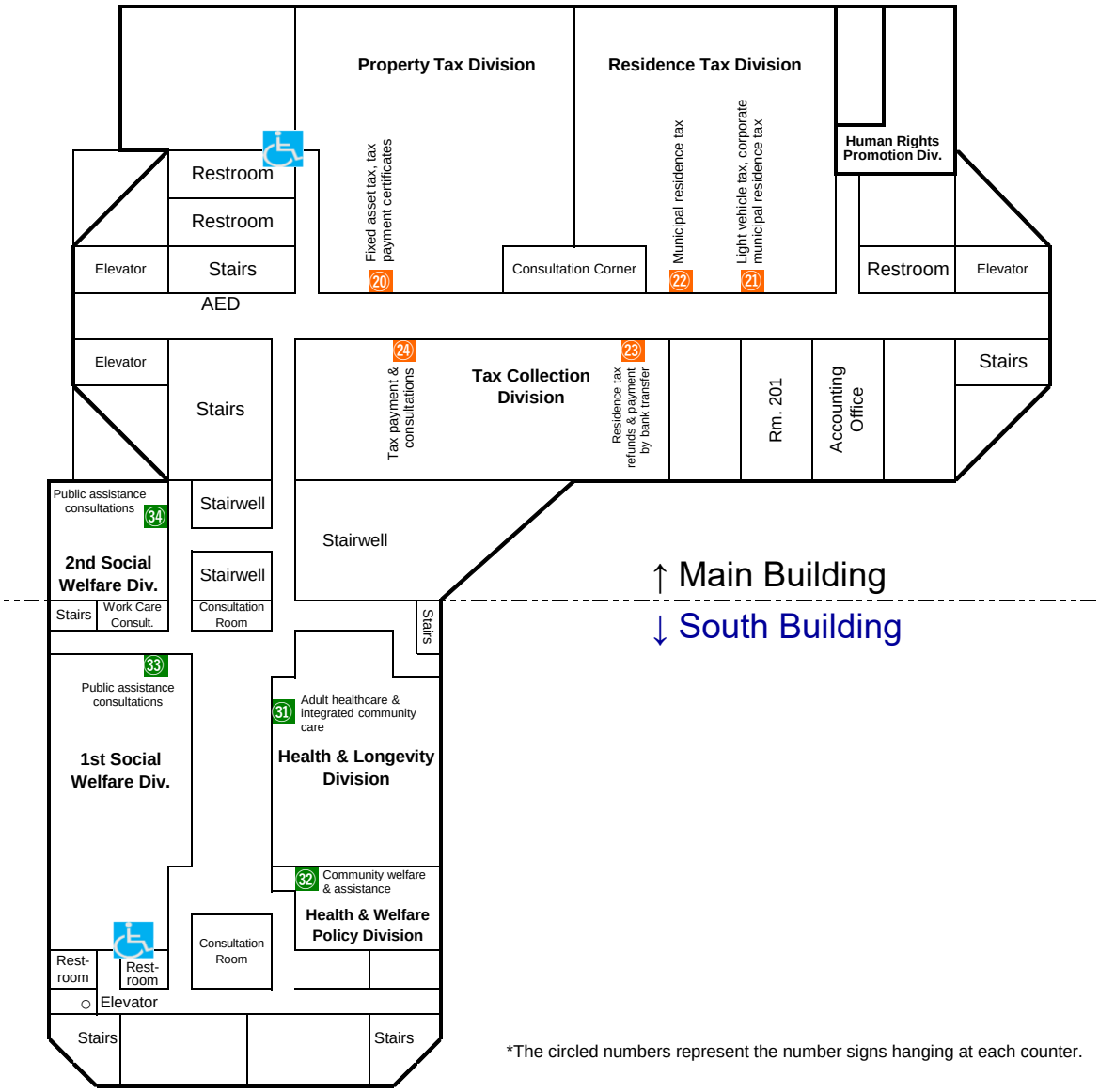


*The circled numbers represent the number signs hanging at each counter.

List of Branch Offices

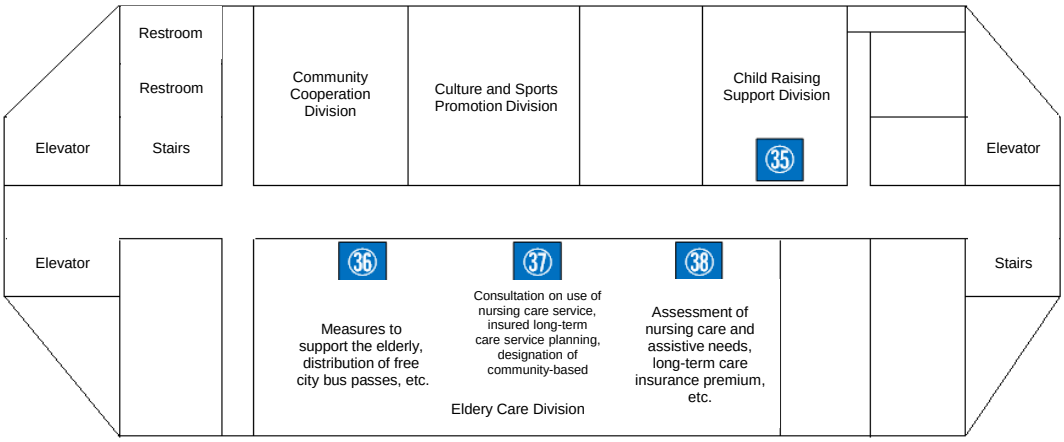
Branch Name	Location	Phone Number
Okinosu Branch	3-4-7, Kita-Okinosu	088-664-0031
Tsuda Branch	4-5-55, Tsuda-cho	088-662-0552
Kamona Branch	5-48-5, Shomachi	088-631-2697
Kamo Branch	4-6-60, Kita-Tamiya	088-632-1011
Hachiman Branch	80-14, Uchihama, Hachiman-cho	088-668-8190
Katsura Branch	76-2, Nakazu, Katsura-cho	088-669-0914
Takara Branch	10, Korochi, Takara-cho	088-645-0001
Fudo Branch	2-178-1, Fudohon-cho	088-631-0621
Nyuta Branch	121-1, Kasuga, Nyuta-cho	088-644-0034
Kami-Hachiman Branch	42, Honcho, Shimomachi	088-644-0001
Kawauchi Branch	260, Okinoshima, Kawauchi-cho	088-665-0214
Ojin Branch	91-5, Aza-Nishi-Yoshinari, Ojin-cho	088-641-1001
Kokufu Branch	59-4, Ko, Kokufu-cho	088-642-1401
Kita-Inoue Branch	271 Aza-Minami-Hoji, Nishi-Kuroda, Kokufu-cho	088-642-1001

Second Floor Counter Information



*The circled numbers represent the number signs hanging at each counter.

Third Floor Counter Information



Please inquire with the specified divisions or counters for more information.

September 2026 Issue

Tokushima City Community Life Consultation Division

2-5, Saiwai-cho, Tokushima City 770-8571

TEL 088-621-5039　FAX 088-621-5128