

Special loans such as emergency small amount funds due to the impact of the COVID-19 pandemic
Special loans eligible for repayment forgiveness

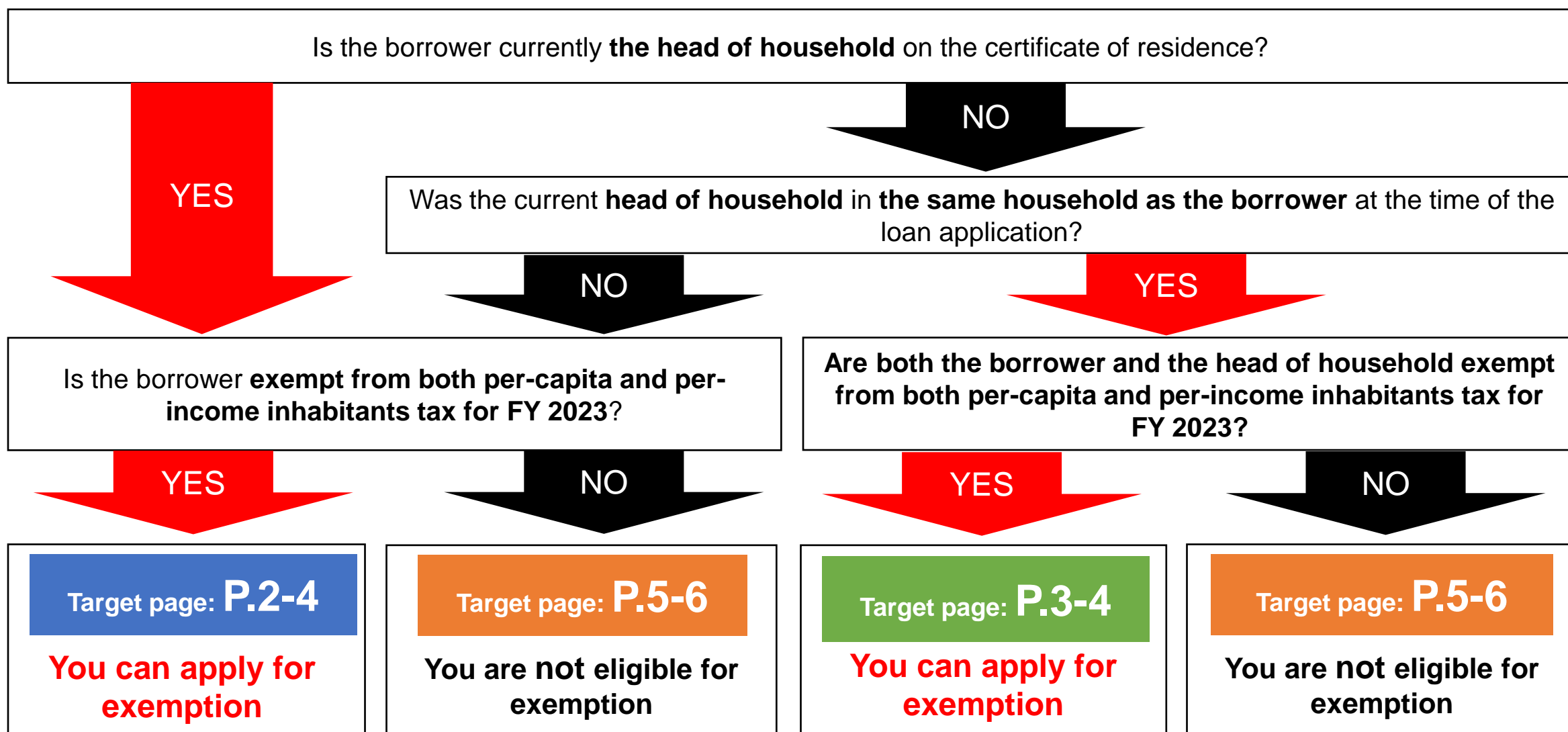
- Eligible for repayment forgiveness with this procedure are “**Emergency Small Amount Funds**,” “**Comprehensive Support Fund Initial Loans**” (you must have applied for either on or after April 1, 2022) and “**Comprehensive Support Fund Extensions**”

Type of fund	Emergency small amount funds (If you applied on or after April 1, 2022)	Comprehensive Support Fund Initial Loan (If you applied on or after April 1, 2022)	Comprehensive Support Fund Extension	Comprehensive Support Fund Re-lending
Timing of repayment forgiveness procedures	Reiwa 5 (2023)			Reiwa 6 (2024)

Eligible for this fund

↳ To be announced sequentially in 2024

● **Flowchart for checking whether a borrower is eligible for exemption**




● **Information in this guide**

1. Applying for repayment forgiveness (for those who are eligible for exemption) P.2-4
2. Future repayments (for those who are not eligible for exemption) P. 5-6
Requirements to be eligible to applying for repayment exemption, other than tax exemption P. 5
3. Other information P. 7
4. For those who do not understand Japanese (For Foreigners) P. 8

[For Applications and Inquiries]
Saitama Prefectural Council of Social Welfare,
Repayment and Exemption of COVID-19 Special Loan Section

[Phone number] 050-2018-1839 [Office hours] Weekdays 9:00-17:00 https://www.fukushi-saitama.or.jp/site/problem_33.html



1 Applying for repayment forgiveness (for those who are eligible for exemption)

If you were guided to P.2-4 as a result of the flowchart

- Please send the required documents (1) to (3) in the enclosed return envelope by the application deadline below.

Item No.	Necessary documents for application	Self-check column
(1)	<p>Certificate of Residence</p> <p>* Be sure to send a certificate of residence that meets the following conditions.</p> <ul style="list-style-type: none"> It bears the name of the head of the household It states that it is "certified to be an authentic copy of the original certificate of residence for all members of the household". It does not include the applicant's Individual Number (MyNumber). It was issued within the last 3 months 	<input type="checkbox"/>
(2)	<p>Certificate of tax exemption for FY 2023 (for borrower only)</p> <p>* Both per-capita and per-income tax are exempted</p>	<input type="checkbox"/>
(3)	<p>Application for repayment forgiveness * Right side of the enclosed A3 form</p>	<input type="checkbox"/>

Note If you received more than one notice (envelope), you will need multiple copies of all (1), (2) and (3). If you are submitting multiple applications at the same time, one **original copy** of (1) and (2) and a photocopy of the others are acceptable.

● **Certificate of tax exemption**

- Please contact the taxation department of the municipal office in your area for information on how to file inhabitants tax returns.
- If you have not filed an income tax return or made a year-end tax adjustment, a certificate of tax exemption may not be issued unless you file an inhabitants tax return.


● **Application deadline**

By Tuesday, October 31, 2023 * Postmarked

* Please note that if you miss the application deadline, the applicable loan may not be fully exempted.

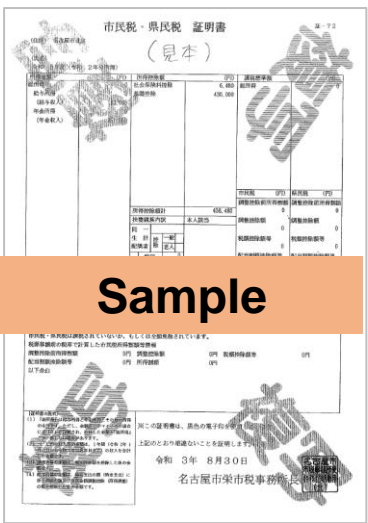
✓ Please mail the following documents in the enclosed return envelope.

(1) Certificate of residence



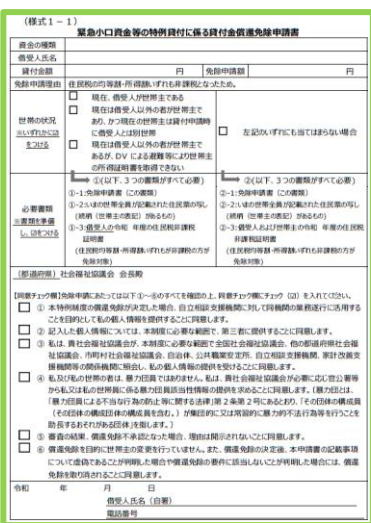
Sample

(2) Certificate of tax exemption for FY 2023

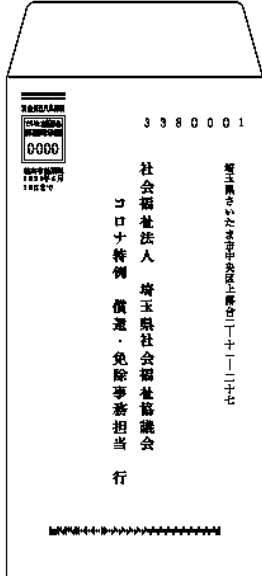


Sample

(3) Application form for repayment forgiveness



Return envelope



1 Applying for repayment forgiveness (for those who are eligible for exemption)

If you were guided to P.3-4 as a result of the flowchart

- Please send the required documents (1) to (3) in the enclosed return envelope by the application deadline below.

Item No.	Necessary documents for application	Self-check column
(1)	<p>Certificate of Residence</p> <p>* Be sure to send a certificate of residence that meets the following conditions.</p> <ul style="list-style-type: none"> • It bears the name of the head of the household • It states that it is "certified to be an authentic copy of the original certificate of residence for all members of the household". • It does not include the applicant's Individual Number (MyNumber). • It was issued within the last 3 months 	<input type="checkbox"/>
(2)	<p>Certificate of tax exemption for FY 2023</p> <p>(for both the borrower and the head of household)</p> <p>* Both per-capita and per-income tax are exempted</p>	<input type="checkbox"/>
(3)	<p>Application for repayment forgiveness * Right side of the enclosed A3 form</p>	<input type="checkbox"/>

Note If you received more than one notice (envelope), you will need multiple copies of all (1), (2) and (3). If you are submitting multiple applications at the same time, one **original copy** of (1) and (2) and a photocopy of the others are acceptable.

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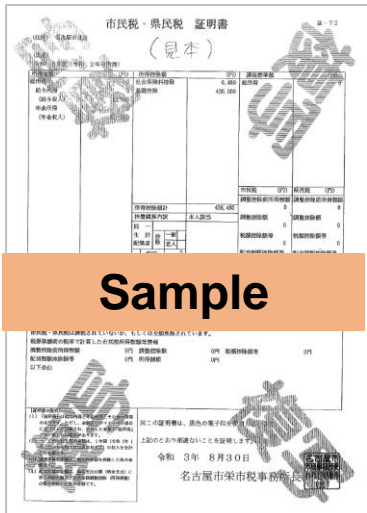
(1) Certificate of residence



Sample

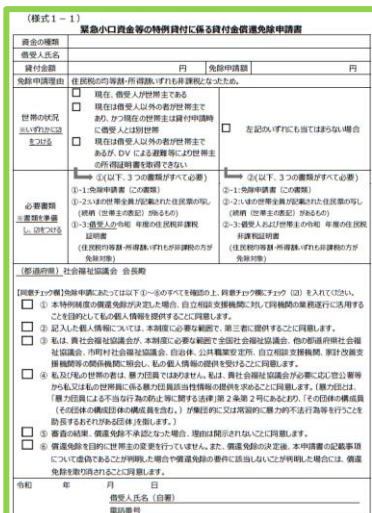
(2) Certificate of tax exemption for FY 2023

* Both the borrower and the head of the household

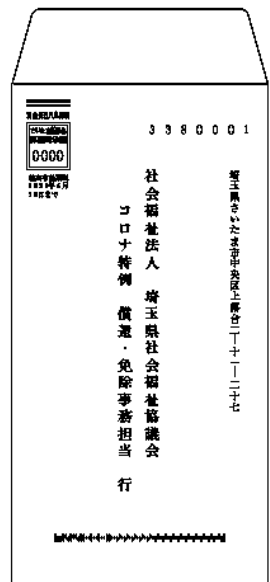


Sample

(3) Application form for repayment forgiveness



Return envelope



If you were guided to P.2-4 as a result of the flowchart

If you were guided to P.3-4 as a result of the flowchart

- Please check the following information carefully before submitting your application.

Common problems and omissions

Certificate of residence

- ✗ It does not bear the name of the head of the household
- ✗ The document was issued more than 3 months ago
- ✗ There are not documents for all members of the household

Certificate of tax exemption

- ✗ The document is not for FY 2023
- ✗ Both per-capita and per-income tax are taxed
- ✗ There is no certificate of tax exemption for the head of the household
(If you were guided to P3.4 as a result of the flowchart)

Application form for repayment forgiveness

- ✗ It is not self-signed with a hand-writtensignature

If there are any problems and omissions such as those listed on the left, you may be asked to resubmit your application, and it will take a considerable amount of time before a decision is made.

Please check carefully before sending.

● Results of review

- After receiving the application documents, the Council will review them and decide whether to grant or deny the forgiveness, and will send the notification sequentially. **(It takes two to three months from application to decision.)**
- However, **even if you are eligible for exemption, you will not be able to complete the procedure if there are any incomplete entries or omissions or errors in the required documents.**
- Please do not contact us to inquire about individual review status.
(Please wait until you receive notification of the results.)

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Repayment method (for **those who are not** eligible for exemption)
 Requirements to be eligible to applying for repayment exemption, other than tax exemption

If you were guided to P. 5-6 as a result of the flowchart

If you are not eligible for repayment forgiveness you will be required to repay the loan. Please see below for information on the repayment method.

● About repayment methods (there are two methods)

(1) Convenience store payment (payment slip) → No procedure required

We will send you a special payment slip.

(2) Direct debit → Registration procedure is required (the procedure is described on the next page)

It takes about 2-3 months from the time of application to complete the registration for direct debit. Once registration is complete, you will be notified via notification, so until registration is complete, please pay using a convenience store payment slip.

○ If you have already completed the procedure for direct debit

⇒ You **do not need to** go through the procedure again, but if you wish to change your direct debit account, please completed the procedure again. However, the direct debit account cannot be changed for each fund type.

⇒ For example, if you are a borrower of the "Comprehensive Support Fund Extension" and currently repaying an "Emergency Small Amount Funds" or "Comprehensive Support Fund Initial Loan" by direct debit, no further procedure is required as the funds will be debited from the same account.

○ If you are unsure if you have completed the direct debit procedure in the past

⇒ Please contact us via the information on the next page.

● Requirements to be eligible to applying for repayment exemption, other than tax exemption

Exemption can be applied for if any of the following conditions are met **after the start of repayment**.

- If you have received public assistance
- If you have been issued the Mental Health and Welfare Handbook (Level 1) or the Physically Handicapped Persons Handbook (Level 1 or 2)

○ About the application process

(1) We ask that you please contact us via the information below.

(2) The Council will send you an exemption application form.

* **The form will be different from the exemption application form we are sending you this time.**

(3) Please send the application form and required documents in the enclosed return envelope.

* We will inform you of the required documents when we receive your inquiry.

If you were guided to P. 5-6 as a result of the flowchart

● If you wish to pay via direct debit, please register your direct debit account in one of the following two ways.

1 How to register a direct debit account online

- Please access the account registration site via the URL or QR code below, fill in the required information, and register your account.

«For online registration»

https://www.accttrans-reg.jp/rtex/ar/nj3XA53q/?CRC_CD=RL3N



2 How to register a transfer account using a form

- Please print out the "Direct Debit Request Form" via the URL or QR code below .
- Please fill in the required information and mail it to the address for inquiries.
- * Please be sure to make a copy of the completed form and keep it for your own records.

«Registration request form and sample entry»

<https://www.fukushi-saitama.or.jp/site/problem.html>



No	主な注意事項
①	どちらか一つに記入してください。 ゆうちょ銀行以外の金融機関 か ゆうちょ銀行
②	届出印は「鮮明」に押印してください。 OK NG NG NG NG 届出印が不明の場合は、金融機関にお問合せください。
③	枠内から「はみ出さないよう」に記入してください。
④	6または7桁の貸付コードを記入してください。 複数、貸付コードがある場合、いずれか一つを記入してください。

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● **If you have changed your name, address, etc., please submit a "Notification of Change of Name, etc." along with the required documents listed below.**

• **List of Required Documents**

* The notification of change of name form can be downloaded from the URL in the **Application and Inquiries** section below.

No.	Details of change	Required documents
1	Change of address	Certificate of Residence showing all members of the household <u>at the previous address and current address</u> (issued within the last 3 months) * Important note: If there have been multiple changes of address, please submit a certificate of removal of residence or a supplementary family register showing the history of changes up to the current address.
2	Change of first/last name	Certificate of residence or extract of family register (issued within the last 3 months) showing all members of the household <u>and their first and last names before and after the change</u>
3	The borrower dies	<u>Certificate of removal of residence, certified copy of closed family register or copy of death certificate</u> (Certificate of Residence must have been issued within the last 3 months)

● **Frequently Asked Questions Q&A**

It is posted on the Saitama Prefectural Council of Social Welfare's website. (Scheduled to be updated from time to time)
https://www.fukushi-saitama.or.jp/site/problem_33.html

● **List of self-reliance support consultation agencies**

"Self-reliance support consultation agencies" are consultation services for all kinds of problems in daily life, and are located throughout Japan.

If you have any problems in your daily life, such as wanting to work but not being able to, or not having a place to live, please consult with your local consultation office.

<https://www.pref.saitama.lg.jp/a0602/jiritsushien/madoguchi.html>

* If you live outside Saitama Prefecture, please contact your municipality or prefecture.



**[For Applications and Inquiries]
 Saitama Prefectural Council of Social Welfare
 Repayment and Exemption of
 COVID-19 Special Loan Section**

[Address] 2-11-27 Kami-ochiai, Chuo-ku, Saitama-shi, Saitama 338-0001
 [Phone number] 050-2018-1839 [Office hours] Weekdays 9:00-17:00
https://www.fukushi-saitama.or.jp/site/problem_33.html



[Requests]

- **We do not accept documents directly. Please refrain from bringing your documents to this office.**
- **It may be difficult to get through by phone immediately after receiving this notice. Please be aware of this.**
- **Documents will not be returned once submitted. Please be aware of this.**

4 にほんごがわからないかたへ (For Foreigners)

にほんごがわからないかたは、コールセンターにでんわしてください
phone number 050-2018-1839 open/closed 平日 9:00 ~ 17:00

For those who do not speak or read Japanese, please contact our call center.
Tel.: 050-2018-1839 Opening hours: weekdays from 9 a.m. to 5 p.m.

如果您不懂日语，请致电呼叫中心。
电话号码：050-2018-1839 服务时间：工作日9:00~17:00

일본어를 모르시는 분은 콜센터로 전화 주시기 바랍니다.
전화번호: 050-2018-1839 접수 시간: 평일 9:00~17:00

Caso não entenda japonês, telefone para a central de atendimento.
Telefone: 050-2018-1839 Horário de atendimento: nos dias úteis, das 9h às 17h

Quý vị không biết tiếng Nhật vui lòng gọi đến Tổng đài.
Số điện thoại: 050-2018-1839 Thời gian tiếp nhận: 9:00 ~ 17:00 các ngày thường trong tuần

Mangyari lamang na tumawag sa call center kung hindi nakakaintindi ng wikang Hapon.
Telepono: 050-2018-1839 Oras ng tanggapan: 9:00 am - 5:00 pm (karaniwang araw)

जापानी भाषा नबुझने व्यक्तिले कल सेन्टरमा फोन गर्नुहोस्।
फोन नम्बर: 050-2018-1839 खुला समय: सोमबार~शुक्रबार 9:00~17:00 (सार्वजनिक बिदाको दिन बाहेक)

Japonca bilmiyorsanız, lütfen çağrı merkezini arayın.
Telefon numarası: 050-2018-1839 Danışma saatleri: Hafta içi 9:00-17:00

[Application and contact details]

Saitama prefectural council of Social welfare Repayment and Exemption of Special Loan Section

[Address] 2-11-27 Kamiochiai, Chuo-ku, Saitama-shi, Saitama 338-0001

[Contact Number] ☎ **050-2018-1839**

[Reception Time] **9:00~17:00** (on weekdays)

https://www.fukushi-saitama.or.jp/site/problem_33.html



- [Notes]**
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 - Note that it may be difficult to contact the call center by phone immediately after you receive this notice.
 - Note that submitted documents cannot be returned.