

To Our Customers

The Tokyo Star Bank, Limited

## **Request for Copy of Renewed Residence Card**

We hope that this finds you well, and would like to thank you for your continued support. In accordance with applicable laws and regulations, Tokyo Star Bank verifies the identity (including the "period of stay (expiration date)" and "status of residence") of customers who are foreign nationals using their residence card and other documents.

Your period of stay will soon expire (xx 2025). Therefore, we ask that you send a copy of your renewed residence card (including the reverse side). Please note that if we are not able to verify the renewal of your residence card before the expiration date of your period of stay, some or all transactions will be restricted based on the terms and conditions for deposits.

If you have already sent a copy of your renewed residence card, please disregard with notice. Thank you for your understanding and cooperation.

- \* If you plan to permanently leave Japan upon the expiration of your period of stay, etc., or no longer plan on using your account, please be sure to complete the **account closing procedures**. (Please refer to the reverse page for how to close your account.)
- \* Please refer to the reverse page for a list of which transactions will be restricted.
- \* The confirmation of your residence card will take several days. Please submit it well in advance of the expiration date. If we receive the copy of your residence card near the expiration date, we may need to restrict your transactions temporarily.
- \* If you are renewing your residence card and will receive it after your current card expires, please send a copy of documents in advance that will allow us to confirm you are conducting the renewal process. We will send a request for your renewed residence card again at a later date.
- \* Please contact us if you have any questions.

**It is illegal to sell or transfer your account, bank card, or internet banking ID and password.**  
**Do NOT engage in these acts.**

For Inquiries

The Tokyo Star Bank, Limited  
Centralized Operations, Centralized Operations Department  
Telephone: 0120-73-0701  
(Weekdays: 9:00-17:00)

### **About restrictions on transactions**

If we do not receive a copy of your renewed residence card (including the reverse side) by the expiration date of your current residence card, we will restrict the following transactions through branches, ATMs, Tokyo Star Direct (internet banking), and telephone banking.

In addition, after receiving the copy of your residence card, it will take several days to confirm the contents.

The following transactions will be restricted even in cases when this confirmation is not completed before the expiration date. Please send a copy of your residence card well in advance of the expiration of your period of stay.

#### **Restricted transactions**

- Withdrawals (including through loan cards)
- Inter-bank money transfers
- Direct debit using debit cards, etc.
- Advance repayments and additional loans through Tokyo Star Direct (internet banking)

### **If you wish to close your account**

You can request the necessary documents by calling 0120-82-0713.

- \* You may be required to come to a branch to complete procedures depending on your transactions.
- \* After we receive your returned account closing request form, it will take approximately one week to complete the account closing procedures (the number of days depends on the region where you live).
- \* You will not be able to cancel the closing of your account once you have submitted the account closing request form.

In addition to this notice, you may also receive a request to verify your information. In that case, we apologize for the inconvenience, but please complete those separate procedures as well.