

September 2025

To Our Customers

The Tokyo Star Bank, Limited

Request for Presentation of Residence Card for Changed Status of Residence and Renewed Period of Stay

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 asks customers who are foreign nationals residing in Japan to confirm their status of residence and period of stay (expiration date) using their residence card and other documents when opening a new account.

If you change your status of residence or renew your period of stay after opening an account at Tokyo Star Bank, please present your updated residence card at any Tokyo Star Bank branch, or check the document regarding the confirmation of statuses of residence and periods of stay that we send to the relevant customers, and send a copy of your residence card by mail.

Please note that if Tokyo Star Bank is not able to verify your status of residence or period of stay before the expiration date of your current period of stay, some or all transactions will be restricted based on the terms and conditions for deposits. Therefore, we appreciate your prompt cooperation in completing the necessary procedures.

Restricted Transactions

The following over-the-counter transactions, ATM transactions, Tokyo Star Direct (internet banking) transactions, and telephone banking 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)

Start of Restrictions

Night of the period of stay expiration date

For Inquiries

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

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