

Q.1

I would like to ask for advice but it is too complicated to do on the phone. Can I go in person?

A.1

Of course. The Toyama Foreign Resident Support Center is within the Toyama International Center on the 4th floor of the INTEC Building, a 5-minute walk north of Toyama Station. You can come in for a consultation any time between 9:00 and 17:00 Monday-Friday.

Q.2

Can we ask questions by email?

A.2

We do not accept inquiries by email at this time. You must either call or come in person.

Q.3

Can you interpret for me when I go to a school to speak to a teacher?

A.3

You can call our center for interpretation through the phone. This means that you would be using phone interpretation at school when you talk to the teacher. Also, if you need to call the school without going, we have a triophone that can be used by 3 people at the same time. Please call 076-441-5654, 080-5852-2234 to use it.

(1) Call the triophone: 076-441-5654, 080-5852-2234

(2) Once the counselor from the center picks up, tell them who you would like to call, what for, and wait a moment.

(3) The center will call the person, and after their will connect you to have a three-way call for them to interpret.

※Please consult the language availability times on the website to see when you can use the triophone.

Q.4

I need to turn in a birth certificate from my home country at the city hall but it needs to be translated to Japanese. Can you help me?

A.4

We do not translate things at the center. However, the Toyama International Center has the International Exchange Human Resource Bank that can introduce you to

people who can translate or interpret. Apply at the TIC and they can introduce you to someone who can translate. Furthermore, payments are negotiated directly between the translator and the person who makes the request.

Q.5

I would like to study Japanese here in Toyama but I cannot pay much for it. What should I do?

A.5

There are many Japanese schools and volunteer organizations that conduct Japanese classes in multiple regions of Toyama Prefecture. The costs vary, but some schools will only have you pay for the materials. We can introduce you to some with consideration for when you are free and where you live.

Q.6

I would like to ask a lawyer for advice for free. Could you introduce me to one?

A.6

If you would like to talk to a lawyer but are concerned about the fees, you can use the Houterasu service. An operator who can speak English, Chinese, Korean, Spanish, Portuguese, Thai, Vietnamese, or Tagalog can connect you with a lawyer and interpret for you. People who are well off cannot use this service so please ask for more details there.

Q.7

I have a specialist in humanities residence status. My mother is sick in my home country so I would like to go back for 6 months to take care of her. Will I need to submit an application for a re-entry permit?

A.7

As long as you come back within 1 year of leaving the country, you will not need to apply for a re-entry permit. In your case, it would not be necessary.

However, depending on the residency status, you may need a permit or you may not need one for an absence of two years, so we recommend checking your status and contacting the Toyama Immigration Office.

Q.8

I am planning to go back to my country in two weeks. I would like to apply for the lump-sum payment for the pension. Where should I go and what should I do?

A.8

In order to get the lump-sum payment you must visit the following three locations: the pension office, your municipal office, and the tax office.

First of all, gather the necessary documents and submit them to the pension office. These documents can be found on the internet translated in 15 languages.

Next, in order to receive the payment, you must not have an address within Japan, so you need to submit a moving-out notification at the municipal office.

Finally, around 20% of the lump-sum will be taken as tax, but you can submit the “Refund Due to Taxation on Retirement Income at the Taxpayer's Option” form, and the money may be returned to you. We recommend doing preparations for this much earlier.

<https://www.nenkin.go.jp/service/jukyu/todoke/kyotsu/20150406.html>

Japan Pension Agency Website

Q.9

I need to pay for a week spent at a hospital but it is very expensive. Is there any kind of support?

A.9

If you have paid more than the limit of what you should be paying, there is support for reimbursement of high medical expenses. You should be able to apply for a reimbursement at your public health insurance provider. You can also apply in advance if you know the fee will exceed the threshold. For more information, contact your public health care provider.