# **Frequently Asked Questions**

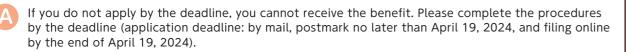
- In the eligibility requirements, what does "No members of the household are dependents of other relatives, etc. (child, parent, etc.) on whom residence taxes are imposed" mean?
- This means, for example, that a single-person household of a college student (tax-exempt) who is dependent on a parent (taxable) or a household of parents (tax-exempt) dependent on a child (taxable) are not eligible for the benefit.
- Under what name will the benefit be wired?
- The benefit will be wired under the name "コウベシクラシシエンリンジトクベツキュウフキン".
- Will I be notified when the benefit is deposited?
- There will be no notification by mail or email, so please confirm deposit through the account you specified in the Confirmation Form or the online filing. You can also check your payment status on the website.

You can check the payment status on the website by entering the Confirmation Form (Inquiry) Number.

神戸市暮らし支援臨時特別給付金 支給状況照会



Can I still receive the benefit if I miss the deadline?





Beware of scams that try to steal your personal information, banking information, ATM cash card, or PIN

Beware of bank transfer fraud and scams that try to exploit your personal information.

Kobe City will never:

- Ask you to use an ATM
- Ask you to wire a processing fee to receive money
- Take your credit card or bank book
- Ask for your PIN

If you receive any suspicious phone calls, mail, or emails, contact your local police department (or dial the #9110 police consultation number).

Multilingual support

Tagalog, Vietnamese, Nepali

### **Inquiries**

# **Kobe City Call Center for Inquiries about the Temporary Special Living Assistance Benefit**

TEL: 078-771-7201

Hours: 8:45 - 17:30

(Except for weekends and holidays)

For those with a hearing or speech impairment: (Please do not use these contact methods if this does not apply to you)

FAX: 078-771-5285

kobe\_rinjitokubetu\_kyufukin@os.tempstaff.jp

Please check here for the latest information.

神戸市暮らし支援臨時特別給付金



Korean, Chinese, English, Spanish, Portuguese,

TEL: 078-771-7201

(Except for weekends and national holidays)





# Information about the Temporary **Special Living Assistance Benefit**

(Benefit Utilizing Temporary Regional Revitalization Grant for Priority Support in Response to Price Increases)

The Kobe City Temporary Special Living Assistance Benefit of the scheduled amount (70,000 yen per household) will be paid based on the residence tax status for the 2023 fiscal year.

Please read the following. Fill in the information and return the enclosed Confirmation Form or file online. If you do not follow the specified procedures, you cannot receive the benefit.

Please write the Confirmation Form (Inquiry) Number printed on the upper right-hand corner of the enclosed Confirmation Form.

\*After application, you can check your payment status by entering your Confirmation Form (Inquiry) Number on the Payment Status Inquiry website.

確認書(お問い合わせ)番号	 1	1	1		1	1		1	- 1
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Confirmation Forms (Inspector) Nicoshan	 1	1	1	1	1	1	1	1	- 1
Confirmation Form (Inquiry) Number	 1	1	1	1	1	1	1	1	- 1
(, ),									

### Eligibility

There are no inquiry counters at city or ward offices.

- All members of the household are exempt from residence taxes for the 2023 fiscal year.
- 2 No members of the household are dependents of other relatives, etc. (child, parent, etc.) on whom residence taxes are imposed.
- Eligibility Requirements
- There are no members within the household who have failed to declare taxes despite having gained income subject to the imposition of residence taxes.
- 4 The household has not already received the Benefit (70,000 yen) for Low-income Households Utilizing the Temporary Regional Revitalization Grant for Priority Support in Response to Price Increases for the 2023 fiscal year.
- The head of a household that meets the eligibility requirements Recipient
- Amount 70,000 yen per household
- Method of Wire transfer to the bank account indicated in the Confirmation Form Disbursement or the online filing
- Application • (Mail) Postmark no later than April 19, 2024 Deadline • (Online) April 19, 2024

# **Filing Process**

Please file using one of the following methods.

# Filing by Mail

Fill out and return the enclosed Confirmation Form.

For details, please read the **Timeline for Receiving the Benefit** (1) or (2) **inside.** 

# Filing Online

Apply using the e-KOBE Kobe City Smart Application System.

For details, please read the **Timeline for Receiving the Benefit** (3) **inside.** 



# Timeline for Receiving the Benefit Please file using one of the following methods.

Please check the following conditions and file to receive the Temporary Special Living **Assistance Benefit.** 

- After processing the wire transfer to the deposit account, if the wire transfer cannot be completed due to reasons such as a mistake in the account information and we are unable to contact and verify the recipient (or representative) by May 17, 2024, your application for this benefit will be canceled.
- In order to verify your eligibility, we will check your public records.
- If it is not possible to check your public records, please submit relevant documentation.

### Filing by Mail

1 If you wish to use the depositing account printed on the front of the **Confirmation Form:** 

#### **Required Documents**

Confirmation Form (確認書)

#### Submission (via Mail)

Complete the required sections, then mail the form using the reply envelope.



Mailing Deadline

Postmark no later than April 19, 2024

2 If no depositing account is printed on the front of the Confirmation Form, or if you wish to use a different account:

#### **Required Documents**

- ●Confirmation Form (確認書) (Please be sure to check the back page and complete it)
- Photocopy\* of personal identification
- Photocopy of documentation to verify the depositing account

If the account holder's name is not the same as the head of household's:

Photocopy\* of the representative's personal identification

#### Submission (via Mail)

Complete the required sections, then mail the form and required documents using the reply envelope.

\*If there is a change of address, please attach a photocopy of documentation showing the new address.



Mailing Deadline

Postmark no later than April 19, 2024

## Filing Online (through e-KOBE)

#### 3 Log in to e-KOBE and file.

Have the Confirmation Form on

- hand and use the 2D code below to proceed to application. Please note: If this is your first time using e-KOBE, press the New Registration (新規登録) button in the upper right corner of the screen to register.
- Please follow the system instructions when inputting the required information.
- Enter the Confirmation Form (Inquiry) Number printed in the upper right corner of the front page.
- If you need to register a new depositing account or change the account printed on the Confirmation Form, it will be necessary to upload the following documents:
- a. Personal identification\*
- b. Documentation verifying the depositing account
- c. The representative's personal identification\*

The above c is needed only when the benefit is to be paid to a representative's account.

\*If there is a change of address, please also attach a photocopy of the side showing the new address.



Filing Deadline

April 19, 2024

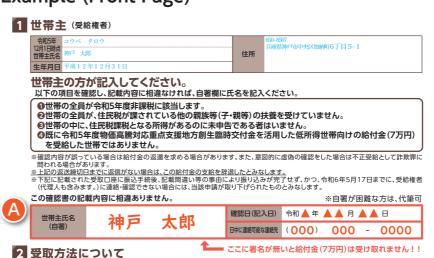


The benefit will be deposited into the bank account specified in about 2 weeks after the application is received as long as there are no errors or omissions in filing by mail or online.

\*If there are any errors or omissions in your documents, we will contact you by mail or email (if you filed online). Please be sure to respond in this event. If a phone number is provided, we may contact you by phone.

### How to Fill Out the Confirmation Form

### **Example (Front Page)**



下記金融機関口座に振込を希望する場合は手続き終了です。返信用封筒に、支給要件確認書(この用紙)を入れて返送ください。

Check that the requirements in 1, 2, 3, and 4 are all met, and fill in the name of the head of the household (self-written), date of confirmation, and contact information.

If you wish to use the bank account printed on 2, you do not need to fill in the Back Page.

Please return the Confirmation Form using the reply envelope.

<If no account is printed, if you</pre> wish to use a different account, or if you are receiving the benefit as a representative>

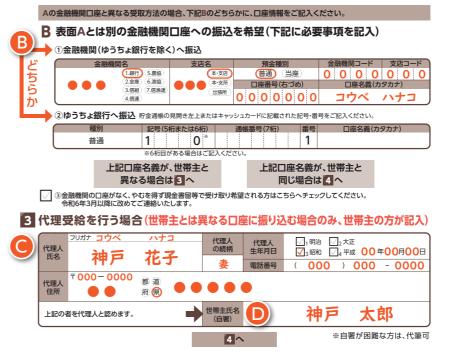
You need to fill in the (Back Page). Please see the following example.

### Example (Back Page)

右記口座は、神戸市が過去の

給付金支給で把握した口座

▲ 下記金融機関□座への振込を希望





Fill in the information for the depositing account you wish to use in either 1 financial institution or ② Japan Post Bank.

Please make sure that this information is exactly the same as shown in the documentation you provide to verify your bank account.



If you are receiving the benefit as a representative, please complete the required sections.



If you are receiving the benefit as a representative, the head of household's signature is required.

#### About receiving the benefit as a representative

The eligible recipient of the Kobe City Temporary Special Living Assistance Benefit is the head of household. However, should the head of household have difficulties with receiving the benefit, they can have a representative receive it in their stead.

#### Who can be a representative

- ①Someone who was part of the household for the head of household on December 1, 2023
- ②A legal representative (such as a person with parental authority, a guardian of a minor/adult, a conservator or limited guardian granted power of representation by a court, etc.)
- 3A relative or some other person who regularly takes care of the head of household, and is given special approval by the mayor of Kobe
- \*Photocopies of the head of household and the representative's personal identification are required.



