

Social Services

EPIC One-stop Consultation Desk for Foreigners

This is a good place to start if you have a question or need help. They can direct you to where you can get the help you need. Service available in more than 20 languages using a translation service in a 3-way call. You can call the following number or go to EPIC in person. Check the website for more information: <https://www.epic.or.jp/kurasu/sodan.html#SEC1>

Tel. 080-4783-5253

Monday—Saturday 9:00 – 17:00



2025 VOL 2

① I want to consult about the status of residence.

☒ You can consult about your status of residence at the Immigration Information Center. Consultation is available by phone and email.

TEL: 0 5 7 0 - 0 1 3 9 0 4
MAIL: info-tokyo@lmoj.go.jp

Immigration Services Agency of Japan
Immigration Information Center
<https://www.moj.go.jp/isa/consultation/center/index.html>

② I want to change my status of residence. What documents are required?

☒ The required documents vary depending on the type of residence status. For more information, please refer to the link below:
<https://www.moj.go.jp/isa/applications/procedures/16-2.html>
If you have any questions, you can contact the Immigration Information Center.

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MAIL: info-tokyo@lmoj.go.jp

Immigration Services Agency of Japan
Immigration Information Center
<https://www.moj.go.jp/isa/consultation/center/index.html>

③ I want to extend my period of stay. What documents are required?

☒ The required documents vary depending on the type of residence status. For more information, please refer to the link below:
<https://www.moj.go.jp/isa/applications/procedures/16-3.html>
If you have any questions, you can contact the Immigration Information Center.

TEL: 0 5 7 0 - 0 1 3 9 0 4
MAIL: info-tokyo@lmoj.go.jp

Immigration Services Agency of Japan
Immigration Information Center
<https://www.moj.go.jp/isa/consultation/center/index.html>

④ Are there any places where I can get advice about my status of residence besides the Immigration Bureau?

☒ You can consult with an administrative scrivener. Administrative scriveners are nationally certified professionals who specialize in laws and administrative procedures in Japan. You can receive free consultation from an administrative scrivener at the Matsuyama International Center. For more information, please refer to the link below:
↓ Matsuyama International Center
https://www.mic.ehime.jp/MIC/JP/gyouseishoshi_info.html

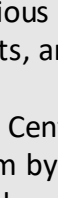
☒ **You can consult with EPIC**

EPIC will listen carefully to your concerns. Please feel free to talk in your own language and use your own words to express how you feel. EPIC will work together with you on your concerns and questions.

 sodan@epic.or.jp  080-4783-5253

Consultation is free of charge, but you may need to pay a phone call fee.

愛媛県国際交流センター
Ehime Prefectural International Center (EPIC)

 EPIC Ehime

Free Legal Consultation Service

Certified administrative procedures legal specialists (*gyouseishoshi*) are offer free 30-minute consultation services to non-Japanese on various matters such as residency, nationality, marriage, owning a vehicle, contracts, and setting up a business.

This service is supported by the Matsuyama International Center (MIC). To make an appointment, please complete the consultation form by 4:00 pm the Sunday before. The form is available at MIC. Your privacy will be protected.

Date: Aug. 19、Oct. 14 (Wed.) 13:30-15:30

Place: COMS 4F International Meeting Room

For more information email MIC at mail@mic.ehime.jp or call 089-943-2025.

Community Life

Community Life is a local NPO that provides legal advice and help with daily life issues for free. They will do what they can to help you solve your problem and will arrange for translation in your language, if requested.

Email: foreignerfriendly@gmail.com

MIC Volunteers

Do you need help and some language support to apply for a driver's license, or deal with official documents? MIC Volunteers (formerly called Otasukeman), a service of the Matsuyama International Center, will help you if you are having trouble managing your life in Matsuyama. The service is free, but you will be expected to pay for transportation. Your privacy will be respected, and only the person who helps you will be given the details of the kind of help you need. You can request their services by calling MIC at 089-943-2025 between 9:00 and 17:30 Tuesday through Sunday. Or fill out the request form here: https://www.mic.ehime.jp/MIC/FORM/Applyform_otasukeman.html?Subject=%20need%20OTASUKEMAN%20!!

Japan Life Guide

The Council of Local Authorities for International Relations “Japan Life Guide” app has basic information concerning such topics as taxes, pension system, for foreign residents in Japan in English, Chinese, Korean, Spanish, Portuguese, Tagalog, Vietnamese, Indonesian, Thai, German, Russian, Japanese (with Japanese syllabaries/furigana) and Simple Japanese are available. You can use this app as an everyday guide as well as in times of disaster. <http://www.clair.or.jp/e/multiculture/index.html>

Bicycle Insurance/Registration

It is strongly recommended that you get the Traffic Safety (TS) Mark bicycle insurance. TS Mark insurance covers:

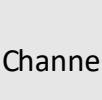
- 1) Liability (harm or damage to another person or property)
- 2) Accidents (harm or damage to yourself or your property)



To get a TS Mark sticker, have your bicycle checked for safety at a bicycle shop.

Don't forget to have it checked every year.

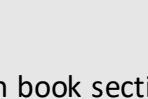
Cost: ¥2000-¥3000 (TS Mark insurance is included.)



In Japan bicycles are registered in your name when you buy one. If someone gives you a bicycle you should have the registration changed to your name or the previous owner should give you the registration document and a note saying you can use it. Otherwise, if you are stopped by the police they will think it is a stolen bicycle.

Basic bicycle rules are shown in a video on the Yui Ehime YouTube Channel: <https://www.youtube.com/@yui ehime>

Yui Ehime YouTube Channel



Yui Ehime has a new YouTube channel, Yui Ehime, and has updated its three videos about cycling rules, garbage rules and riding a bus. Check them out!

Here is the new Youtube address: <https://www.youtube.com/@yui ehime>

Matsuyama City Central Library

The Central Library in the Community Center has a large English book section. You can register for a free library card in English. The 2nd floor Audio/Visual section has movies in English.

They now have a ‘Multicultural Corner’ with a Japan (learning about the culture and language) section, a foreign language periodical section and a multicultural coexistence section. At the counter they have an English guide sheet to help you find what you want.

Open 9:30-20:00 Closed Aug. 28. INFO 089-943-8008

The Association of Foreign Wives of Japanese

AFWJ aims to provide friendship, support and opportunities for social, emotional, educational and professional growth to non-Japanese women who are married or engaged to Japanese men.

INFO: afwjshikoku-rep@afwj.org, Website: www.afwj.org

Seeing a Doctor in Japan

Yui Ehime has made a video to show you the process of seeing a doctor in Japan. It provides basic information on where to go and what you need to take with you and the process. The video is located in the Yui Ehime YouTube channel:

<https://www.youtube.com/watch?v=VbOfsBC2uq4&t=14s>

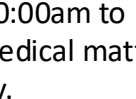
In Japan people usually go to a nearby clinic to see a specialist first. There is no family doctor or general practitioner system. If needed, the doctor will write a referral letter to take to a general hospital for more specialized care. There will be a charge of around ¥5000 for that letter. A few of the large general hospitals, such as the Red Cross Hospital, the Ehime Prefecture Chūō Hospital and the Ehime University Hospital will not take patients without a letter of referral.

If you have a medical emergency, outside of regular hours, you will need to go to an Emergency Hospital. There are two or three on duty every day, please check the Emergency Hospital calendar in the Emergency section of WGO to see what hospital is seeing patients that day.

If you are unable to walk or take a taxi, you can call an ambulance. Just dial 119 and say ‘*kyūkyūsha*’ (救急車) and give your name and the address of where you are. The service is free.

If you are worried about going to see a doctor alone, the Yui Ehime Medical Support group will provide an experienced volunteer to help you navigate the process, but you need to make a request 3 days in advance to give time to find the best person. They are not professional medical translators, but they can help you to understand what you need to do. To make a request, send email to yui ehimemedical@gmail.com or use the QR code to access the request form. You can ask for help in English, Spanish, Chinese and Indonesian.

Request form



特定非営利活動法人
AMDAMedicalInformationCenter
AMDAMedicalInformationCenter

This is a free telephone service offered in 10 languages from 10:00am to 3:00pm, Monday through Friday. It provides consultation on medical matters and interpretation at medical sites. Reservations are necessary. <https://www.amdamedicalcenter.com/activities>

Consultation on Pension Services

いろいろな くにの ことばで
ねんきん そうだん
年金の相談ができます!!

つうやく
通訳サービス Interpretation Service

☒ FREE
☒ 相談に お金は かかりません
☒ ひみつ 秘密は 守ります

つか
使える ことば

English 英語
中文 中国語
한국어 韓国語
Português ポルトガル語
Español スペイン語
Tagalog タガログ語
Tiếng Việt ベトナム語
Bahasa Indonesia インドネシア語
ภาษาไทย タイ語
नेपाली नेपाल語
မြန်မာဘာသာ မြန်မာ語

でんわ そうだん
電話で相談する とき

こくみんねんきん
国民年金の こと **0570-003-004** ※海外から 電話する とき +81-3-6630-2525

ねんきん
年金を もらう とき **0570-05-1165** ※海外から 電話する とき +81-3-6700-1165

ちか ねんきんじむしょ まどぐち つか
お近くの 年金事務所の 窓口でも 使えます

くわ か
詳しくは こちらを 見てください

にっぽんねんきんきこう ホームページ 通訳サービス
<https://www.nenkin.go.jp/tokusetsu/hotline.html>



 **日本年金機構**
Japan Pension Service