

Earthquake Support Programs

Phone numbers listed in this Guidebook provide support in Japanese only.
For foreign language assistance, please contact the International Affairs Section (096-328-2070)



Death or injury due to earthquake

Available Support

Condolence Money → 3
Money for families of people who died in Kumamoto Earthquake

Disaster Relief Money → 4
Money for people physically disabled due to Kumamoto Earthquake

Disaster Donations → 5
Money from around Japan and overseas distributed to severely injured people and families of people who died in Kumamoto Earthquake

Contact Support for Reconstructing Livelihood Section ☎0120-013-572

Home or possessions damaged by earthquake

- Searching for new home?
- Rebuilding/repairs?
- Need living supplies?

Disaster Victim Certificate for Residence (Risai Shomei)
(including combined residence & shop)

Disaster Victim Certificates are issued for residences (incl. combined residence/shop locations) damaged in the Kumamoto Earthquake.

*This certificate is needed for various applications
*Does not apply to carports, storerooms, gates, etc.

Contact
Disaster Victim Certificate Info Hotline ☎0120-237-034

Paying taxes

City tax reduction, exemption, postponement → 2

City tax reductions, exemptions, and postponements may be available depending on level of damage caused by Kumamoto Earthquake.

Contact
Tax Section, Chuo Ward Office ☎096-328-2181
(contact Tax Payment Section re: delaying payments ☎096-328-2204)

Tax Section, Higashi Ward Office ☎096-367-9138
Tax Section, Nishi Ward Office ☎096-329-1174
Tax Section, Minami Ward Office ☎096-357-4143
Tax Section, Kita Ward Office ☎096-272-1114

Paying medical, pension, nursing, or childcare fees

Programs for Reduction, Exemption, Postponement of Medical, Pension, Nursing, or Childcare Fee Payments

- 1 Reduction/exemption from National Health Insurance payments → 10
- 2 National Health Insurance medical fee copayment exemption → 11
- 3 Reduction/exemption from medical fees for the advanced elderly → 12
- 4 Copayment exemption for medical fees for the advanced elderly → 13
- 5 Exemption from National Pension Plan payments → 14
- 6 Reduction/exemption from nursing care insurance/nursing service fees → 15-16
- 7 Exemption from user fees for welfare services for the disabled → 19
- 8 Reduction/exemption from day care tuition, etc. → 18
- 9 Postponement of payments for Single Mother/Single Father/Widower Welfare Fund Loan → 21

Contact
1-5 •National Health Insurance & National Pension Section ☎096-328-2290
•Ward Civic Affairs Section
6 •Senior Citizens' Nursing Care and Welfare Section ☎096-328-2347
•Ward Welfare Section
7 •Public Health and Welfare Section for Persons with Disabilities ☎096-328-2519
•Ward Welfare Section
8 •Nursery School and Kindergarten Affairs Section ☎096-328-2568
•Ward Children's Health Section
9 •Single Mother/Single Father Consultation Office ☎096-385-1228
•Ward Children's Health Section

Available Support

Condolence Money → 4
Money provided for damage to residence due to Kumamoto Earthquake

Disaster Donations → 5
Money from around Japan and overseas distributed to people with a residence damaged above a certain level

Disaster Relief Loans
Disaster relief loans provided according to family status and level of damage from Kumamoto Earthquake
Maximum loan ¥1.5-3.5 million, depending on damage
Loan conditions
Interest: 3%/year (no interest during 3-year grace period)
Repayment term: 10 years *joint guarantor required

Contact
Support for Reconstructing Livelihood Section ☎0120-013-572

Need living supplies?

Supplies of bedding, other living supplies → 9

Contact
Health and Welfare Planning Section ☎096-328-2340

Purchase/acquiring assistive equipment (for elderly/disabled) → 17-20

Contact
Senior Citizens' Nursing Care and Welfare Section ☎096-328-2347
Public Health and Welfare Section for Persons with Disabilities ☎096-328-2519

Searching for new home?

Housing available through Private Rental Housing Rent Program
Private housing rented out by City. → 8
*Please search for property by yourself.

Contact
Building Use & Application Policy Section ☎096-328-2438
Housing Reconstruction Support Section ☎096-328-2973

Info on Private Rental Housing
Information on private rental housing from real estate organizations, etc.

Contact
Private Rental Housing Info Hotline ☎0120-03-0338

Rebuilding/repairs?

Reconstructing Livelihood Funding → 6
Reconstructing Livelihood Funding available for victims of Kumamoto Earthquake whose home is fully/large-scale half destroyed (zenkai/daiki-bo-hankai), or a half-destroyed (hankai) house that must be torn down.

Contact
Support for Reconstructing Livelihood Section ☎0120-013-572

Demolition
City demolishes buildings (offices, etc.) on behalf of owner that are fully/large-scale half/half destroyed by Kumamoto Earthquake.

Reservation ticket required for application.
Tickets available: June 13th-August 31st
Locations: City Hall 14F Main Hall, Ward Offices, Takuma General Branch Office, Jonan General Branch Office

Contact
Earthquake Waste Management Section ☎096-328-2976
Earthquake Home Demolition Hotline ☎0120-946-153

Emergency repairs → 7
City provides limited emergency repairs for homes at least half destroyed by Kumamoto Earthquake.

Contact
Municipal Building Administration Section ☎096-328-2573
Facilities Section ☎096-328-2450

Tax Reduction, Exemption, Postponement Programs

Personal City Tax (if the home in which you reside was damaged)

Level of damage to residence	Fraction reduced/exempted		
	Total income ≤¥5million	Total income ≤¥7.5million	Total income ≤¥10million
Fully destroyed	All	1/2	1/4
Large-scale half destroyed	3/4	3/8	3/16
Half destroyed	1/2	1/4	1/8

*In addition to the above, there are other cases where tax reductions and exemptions are possible if paying taxes is difficult, such as due to damage to home or possessions, or due to damage to crops, etc. Please contact us for more information.

Fixed Property Tax (if fixed property was damaged)

Type	Reason for reduction/exemption	Ratio	
Land	Level of damage Ratio of area of damage to total land area	≥20%, <40%	4/10
		≥40%, <60%	6/10
		≥60%, <80%	8/10
		≥80%	All
Residence	Level of damage Percentage loss of building value	≥20%, <40%	4/10
		≥40%, <50%	6/10
		≥50%	All

Type	Reason for reduction/exemption	Ratio	
Depreciable Asset	Level of damage Percentage loss of property value	≥20%, <40%	4/10
		≥40%, <60%	6/10
		≥60%	8/10
		Fully destroyed/irreparable	All

*In addition to the above, there are other cases where tax reductions and exemptions are possible if paying taxes is difficult. Please contact us for more information.

Other Info

Mental Health Hotline
Contact
Mental Health Consultation & Support Center ☎096-362-8100
WellPal Kumamoto 3F (Weekdays 9AM-4PM)

Consumer Life Hotline
Contact
Kumamoto City Consumer Information Center ☎096-353-2500

Bunjo-mansion expert hotline
Smile Dial
Center for Housing Renovation and Dispute Settlement Support ☎0570-016-100
(For PHS & IP phones ☎03-3556-5147)

For land and building titles
Kumamoto District Legal Affairs Bureau ☎096-364-2145

For legal support
Japan Legal Support Center ☎0570-078-374

Other Information Centers

Residence repairs/rebuilding
Home Repair Smile Dial ☎0120-330-712

For dealing with banks
Financial Services Agency Hotline ☎0120-156-811

Unemployment benefits
Info: Employment Security, Kumamoto Labor Bureau ☎096-211-1703
Registration: HelloWork

Accepting Applications for Disaster Victim Certificates (Risai Shomei) (including combined residence & shop)

● Disaster Victim Certificates are required for most support programs.

*Applications can be made at any ward office

Available for:

People whose residence (incl. combined residence/shop locations) was damaged.

*Does not apply to carports, storerooms, gates, etc.

*Contact us if you have evacuated and are unable to apply in person.

Ward Office Welfare Sections	General Branch Offices		
Chuo ☎096-328-2311	Takuma ☎096-380-3111	Tenmei ☎096-223-1111	
Higashi ☎096-367-9127	Kawachi ☎096-276-1111	Koda ☎096-378-0172	
Nishi ☎096-329-5403	Hanazono ☎096-359-1122	Hokubu ☎096-245-2111	
Minami ☎096-357-4129	Jonan ☎0964-28-3111	Shimizu ☎096-343-9161	
Kita ☎096-272-1118	Akita ☎096-227-1111		

2016 Kumamoto Earthquake Victim Support Program List

Program Name	Available for	Full	Large-scale half	Half	Details	Contact Info
1 Free Issuance of Documents	People who need various certificates, etc., for applications related to Kumamoto Earthquake	●	●	●	Certificates that can be obtained for free: Inkan-related documents, Resident Card, Inkan Registration Card, Income Tax Certificate, Tax Payment Certificate, other tax documents, Fixed Asset Certificates, Resident Card Information Certificate	Contact office where documents are issued
2 Reduction/exemption from City Tax, payment postponement	People harmed by Kumamoto Earthquake	▲	▲	▲	Depending on level of harm, city tax payments may be reduced or exempted, or payments postponed.	Chuo ☎096-328-2181 (Contact Tax Payment Section re: delaying payments ☎328-2204) Higashi ☎096-367-9138 Nishi ☎096-329-1174 Minami ☎096-357-4143 Kita ☎096-272-1114
3 Condolence Money	Families of people who died from Kumamoto Earthquake (including related deaths)				If deceased financially supported the family: ¥5 mil If not: ¥2.5 mil	Support for Reconstructing Livelihood ☎0120-013-572 See [5] for locations
	Families/relatives of people who died from Kumamoto Earthquake (including related deaths)				Condolence money is provided to family/relatives of person who died from Kumamoto Earthquake	Nippon Foundation ☎070-3623-9611
4 Disaster Relief Money	People severely disabled by the Kumamoto Earthquake				If person financially supported the family: ¥2.5 mil If not: ¥1.25 mil	Support for Reconstructing Livelihood ☎0120-013-572 *Not available for recipients of condolence/disaster relief through severe injury
	People severely injured by the Kumamoto Earthquake				If injured for one or more months: ¥30,000	
	People whose residence was damaged above a specific level by the Kumamoto Earthquake*	●	●	●	If home fully destroyed, burned down, washed away: ¥50,000 If half destroyed (including large-scale)/damaged by fire: ¥30,000	See [5] for locations
	Nippon Foundation Households where residence was fully/large-scale half destroyed/burned down	●	●		Support for livelihood rehabilitation given through relief money to households with significant harm to base livelihood due to fully destroyed house, etc.	Nippon Foundation Application Center ☎03-6435-5751
5 Disaster Donations	*Families of people who died from Kumamoto Earthquake (who can receive Condolence Money)				Allocation amount: ¥820,000 (as of July 1)	
	*People severely injured for one or more months due to Kumamoto Earthquake (who can receive disaster relief/relief money)				Allocation amount: ¥82,000 (as of July 1)	
	*People whose residence was damaged to a specific level by the Kumamoto Earthquake (who can receive disaster relief money)	●	●	●	Allocation amount: Fully destroyed - ¥820,000 Large-scale half/half destroyed - ¥410,000 (as of July 1)	Support for Reconstructing Livelihood ☎0120-013-572 Locations: Kumamoto City Hall 14F Higashi Ward Office Takuma Branch Office Nishi Ward Office Asuparu Tomiai Jonan Branch Office Kita Ward Office
6 Livelihood Rehabilitation Funding	*People whose residence was fully or large-scale half destroyed by Kumamoto Earthquake	●	●	▲	Funding amount is the sum of (1) amount based on level of damage to residence (base funding) and (2) amount based on residence rebuilding method (extra funding). Base funding: Fully destroyed - ¥1 mil Large-scale half destroyed - ¥500,000	
	*People whose residence was half destroyed by Kumamoto Earthquake, but needs to be demolished because repairs are too expensive, or for some other reason (considered fully destroyed)				Extra funding: Building/purchasing - ¥2 mil Repairing - ¥1 mil Renting - ¥500,000	
					All amounts are for multi-member households. Amounts are 3/4 for single-member households.	
7 Emergency Repairs	People for whom all of the following apply: *Residence was fully/large-scale half/half destroyed by Kumamoto Earthquake *Are not using temporary housing (including residences provided by [3] Privately Rented Housing Lease Program) *Do not have means to perform repairs by themselves	▲	●	●	Emergency repairs provided to a set limit, offered by the City to a contractor selected by the applicant, for the minimum area needed for daily life in households where the residence was fully/large-scale half/half destroyed. *Max repair amount per household is ¥576,000.	Location: Kumamoto City Hall 14F Municipal Building Administration Section ☎096-328-2573 Facilities Section ☎096-328-2450
8 Housing available through Privately Rented Housing Rent Program	People for whom all the following apply: *Had an address in Kumamoto on April 14th, 2016 *Residence fully/large-scale half destroyed in Kumamoto Earthquake, with no residence to live in *Also applies for unlivable half destroyed residences *Do not have means to secure a residence themselves *Are not using [7] Emergency Repairs	●	●	▲	For victims whose residence was fully destroyed, etc., who cannot secure housing by their own means, Kumamoto City rents out private rental housing. Rent must be ¥60,000 or less. (¥90,000 or less if 5 or more people, excl. infants)	Location: Kumamoto City Hall 14F Contact: Building Use & Application Policy Section ☎096-328-2438 Housing Reconstruction Support Section ☎096-328-2973

Program Name	Available for	Full	Large-scale half	Half	Details	Contact Info
9 Supplies of bedding, other living supplies	People for whom daily living is difficult due to loss of bedding/other living supplies due to full/half destruction of residence.	●	●	●	Victims provided with bedding and other living supplies. Supplies: bedding, underwear, disposable diapers, cooking utensils	Health and Welfare Planning Section ☎096-328-2340
10 National Health Insurance payment reduction/exemption	*People whose residence was at least half destroyed by Kumamoto Earthquake *Main financial supporter of family died, was severely injured, or went missing *Main financial supporter of family's income expected to decrease by over a certain amount	●	●	●	Depending on level of harm, reductions/exemptions may be available.	
11 National Health Insurance medical fee copayment exemption	*People whose residence was fully/half destroyed, fully/half burned down, or damaged proportionate to this, due to Kumamoto Earthquake *Main financial supporter of family died, was severely injured, or went missing *Main financial supporter's job was lost, abolished, or suspended, and currently has no income	●	●	●	A member (subscriber) to National Health Insurance Program that was an earthquake victim will be exempted from medical fee copayment if they report that one of the conditions to the left applies to them when visiting a medical facility for a check-up.	National Health Insurance & National Pension Section ☎096-328-2290
12 Reduction/exemption from medical fees for advanced elderly	Same as [10]	●	●	●	Reductions/exemptions based on level of harm by Kumamoto Earthquake are available.	Ward Office Civic Affairs Section Chuo ☎096-328-2278 Higashi ☎096-367-9125 Nishi ☎096-329-1198 Minami ☎096-357-4128 Kita ☎096-272-6905
13 Copayment exemption from medical fees for the advanced elderly	Same as [10]	●	●	●	An advanced elderly medical care member (subscriber) who is a disaster victim will be exempted from medical fee copayment if they report that one of the conditions to the left applies to them when visiting a medical facility for a check-up.	
14 Exemption from National Pension Plan payments	People who are Primary Insured Person under the National Pension Plan, who have difficulty making pension payments due to loss of at least 1/2 of house/possessions due to Kumamoto Earthquake *If insurance, etc., compensation is received, that amount is deducted	▲	▲	▲	Exemption from National Pension Plan payments	
15 Reduction/exemption from nursing care insurance	If person is 65 years or older, and the residence of the head of household or person in question is significantly damaged due to the earthquake (half or fully destroyed)	●	●	●	Reductions/exemptions from nursing care insurance are available.	
16 Reduction/exemption from nursing service fees	*People whose residence was fully/half destroyed, fully/half burned down, or damaged proportionate to this, due to Kumamoto Earthquake *Main financial supporter of family died, was severely injured, or went missing *Main financial supporter's job was lost, abolished, or suspended, and currently has no income	●	●	●	Exemption from user fees for people who were disaster victims and pay nursing insurance service fees	Senior Citizens' Nursing Care and Welfare Section ☎096-328-2347
17 Repurchase of nursing insurance-specified assistive equipment	People who, due to Kumamoto Earthquake, became unable to use specific assistive equipment purchased using nursing insurance due to damage, etc.				90% (or 80%) of repurchase costs for specific assistive equipment are provided. *Application prior to purchase is required.	Ward Office Welfare Sections: Chuo ☎096-328-2311 Higashi ☎096-367-9127 Nishi ☎096-329-5403 Minami ☎096-357-4129 Kita ☎096-272-1118
18 Reduction/exemption from day care tuition, etc.	People whose residence was fully or half destroyed (including large-scale half) by Kumamoto Earthquake	●	●	●	Reductions/exemptions from day care tuition for disaster victims are available. *Limited based on income from the previous year.	Nursery School and Kindergarten Affairs Section ☎096-328-2568 Ward Office Children's Health Sections Chuo ☎096-328-2421 Higashi ☎096-367-9130 Nishi ☎096-329-6838 Minami ☎096-357-4135 Kita ☎096-272-1104
19 Exemption from user fees for welfare services for the disabled	*People whose residence was fully/half destroyed, fully/half burned down, or damage proportionate to this, due to Kumamoto Earthquake *Main financial supporter of family died, was severely injured, or went missing *Main financial supporter's job was lost, abolished, or suspended, and currently has no income	●	●	●	Exemption from user fees for people who were disaster victims and pay user fees for disabled welfare-related services. *Applicable services include welfare services for people with disabilities, disabled children's day care support, disabled children's admission support, orthotics or daily supplies	Public Health and Welfare Section for Persons with Disabilities ☎096-328-2519 Child Consultation Center ☎096-366-8181
20 Provision of assistive equipment to disabled people	People who, due to the Kumamoto Earthquake, became unable to use assistive equipment provided by Kumamoto City				Assistive equipment (orthotics, daily supplies for disabled people) are provided again. *Application prior to purchase is required.	Ward Office Welfare Sections Chuo ☎096-328-2311 Higashi ☎096-367-9127 Nishi ☎096-329-5403 Minami ☎096-357-4129 Kita ☎096-272-1118
21 Postponement of payments for Single Mother/Single Father/Widower Welfare Fund Loans	*People currently repaying a loan whose house was fully/half destroyed by Kumamoto Earthquake *People undergoing medical treatment for injury of 1 month or more for whom repayment is difficult *People who lost their job and repayment is difficult	●	●	●	Repayment postponements are available.	Single Mother/Single Father Consultation Office ☎096-385-1228 Ward Office Children's Health Sections Chuo ☎096-328-2421 Higashi ☎096-367-9130 Nishi ☎096-329-6838 Minami ☎096-357-4135 Kita ☎096-272-1104

Issued by: Recovery General Affairs Section, Recovery Division, Kumamoto City Policy Bureau
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• 2016 Kumamoto Earthquake •

Kumamoto Earthquake Victim Support Guidebook



This guidebook was created to inform earthquake victims of available support programs. The guidebook provides general details and contact information for a variety of programs. Please refer to our homepage or contact us at the numbers below for more details.

Phone numbers listed in this Guidebook provide support in Japanese only. For foreign language assistance, please contact the International Affairs Section (096-328-2070). Note: Support program information is current as of July 1st, 2016. Please be aware that program details may change in the future.

Disaster Victim Support Hotline ☎0120-013-572
Disaster Victim Certificate Info Hotline ☎0120-237-034
Damaged House Demolition Hotline ☎0120-946-153

By Fax:
☎096-323-0550