



DISTRIBUTION OF SUPPORT VOUCHERS

(Fukuyama City Resident Cost-of-Living Support Voucher Program)

1. Overview of Project

Utilizing the national government's Focused Support Local Allocation Grant, support vouchers (JCB Gift Cards) will be sent out starting in late February to support residents affected by rising prices. **No application is required.*

Eligible Recipients

Individuals who are registered as residents of Fukuyama City on the reference date (January 1, 2026).

Amount

5,000 yen per person (Five 1,000-yen vouchers)

*An additional 5,000 yen amount in vouchers per person will be added for individuals belonging to households exempt from residence tax, or households subject only to the per capita rate of residence tax.

Support Voucher Type

JCB Gift Card

- These support vouchers do not have an expiration date. However, as they are being distributed to combat the rising cost of living, please use them as soon as possible.
- Please note that change (cash back) will not be given when using these gift support vouchers.
- Please be aware that Fukuyama City assumes no responsibility for the theft, burning, loss, or destruction of the support vouchers.

Beware of Scams

Please be cautious of suspicious phone calls and scams where individuals posing as city employees or other officials ask for bank account or credit card numbers, or request you to operate an ATM. If you receive a suspicious call, please consult your nearest police station or the Police Safety Consultation Hotline (#9110).

2. Method of Distribution ※No application required

No application is required. From February 21 (Sat.), vouchers will be sent in order over approximately one month to the head of each household (based on the registered address

and head of household as of the reference date) by Yu-Pack (white Kaku-2 envelope). Face-to-face delivery is required. If you were unable to receive the package, please request redelivery from the post office.

If you have submitted a change-of-address notice to the post office, the package will be forwarded to your new address.

If the package does not arrive by early April, please contact the call center.

If You Were Unable to Receive the Package (When a Delivery Notice Is Left)

If you were unable to receive the package due to absence or other reasons, a delivery notice (Yu-Pack Delivery Attempt Notice) will be left.

Please check the notice and apply for redelivery at the post office.

Receipt by a Representative

If, due to circumstances, a person who does not live at the same address wishes to receive the package at a post office counter, the following documents are required:

- Identification document of the person coming to the counter
- Delivery notice
- Letter of authorization (Any format is acceptable; handwritten is also permitted.)

※ For details regarding counter pickup or receipt by a representative, please check the contact information listed on the delivery notice.

3. List of Stores in Fukuyama City Where the Vouchers Can Be Used

For information on participating merchants, please contact the call center.

4. To Those Who Have Evacuated Due to Domestic Violence (DV), etc.

If you fall under any of the following categories, support vouchers may be able to be sent to your current address upon submission of a request form. Please consult the Youth and Life Issues Consultation Division (084-928-1297) as soon as possible.

(1) Individuals who are registered as residents of Fukuyama City as of January 1, 2026 but are living in a different location due to domestic violence (DV), etc. (regardless of whether the current location is inside or outside the city).

(2) Individuals who are not registered as residents of Fukuyama City as of January 1, 2026 but have been living in Fukuyama City since before that date due to domestic violence (DV), etc.

*If you submit your declaration form by February 6, it can be processed in time for the initial

mailing date.

*Even if you submit your declaration form after this deadline, it can still be processed as long as it is within the duration of the program.

Division in Charge:

Youth and Life Issues Consultation Division

(*Wakamono Kurashi no Nayami Sodan-ka*)

Fukuyama City Hall, 3-5 Higashisakuramachi, Fukuyama-shi, 720-8501

Phone: 084-928-1297

(Located on the 1st floor of the East Wing of Fukuyama City Hall)

5. To Those Residing in Facilities within Fukuyama City under Measures Provided by Other Municipalities

If you fall under the following category, support vouchers may be able to be sent to you upon request. Please contact the division in charge listed below.

(1) Individuals who are not registered as residents of Fukuyama City as of January 1, 2026 but have been residing in a facility within Fukuyama City since before that date under measures provided by another municipality due to special circumstances.

Support for Senior Citizens Division (*Koreisha Shien-ka*)

Phone: 084-928-1310

Welfare for Persons with Disabilities Division (*Shogai Fukushi-ka*)

Phone: 084-928-1208

6. Contact Information (Call Center / Service Counter)

Fukuyama City Resident Cost-of-Living Support Voucher Program Call Center

(Available until April 30, 2026)

Toll-free: 0120-720-733

Hours: 8:30 a.m. – 5:15 p.m. (Closed on Saturdays, Sundays, and public holidays)

Service Counters open from February 24, 2026

1st Floor, City Hall Main Building (Available until April 30, 2026)

Matsunaga, Northern, Eastern, Kannabe, Numakuma, and Shinichi Branch Offices

(Available until March 31, 2026 – tentative)