



DISTRIBUTION OF SUPPORT VOUCHERS

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

If you have not received your vouchers, please contact us!

1. If you have a delivery notice from the post office

By Tuesday, April 7, please apply for redelivery through the post office or receive it at the counter.

2. If you do not have a delivery notice from the post office

By Thursday, April 30, please contact the call center or the inquiry counter.

Please note that if you do not contact us, you will not be able to receive the vouchers.

1. Overview of Project

Utilizing the national government's Focused Support Local Allocation Grant, support vouchers (JCB Gift Cards) **were 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 was required. From February 21 (Sat.), vouchers were 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 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 Diverse Society Promotion 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.

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. Frequently Asked Questions

Q: It has not arrived yet. When will it arrive?

It was delivered by Tuesday, March 31. If you were not at home, a delivery notice has been left, so please apply for redelivery through the post office or receive it at the counter.

※If you have not received the vouchers and do not have a delivery notice, please contact the call center.

Q: I tried to request redelivery, but the storage period indicated on the delivery notice had expired. What should I do?

After contacting the phone number of the post office listed under “Other inquiries” on the back of the delivery notice, press “3” twice to be connected to the post office, and request redelivery.

* You will be guided by Navi Dial. Please press “3: Other / Postal inquiries,” and when guided again by Navi Dial, press “3: Other inquiries.”

* If the post office listed under “Other inquiries” is Fukuyama Higashi Post Office or Matsunaga Post Office, please contact the phone number listed.

Q: If a family member living separately is absent due to being in a facility or hospitalized, how can it be received?

If a delivery notice has been left, there are two ways: request redelivery using the delivery notice and receive it at the family member’s home at a designated time, or prepare a letter of authorization and receive it at the post office counter as a representative. For details, please check the “Other inquiries” listed on the back of the delivery notice.

If the addressee personally contacts the post office with the delivery number on the missed-delivery notice, it is possible to receive it at the facility or hospital. For details, please contact the call center.

7. 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)