



Fukuyama City

DISTRIBUTION OF SUPPORT VOUCHERS

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

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

Postcards (reminder notices) were sent on April 20 to those who had not received their vouchers as of April 10.

If you have received the postcard, please contact the call center (☎0120-720-733) or the inquiry counter as soon as possible.

If you do not contact us by Thursday, April 30, it will be regarded as having declined to receive the vouchers.

(This does not apply in cases where unavoidable circumstances are recognized.)

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

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, so please contact the call center or the inquiry counter.

If you do not contact us by **Thursday, April 30**, you will not be able to receive the vouchers, so please take note.

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)