



1 In an emergency

1-7 Other emergencies (lost property etc.)

(1) If you have lost a passport

If you have lost a passport, please get a proof of loss of passport (ishitsu todokede shomeisho) issued by your nearest police station quickly. After this, you will have to carry out the procedures for having your passport reissued at the embassy or consulate of your country in Japan. When you do this, you will need the receipt number which is written down on the proof of loss of passport, so be sure to make a note of this or take a copy of the proof to the embassy or consulate.

(2) If you have lost a Residence Card or special permanent resident certificate

Your personal information is written on your Residence Card or special permanent resident certificate, so there is a risk that somebody could be misusing this. In the event of losing your card, report the loss at your police station or police box as quickly as possible, and undertake the procedures for having a new Residence Card reissued at the Immigration Bureau office in charge of the district where you reside or having a new special permanent resident certificate reissued at the administrative office of the municipality where you reside within 14 days of the day when it was lost.

If your Residence Card or special permanent resident certificate is torn, you will need to have a new one made. In this case, take the Residence Card that you have used up until now to your Immigration Bureau office, or the special permanent resident certificate that you have used to your municipal administrative office, and carry out the procedures for having it reissued there (please refer to [A New Residency Management System & Resident Registration System for Foreign Residents, 5-1 Re-issuance of the Residence Card, special permanent resident certificate](#))

(3) If you have lost a cash card etc.

If you have lost your cash card, you should get a proof of loss issued quickly by the police. You should also get in touch quickly with your bank or credit card company and have transactions using the card suspended.

(4) If you have forgotten/dropped your belongings

Please enquire at a police box or police station. In the event of forgetting or dropping your belongings in a train or bus, please enquire directly at the station master, train crew, or train operating company.

Information about forgotten or dropped belongings which have been taken to police boxes or police stations will

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be gathered together at each police station; if the person who dropped or forgot the item does not come to collect it within three months, the item will become the possession of the person who reported the item. Please enquire as soon as possible at a police station or police box.

