

Information on the Living Support Benefit for Rising Food and Commodity Prices

As part of measures to address rising prices, Nemuro City will provide a benefit payment utilizing the national "Priority Support Local Allocation Grant."

Eligibility Residents who are registered in the Nemuro City Basic Resident Register as of January 1, 2026.

Benefit Amount ¥13,000 per resident

How to Apply An application is required in order to receive the benefit payment.

- 1 Online Application** Applications will be accepted starting Sunday, March 1.
 *Please note that the service may be unavailable due to My Number Portal (MynaPortal) maintenance.
- 2 Paper Application** Application forms will be mailed in mid-May.
 *Application forms will be sent only to those who have not applied online.

Payment Period **Online Application** Payments will be made sequentially starting in late March.
 Paper Application Payments will be made sequentially starting in late June.

Those who complete the online application by Wednesday, March 18 will receive payment within March.

[Preparation Step 1] Registering a Public Funds Receiving Account

To apply online, registration of a "Public Funds Receiving Account" is required. Please complete the registration in advance.

Items to Prepare

- ☑ My Number Card
- ☑ 4-digit PIN (for the User Authentication Electronic Certificate)
- ☑ Bank account information to be registered (bankbook or cash card)

How to Register ☑ Register using a smartphone or computer.

How to Register Using a Smartphone

- 1 Install the "MynaPortal" app on your smartphone.
- 2 Open MynaPortal, scan your My Number Card to log in, and complete the login process.
- 3 On the "Public Funds Receiving Account" screen in the menu, enter your bank account information to complete the registration process.

*Please note that it may take several days for the registration to be completed after completing the above procedures.

If you have any questions regarding the issuance of the My Number Card or the Public Funds Receiving Account registration system, please contact us.

Citizens' Affairs Section (Family Registry & Resident Registration), Service Counter No. 1

Tel: 0153 (23) 6111 (Ext. 3172 / 3174) Weekdays 8:50 a.m. – 5:20 p.m.

My Number General Toll-Free Hotline

Tel: 0120-95-0178 Weekdays: 9:30 a.m. – 8:00 p.m. / Weekends & Public Holidays: 9:30 a.m. – 5:30 p.m.



Install the app here.

[Preparation Step 2] How to Set Up MynaPortal

This section explains the two steps required before starting the online application.

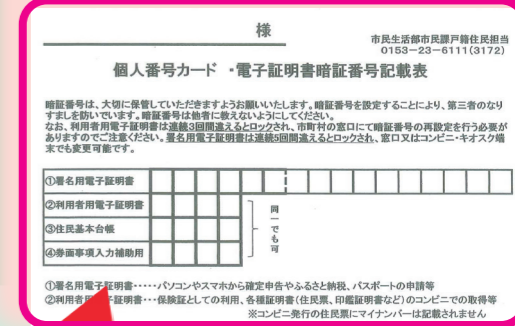
Your PIN is written on the document provided when your My Number Card was issued.

STEP 1 Open MynaPortal

- 1 Install the MynaPortal app.
- 2 Open the app and log in. (Refer to the image for guidance.)



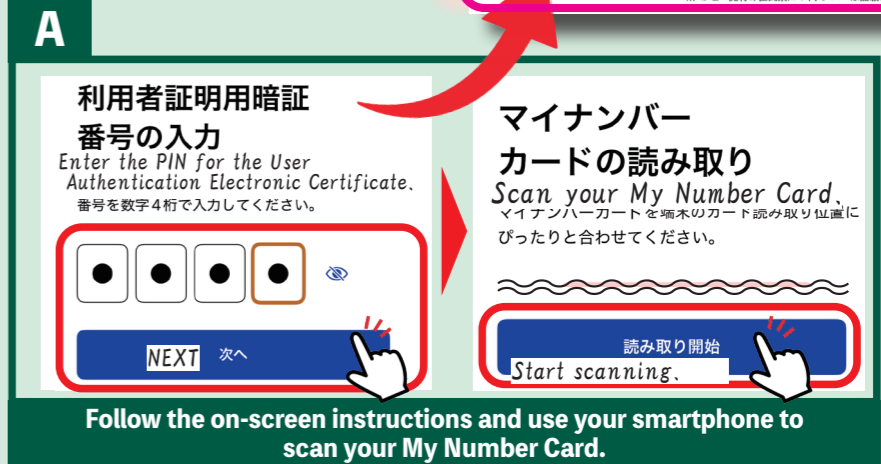
Install the app here.



How to Log In



Screen displayed when opening the app.



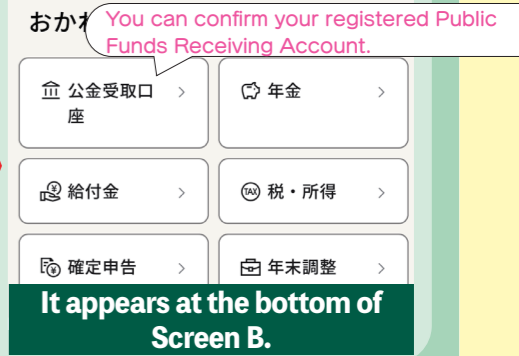
Follow the on-screen instructions and use your smartphone to scan your My Number Card.



After scanning is complete, tap "Open."



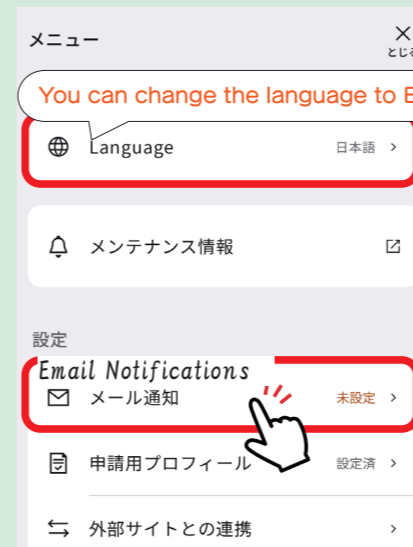
Login complete.



It appears at the bottom of Screen B.

STEP 2 Email Setup *Required for application.

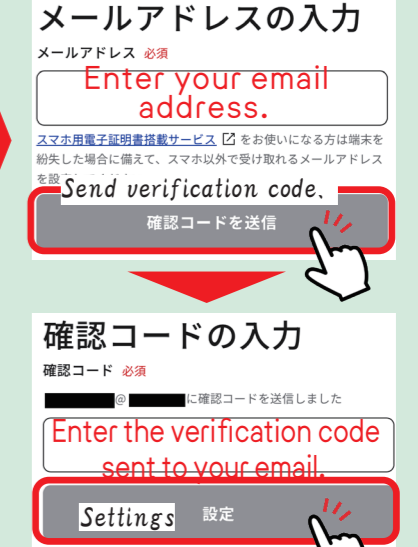
Open the menu in the upper right corner of Screen B and configure the settings as follows.



You can change the language to English.



Set your email address.



Enter your email address.

Send verification code.

Enter the verification code sent to your email.

Settings

Please see the reverse side for instructions on how to apply online.

How to Complete the Online Application

An Online Application Support Desk will be available.

Proceed to the benefit application screen.

*Please note that using private browsing or incognito mode in your web browser may result in an error.

Items to Prepare

- My Number Card
- Smartphone



● 4-digit PIN

- ① Required for login. PIN for the User Authentication Electronic Certificate.
- ② Required to verify your personal information. PIN for the Card Information Input Assistance feature.

*Your PIN is written on the document provided when your My Number Card was issued.

* If you do not know your PIN, it can be reset at the Citizens' Affairs Section (Family Registry & Resident Registration).

STEP 1



◀ You can access the application page directly from here.

*Please scan the code using your device's standard camera app.

- Those who need assistance with the application procedure
- Those who are unable to scan their card using a smartphone
- Those who do not have a smartphone or email address and are unable to apply

Support is available using your own smartphone or via a City Hall computer. Please feel free to visit us for assistance.

Support Period. March 2 (Mon) – March 13 (Fri)

Venue. City Hall Lobby.

*Weekdays 9:00 a.m. - 4:30 p.m. (excluding 12:00 p.m. - 1:00 p.m.)

Contact Information

Temporary Benefit Office, General Policy Department, Nemuro City

Tel: 0153(23) 6111 (Ext. 3010)

• Online application is available to those who have been issued a My Number Card and have registered a Public Funds Receiving Account.

• For issuance of a My Number Card (approximately 1~2 months until issuance) and registration of a Public Funds Receiving Account (several days until linkage is completed), please contact the Citizens' Affairs Section (Family Registry & Resident Registration).

*The timeframes in parentheses are estimates only.

Beware of bank transfer scams and attempts to obtain your personal information related to the benefit payment.

When applying for the "Living Support Benefit for Rising Food and Commodity Prices":

- Nemuro City will never ask you to operate an ATM (such as those at banks or convenience stores).
- You cannot receive money from someone else by operating an ATM yourself.
- Nemuro City will never request a transfer of fees or other payments in order to provide the benefit.

Additionally, we will not request personal information or photos via social media platforms such as LINE. (However, we may provide general information about this program.)

***If you encounter any of the above situations, please contact your nearest police station or the Police Consultation Hotline (#9110) without hesitation.**

How to Use the Application Screen

*The service may be unavailable due to MynaPortal maintenance.
*Screen displays may vary depending on your device type and login status.

STEP 2

Press "Start Application."

食料品等物価高騰生活支援給付金
Living Support Benefit for Rising Food and Commodity Prices

対象
令和8年1月1日時点で根室市の住民基本台帳に登録されている方

"Start Application."
申請をはじめる

ログイン
これより先の機能を利用するには、利用者登録もしくはログインが必要です。

ログイン Log in

Refer to Screen A on the front of this flyer and scan your My Number Card with your smartphone to log in.

STEP 3

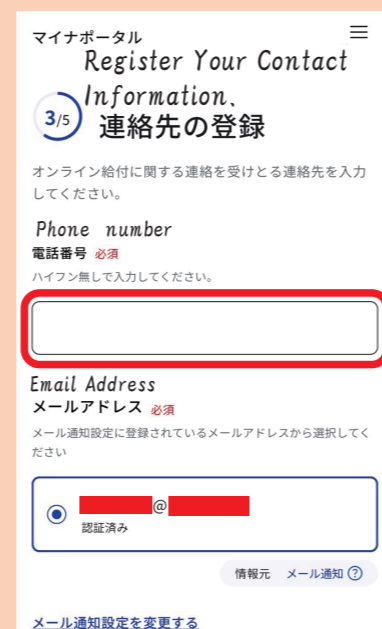
Press "Start Verifying Personal Information," then enter the PIN for the Card Information Input Assistance feature.



Press "Next," then follow the same steps as shown in Screen A on the front of this flyer to scan your My Number Card with your smartphone.

STEP 4

Please register your phone number.
*Enter your phone number without hyphens.



STEP 5

Review your personal information, and if there are no errors, press the "Submit Application" button.



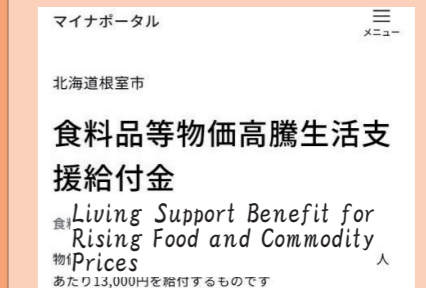
STEP 6

Your application is now complete. This concludes the procedure.



Reference

You can check the status of your application from the "Benefit" (給付金) screen in MynaPortal.



Once the benefit has been approved, a notification letter will be sent by mail.