

## Frequently Asked Questions

**Q** What do “same household” and “dependent” mean? If there is a child living with grandparents, will the parents (who live separately) receive the benefit for the child?

**A** • “Same household” means one household in the certificate of residence. “Dependent” means that you are supporting the child with your own income, regardless of whether you live with the child or live separately.  
• For a child living with grandparents, in principle, the additional benefit for children will be paid to a grandparent who is the head of the same household as the child. However, if the head of a separate household of the child’s parents, etc. reports that the child is their dependent, the benefit may be paid to the household of the parents, etc.

**Q** Under what name will the benefit be wired?

**A** The benefit will be wired under the name “**コドモ・コウベシクラシエンリンジツクベツキユウフキン**”.  
\*Some banks have a limit on the number of characters that can be entered as the name of the transfer, so not all characters may be shown.

**Q** Will I be notified when the benefit is deposited?

**A** There will be no notification by mail or email, so please confirm deposit through the account you specified in the Confirmation Form or the online filing. You can also check your payment status on the website.

You can check the payment status on the website by entering the Confirmation Form (Inquiry) Number.

神戸市暮らし支援臨時特別給付金 支給状況照会

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**Q** Can I still receive the benefit if I miss the deadline?

**A** If you do not apply by the deadline, you cannot receive the benefit. Please complete the procedures by the deadline (application deadline: by mail, postmark no later than June 30, 2024, and filing online by the end of June 30, 2024).



### IT MIGHT BE FRAUD!

Beware of scams that try to steal your personal information, banking information, ATM cash card, or PIN!

Beware of bank transfer fraud and scams that try to exploit your personal information.

Kobe City will never:

- Ask you to use an ATM
- Ask you to wire a processing fee to receive money
- Take your credit card or bank book
- Ask for your PIN

If you receive any suspicious phone calls, mail, or emails, contact your local police department (or dial the #9110 police consultation number).

## Inquiries

### Kobe City Call Center for Inquiries about the Temporary Special Living Assistance Benefit

**TEL : 078-771-7201**

Hours: 8:45 – 17:30  
(Except for weekends and holidays)

For those with a hearing or speech impairment:  
(Please do not use these contact methods if this does not apply to you)

**FAX : 078-771-5285**

Email: kobe\_rinjitokubetu\_kyufukin@os.tempstaff.jp

#### Multilingual support

Korean, Chinese, English, Spanish, Portuguese, Tagalog, Vietnamese, Nepali

**TEL : 078-771-7201**

Hours: 8:45 – 17:30  
(Except for weekends and national holidays)



Please check here for the latest information. ▶

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## Information about the Temporary Special Living Assistance Benefit

(Benefit Utilizing Temporary Regional Revitalization Grant for Priority Support in Response to Price Increases)

The Kobe City Temporary Special Living Assistance Benefit of the scheduled amount (50,000 yen per eligible child aged 18 or under) will be paid based on the residence tax status for the 2023 fiscal year.

**Please read the following. Fill in the information and return the enclosed Confirmation Form or file online. If you do not follow the specified procedures, you cannot receive the benefit.**

**Please write the Confirmation Form (Inquiry) Number printed on the upper right-hand corner of the enclosed Confirmation Form.**

\*After application, you can check your payment status by entering your Confirmation Form (Inquiry) Number on the Payment Status Inquiry website.

確認書(お問い合わせ)番号  
Confirmation Form (Inquiry) Number

## Eligibility

There are no inquiry counters at city or ward offices.

### Eligibility Requirements

(Eligible child)

○ Any child aged 18 or under who belongs to the same household as the head of a household eligible for the benefit as of the Reference Date (December 1, 2023).

\*Any child up to and including the age of 18 to the first March 31 (born on or after April 2, 2005)

\*If there is a child who is not a dependent of the head of the household, the benefit for the child is not paid to the head of the household, in principle.

\*If there is a child whose address of residence certificate is different from yours but who is your dependent, please contact the Call Center (078-771-7201).

○ Any newborn child born on or after December 1, 2023

\*We will announce the last birthdate for a child to be eligible for the benefit on our website as soon as it is decided.

\*The names of children who we know were born between December 2, 2023 and January 31, 2024 are printed on the front page. For households with a child born after that period, Kobe City will send documents necessary for application by the end of the following month.

(Example) Born in February → Necessary documents sent out at the end of March

\*If you move out of Kobe City after the Reference Date (December 1, 2023) and a child is born after the move-out date, we have no way to know about the birth and cannot send you the documents. You will also need additional documents for application.

If there is a child born after the move-out date, please contact the Call Center (078-771-7201) first.

(Recipient of the Benefit)

The head of a household that meets all the following requirements:

○ A household registered in the Kobe City Basic Resident Register as of the Reference Date (December 1, 2023)

○ All members of the household are exempt from residence tax for the 2023 fiscal year.

○ No members of the household are dependents of other relatives, etc. (child, parent, etc.) on whom residence tax on a per capita basis is imposed.

○ There are no members within the household who have failed to declare tax despite having gained income subject to the imposition of residence tax.

○ The household has not received the benefit for any eligible child under this program.

\*Excluding the case of a new child eligible for the benefit who was born after the receipt of the benefit

● Recipient	The head of a household that meets the eligibility requirements
● Amount	50,000 yen per eligible child
● Method of Disbursement	Wire transfer to the bank account indicated on the Confirmation Form *If you want to change the account, see “Timeline for Receiving the Benefit” ③ inside.
● Application Deadline	• (Online) June 30, 2024 • (Mail) Postmark no later than June 30, 2024

## Filing Process

Please file using one of the following methods.

**Filing Online** Apply using the e-KOBE Kobe City Smart Application System.  
For details, please read the **Timeline for Receiving the Benefit ① inside.**

**Filing by Mail** Fill out and return the enclosed Confirmation Form.  
For details, please read the **Timeline for Receiving the Benefit ② or ③ inside.**

\*Even if you have already applied for the Temporary Special Living Assistance Benefit (70,000 yen), you cannot receive this benefit (50,000 yen per child) unless you complete the procedure.

## Timeline for Receiving the Benefit Please file using one of the following methods.

### Please check the following conditions and file to receive the Temporary Special Living Assistance Benefit.

- After processing the wire transfer to the deposit account, if the wire transfer cannot be completed due to reasons such as a mistake in the account information and we are unable to contact and verify the recipient (or representative) by July 31, 2024, your application for this benefit will be canceled.
- In order to verify your eligibility, we will check your public records.
- If it is not possible to check your public records, please submit relevant documentation.

#### Filing Online (through e-KOBE)

#### Filing Deadline

June 30, 2024

#### ① Log in to e-KOBE and file.

- Have the Confirmation Form on hand and use the 2D code on the right to proceed to the application.
- Please note: If this is your first time using e-KOBE, press the New Registration (新規登録) button in the upper right corner of the screen to register.



- Please follow the system instructions when inputting the required information.

- Enter the Confirmation Form (Inquiry) Number printed in the upper right corner on the front of the Confirmation Form.

- If you need to register a new depositing account or change the account printed on the Confirmation Form, it will be necessary to upload the following documents:

- a. Personal identification\*    b. Documentation verifying the depositing account

\*If there is a change of address, please also attach a photocopy of the side showing the new address.

Receipt of the benefit by representative cannot be processed on the web. Please contact the Call Center (078-771-7201).

#### Filing by Mail



#### Mailing Deadline

Postmark no later than June 30, 2024

#### ② If you wish to use the depositing account printed on the front of the Confirmation Form:

##### Required Documents

- Confirmation Form (確認書)

##### Submission (via Mail)

- Complete the required sections, then mail the form using the reply envelope.

#### ③ If you wish to use a bank account other than the depositing account printed on the front of the Confirmation Form:

First, please contact the Call Center (078-771-7201) to obtain a Bank Account Change Form.

##### Required Documents

- Confirmation Form (確認書)
- Bank Account Change Form (口座変更届)
- Photocopy\* of personal identification
- Photocopy\* of documentation to verify the depositing account

##### Submission (via Mail)

- Complete the required sections, then mail the form and required documents using the reply envelope.

\*If there is a change of address, please also attach a photocopy of the side showing the new address.

The benefit will be deposited into the bank account specified in about 2 weeks after the application is received as long as there are no errors or omissions in filing by mail or online.

\*As we expect a large number of replies immediately after the start of application, please note that it may take up to 1 month from the receipt of application for the benefit to be transferred.

\*If there are any errors or omissions in your documents, we will contact you by mail or email (if you filed online). Please be sure to respond in this event. If a phone number is provided, we may contact you by phone.

## How to Fill Out the Confirmation Form

### Example

**1 世帯主 (受給権者)** 基準日(令和5年12月1日)において、神戸市の住民基本台帳に登録されている方  
以下の表面及び裏面の内容を確認し、記載内容に相違なければ、自署欄に氏名を記入ください。

令和5年 12月1日時点 世帯主氏名 生年月日	コウベ タロウ 神戸 太郎 平成12年12月31日	住所 兵庫県神戸市中央区加納町6丁目5-1
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**■ 対象児童** 令和5年12月1日時点で神戸市に住民登録されている児童を印字しています。扶養していない児童がいる場合は二重線で取り消してください。なお、金額の訂正が必要な場合は、「訂正金額入力欄」に、「訂正後の人数」と「訂正後の金額」をご記入ください。

No.	氏名	生年月日
1	神戸 真知子	平成●●年●●月17日
2	神戸 花子	平成●●年●●月14日
3	神戸 一郎	平成●●年●●月7日
4	神戸 英	平成●●年●●月17日
5	<del>神戸 太郎</del>	<del>平成●●年●●月●●日</del>
6	神戸 道子	令和●●年●●月9日
7	神戸 礼子	令和●●年●●月19日
8	神戸 光	令和●●年●●月25日
9		

支給金額：18歳以下の児童 8名×5万円= 40万円    訂正金額入力欄：7名×5万円= 35万円  
この確認書の記載内容に相違ありません。 ※自署が困難な方は、代筆可

**A** 世帯主氏名 (自署) **神戸 太郎**    確認日(記入日) 令和▲▲年▲▲月▲▲日  
日中に連絡可能な連絡先 (000) 000 - 0000

**2 受取方法について** 以下に署名が無いと、給付金は受け取れません！  
以下の神戸市が過去に把握した口座に振込を行います。受取口座の変更をご希望される場合は、同封チラシをご確認ください。

右記口座は、令和5年度神戸市暮らし支援臨時特別給付金もしくは児童手当・児童扶養手当で、把握した口座です。	支給口座 神戸銀行 神戸支店 普通 ****567
	口座名義 コウベ タロウ

#### A No change in bank account

① Check that the requirements on page 1 are all met, and fill in the name of the head of the household (self-written), date of confirmation, and contact information.

② If you wish to use the bank account printed in 2, please fill in the necessary information (① above) on the Confirmation Form and return it using the reply envelope.

#### B If there is any child who is not your dependent:

B-1 Cross out the child's name and date of birth with a double line.

B-2 Enter the correct number of children and benefit amount in the “訂正金額入力欄” box.

If no bank account is printed in 2 above, if you wish to use a different account, or if the benefit is to be received by a representative:

Please complete one of the following procedures:

#### ● Contact the Call Center (078-771-7201)

We will send you the necessary documents (Bank Account Change Form, etc.).

#### ● Filing Online (through e-KOBE) (excluding receipt by a representative\*)

Only bank account changes (bank account of the head of household) are accepted.

\*If you want the benefit to be received by a representative, please contact the Call Center (078-771-7201).

#### About receiving the benefit as a representative

The eligible recipient of the Kobe City Temporary Special Living Assistance Benefit is the head of household. However, should the head of household have difficulties with receiving the benefit, they can have a representative receive it in their stead.

#### Who can be a representative

- ① Someone who was part of the household for the head of household on December 1, 2023
- ② A legal representative (such as a person with parental authority, a guardian of a minor/adult, a conservator or limited guardian granted power of representation by a court, etc.)
- ③ A relative or some other person who regularly takes care of the head of household, and is given special approval by the mayor of Kobe

\*Photocopies of the head of household and the representative's personal identification are required.