

List of Victim Support Systems

Due to heavy rain from July 7

※ As of October 12th, 2023

Type	Number	Support menu	Support	Department in charge
R e c o v e r y S u p p o r t	1	Issuing disaster victim certificates, etc.	Issuance of disaster victim certificate/disaster certificate pertaining to damaged houses, etc.(Agricultural damage is issued by the Ministry of Agriculture)	Life Support Section 1 & 2 Phone 30-9023 Fax 30-9710
	2	Disaster relief money	Payment of condolence money to those who have been seriously injured in a disaster or whose home has suffered a certain amount of damage	Life Support Section 1 & 2 Phone 30-9023 Fax 30-9710
	3	Loans for disaster relief funds	Loan the necessary funds to help rebuild the lives of affected households (the maximum loan amount varies depending on the degree of damage, whether the head of the household is injured, etc.) *Application deadline is October 31, 2023	Life Support Section 1 & 2 Phone 30-9023 Fax 30-9710
	4	Support for reconstructing livelihoods of disaster victims	Households that were damaged by the disaster and suffered from damages such as complete destruction of their homes are provided with funds for reconstructing livelihoods.(The amount categorized according to the degree of damage and the way of rebuilding a house will be paid)	Life Support Section 1 & 2 Phone 30-9023 Fax 30-9710
	5	Disaster victim housing reconstruction support program (interest subsidy)	Subsidizing the interest payment amount when receiving a loan from a financial institution, etc. to reconstruct (newly build, purchase, or renovate) a house in Fukuoka Prefecture.	Housing Policy Division Phone 30-9139 Fax 30-9743
	6	Livelihood welfare fund loan	Loans are provided to low-income households, disabled household, and elderly households to cover temporary expenses incurred due to the disaster. (We ask that you submit documents necessary for application, such as a disaster certificate issued by a government agency.)	Kurume City Social Welfare Council Phone 34-3035 Fax 34-3090
	7	Distribution of daily necessities (futon)	Provision of futons (upper and lower sets) for those who have lost their futons due to a disaster	Life Support Section 1 & 2 Phone 30-9023 Fax 30-9710
	8	Issuance fee exemption for various certificates	Exemption from issuing fees for various certificates such as copies of resident cards required for procedures related to disaster recovery	Citizen's Division Phone 30-9027 Fax 30-9758 Tax Storage Promotion Section Phone 30-9005 Fax 30-9753
	9	Temporary provision of municipal housing	Municipal housing is provided as a temporary residence for victims of flooding above the floor (deposit and rent fee are exempt, period is up to 1 year)	Municipal Housing Division Phone 30-9086 Fax 30-9743
	10	Emergency repair of housing	Support for expenses required for emergency repairs to live in damaged houses	Housing Policy Division Phone 30-9139 Fax 30-9743
	11	Demolition of damaged houses, etc. at public expense	Implementation of demolition of houses, etc that are determined to be completely destroyed by the disaster victim certificate, and reimbursement of demolition costs if already demolished	Public Expense Dismantling Project Phone 30-9147 Fax 30-9715
	12	Benefits such as home appliance purchase expenses	Subsidies for household appliances necessary for daily life, etc., for households whose houses have been completely destroyed	Housing Policy Division Phone 30-9139 Fax 30-9743
	13	Volunteer support for the recovery of damaged houses (those who have difficulty cleaning up their homes)	Support for recovery of the living environment of households that have difficulty in recovering their livelihoods on their own after the disaster	Kurume City Social Welfare Council Phone 090-7769-5556/ 080-2715-2752/ 080-5799-8567 Hard of hearing Fax 34-3090
	14	Acceptance of disaster waste	Reduction or exemption processing fees when bringing disaster waste directly to the Kamitsu/Miyanojin Clean Center ※From October 2nd, 2023 (Monday), a disaster victim certificate is required for exemption procedures. In principle, the reduction/exemption will end on December 2nd (Saturday).	Facility Division Phone 27-5371 Fax 27-5443
	15	Providing information on well water quality testing	Providing information on specialists who conduct water quality inspections (the city does not conduct inspections)	Public Health Center Sanitation Section Phone 30-9727 Fax 30-9833
	16	Free rental cars and mini trucks	Free car rental support in the Tanushimaru area for those affected by heavy rain and those who are engaged in support activities	Japan Car Sharing Association Phone 050-5482-3677
	17	Disaster recovery housing loan	Loan for the funds necessary for rebuilding or repairing a house for those whose homes were damaged	Japan Housing Finance Agency Phone 0120-086-353

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	18	Disaster victim certificate issuance application agency	Free substitute application for the disaster victim certificate issuance application	Fukuoka Administrative Scrivener Association Kurume Branch Phone 050-5369-0724
T a x e s . U t i l i t y c h a r g e s . e t c .	1	Municipal tax exemption	Reduction or exemption of city tax and deferment of tax payment depending on the damage caused by the disaster	Municipal Tax Division Phone 30-9008 Fax 30-9753 Property Tax Division Phone 30-9013 Fax 30-9753 Tax Storage Promotion Section Phone 30-9006 Fax 30-9753
	2	Postponement of city tax payment	Postponement of city tax payment depending on the damage caused by the disaster	Tax Receipt Promotion Section Phone 30-9006 FAX 30-9753
	3	National Health Insurance Premium exemption and payment postponement	Depending on the degree of damage, national health insurance premiums may be reduced or exempted, or payment may be postponed	Health Insurance Section Phone 30-9030 Fax 30-9751
	4	Reduction of premiums and postponement of payment of medical insurance for the elderly aged 75 or over	Depending on the degree of damage, reduction or exemption of late-stage medical insurance premiums or postponement of payment	Health Insurance Section Phone 30-9030 Fax 30-9751
	5	Nursing-care insurance premium exemption	Long-term care insurance premium reduction or exemption depending on the degree of damage	Nursing Care Insurance Section Phone 30-9240 Fax 36-6845
	6	National pension premium exemption	National pension insurance premium exemption depending on the severity of the victim. However, the amount of pension you will receive in the future will be reduced.	Medical Care and Pension Section Phone 30-9032 Fax30-9107
	7	Special measures such as Kyushu Electric Power charges	Extension of the payment deadline for electricity bills, exemption of electricity bills for non-use months, exemption of construction costs, etc.	Kyushu Electric Power Company, Incorporated Phone 0120-639-462
	8	NTT DOCOMO various support measures	Support measures for customers in the affected areas are posted	NTT DOCOMO ※Please check the NTT Docomo website
	9	KDDI various support measures	Support measures for customers in the affected areas are posted	KDDI ※Please check the KDDI website
	10	SoftBank various support measures	Support measures for customers in the affected areas are posted	SoftBank ※Please check the SoftBank website
	11	NHK Broadcast license fee exemption	Exemption of broadcast reception fees for buildings that are partially destroyed, partially burned, or damaged to the extent that they are flooded above the floor	NHK Fukuoka Broadcasting Station Sales Promotion Department Phone 092-715-7111
	12	Support measures such as postponement of national tax payment, etc	Deadline extension of reporting and payment, etc. due to the disaster and postponement of tax payment	Kurume Tax Office Phone 0942-32-4461
	13	Mitigation measures such as prefectural tax reduction/exemption, etc	Reduction/exemption of personal business tax, car tax (type discount), real estate acquisition tax, etc., deadline extension of reporting, etc., collection deferment, etc.	Fukuoka Prefecture Kurume Prefectural Tax Office Phone 0942-30-1012
M e d i c a	1-1	Handling of Publicly Funded Medical Care (Atomic Bomb Survivors, Designated Intractable Diseases, Hepatitis, Specific Chronic Diseases in Children)	If it is not possible to submit a beneficiary certificate for designated public-funded medical care, it is possible to receive a medical examination by confirming your name, date of birth, and address upon request	Public Health Center Sanitation Section Phone 30-9729 Fax 30-9833
	1-2	Handling of Public Expenditure (Nursing Medical Care, Nurturing Medical Care)	If you are unable to submit a beneficiary certificate for the designated publicly funded medical care, you can request a medical examination by confirming your name, date of birth, and address.	Child Support Center Phone 30-9731 Fax 30-9718

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I c a r e W e l f a r e H e a l t h	2	Reduction or exemption of partial burden (payment at the counter) of National Health Insurance medical expenses	Partial co-payments are exempted for National Health Insurance subscribers when they undergo medical examinations at medical institutions	Health Insurance Section Phone 30-9029 Fax 30-9751
	3	Exemption from part of the late-stage elderly medical expenses (payment at the counter)	Partial co-payments are exempted for medical care subscribers for the elderly aged 75 or over	Health Insurance Section Phone 30-9029 Fax 30-9751
	4	Presentation of insurance card, etc.	Support for consultations at medical institutions, etc. for those who cannot present their insurance card, etc. to a medical institution, etc. because they have lost their insurance card, etc.	Health Insurance Section Phone 30-9029 Fax 30-9751
	5	Exemption from fees for welfare services for persons with disabilities	Exemption from user burden of welfare services for persons with disabilities depending on the degree of damage	Welfare Division for Persons with Disabilities Phone 30-9035 Fax 30-9752
	6	Exemption from copayments for rehabilitative medical care, recuperation care, and assistive devices	Exemption from self-payment for rehabilitative medical care, recuperative care, and assistive devices, depending on the degree of damage	Welfare Division for Persons with Disabilities Phone 30-9035 Fax 30-9752
	7	Nursing care service usage fee exemption	Reduction or exemption of long-term care service fees depending on the degree of damage	Nursing Care Insurance Section Phone 30-9036 Fax 36-6845
	8	Rental of drainage pump	Rental of drainage pumps to promote drying for the purpose of preventing infectious diseases in houses with subfloor flooding	Environmental Protection Division Phone 30-9043 Fax 30-9715
	C h i l d c a r e / E d u c a t i o n	1	Motherless Fatherless Widow Welfare Loan	Loans for mothers and children, widows, and single-father families whose homes (owned homes) have been damaged by a disaster
2		Various maternal and child health services such as health checkups for pregnant women	Provide various maternal and child health services	Child Care Support Center Phone 30-9731 Fax 30-9718
3		Reduction of childcare fees	Childcare fees for guardians will be reduced or exempted in the event of significant damage to the house, household goods, or their property due to flooding above the floor, etc.	Child Care Division Phone 30-9025 Fax 30-9718
4		Reduction of after-school nursery school usage fee	If the child's guardian is deemed to have suffered significant damage to their home, household goods, or their property, the after-school nursery school usage fee will be reduced.	Kurume City Federation of After-school Nursery Schools Phone 38-2045 Fax 38-0014
5		Refund of temporary storage fee	If you use the childcare exchange plaza kururun or the Kurume City Children's Center temporary custody in relation to the disaster, you will be refunded the usage fee.	Child Care Support Center Phone 30-9302 Fax 30-9718
6		Municipal high school tuition fee exemption	Future tuition fees will be reduced or exempted for students enrolled in Kurume Municipal High School, applicants for examinations, and guardians of enrolled students who have difficulty paying tuition dues to the disaster. Exemption from entrance examination fees for applicants and entrance fees for enrolled students	Nanchiku High School Phone 43-1295 FAX 45-1028 Kurume Commercial High School Phone 33-1285 Fax 33-1891
7		Counseling for children and students	Counseling support by school counselors and school social workers for anxiety and worries caused by the disaster	School Education Division Phone 30-9216 Fax 30-9719
8		Distribution of textbooks for children and students	Payment in kind of textbooks, etc. to students who have lost or damaged textbooks or school supplies due to flooding above the floor (income requirements apply)	School Education Division Phone 30-9217 Fax 30-9719
9		School Attendance Assistance	Assistance for parents of national and public elementary and junior high school students who are having trouble paying for school lunches, school supplies, etc. If it is approved, we will provide school attendance support expenses from the month of application.	School Health Section Phone 30-9273 Fax 30-9719
10		JASSO Disaster Relief Fund	Support for students, their livelihood supporters, and international students in the event that the house they live in is damaged beyond half-destruction or flooded above the floor.	Japan Student Services Organization (JASSO) Phone 03-6743-6011 Fax 03-6743-6662
	1	Commercial and industrial person consultation counter	Business and industry consultation	Commerce and Industry Policy Division Phone 30-9133 Fax 30-9707

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I n d u s t r y	2	Emergency management support fund (general category)	Loans to businesses damaged by disasters, etc. If the loan amount is within 3.5 million yen, the amount equivalent to the credit guarantee fee will be supplemented.	Commerce and Industry Policy Division Phone 30-9133 Fax 30-9707
	3	Emergency Management Support Fund (Disaster Recovery Frame)	Loans for equipment and working capital required for business recovery. The interest rate is 0.8%, and the city bears the full amount of the credit guarantee fee.	Commerce and Industry Policy Division Phone 30-9133 Fax 30-9707
	4	Agricultural Victims Consultation Desk	Inquiries about agricultural damage, application for damage certificates (for agriculture), establishment of a consultation desk	Agricultural Administration Department Phone 64-9985 Fax 30-9717
	5	Registration of farmers requiring volunteer restoration work	Mainly supports farmland restoration work in which volunteers can work manually. Example: Removing soil from around the trunks of fruit trees and plants, etc.	Kurume farmland recovery volunteer center (Agricultural Administration Department) Phone 080-8959-8831 Fax 30-9717
	6	Recruitment of volunteers for Kurume Farmland Restoration Group	Conducting on-site farmland restoration volunteer activities at the request of farmers	Kurume farmland recovery volunteer center (Agricultural Administration Department) Phone 080-8959-8829 Fax 30-9718
	7	Deferment of payment of welfare pension insurance premiums (for business owners and ship owners)	Postponement of insurance premium payment in the event of substantial property damage due to a disaster	Kurume Pension Office Phone 33-6192 Fax 34-6192
C o n s u l t a t i o n d e s k	1	Health Consultaion	Counseling on health and physical ailments caused by the disaster	Public Health Center Community Health Section Phone 30-9033 Fax 30-9833
	2	Cousultation about pets (dogs and cats)	Counseling on keeping and managing pets (dogs/cats) in the event of a disaster, and providing information on veterinary hospitals	Public Health Center Sanitation Section (Animal Control Center) Phone 30-1500 Fax 30-1788
	3	Mental Health Consultation	Counseling on various mental disorders at the time of disaster	Public Health Center Health Prevention Section Phone 30-9728 Fax 30-9833
	4	Counseling for women (DV counseling, sexual assault/sexual violence counseling, etc.)	Consultation by female counselors in person or via phone	Gender Equality Promotion Center Phone 30-7802 Fax 30-7811
	5	Free Legal Counseling for Disaster Victims	Counseling related to damage from victims and their families	Fukuoka Bar Association Chikubu Kurume Legal Counseling Center Phone 30-0144
v S i c p t i o m r s t	1	Disaster relief donations through hometown tax	Accepting donations for disaster relief	General Affairs Division Phone 30-9744 Fax 30-9706
	2	Reception desk of Kurume city disaster contribution	Receiving donations for the purpose of supporting victims and using them to support victims	General Affairs Division Phone 30-9052 Fax 30-9706
	3	Recruitment of disaster volunteers	The Kurume City Disaster Volunteer Center wants volunteers for supporting victims	Kurume City Council of Social Welfare Please apply from HP Phone 080-5074-9103 Fax 34-3090

★If you live within the jurisdiction of the general branch office, please contact us here.

○Tanushimaru General Branch Regional Promotion Section Phone: 0943-72-2111 FAX 0943-72-3819

○Kitano General Branch Regional Promotion Section Phone: 0942-78-3551 FAX 0942-78-6482

○Jojima General Branch Regional Promotion Section Phone: 0942-62-2111 FAX 0942-62-3732

○Mizuma General Branch Regional Promotion Section Phone: 0942-64-2311 FAX 0942-65-0957

