



## FAQs



Q1

Where can I use a Visa gift card?

A1

You can use the card to make payments at stores in Japan and abroad that display the Visa logo (Visa merchants). However, the card cannot be used for monthly or recurring fees, at gas stations, or at automatic ticket vending machines that require a passcode. To see a list of stores in the City that accept the card, scan the QR code on the right to visit the City's website.



To Shinagawa City's website

Q2

Can I use the card for online shopping?

A2

Yes, you can. On the online store's payment page, select "Credit Card" and enter your card information. If you need to specify the number of payments, select "One-time Payment." Note that some Visa merchants or services may not accept the card.



Q3

How can I use the card?

A3

When shopping in-store, swipe your card's magnetic strip through the credit card terminal to have it read.\*You may be required to insert the card at some stores. For more information, read the "How to Use the Card" section on the inside page of this brochure.



Q4

Is this card reloadable?

A4

The Vanilla Visa Gift Card is a fixed-value prepaid card and cannot be reloaded and reused.



## Inquiry

### Inquiries about this program

Shinagawa Living Support Program Call Center: **0120-351-190**

(9:00 to 17:00; closed on Saturdays, Sundays, and holidays)

Outsourced to: ATENA CORPORATION \*Open on April 29 (Wed.), May 4 (Mon.), 5 (Tue.), and 6 (Wed.).

### Inquiries about card balances and use

Vanilla Visa Gift Card Hotline: **0570-077-096** (9:00 to 18:00; closed on Saturdays, Sundays, and holidays)



In charge of Shinagawa Life Support, Community Activities Division.



Shinagawa Living Support Program



Ure-Shina Card

## What is the Shinagawa Living Support Program?

A program to distribute gift cards worth **5,000 yen** to **all City residents** with no income cap. **No application is required.**

With the primary objective to provide support to residents affected by rising food prices, Shinagawa City implements this program using the national government's Special Regional Revitalization Grant for Focused Support in Response to Price Rises.

What do residents receive?

**A gift card worth 5,000 yen**

Who is eligible?

**All Shinagawa City residents**

\*Residents registered in the Shinagawa City's Basic Resident Register as of January 1, 2026



English, Chinese, and Korean versions are also available.



しあわせ  
多彩区  
Shinagawa City

**Valid until January 31, 2027**

## Beware of Scam Calls

- Shinagawa City employees and other officials will never ask you for your card number or bank account information over the phone. They will also never ask for any ATM transactions.
- The City Office will not contact you about the distribution of the gift cards, except to reply to your inquiries.
- The gift cards do not contain any personal information. Even if you lose one, you will not receive a call from the City Office or anyone else.
- If you receive a suspicious phone call or email, do not answer any questions—contact the police immediately.

**If you receive a suspicious phone call, do not answer the caller's questions. Instead, call 110 immediately.**

**110**



## How to Use the Card

### In-store



Swipe your card's magnetic strip to have it read.

\*Contactless payments are not accepted.

### At online stores

- When making a payment at an online store, select "Credit Card."
- In the cardholder fields, enter as follows:  
**Last Name:**  **First Name:**  (all in single-byte English letters)
- The security code is the three-digit number printed on the back of the card.



## Stores Accepting the Gift Cards

### Examples of stores accepting the gift cards

- Supermarkets
- Convenience stores
- Drugstores



Accepted at **VISA** merchants

### Notes

- In general, the gift cards and cash cannot be used together to make a payment.** However, some stores may allow it. Contact the store for details.
- You may be able to use the entire card balance by combining it with store points when shopping in-store or online.** For more information, scan the QR code on the right to read "How to Use Your Balance."

How to Use Your Balance



## How to Check the Card Balance

### Check the balance on a computer or smartphone

Scan the QR code on the back of the card.

• Back of the card



Customer number for inquiries

2D barcode



If you cannot scan the 2D barcode, visit the URL below.

<https://vvgift.jp/my/card> To the balance inquiry page

### To check it via the call center

Have your customer number for inquiries ready and call the Vanilla Visa Gift Card Hotline.

**0570-077-096**

(Navi Dial \*paid service)



\ Please take a moment to answer this questionnaire. /

Scan this code to access it.



Tell us how you used the Ure-Shina Card.

Estimated time: 3 minutes

## Notes on Card Use

- Valid until January 31, 2027.** An expired card cannot be used.
- Stores and services that do not accept this card: Gas stations, businesses with monthly or recurring fees, highway tolls (at manned gates and ETCs); in-flight purchases, and the purchase and reloading of prepaid cards and e-money (can be used for some services).
- If you lose your card: The card cannot be reissued. However, you can block its use temporarily until it is found. Call the Vanilla Gift Card Hotline number printed on the back of the card.
- This card uses the same payment system as a credit card. It cannot be used at stores that only accept cash.
- The City will use non-personally identifiable purchase information for future policy decisions.
- This is a fixed-value prepaid card and cannot be reloaded.
- This card is subject to taxation as temporary income, regardless of whether it is used. All individuals, including minors, are subject to this taxation. If your annual temporary income exceeds 500,000 yen, you are required to file a tax return. (You are not required to file if the total amount, including other temporary income, does not exceed 500,000 yen.)**

