

Business Hours and Contact Points for Inquiries

1 Business Hours

1. Japan Post Network (Post Offices)

■ Post Office Business Hours

Days of the week	Mail services	Deposit services	Insurance services
Monday through Friday	9:00 to 17:00 (Some offices are open until 19:00)	9:00 to 16:00 (Some offices are open until 18:00)	9:00 to 16:00 (Some offices are open until 18:00)
Saturday	Closed (Some offices are open from 9:00 to 15:00 or 9:00 to 17:00)	Closed	Closed
Sunday and holidays	Closed (Some offices are open from 9:00 to 12:30)	Closed	Closed

Notes: 1. Hours of certain offices may differ from the above because of their location or other factors.

2. Offices are closed from December 31 through January 3; however, certain offices are open during this period.

2. Japan Post Service

■ Yu-Yu Window

Branches of Japan Post Service offer “Yu-Yu Window” services after normal post office hours. In addition, at 373 branches (as of March 31, 2008), Yu-Yu Window services are offered on a 24-hour basis. Services include (a) acceptance of regular mail,

Yu-Pack parcel post, and certain other items, (b) access to mail returned because of the absence of the recipient from his/her home, and (c) sale of postal stamps, revenue stamps, and certain other items.

3. Japan Post Bank

■ Service Hours

Days of the week	Times services are available
Monday through Friday	9:00 to 16:00 (Some offices are open until 18:00)
Saturday, Sunday, and holidays	Closed

Notes: 1. Offices are closed from December 31 to January 3.

2. Service hours of some offices may differ from those listed above.

■ ATM Service Hours

Service hours of ATMs are set individually according to their location, but the typical hours when ATM services are available are shown in the table below.

Days of the week	Directly managed offices	Postal offices (Japan Post Bank agents)	Sub-branches
Monday through Friday	8:00 to 21:00 (7:00 to 23:00 at some offices)	9:00 to 17:30 (7:00 to 23:00 at some post offices)	9:00 to 19:00 (7:00 to 23:00 at some sub-branches)
Saturday	9:00 to 19:00 (9:00 to 21:00 at some offices)	9:00 to 12:30 (9:00 to 21:00 at some post offices)	9:00 to 17:00 (9:00 to 21:00 at some sub-branches)
Sunday and holidays	9:00 to 19:00	9:00 to 17:00 (9:00 to 19:00 at some post offices)	9:00 to 17:00 (9:00 to 19:00 at some sub-branches)

Notes: 1. The service hours listed above are typical ATM operating hours, but actual hours may differ by ATM.

2. Certain ATMs are not available for service on Saturday, Sunday, and holidays.

3. The following services are not available via ATMs on (a) Monday through Friday before 7:00 and after 21:00 and (b) before 9:00 and after 17:00 on Saturday, Sunday, and holidays: Making ordinary deposits, *TEIGAKU*, and time deposit accounts; withdrawing amounts in coins; and cash transfers. In addition, deposits in *TEIGAKU* and time deposit accounts cannot be made on Saturday, Sunday, or holidays.

4. Certain ATM and cash dispenser (CD) services are not available from the ATMs and CDs of affiliated financial institutions at certain times.

5. The Japan Post Group is currently conducting trials of 24-hour ATM services at 16 locations nationwide.

4. Japan Post Insurance

Insurance services are available from the insurance counters of post offices.

2 Contact Points for Inquiries

1. For Information and Advice Related to Post Offices and Postal Services

■ Customer Service Consulting Center

Telephone inquiries regarding services available at post offices and postal services in general may be addressed to our Customer Service Consulting Center during the following hours:

Business hours	Telephone number
Weekdays: 8:00 to 22:00	For those who wish to use English, please dial the following number: 0570-046-111 (Communications charge must be paid by the customer.)
Saturday, Sunday, and holidays: 9:00 to 22:00	

2. For Telephone Inquiries Regarding Services of Japan Post Bank

■ English-Language Information Services

For those who wish to make inquiries regarding the products and services of Japan Post Bank, please call the following number during the hours indicated.

Business hours	Telephone number
Weekdays from 8:30 to 18:00	0120-085420

Notes: 1. Information services are not available on Saturday, Sunday, and holidays or during the period from December 31 to January 3.
2. Calls to this number cannot be made from mobile or Personal Handyphone System (PHS) phones or certain other types of devices.

Japan Post Holdings Co., Ltd.

3-2, Kasumigaseki 1-chome, Chiyoda-ku, Tokyo
100-8798, Japan

URL: <http://www.japanpost.jp/>

Guide to the Web Sites of the Japan Post Group



<http://www.japanpost.jp/>



<http://www.jp-network.japanpost.jp/>



<http://www.post.japanpost.jp/>



<http://www.jp-bank.japanpost.jp/>



<http://www.jp-life.japanpost.jp/>



