

How to add Overseas ATM Withdrawal Function

To withdraw local currencies at ATMs overseas with GAICA, you need to add Overseas ATM Withdrawal Function on the Member-Only Site in advance.

For the procedure, uploading the image of your My Number (Individual Number) is necessary. **Please note that the whole procedure takes several days, so please make sure to add this function well ahead of time before you travel.**

How to add Overseas ATM Withdrawal Function

The procedure will be processed only on Member-Only Site. If you forget your login user ID for the Site, please contact GAICA Customer Service Service Desk specified below.

Member-Only Site (to add Overseas ATM Withdrawal Function) <https://ap.gaica.jp>

Please make sure your registered address is the same as your current address before uploading files. If your registered address is different from the address on your My Number documents, please update your address on your My Number documents.

STEP 1 Indicate country to visit and planned departure date

Log into Member-Only Site and click on “各種変更TOP” on the menu bar and then click on “海外ATM利用申込”.

Indicate country to visit and planned departure date on the screen and click on “確認” (Confirm) button.

*“渡航予定国” : Select the country to visit from the list.

*“出発予定日” : Input planned departure date in a form of YYYY“年”MM“月”DD“日”(The departure date should be in around 2 weeks or later from the day you input.)

Note:

*Please be reminded that this is not to confirm that your card will be available on the planned departure date you input.

STEP 2 Complete the registration of the function

Review the information displayed on the screen to make sure they are correct. Click “確定” (submit) and your registration is complete when the screen saying “海外ATM利用申込完了” (Complete the registration of Overseas ATM Withdrawal Function) appears.

Caution: The whole procedure is not complete until the required documents regarding your My Number (Individual Number) is uploaded by you and properly verified in Aplus.

STEP 3 My Number Documents upload

Two ways of uploading the required documents pertaining to My Number:
Caution: Your submission of My Number Documents is necessary for the use of Overseas ATM Withdrawal Function.

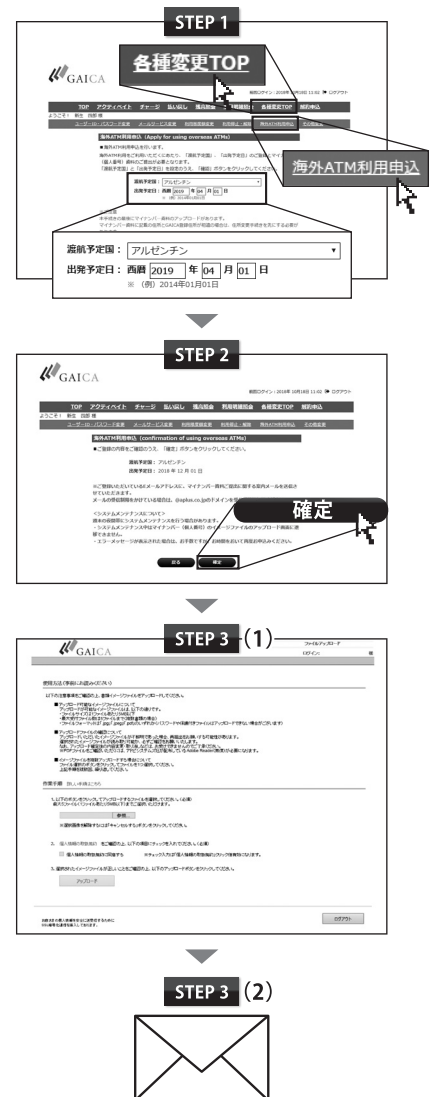
(1) Those with the electronic file of required documents at hand are encouraged to click on “アップロード画面に進む/Upload” on the page that says “海外ATM利用申込完了” (Complete the registration of Overseas ATM Withdrawal Function) to upload it in the next step.

(2) Those without the electronic file of required documents at hand may upload it later by following the instructions provided in the email titled “GAICAマイナンバーアップロード/Request for ID Documents”, which was already sent to your registered email address. Please prepare the image data of the required documents and upload it as per instruction sent by the email.

Caution: If you have set some limits to receiving emails, please remove the limits so that we can send you an email with the domain of @aplus.co.jp.

STEP 4 Change the Overseas ATM withdrawal Limit Amount

When this function becomes available, we will send an email titled “Notice of Completion (Overseas ATM Withdrawal Function Registration)” to your registered email address. Please confirm the receipt of the email and **change the limit amount on Member-Only Site as the default Overseas ATM Withdrawal Limit Amount is set to zero (0) yen.** It will take several days to for you to receive the completion notice email after uploading the My Number document.



■ For English version Guide to GAICA Prepaid Card

https://www.gaica.jp/e/guide/pdf/guide_all_en.pdf

GAICA Customer Service Desk (English 普通话(中国語) Tiếng Việt Tagalog 한국어 total 15 languages)

03-6743-2798

Charges will apply.

9:30 a.m. - 5:30 p.m. JST weekdays and Saturdays (Closed on Sundays, national holidays and New Year's holidays)

