

Important Notice: Changes to In-Store Identity Verification

Thank you for your continued patronage of our stores.

At our stores, we verify customers' identities at the time of purchase by matching their name and photograph on their ID with the membership information provided at the time of application, including when checking their identity against their purchase tickets.

To ensure safe and fair access to our products and services and reduce the time and effort required for in-store identity verification, we will change the forms of ID accepted at our stores from around late November 2026.

[Changes to Forms of Identification Accepted at Our Stores]

◆ Accepted Forms of Identification

Either a My Number Card or a passport

	Previously	From late November 2026
Forms of Identification	My Number Card, Passport, Driver's license, International Driving Permit, Disability Certificate, Residence Card, Special Permanent Resident Certificate, Driving Record Certificate, Health Insurance Card, Copy of Certificate of Residence, Pension Handbook, Seal Registration Certificate, Student ID with photograph, Employee ID with photograph, etc. *Depending on the type of identification presented, multiple documents may be required.	Either a My Number Card or a passport

Please note that if your identity cannot be verified due to discrepancies in the information provided, we will be unable to complete the sale.

◆ Implementation Date

From late November 2026 (planned)

◆ Frequently Asked Questions

Q. Which products and services will be subject to identity verification?

A. Details of the applicable products and services will be announced through their respective official social media accounts.

Q. What happens if I forget to bring my My Number Card or passport? Will I be unable to receive the product?

A. If you are unable to present either a My Number Card or a passport, we will be unable to sell or provide the applicable product or service to you.

Q. Will any data stored on my My Number Card or passport be read or retained?

A. No. These documents will only be visually checked as identification for in-store identity verification, specifically to confirm your name and photograph. We will not record information such as your address or My Number, make copies of the documents, or scan or otherwise read them using any device.

Q. Can I use an Individual Number Notice instead of a My Number Card for identity verification?

A. We apologize, but the only forms of identification we will accept are a My Number Card or a passport.

Q. Can I present a copy of my My Number Card or passport?

A. We apologize, but copies will not be accepted. Please present the original document.

Q. Can I make a purchase if I do not have a My Number Card?

A. Yes. You can also verify your identity using a passport. If you wish to use a My Number Card, please note that the application and issuance process may take approximately one to two months. We therefore recommend applying well in advance.

We appreciate your understanding and cooperation in helping us provide services that everyone can use safely and with confidence.

Thank you for your continued patronage.