

## 5. Consumer Affairs Information

**Inquiries:** Consumer Affairs Center, Citizen Safety and Security Division ☎054-221-1054

At the Consumer Affairs Center, specialized counselors provide advice and information on how to solve problems related to consumer affairs, such as damage caused by fraudulent business practices and problems with products and contracts. They also hold lectures and on-site classes to prevent problems from occurring. For more information, see the City website: [https://www.city.shizuoka.lg.jp/000\\_002072.html#h2\\_9](https://www.city.shizuoka.lg.jp/000_002072.html#h2_9)



### Trends in consumer affairs consultations in FY2022

The number of consultations received by consumer affairs centers in FY2022 was 4519 cases, an increase of 355 (8.5%) from the previous year. After a peak of 5475 cases in FY2017, the number had been decreasing for four years in a row, but increased again in FY2022 for the first time in 5 years. A great many of the consultations were by persons aged 65 and older, making up 30% of total cases.

### Please cooperate with your financial institution's measures against financial crime

In order to prevent financial crime, financial institutions periodically check the customers' information (name, address, date of birth, job, purpose of transactions, etc.). Have you received a letter or postcard from your financial institution titled "Confirming Customer Information(お客様情報確認)" or "Confirming Purpose of Transactions (お取引目的確認)"? Criminal and terrorist organizations use fictitious accounts and accounts in other people's names, so your cooperation will help to prevent damage from financial crimes and protect your accounts. These confirmation requests will never ask for your PIN number, internet banking ID, or password. If they do, you should suspect a scam.



**Financial Services Agency Website:** <https://www.fsa.go.jp/news/30/20180427/20180427.html>

If you have any uncertainties, please consult your financial institution or one of the following:

**Inquiries:** Shizuoka Bankers Association ☎054-252-0148, Shizuoka Credit Union Association ☎054-255-5530

### Frequently received consultations

#### ● Trouble regarding "subscription purchases" in online shopping

An increasing number of people try cosmetics and health foods after seeing advertisements saying things like "first time free," only to find that they are required to purchase the product multiple times. To avoid this kind of trouble, make sure to check details such as number of purchases, total payment amount, and cancellation conditions before purchasing.

#### ● Trouble regarding "registration for side job websites" through social media

An increasing number of young people register on side job websites through social media only to receive a phone call a few days later recommending expensive support plans or consumption loans. Stories promising easy money are always too good to be true. If you have entered into an expensive contract or you feel suspicious, please consult the Shizuoka City Consumer Affairs Center.

### Don't worry alone! When in trouble consult the Consumer Center!

◆ City Consumer Affairs Center (dedicated consultation line) ☎054-221-1056 (Weekdays 09:00-16:00)

◆ National Common Consumer Hotline ☎188



**Translated by:**  
International and Intercultural Affairs Division  
City of Shizuoka