# **FAOs**

	Question		Answer
Removal procedures About the Response Form and the required documents	Q.17	I live separately from the survey respondent (the dependent) because I have taken up a post away from home on company orders. Do I need to submit remittance certificates?	If you have taken up a post away from home on company orders, you do not need to submit remittance certificates. Please check the box Living separately (for work) at (4) Living together or separately in the Response Form.
	Q.18	The survey respondent lives in a special nursing home for the elderly, separately from the policyholder. What documents should I submit?	Please provide documents confirming remittances or the costs borne.
	Q.19	I am actually living separately from the policyholder, but does it mean we are living together if the move has not been registered on the residence certificate?	No, you are living separately. If the reason for living separately is "Other,"" please submit documents proving any allowances. (Proof of allowances is not required if the reason for living separately is related to school or you have taken up a post away from home on company orders.)
	Q.20	I send allowances as lump sums and cannot submit remittance certificates for each month. What should I do?	In principle, the Society deems that a dependent relies for their living expenses on allowances sent each month. If you are sending allowances as lump sums, please submit remittance certificates confirming the last three months worth of payments. Note: If you are sending lump sums, please write in the number of months the lump sums are for in a blank space on the remittance certificate (e.g. "months worth.")
	Q.21	The Response Form has been lost. What should I do?	Please contact us via the call center. The Society will send you another form.
	Q.22	The COVID-19 pandemic caused a temporary increase in my income, so it has exceeded the threshold for certification. What should I do?	Please ask your workplace for a document verifying the temporary increase in income due to COVID-19 applicable to your circumstances in 2022 and submit it. Please submit documentation verifying the insured person's name, the dependents' names, workplace name, address, phone number, period employed, job description, and income (for 2022). Note: The Society will decide whether to uphold certification or not after checking the submitted documents.
	Q.23	My employee number has changed with SP. What should I do?	Please cross out the old number using double lines and write in the new number before submitting.
	Q.24	I have completed the survey respondent removal procedures and I have returned my health insurance card. Do any documents still need to be submitted?	Because of the time it takes for data processing, a Response Form may reach you even if you have already completed those procedures. Please fill in the applicable part(s) of the field at "Persons not meeting the qualification conditions" in the Response Form for the applicable survey respondent, and submit the Response Form only.
	Q.25	A family member has started employment and is in the middle of a probationary period, so he/she has not been issued a health insurance card. Is it all right not to complete procedures to remove a dependent during their probationary period?	Even during a probationary period, if monthly income is 108,334 yen (150,000 yen if 60 years or older) or more, please complete the dependent removal procedures. Please enroll in National Health Insurance (Kokumin Kenko Hoken) yourself until the workplace issues a health insurance card.
	Q.26	What should I do if I find out that a dependent does not meet the certification criteria?	<ul> <li>Please read Dependent Family Member Removal Procedures on page 10 before completing the procedures to remove that dependent family member by the due date.</li> <li>If you need a certificate of loss of dependent status, an application is required.</li> <li>In regard to the Response Form, please fill in the applicable part(s) of the field at "Persons not meeting the qualification conditions" and submit the Response Form only.</li> </ul>

## NOTICE

## You can now use your Individual Number Card as your health insurance card!

Note: To use your Individual Number Card as your health insurance card, you need to complete the application on the Mynaportal website.

For details, please see the

Mynaportal 🔾 website.



### **ALL MEMBERS PLEASE SUBMIT**

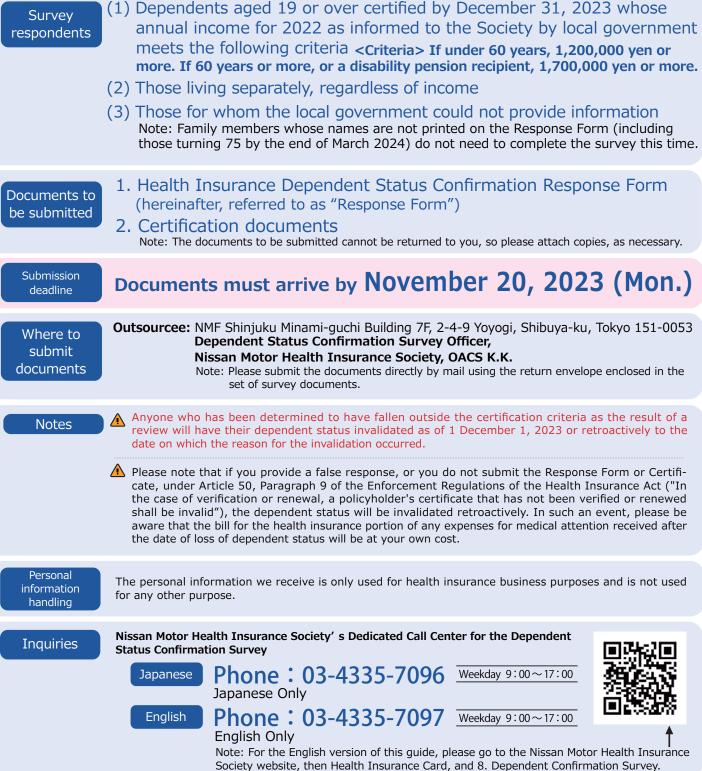
### To all policyholders and dependents

# 2023 Health Insurance Dependent Status Confirmation (Verification)

Thank you very much for your understanding and support for the Society's initiatives. Every year Nissan Motor Health Insurance Society surveys dependent family members about their dependent status.

We would appreciate it if you could complete the attached Response Form and submit it with the necessary certification documents.

Please be aware that an outside company, OACS, is conducting this survey on behalf of the Society and that any inquiries or reminders will come from OACS directly. Thank you for your cooperation.



#### October 2023

Nissan Motor Health Insurance Society

Note: Please submit the documents directly by mail using the return envelope enclosed in the

Weekday  $9:00 \sim 17:00$ 

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