

| category | question | Answer |
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| ① Beneficiaries | What are the eligibility requirements for benefits? | A person residing in Osaka Prefecture on the date of application. ① Those born on or after April 2, 2005 ② Those who are pregnant on the date of application (However, proof of pregnancy as of the date of application is required.) |
| ① Beneficiaries | Are there any income restrictions? | There are no income restrictions. |
| ① Beneficiaries | What is the fraud that may result in the revocation of benefits? | False applications. Persons closely related to organized crime groups as defined by law or ordinance. A person who has been sentenced to imprisonment without work or severer punishment and one year has not passed since the execution of the sentence was completed or the sentence has become no longer applicable. Those who have received benefits in duplicate. |
| ① Beneficiaries | I applied as a pregnant woman, but my child was born during the application period. Can I apply for my child? | Children born to pregnant women who have already been determined to receive benefits are not eligible. |
| ① Beneficiaries | In the first round, I applied as a pregnant woman. On the day I want to apply for the second round, my child is already born. I want to apply as a pregnant woman. | If a child has already been born on the application date, please apply with the child as the target person and the applicant as the parent. |
| ① Beneficiaries | Is the benefit provided only once per eligible person? | Benefit items are provided only once per eligible person. |
| ② Application Method | What is the application period? | The period is September 1, 2023 (9:00) to November 30, 2023 (23:59). |
| ② Application Method | Who can complete the application process? | This will be the father or mother (guardian). If the father or mother cannot apply, the person with parental authority, guardian of a minor, or other person who actually has custody of the child (shares food, clothing, shelter) with the child.If the recipient is the head of the household, or if the recipient is pregnant, the recipient can apply. |
| ② Application Method | I applied for the first round, but is there an easy way to apply for the second round? | If it has been decided that you will receive benefits in the first round, you can easily apply using the application data for the first round from ``Those who have also applied for the first round'' on this site. However, if there is a change in address, etc., if you are applying as a pregnant woman, or if you applied by mail, you will normally need to apply. |
| ② Application Method | I am 18 years old or younger (born on or after April 2, 2005), but I live alone. Can I apply by myself? | If the applicant is the head of the household, the application should be submitted by the applicant. If you are not the head of the household, please apply from the guardian. |
| ② Application Method | High school students under the age of 18 (born on or after April 2, 2005). I live in Osaka Prefecture, but my parents live in other prefectures. Can I apply? | If the eligible person is the head of the household, he or she can be the applicant.If the eligible person is not the head of the household, parents from another prefecture can apply. |
| ② Application Method | After applying, I moved from within Osaka Prefecture to within Osaka Prefecture. Can I apply again using my new address? | you can't. Only one application may be submitted per person. |
| ② Application Method | I have eligible children. We are recently divorced. Which of us can handle the application process? | The person who has actual custody of the child (with whom the child shares food, clothing, and shelter) is the person to be processed. |
| ② Application Method | My child is in a foster home, what should I do? | The application is made by the director of the facility where the child is enrolled, so parents cannot apply for it. |
| ② Application Method | Can I apply by fax? | Applications cannot be made by fax.We can accept requests for mailed documents by faxing them. |
| ② Application Method | Can I check the status of my application so far? | Is possible. If you would like to confirm, please call the call center (0120-479-208). |
| ② Application Method | What should I do if I don't know how to operate or proceed while applying online? | please call the call center (0120-479-208). |
| ③ Identification documents | What documents are required for the application? | For regular applications, copies of the identity verification documents of the target person and the person completing the application process are required. No documents are required for the simple application. An identity verification document is an official document that can confirm your name, address, and date of birth, and must be within its validity period. Specifically, these include my number card, resident card, health insurance card, etc. For details, please check the project's homepage. |
| ③ Identification documents | What kind of identification documents are available? | There are things like: If your address has changed, you will also need proof of this (such as the back of a certificate). •My number card •driver's license •Residence card •Special permanent resident certificate •Various medical insurance cards •Infants (children) medical certificate •Certificate of welfare receipt •Measures under the Child Welfare Act Medical examination tickets related to children, etc. •Certificate of residence |
| ③ Identification documents | Can I use the notification card of my personal number as an identification document? | Notification cards cannot be used. |

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| ③ Identification documents | Can I use my resident card that includes my personal number as a certificate? | A resident card that includes your personal number cannot be used as a certificate. By statute, we are unable to receive your personal number (My Number) at the office, so please make sure your personal number is not written on it, or if it is written on it, please masking your personal number. *Residence certificates include the head of household and relationship, but do not include My Number. Also, the issue date is limited to the application start date or later. |
| ④ Benefit goods | Can I choose the rice? | [For the food selection page] Limited to those listed. [When redeeming ``Rice PAY Osaka (Rice Coupon)`` at a store] You can exchange it for rice such as white rice, brown rice, or sprouted rice (excluding processed rice foods). Mixed grain rice is not allowed. *Glutinous rice and branded rice are acceptable. |
| ④ Benefit goods | What is ``Rice PAY Osaka (rice coupon)``? | This is an electronic coupon using the regionPAY app. Please download and use the app from the address below on your smartphone. Click here if you are using iOS https://apps.apple.com/jp/app/regionpay/id1576517852 Click here if you are using Android https://play.google.com/store/apps/details?id=com.Giftpad.Regionpay |
| ④ Benefit goods | Where can I use ``Rice PAY Osaka (rice coupon)``? | It can be used at any store registered for the digital ``Rice PAY Osaka (Rice Coupon)`` in Osaka Prefecture. You can check it on the website for receiving benefits. |
| ④ Benefit goods | Can ``Rice PAY Osaka (Rice Coupon)`` be used for any brand (type) of rice? | If the rice is sold at a store where you can use ``Rice PAY Osaka (Rice Coupon)``, you can exchange it within the amount equivalent to your remaining balance. |
| ④ Benefit goods | Is it possible to add cash to my ``Rice PAY Osaka (rice coupon)`` to redeem rice that exceeds the remaining balance of the coupon? | This is possible if the shortfall is additionally covered by cash or other means. |
| ④ Benefit goods | When does the ``Rice PAY Osaka (rice coupon)`` expire? | Regardless of the application date, the deadline is Wednesday, January 31, 2023. |
| ④ Benefit goods | Can I use the ``Rice PAY Osaka (rice coupon)`` on the grocery selection page? | Cannot be used. Rice PAY Osaka (Rice Coupon)`` can only be used at registered stores handling ``Rice PAY Osaka (Rice Coupon)`` in Osaka Prefecture. |
| ④ Benefit goods | Can I find out before I apply what kind of food items other than rice are available? | You can check on the Osaka Prefecture Children's Food Support Project (osaka-kodomoshien.com) page. |
| ⑤ How to set up e-mail reception | Please tell me how to set up domain specified reception on my docomo smartphone. | Please click on this link and configure your settings to receive emails from kodomotachiniokomewo@gbox.pref.osaka.lg.jp. https://www.docomo.ne.jp/info/spam_mail/spmode/domain/ |
| ⑤ How to set up e-mail reception | Please tell me how to set the specified domain reception settings for au smartphones. | Please click on this link and configure your settings to receive emails from kodomotachiniokomewo@gbox.pref.osaka.lg.jp. https://www.au.com/support/service/mobile/trouble/mail/email/filter/detail/domain/ |
| ⑤ How to set up e-mail reception | Please tell me how to set domain designation reception on SoftBank smartphones. | Please click on this link and configure your settings to receive emails from kodomotachiniokomewo@gbox.pref.osaka.lg.jp. https://www.softbank.jp/mobile/support/mail/antispam/email-i/white/ |
| ⑥ others | I want to change my email address. | If you want to change your email address, you will need to contact the call center and apply again. Please apply from the address below according to the instructions of the call center. https://kodomotachiniokomewo.osk-kodomoshien-regist.net/s/emailaddressregisterb?isChangeEmail=yes |
| ⑥ others | I applied, but I haven't received an email. | Please apply from the address below according to the instructions of the call center. https://kodomotachiniokomewo.osk-kodomoshien-apply.net/s/resendresultmail |