

For customers retrieving lost items

When you go to pick up your lost item, we apologize for the inconvenience, but we ask that you present **official identification** so that we can confirm your identity.

Official identification-that can be presented using only one type	When presenting two types, the following can be used
○ Driver's license ○ Certificate of driving history (*1) ○ Passport (*2) ○ Personal number (My Number Card) ○ Physical disability certificate ○ Health and Welfare Handbook for Mentally Disabled Persons ○ Rehabilitation notebook ○ Special permanent resident certificate ○ Residence card ○ Other documents issued by government agencies (with name, address, and date of birth on it, including a photo of face attached) ○ Student ID card (with name and address on it and photo of face attached.) ○ Student notebook (with name and address on it and photo of face attached.)	○ Passport (No address listed) ○ A Health Insurance Eligibility Certificate ○ Various pension notebooks ○ Maternal Health handbook ○ Employee ID (with photo of face attached) ○ Student ID card (with photo of face attached, but no address listed) ○ Student notebook (with photo of face attached, but no address listed) ○ Official certificate of residence (copies not allowed) ○ Official family register (excerpt) (copies not allowed) ○ Other documents issued by government agencies (with name, address, and date of birth on it, without a photo of face attached) ○ Utility bill receipt ○ Tax payment certificate

*1 Limited to those issued after April 1, 2012.

*2 Only if the address is listed will it be accepted alone. Non-Japanese customers' passports are also accepted. (From February 4, 2020, the address entry field has been abolished.)

Thank you for your understanding and cooperation.

Tokyo Metro Co., Ltd.