



**FRESC**  
Foreign Residents Support Center (FRESC)

<https://www.moj.go.jp/isa/support/fresc/fresc01.html>

FRESC Search



Dial this number when calling from outside Japan and selected IP phones

Main phone number (TEL) **0570-011000** (Navi dial forwarding service) **(+81)3-5363-3013**

How to call Navi Dial ▶ After choosing your languages (1.Japanese 2.English), choose the number of the institution which you want to call.

- 1 Tokyo Regional Immigration Services Bureau
- 2 Tokyo Labour Bureau Consultation and Support Office for Foreigners
- 3 Tokyo Employment Service Center for Foreigners
- 4 Tokyo Legal Affairs Bureau, Human Rights Department
- 5 Ministry of Foreign Affairs Visa Information
- 6 Japan Legal Support Center (the JLSC, Houterasu)
- 7 Japan External Trade Organization (JETRO)
- 8 Other inquiries

**Address**

13F YOTSUYA TOWER, 1-6-1 Yotsuya, Shinjuku-ku, Tokyo 160-0004, Japan

**Opening hours**

9 a.m. to 5 p.m. \*Closed on Saturdays, Sundays, National holidays and New Year holidays

**Access**

**JR Chuo Line/Sobu Line**

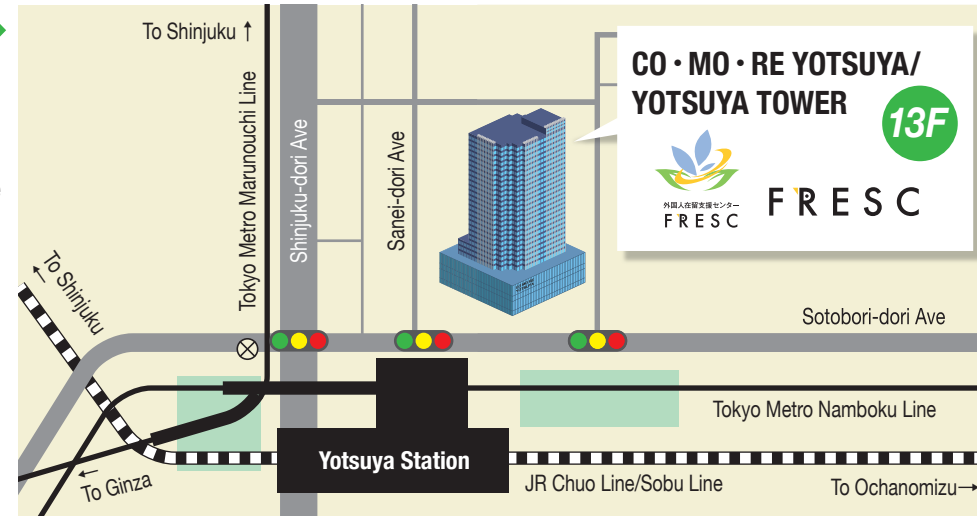
Yotsuya Station: 1-minute walk

**Tokyo Metro Marunouchi Line**

Yotsuya Station: 3-minute walk

**Tokyo Metro Namboku Line**

Yotsuya Station: 1-minute walk



**Immigration Services Agency**  
(Information Disclosure Office)

TEL. 03-5363-3005

[https://www.moj.go.jp/isa/applications/disclosure/kaiji\\_release.html](https://www.moj.go.jp/isa/applications/disclosure/kaiji_release.html)



**Japan External Trade Organization (JETRO)**  
(Consultation concerning highly skilled foreign professionals)

TEL. 03-3582-5203

Portal <https://www.jetro.go.jp/hrportal/>

Hands-on support program for companies <https://www.jetro.go.jp/services/escort/>



**Tokyo Regional Immigration Services Bureau**  
(Resident consultation)

TEL. 03-5363-3025

\*Reservation only

[https://www.moj.go.jp/isa/support/fresc/fresc\\_2.1.html](https://www.moj.go.jp/isa/support/fresc/fresc_2.1.html)



**Ministry of Foreign Affairs Visa Information**  
(Visa, Authentication and apostille consultation)

TEL. 03-5369-6577

Visa [https://www.mofa.go.jp/j\\_info/visit/visa/index.html](https://www.mofa.go.jp/j_info/visit/visa/index.html)

Authentication and apostille [https://www.mofa.go.jp/ca/cs/page22e\\_000416.html](https://www.mofa.go.jp/ca/cs/page22e_000416.html)



**Tokyo Legal Affairs Bureau, Human Rights Department**  
(Human Rights Counseling)

**Human rights counseling for such as bullying**

Human Rights Hotline . 0570-003-110 <https://houmukyoku.moj.go.jp/tokyo/> (Japanese)

Foreign-language Human Rights Hotline . 0570-090-911 <https://www.moj.go.jp/ENGLISH/HB/hb.html> (English)



**Tokyo Labour Bureau Consultation and Support Office for Foreigners**  
(Labour problems consultation)

Consultation concerning work  
TEL. 03-5361-8728

<https://jsite.mhlw.go.jp/tokyo-roudoukyoku/fresc.html>



**Japan Legal Support Center (the JLSC, Houterasu)**  
(Provides information and legal consultation)

**When you have a legal problem**

TEL. 0570-011000 <https://www.houterasu.or.jp> (Japanese or English) (Japanese)

TEL. 0570-078377 <https://www.houterasu.or.jp/en/index.html> (Other languages) (English)



**Tokyo Employment Service Center for Foreigners**  
(Employment consultation)

TEL. 03-5361-8722 <https://jsite.mhlw.go.jp/tokyo-foreigner/> (Japanese)

<https://jsite.mhlw.go.jp/tokyo-foreigner/english.html> (English)



# Foreign Residents Support Center



外国人在留支援センター

**FRESC**

## About the Foreign Residents Support Center

The Foreign Residents Support Center (FRESC) is a government contact point that supports the residence of foreign nationals who are living and have an active role in Japan.

We conduct initiatives that include support for counseling requests from foreign nationals, support for companies that want to employ foreign nationals, and support for local governments engaged in supporting foreign nationals.

We improve an environment for accepting foreign nationals by cooperating with organizations concerned and implementing various support measures for the residence of foreign nationals.

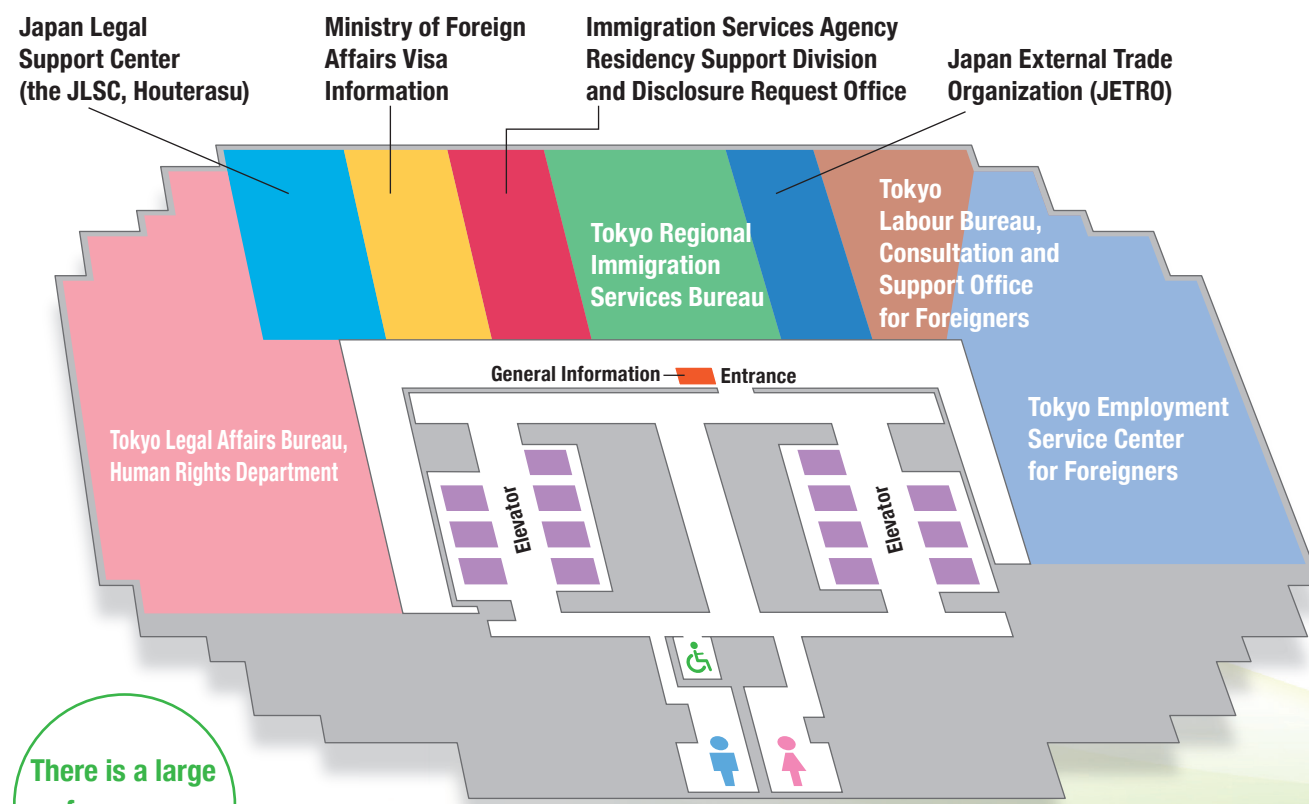


外国人在留支援センター  
**FRESC**

Trademark Registration No. 6325937

Foreign Residents Support Center

Floor guide



There is a large  
conference room  
on 14F

### Immigration Services Agency (Residency Support Division and Disclosure Request Office)



The Residency Support Division of the Immigration Services Agency promotes association and cooperation with local governments by supporting the maintenance and operation of one-stop consulting counters for foreign nationals and sharing practical examples. It also provides information to foreign nationals residing in Japan through "Guidebook on Living and Working" and "A Daily Life Support Portal for Foreign Nationals", and popularizes "Plain Japanese". The Disclosure Request Office accepts requests to disclose immigration records and alien registration records in addition to administrative documents held by the Immigration Services Agency.

### Tokyo Regional Immigration Services Bureau



The Tokyo Regional Immigration Services Bureau provides individual counseling by appointment to foreign nationals living in Japan and business people who want to employ foreign nationals. It also gives advice and provides counseling, etc., to local governments relating to foreign nationals.

### Tokyo Legal Affairs Bureau, Human Rights Department



The Human Rights Department at the Tokyo Legal Affairs Bureau provides counseling on various human rights issues such as bullying, abuse, various types of harassment, and privacy violations through misuse of the Internet, in addition to discriminatory treatment of foreign nationals and people with disabilities. The department also conducts simple, quick and flexible relief activity for these types of human rights violations. It also conducts various human rights awareness-raising activities while coordinating with the Human Rights Volunteers and local governments, etc.

### Japan Legal Support Center (the JLSC, Houterasu)



Houterasu is a public agency that guides you to resolve legal issues. Depending on your situation, we provide the information about suitable services/agencies that offer legal consultation. In addition, for those who meet the conditions for using civil legal aid, we will guide you to free legal consultation at Houterasu in each region.

### Tokyo Labour Bureau Consultation and Support Office for Foreigners



Tokyo Labour Bureau Consultation and Support Office for Foreigners provides consultation and support regarding the labour-related laws such as the Labour Standards Act and labour management, safety and health management consultation for business owners who employ foreign workers. It also provides seminars by experts and sends consultants to companies in relation to personnel management including safety and health issues. Consultation for foreign workers regarding working conditions is also available.

### Tokyo Employment Service Center for Foreigners



Tokyo Employment Service Center for Foreigners is an institution of the Ministry of Health, Labour and Welfare that provides support for highly skilled foreign professionals (students and specialist/technical expert status of residence holder) who are seeking fulltime employment. It also supports business owners by providing them with information and counseling for hiring foreign nationals in addition to conducting employment counseling and placement, holding job fairs and implementing internships.

### Ministry of Foreign Affairs Visa Information



Ministry of Foreign Affairs Visa Information receives various general counseling inquiries relating to visa application procedures and provides guidance concerning documents required to apply for entry visas for Japan. In addition, we receive inquiries regarding authentication and apostille.

### Japan External Trade Organization (JETRO)



JETRO serves as the secretariat for the "Open for Professionals Platform", a collaboration of relevant ministries and agencies that aims to promote the inflow of highly-skilled foreign professionals. It provides information through seminars and portal sites, and various support services for companies to work with highly-skilled foreign professionals.