

# Consumer affairs consultation FAQs

## (Gifu Prefectural Citizens' Affairs Division)

**Q1** What kind of consultations are available at the Prefectural Citizens' Affairs Center?

**A1**

The Prefectural Citizens' Affairs Center (Kenmin Seikatsu Soudan Center) provides consultations about the following issues.

Consultations services are available by phone, in person, or by email.

Consultations are free of charge and will be kept strictly confidential.

- Consumer affairs consultations

Advice and mediation are provided to help resolve contractual problems with goods and services, issues related to not being able to pay back loans, etc.

- ◆ TEL: 058-277-1003 (dedicated consumer affairs helpline).

- ◆ Opening hours: Monday to Friday 8:30-17:00

(except national holidays and the New Year's period).

Saturdays 9:00-17:00 (only telephone consultations available).

- Consultations with prefectural residents

Consultations about prefectural administrative matters and about problems/difficulties encountered in daily life are provided.

- ◆ TEL: 058-277-1001 (dedicated prefectural residents' consultation/ traffic accident consultation helpline).

- ◆ Opening hours: Monday to Friday 8:30-17:00 (except national holidays and the New Year's period).

- Traffic accident consultations

Traffic Accident Advisors are available to discuss a range of issues related to traffic accidents.

- ◆ TEL: 058-277-1001 (dedicated prefectural residents' consultation/ traffic accident consultation helpline).

- ◆ Opening hours: Monday to Friday 8:30-17:00 (except national holidays and the New Year's period).

Gifu Prefectural Consultation Center for Prefectural Citizens' Affairs

◆Address: OKB Fureai Kaikan, 5F Building 1, 5-14-53 Yabuta Minami, Gifu-shi,  
〒500-8384

**Q2** Other than the Consultation Center for Prefectural Citizens' Affairs, are there any other consumer affairs consultation services?

**A2**

In addition to the specialist center, the Gifu Prefecture has set up consumer affairs consultation services at the Kamo Prefectural Office and the Hida Prefectural Office. In addition, consultation services are available at a municipal level (in cities, towns and villages).

Please contact your nearest counter/ office.

<b>Prefectural Consumer Affairs Consultation Services</b>	<b>Address</b>
Kamo Prefectural Office Promotion and Disaster Prevention Division TEL: 0574-25-3111	Kamo Sogo Chosha, 2610-1 Shimokobi, Kobi-cho, Minokamo-shi, 〒505-8508
Hida Prefectural Office Promotion and Disaster Prevention Division TEL: 0577-33-1111	Hida Sogo Chosha, 7-468 Kamioka- moto-machi, Takayama-shi, 〒506-8688