

# Call Centers and other businesses

## 1. Eligibility

Business fields	Business contents
Call centers	Businesses offering intensive customer services, including consultation, information sharing and order reception etc., using communication channels such as phones and the Internet, and systems such as PBX and CTI.
Data management and back-office centers	Businesses offering intensive data-processing services such as data management and back-office operations.

Items (\*1)

Standard	
Total floor area	300 m <sup>2</sup> or over
Regular employment	30 people or over

Large scale	
Total floor area	1,000 m <sup>2</sup> or over
Regular employment	100 people or over

## 2. Main Requirements and Subsidy Details (lease type)

Subsidies for rent expenses <sup>(*)2</sup>	Amount	1/4 of annual rent	1/4 of annual rent
	Period	1 year	2 years
	Maximum amount	JPY 15 million (JPY 4,000/month per m <sup>2</sup> )	JPY 25 million (JPY 4,000/month per m <sup>2</sup> )



Subsidies for employment <sup>(*)3</sup>	Amount (per person)		Full-time employees <sup>(*)4</sup>	Other regular employees
		Fukuoka City residents <sup>(*)5</sup>	JPY 500,000	JPY 150,000
		Non-Fukuoka City residents	JPY 100,000	JPY 50,000
Eligible employees (1 person, 1 time)		Employees employed at the business commencement date		
Maximum amount		JPY 50 million		

(\*1) Requirements must be met when the company begins operations.

(\*2) Rent expenses to be subsidized include the annual office rent and lease fee for call center systems (common service expense excluded; consumption tax included).

(\*3) To receive employment subsidy, employment status of employees must be confirmed upon commencement of business operations and employees' continuous employment for at least 1 year must be confirmed.

(\*4) Full-time employees and other regular employees whose employment status is confirmed through submitted documents, such as employment contracts, etc. are eligible.

(\*5) Eligible employees are those who have been confirmed as registered residents in Fukuoka City through submitted documents, such as certificate of residence, etc

## Trial Calculations

Two cases (assuming rent expenses for office and call center system: JPY 4,000/m<sup>2</sup>)

### Case 1: Standard type

- A Tokyo company establishes a customer support call center.
- Office area: 350 m<sup>2</sup>
- Number of employees: 100

- Full-time employees (Fukuoka City residents): 1
- Contracted employees (Fukuoka City residents): 5
- Part-time employees (Fukuoka City residents): 70
- Part-time employees (Non-Fukuoka City residents): 24

	Subsidies	Breakdown
Subsidies for rent expenses	JPY 4.2 million	Annual office rent: JPY 16.8 million (350 m <sup>2</sup> × JPY 4,000 × 12 months) × 1/4
Subsidies for employment (*1)	JPY 12.95 million	<ul style="list-style-type: none"> <li>• Full-time employees (Fukuoka City residents): 1 employee × JPY 500,000 = JPY 500,000</li> <li>• Contracted employees (Fukuoka City residents): 5 employees × JPY 150,000 = JPY 750,000</li> <li>• Part-time employees (Fukuoka City residents): 70 employees × JPY 150,000 = JPY 10.5 million</li> <li>• Part-time employees (Non-Fukuoka City residents): 24 employees × JPY 50,000 = JPY 1.2 million</li> </ul>
<b>Total</b>	<b>JPY 17.15 million</b>	

### Case 2: Large-scale type

- An insurance company in Tokyo establishes a back-office center.
- Office area: 3,000 m<sup>2</sup>
- Number of employees: 300

- Full-time employees (Fukuoka City residents): 30
  - Contracted employees (Fukuoka City residents): 120
  - Contracted employees (Non-Fukuoka City residents): 150
- \* + 10 dispatched employees

	Subsidies	Breakdown
Subsidies for rent expenses (*2)	JPY 50 million (max.)	Annual office rent: JPY 144 million (3,000 m <sup>2</sup> × JPY 4,000 × 12 months) × 1/4 × 2 years (large-scale)
Subsidies for employment (*1)	JPY 40.5 million	<ul style="list-style-type: none"> <li>• Full-time employees (Fukuoka City residents): 30 employees × JPY 500,000 = JPY 15 million</li> <li>• Contracted employees (Fukuoka City residents): 120 employees × JPY 150,000 = JPY 18 million</li> <li>• Contracted employees (Non-Fukuoka City residents): 150 employees × JPY 50,000 = JPY 7.5 million</li> </ul> <p>* Subsidies are not available for dispatched employees. (Subsidies are limited to direct hiring.)</p>
<b>Total</b>	<b>JPY 90.5 million</b>	

(\*1) Subsidies for employment will be provided after confirming at least 1 year of continuous employment of employees from the date of business commencement.

(\*2) Calculated amount exceeds the maximum subsidy (JPY 25 million), therefore the amount of the subsidy is set to be equal to the maximum amount. A subsidy of JPY 25 million will be issued each year over a two-year period (2 times).

## 3. Other Important Notes

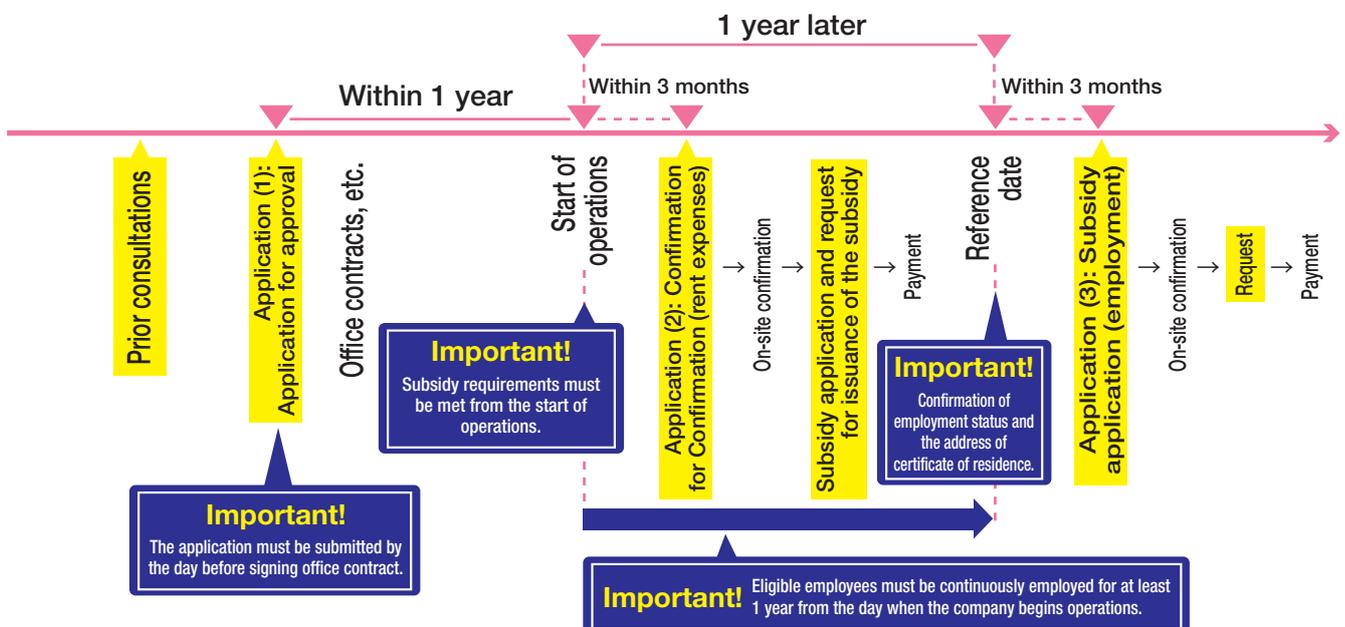
[Application period] The application must be submitted by the day before an office rental agreement is signed.

[Starting date of operations] Within 1 year from the date of submission of the application for approval. \*Within 3 years for ownership type.

[Obligation of operation period] 5 years (lease type) \*10 years (ownership type) \* If the company downsides or withdraws its business operations during the obligation period, the total or part of subsidy must be returned.

Please read the “Fukuoka City Enterprise Location Promotion Ordinance” and other relevant provisions when applying for business establishment support program. Please submit applications after agreeing to comply with the stipulated provisions.

## Procedures



\* If the company downsides or withdraws its business operations during the obligation period, the total or part of subsidy must be returned.

## Contact

- Business Attraction Section, Business Startup & Investment Promotion Department, Economy, Tourism & Culture Bureau
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- Fukuoka City Tokyo Representative Office
- TEL: 03-3261-9712 ● FAX: 03-5276-7895
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- 12F, Japan Center for Cities Building
- 2-4-1 Hirakawa-cho, Chiyoda-ku, Tokyo, 102-0093

“Asia-biz Fukuoka” (Fukuoka City business promotional support site)

<http://asiabiz.city.fukuoka.lg.jp/>

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