

Temporary suspension of sales for personalized Suica and PASMO cards

Due to a worldwide semiconductor shortage, we temporarily suspended sales of non-personalized Suica and PASMO cards from Thursday, June 8. We continue to work with card manufacturers to produce more cards, but the extent of production capacity moving forward remains unclear. Further, to ensure we have the stock required to issue commuter passes and reissue lost cards, we are suspending sales of personalized cards starting Wednesday, August 2.

We apologize for any inconvenience this causes to customers who wish to purchase personalized Suica or PASMO cards, and we appreciate your understanding and support.

1 Sales suspended:

Wednesday, August 2, 2023 – TBA

2 Newly suspended products:

New personalized Suica, Monorail Suica, Rinkai Suica and PASMO cards

* New non-personalized Suica and PASMO cards were suspended Thursday, June 8.

* New commuter passes, cards for children and disabled people and replacements for lost or damaged cards will continue to be available.

* See the supplement (separate sheet) for discontinued card styles.

3 Additional information

(1) Suica and PASMO functionality

- ① Previously purchased Suica and PASMO cards can continue to be used as usual for boarding trains and buses as well as at stores that accept electronic currency. These cards can also be charged as usual (at ticket vending machines, etc.), so customers with these cards will encounter no disruptions to card functionality.
- ② Mobile Suica and Mobile PASMO can continue to be used as usual.

(2) Suica availability

- ① Non-personalized and personalized Suica cards will continue to be available for purchase in the Aomori, Morioka and Akita service areas, which are Suica-supported as of Saturday, May 27.
- ② Welcome Suica IC cards for short-term visitors traveling to Japan from overseas will be available in limited quantities and at limited locations starting Wednesday, August 2 due to the uncertainty of future production.
Available at: JR East Travel Service Centers at Narita Airport Station, Narita Airport Terminal 2,3 Station, and Haneda Airport Terminal 3 Station, as well as Welcome Suica vending machines at Narita Airport Station, Narita Airport Terminal 2,3 Station and Haneda Airport Terminal 2 Station and Haneda Airport Terminal 3 Stations.
Quantity: One per customer.

(3) PASMO availability

- ① Certain types of non-personalized PASMO cards, such as Special PASMO Passes and PASMO Bus Commuter Passes will continue to be available for purchase. Please contact or refer to individual PASMO Association member company websites for sales locations, as these location vary by provider.
- ② A promotional campaign is underway for Apple Pay Mobile PASMO that awards up to ¥2,000. See the link below for details.
URL : <https://www.pasmo.co.jp/cb/>
- ③ PASMO PASSPORT is available for short-term visitors to Japan from overseas at Narita Airport, Haneda Airport and major stations in the Tokyo metropolitan area.
The ¥500 issuance fee is being waived for a limited time starting June 8.

See the PASMO PASSPORT website for more information on usage, functionality and sales locations.

URL : <https://www.pasmo.co.jp/visitors/en/>



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