

# 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

Classification  
(\*1)

Standard	
Total floor area	300 m <sup>2</sup> or over
Regular employees	30 or more

Large	
Total floor area	1,000 m <sup>2</sup> or over
Regular employees	100 or more

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

Subsidy for Rent <small>(*2)</small>	Amount	1/4 of annual rent	1/4 of annual rent
	Number of payments	1 time	2 times
	Maximum amount	JPY 15 million (JPY 4,000/month per m <sup>2</sup> )	JPY 25 million/each (JPY 4,000/month per m <sup>2</sup> )



Subsidy for Employment <small>(*3)</small>	Amount (per person)		Permanent staff <small>(*4)</small>	Regular employees
		Fukuoka City residents <small>(*5)</small>	JPY 500,000	JPY 150,000
	Non-Fukuoka City residents	JPY 100,000	JPY 50,000	
	Eligible employees (1 time per person)	Employed when business starts		
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) Permanent staff and 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

- A Tokyo company establishes a customer support call center
- Office area: 350 m<sup>2</sup>
- Number of employees: 100
  - Permanent (Fukuoka City residents): 1
  - Contract (Fukuoka City residents): 5
  - Part-time (Fukuoka City residents): 70
  - Part-time (Non-Fukuoka City residents): 24

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

### Case 2: Large

- An insurance company in Tokyo establishes a back-office center
- Office area: 3,000 m<sup>2</sup>
- Number of employees: 300
  - Permanent (Fukuoka City residents): 30
  - Contract (Fukuoka City residents): 120
  - Contract (Non-Fukuoka City residents): 150
  - + 10 dispatched employees

	Subsidy	Breakdown
Subsidy for rent (*2)	JPY <b>50</b> million (max.)	Annual office rent: JPY 144 million (3,000 m <sup>2</sup> × JPY 4,000 × 12 months) × 1/4 × <u>2 times (Large)</u>
Subsidy for employment (*1)	JPY <b>40.5</b> million	<ul style="list-style-type: none"> <li>• Permanent (Fukuoka City residents): 30 × JPY 500,000 = JPY 15 million</li> <li>• Contract (Fukuoka City residents): 120 × JPY 150,000 = JPY 18 million</li> <li>• Contract (Non-Fukuoka City residents): 150 × JPY 50,000 = JPY 7.5 million</li> </ul>
<b>Total</b>	<b>JPY 90.5 million</b>	

\* Subsidy are not available for dispatched employees. (Subsidies are only provided for direct hiring)

(\*1) Subsidy 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.

(JPY 25 million × 2 times)

## Other Important Notes

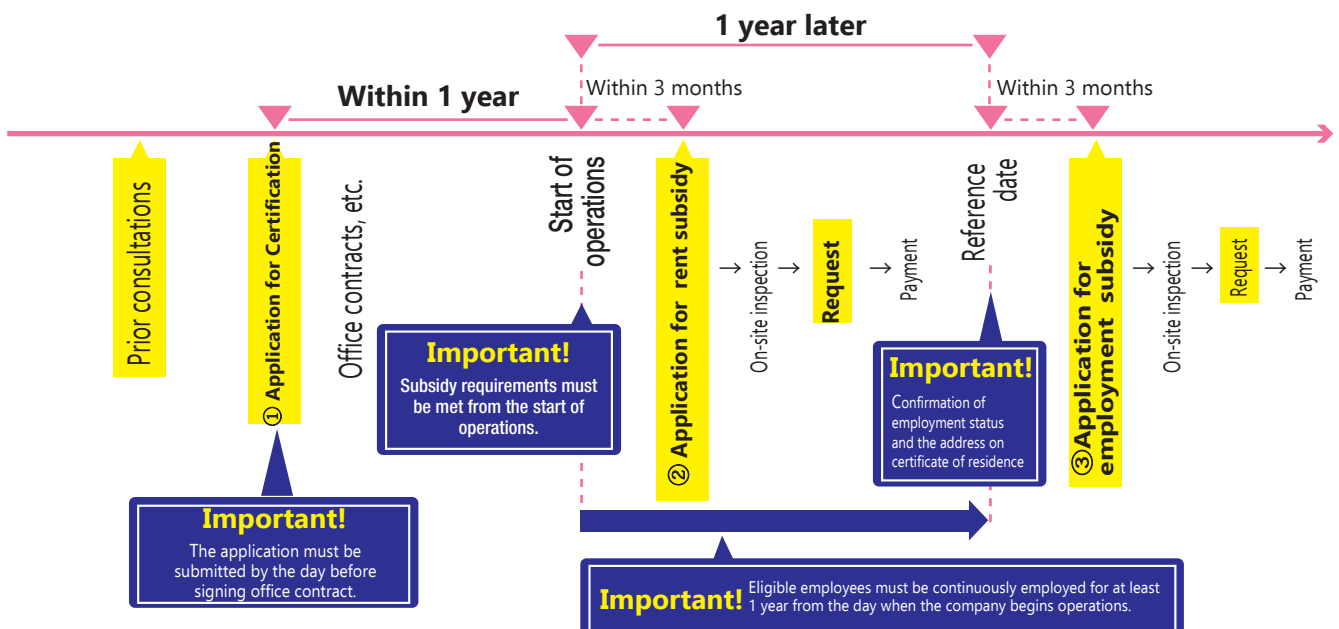
**[Application period]** Applications for certification must be received up to the day before signing the rental contract

**[Period to start operation]** Within 1 year of the date of application \*Within 3 years for ownership type

**[Required period to continue]** 5 years for office rent subsidy \* 10 years for ownership type \* If the company downsides or withdraws its business operations during the required 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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