

## Subsidy for Promoting Establishment of Inbound Customer Centers

### Subsidy Details

#### ① Establishment 【New・Expansion・Relocation in Sendai City】

Basic Subsidy : **100%** of amount equivalent to fixed asset taxes, etc. related to new investment (No upper limit)  
 Period: **3** years (+ **2** years if Priority Extra Period/Subsidy Area)

【Priority Extra Period/Subsidy Area】

**Urban area:** Urban Regeneration Urgent Development District which is based on provisions in Paragraph 3, Article 2 of the Act on Special Measures Concerning Urban Regeneration (Act No.22 of 2002)

#### ② Additional Subsidy for Hiring

Basic Subsidy : + **600 thousand** yen per newly hired regular employee (No upper limit)  
 + **100 thousand** yen per newly hired employee (**50 million** yen upper limit)

※Condition: If newly hired employee number 20 or more, subsidy only provided once during the period.

**What is a newly hired employee?**

**Those who fulfill the following 3 conditions:**

[1] Resides within Sendai City [2] Continued employment for 1 year or longer [3] Social Insurance insured person

### Subsidy Eligibility

#### 【Inbound Customer Centers】

Business offices that are designated for conducting various types of customer services, where call center operators use systems, such as telephones, the internet, and other telecommunication lines, PBX(Private Branch Exchanger), and CTI(Computer Telephony Integration) to respond to incoming communications, which primarily consist of customer inquiries.

### Subsidy Requirements

Amount equivalent to fixed asset investments related to establishment of facilities: **30 million yen** or more (**10 million yen** or more for SMEs within Sendai City)

○Acquisition: "Amount equivalent to fixed asset investments" is defined as a value calculated by multiplying acquisition price by 0.5 for land, 0.7 for building, and 0.7 for manufacturing equipment.

○Rental: "Amount equivalent to fixed asset investments" is defined as a value calculated by multiplying monthly rental costs by 100 for land, and 70 for building.

However, the upper limit for monthly rental costs is 500 yen/m<sup>2</sup> for land, and 8,000 yen /m<sup>2</sup> for building (31,000 yen/m<sup>2</sup> for service office).

○In terms of relocation to Sendai City, the total number of newly hired employees in line with the relocation must be 20 or more.

○Subsidy requirements will be reconfirmed when one first apply for the subsidy.

### Application Procedure

To be designated to receive the subsidy, in principle it is required to conduct a prior consultation before expressing the intent to establish a project, and to submit the subsidy application at least 30 days in advance of starting a project.

For 5 years after the last fiscal year in which the subsidy was received, a report of operational continuity must be submitted. If the report is not submitted, or the project is discontinued or stopped, repayment of the subsidy may be required.

**[Inquires] Industry Cluster Promotion Section, Economic Affairs Bureau, City of Sendai**

Tel : 022-214-8276 / E-mail : kei008040\_13@city.sendai.jp

**Tokyo Office, General Affairs Bureau, City of Sendai**

Tel : 03-3262-5765 / E-mail : som001310@city.sendai.jp