

◆ Dial 110 - Emergency calls for Police

In case you are involved in crimes or traffic accidents, please telephone 110 immediately.

Once Dial 110 is received, a phone taker - police officer - commands police officers and patrol cars of local jurisdiction rush to the site.

◆ 6 important questions of Dial 110

When you call 110, a phone taker - police officer - asks "6 important questions" about the crime or traffic accident to solve the case or arrest the suspect.

Please stay calm and answer clearly to below questions in order.

**6 important questions**

**1. What happened?**

Please inform the type of the case you involved (e.g. thieving, fighting and traffic accident).

**2. Where?**

Please inform the location the case occurred (e.g. address, city/town name and nearby landmarks).

**3. When?**

Please inform time the case occurred (e.g. right now and a few minutes ago).

**4. About Suspect(s)?**

In case the suspect escaped, please inform the suspect's description such as;

- Age, height, physique, appearance and clothes
- licence plate number of car/motorbike
- Direction to escape

**5. Present Situation?**

Please inform if there is any injured person caused by the case or accident.

**6. About you?**

Please inform your name, address and phone number.

### **Important Notices for Dial 110 - Emergency calls for Police**

- A police officer, as phone taker of Dial 110 asks necessary questions about the crime or traffic accident to solve the case or arrest the suspect. Please stay calm and answer clearly about the questions in order.
- Dial 110 is for emergency cases. If you need police assistance that is out of an emergency nature (e.g. general inquiries and requests), please contact police headquarters or police stations.
  - ※ If you lost/found properties, please go to the police station or police box (Koban) to make official document of Lost and Found.  
Please note, when you lost/found properties in private premises such as a station, including in a train, and department store, you may contact a premises manager first.
- Never prank calls 110, it impedes other emergency calls.
- In case you call 110 by mobile phone, please avoid calling while driving. It is not just against the traffic law but may cause serious traffic accident.

#### ◆ Mail 110 - Emergency mails for Police

For persons who are deaf, deafened, hard of hearing or have a speech impairment, Wakayama prefectural police manage Mail 110 - Emergency mails for Police.

Address of Mail 110: **police@110wakayama.jp**

Notice: Emergency mails are available for persons who are deaf, deafened, hard of hearing or have a speech impairment.

### **How to use Mail 110 - Emergency mails for Police**

1. Please enter below email address. All letters are lower-cases.  
**police@110wakayama.jp**
2. Please write about the case/accident you involved in a text of the email.  
Example items;
  - (1) Details of the case you involved (e.g. thieving and traffic accident)
  - (2) Place it occurred specifically (e.g. city/town name, location and nearby landmarks)
  - (3) Time it happened (e.g. just now, 10 minutes ago)
  - (4) Information about the suspect(s) (e.g. the direction to escape, licence plate number of car/motorbike, male/female, physique, appearance and

clothes)

- (5) Present situation (e.g. condition of injured person and present situation where the case occurred)
  - (6) Your name and address
- 3 Once emergency mail is received, the police reply immediately.  
Please confirm your email settings enable to accept emergency mail address "police@110wakayama.jp".
- 4 Emergency mail is not free. It costs equivalent of regular email sending/receiving.