

# Incomplete/Badly Damaged/Contaminated Banknote Claim Form

## Instructions

Please read the instructions and information on pages 1 and 2 before completing pages 3 and 4 of this form.

All Incomplete/Badly Damaged/Contaminated Banknote Claims are assessed under the Damaged Banknotes Policy.

Information regarding the Policy can be found on the Reserve Bank of Australia's website -

<https://banknotes.rba.gov.au/damaged-banknotes/damaged-banknotes-policy/>

Words and expressions used in this form have the meaning given in the Damaged Banknotes Policy.

## General Requirements

- Each claim must be submitted using this form.
- It is recommended that damaged banknotes are submitted via a bank/financial institution where possible.
- All fields are mandatory unless otherwise advised. Refer to the "Completing the Form" section.
- All claims submitted must include the Damage Reason and Banknote Source information required in Section E.
- All Claimants must read and acknowledge the Declaration, Section F, on page 4 of this claim form by signing the form.
- Incomplete or illegible information may result in delay in processing the claim.
- Assessment by the Reserve Bank commences upon receipt of complete/confirmed information.
- All claims \$1,000 or over require the Claimant's identity to be verified. Relevant Identification Reference Form(s) can be found on the Reserve Bank website - <https://banknotes.rba.gov.au/damaged-banknotes/redeeming-damaged-banknotes/>

## Items that must not be included

- The claims service is only for Australian banknotes that are Incomplete, Badly Damaged or Contaminated.
- Coins and non-Australian currency must NOT be included. If received, these will be returned to the Claimant at the expense of the Claimant, and may also delay the processing of the claim.

## Completing the Form

This form can be completed by:

### 1. Banks/Financial Institutions

Banks/financial institutions may submit claims on their own behalf or on behalf of a customer.

#### a. Claim on their own behalf

Complete Sections A, C, D, E and F. The bank/financial institution is the Claimant.

#### b. Claim on behalf of a customer

- Complete Sections A and B. In this case the customer is the Claimant.
- In Section B1, complete customer identity details as **either**:
  - Individual, **or**
  - Company/Other Organisation if claiming as any other entity type (e.g. company, government organisation, partnership, association, trust).
- In Section B2 complete customer contact details.
- Complete and/or have the customer complete Sections C, D and E.
- Have the customer complete and sign Section F.

All claims \$1,000 or over require the information requested in Section A to accompany the claim. Confirmation of identification documentation having been sighted and certified should be indicated by ticking the two boxes.

OR

### 2. Approved Cash Centre Operators (ACCOs)

ACCOs may submit claims for banknotes owned by them. The ACCO is the Claimant.

- In Section B1, choose Company/Other Organisation and complete the ACCO details.
- Complete Sections B2, C, D, E and F.

OR

### 3. Other Organisations and Members of the Public

Other organisations and members of the public are recommended to submit their claims through a bank/financial institution. However, if this is not practical, then:

- In Section B1, complete the Claimant details as **either**:
  - Individual, **or**
  - Company/Other Organisation if claiming as any other entity type (e.g. company, government organisation, partnership, association, trust).
- Complete Sections B2, C, D, E and F.

Claims sent via post to the Reserve Bank are submitted at the cost and risk of the sender.

## Packaging and Submission of the Claim

### Contaminated Banknotes Packaging Requirements

Claims containing contaminated banknotes must be sealed in a bag and the bag clearly marked with details of the contamination. On the outside of each packaging:

- Write the word "CONTAMINATED" in bold
- Include details on how the banknotes were contaminated

Contaminated banknotes should not be mixed with Incomplete Banknotes or Badly Damaged Banknotes.

### Banks/Financial Institutions

Banks/financial institutions should use existing arrangements with their Cash-in-Transit (CIT) companies to forward claims to the National Banknote Site (NBS).

Any envelope/sealed tamper evident packet containing a damaged banknote claim should be marked with the following information:

- bank and branch details;
- the estimated total value; and
- contamination details, if the banknotes are contaminated.

Each envelope/sealed packet should only contain one claim.

### Other Organisations and Members of the Public

The Reserve Bank recommends that owners of damaged banknotes submit their damaged banknotes to their bank/financial institution. Banks/financial institutions will ensure that the claim is securely delivered to the NBS on behalf of the Claimant.

However, if that is not practical or no other option is available, individuals and organisations may choose to send their claim by mail to:

Operations Manager  
National Banknote Site  
PO Box 249  
CRAIGIEBURN VIC 3064

Claims sent by mail are posted at the cost and risk of the sender. The Reserve Bank accepts no responsibility for any claims sent by mail or for any claims until they are delivered to the NBS.

## Personal Information Collection Notice

The Reserve Bank collects personal information regarding the individuals specified or referred to in this form (the **Information**) for the purposes of enabling the Reserve Bank to process the Claimant's damaged banknote claim.

In respect of certain claims, personal information is collected to identify, and verify the identity of, the individuals specified or referred to in this form. Information supplied on this form or separately in connection with an identification reference process may be verified by the Reserve Bank with an appropriate third party.

If the Information were not collected then the Reserve Bank would not be able to process the Claimant's damaged banknote claim.

The Information is of a kind which the Reserve Bank:

- if this claim is lodged through a bank/financial institution, may disclose to that bank/financial institution; and
- will disclose to government agencies if required by law or in connection with investigations into possible breaches of the law, or if required to be performed as part of its due diligence process under the Damaged Banknotes Policy.

The Reserve Bank is not likely to disclose the Information to overseas recipients, unless required by law or to perform its due diligence process under the Damaged Banknotes Policy.

Individuals are entitled under Australian privacy law in certain circumstances to access, and seek correction of, personal information about them held by the Reserve Bank. If you wish to access or update the personal information the Reserve Bank holds about you, or if you have an enquiry or complaint about how the Reserve Bank handles personal information, you can contact the Reserve Bank's Privacy Officer by email to [privacy@rba.gov.au](mailto:privacy@rba.gov.au) or by phone on +612 9551 8111. More information about access, correction and complaints is in the Reserve Bank's Privacy Policy available on its website at [www.rba.gov.au/privacy](http://www.rba.gov.au/privacy).

# Incomplete/Badly Damaged/Contaminated Banknote Claim Form

All fields are mandatory unless otherwise advised – Please complete form in block capital letters.

Delays in processing may occur due to incomplete or illegible forms.

The Reserve Bank verifies the identity of Claimants involved in claims of \$1,000 or more presented to it. As a result, such claims must be accompanied by an Identification Reference Form, unless a form has been completed previously. Relevant Identification Reference Form(s) can be found on the Reserve Bank website – <https://banknotes.rba.gov.au/damaged-banknotes/redeeming-damaged-banknotes/>.

Claim will not be progressed until all identification requirements are met.

If you have any questions on how to fill this form, please email [damagedbanknotes@rba.gov.au](mailto:damagedbanknotes@rba.gov.au).

## Section A – Bank/Financial Institution – ADI Use Only. If Section B is not completed then the Bank/Financial Institution is the Claimant.

Bank/Financial Institution Name		Contact Name	Telephone
<input type="text"/>		<input type="text"/>	<input type="text"/>
Branch	BSB Number	Email Address	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Address		Reference Number for Claim <i>(If applicable)</i>	Sealed Tamper Evident Bag <i>(If applicable)</i>
<input type="text"/>		<input type="text"/>	<input type="text"/>
Suburb	State	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Where claim of \$1,000 or more is on behalf of a customer, confirm that identification requirements have been completed			
Identification document sighted <input type="checkbox"/>		Certified identification document included with claim <input type="checkbox"/>	
		Bank/Financial Institution Representative Signature	
		<input type="text"/>	

## Section B – Claimant – If Section A is completed and the Bank/Financial Institution is claiming on behalf of a customer, that customer is the Claimant and this section must be completed by or for that customer. If Section A is not completed then the Approved Cash Centre Operator, other organisation or member of the public making the claim (the Claimant) must complete this Section B.



### B1. Claimant Identity Details Please complete *either* the Individual or Company/Other Organisation section

#### If Claimant is an Individual

Surname	<input type="text"/>
Given Name(s)	<input type="text"/>
Date of Birth	<input type="text" value="DD/MM/YYYY"/>

#### OR If Claimant is a Company/Other Organisation

Company/Other Organisation Name		<input type="text"/>
Contact Name	ABN/ARBN/ACN	<input type="text"/>
Reference Number for Claim <i>(If applicable)</i>	Sealed Tamper Evident Bag <i>(If applicable)</i>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

### B2. Claimant Contact Details

Address of Residence or Trading (must not be a PO Box)

<input type="text"/>		
<input type="text"/>		
Suburb	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>

Telephone

Telephone (other)

Email Address

## Section C – Banknote Details

Please do not submit coins or non-Australian currency.

If the number of banknotes is unknown, provide the Estimated Value only.

Denomination and Estimated Number of Banknotes	Estimated Value \$
\$1 x	
\$2 x	
\$5 x	
\$10 x	
\$20 x	
\$50 x	
\$100 x	
Estimated total number of banknotes	Estimated total value

## Section D – Payment Instructions

If Section A is completed and the bank/financial institution's head office account is registered in the Reserve Bank's claim management system then payment, if any, will be made to that head office account, even if Section D is completed.

If:

- Section A is completed and the bank/financial institution is not registered in the Reserve Bank's claim management system; or
- Section A is not completed, this Section D must be completed and payment, if any, will be made to the bank account specified below.

Bank/Financial Institution
Branch
Account Name
BSB Number
Account Number

RBA OFFICE USE ONLY Date Received

Unique Identifying Number

**Section E – Damage Reason and Banknote Source**

**E1.** How were the banknote(s) acquired by the Claimant and when and where did this occur?

*Examples of how banknotes may have been acquired include “withdrawn from ATM”, “received in change” and “found”, but these are just examples and do not limit the situations in which banknotes may have been acquired by the Claimant. Please provide full details, including of time and place and all other relevant information.*


**E2.** Were the banknote(s) damaged / contaminated while in the Claimant’s possession?

Yes  No

**E3.** How did the damage to the banknote(s) occur?


**E4.** Are the banknote(s) contaminated?

*Any substance that prevents handling (e.g. chemicals, blood)*

Yes  Give details below No

What are the banknote(s) contaminated with?


**Section F – Declaration**

The Claimant:

- acknowledges that the damaged banknote(s) will not be returned to the Claimant, including in circumstances where the assessed value is nil or the Reserve Bank rejects the claim;
- declares the particulars on this form to be true and complete;
- declares
  - unless it is specified in Section E that the damaged banknote(s) were found or discovered, that the Claimant is the rightful owner of the damaged banknote(s) with authority to pass title to the damaged banknote(s) to the Reserve Bank; or
  - if it is specified in Section E that the damaged banknote(s) were found or discovered, that the Claimant is not aware of the identity of any other person or entity who claims, or who might reasonably claim, to own or have an interest in the damaged banknote(s);
- acknowledges that title to the damaged banknote(s) passes to the Reserve Bank on their delivery to the Reserve Bank;
- acknowledges that the Reserve Bank assumes no responsibility to check or verify the information provided on this form;
- acknowledges that the Reserve Bank may require the Claimant to provide further information and complete a “Know Your Customer” identification process before any assessed value is paid to the Claimant (or to the bank/financial institution through which this claim is made);
- agrees to compensate the Reserve Bank for any loss or liability it incurs as a result of any claim made on the Reserve Bank by any other person or entity who may have, or claim to have, an interest in the damaged banknote(s);
- agrees that the Claimant will not hold the Reserve Bank or any of its agents or employees liable for any further damage to the damaged banknote(s) which occurs while the Reserve Bank is assessing the value of the damaged banknote(s);
- agrees that the damaged banknote(s) are submitted in consideration of the Reserve Bank undertaking to process them in a manner consistent with its Damaged Banknotes Policy and Damaged Banknotes Claim Requirements;
- acknowledges that once this claim is assessed the Claimant may receive less than the face value of the damaged banknote(s) and, in some cases, no value;
- if they have lodged this claim through a bank/financial institution, authorises the Reserve Bank to pay any assessed value to the bank/financial institution specified in Section A of this form and agrees that, if the Reserve Bank does so, it accepts no responsibility to pay the Claimant, who must seek reimbursement from that bank/financial institution; and
- agrees that the Claimant has no claim against the Reserve Bank other than as specified on this form.

A signatory signing this form on behalf of the Claimant confirms that they have the authority of the Claimant to do so.

Signed by or on behalf of the Claimant

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Date

DD/MM/YYYY
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Where the Claimant is not an individual, or the signatory is an agent of the Claimant, please complete

Name of Signatory

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Capacity of Signatory to bind the Claimant

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