



Incomplete/Badly Damaged/Contaminated Banknote Claim Form

To be used for claims lodged with a bank or other financial institution

Australian banks and other financial institutions may lodge claims for damaged banknotes for assessment by the Reserve Bank. This form is for use when a claim is lodged with a bank or financial institution.

Any assessed value of damaged banknotes submitted with this form will be paid by the Reserve Bank to the bank/financial institution specified in the "Bank/Financial Institution Use Only" section of this form. The bank/financial institution may pay the Claimant an assessed value at the time this form is signed by the Claimant in advance of the bank/financial institution receiving payment from the Reserve Bank. However, the bank/financial institution has no obligation to do so and, if it doesn't, the Claimant will need to seek reimbursement from the bank/financial institution once the Reserve Bank has paid the bank/financial institution.

The Reserve Bank will process claims in a manner consistent with its Damaged Banknotes Policy and Damaged Banknotes Claim Requirements, which can both be found at <http://banknotes.rba.gov.au/damaged-banknotes/>

Before completing this form please read the Declaration section and Personal Information Collection Notice at the bottom of the form. The claim will not be processed if insufficient information is provided.

Claimant Details

1 Name of owner of damaged banknotes (the "Claimant")

Where the Claimant is an individual

Surname

Given Name(s)

Date of Birth

Where the Claimant is a company or other organisation

Full Name of Company or Other Organisation

ABN/ARBN/ACN

Name of Contact Person

2 Full Address (must not be a PO Box)

State: Postcode:

3 Mailing Address (if different to above address)

State: Postcode:

4 Phone Number (during business hours)

5 Email Address

6 Is the Claimant claiming as trustee of a trust?

 Yes No

Claim Details

7 Total value of damaged banknote(s) in this claim (if known)

8 Details of damaged banknote(s) in this claim (if known)

Denomination	Number of Banknotes	Denomination	Number of Banknotes

9 How were the banknotes acquired by the Claimant?

Include where and when the banknotes were acquired and any other relevant information (if applicable).

10 Were the banknotes(s) damaged while in the Claimant's possession?

 Yes No

11 How did the damage to the banknote(s) occur?

If banknotes are contaminated, (e.g. from blood, chemicals, etc), package the banknotes in a sealed bag and briefly state the nature of the contamination on **the outside of the bag**.

12 Sealed Tamper Evident Bag (if applicable)

13 What has become of the missing portion(s) of the banknote(s)? *(if applicable)*

14 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 does not complete the processing of the claim;
- declares the particulars on this form to be true and complete;
- declares that it is the rightful owner of the damaged banknote(s) with authority to pass title to the damaged banknote(s) 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;
- 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 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);
- 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;
- authorises the Reserve Bank to, and acknowledges that the Reserve Bank will, pay any assessed value to the bank/financial institution specified in the "Bank/Financial Institution Use Only" section of this form and agrees that the Reserve Bank 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 he or she has the authority of the Claimant to do so.

Signed by or on behalf of the Claimant

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Date

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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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15 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 pursuant to the Reserve Bank's Damaged Banknotes Facility, under which the Reserve Bank may 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:

- may disclose to Note Printing Australia Limited in connection with the handling/processing of this claim;
- may disclose to the bank/financial institution through which the Claimant has lodged this claim; and
- will disclose to government agencies if required by law or in connection with investigations into possible breaches of the law.

The Reserve Bank is not likely to disclose the Information to overseas recipients.

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 or by phone on (02) 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.

Bank/Financial Institution Use Only

Bank/Financial Institution Name

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Branch

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BSB Number

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Reference Number for claim

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Name of Officer

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Phone Number *(during business hours)*

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Email address

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Signature of Officer

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Note to Officer

Forward this form and the damaged banknote(s) to the National Banknote Site in accordance with your Bank's/Financial Institution's procedures.

Do NOT send the banknotes to the Reserve Bank branch or Head Office.

Office Use only

Unique Identifying Number

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Date received

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