



Incomplete/Badly Damaged/Contaminated Banknote Claim Form

To be used by the public when sending direct to the Reserve Bank by post or submitting at a Reserve Bank Branch

The Reserve Bank of Australia (Reserve Bank) recommends that owners of damaged banknotes submit their damaged banknotes to their Australian bank or other Australian financial institution. However, if that is not practicable, owners can complete this form to submit damaged banknotes to the Reserve Bank:

- by post; or
- over the counter at a Reserve Bank branch in Sydney or Canberra.

Damaged banknotes sent in the post should be sent with this completed form and be addressed to:

Operations Manager
National Banknote Site
Reserve Bank of Australia
PO Box 2100
Craigieburn VIC 3064

Damaged banknotes sent to the Reserve Bank in the post are sent at the risk of the sender. The Reserve Bank accepts no responsibility for banknotes until they are received at the National Banknote Site at the address given above.

Damaged banknotes submitted over the counter at a Reserve Bank branch in Sydney or Canberra with this form will be sent by that branch to the National Banknote Site. The branch will not assess the claim or provide any value for the damaged banknotes.

Any assessed value of damaged banknotes submitted with this form will be dealt with in terms of the Settlement Instructions on this form.

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 Claimant Settlement Instructions

No fee applicable if paid to a financial institution account in Australia

Account Name

(must be the same as or include the Claimant's name)

Financial Institution

Branch

BSB Number

Account Number

15 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; 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

Date

Where the Claimant is not an individual, or the signatory is an agent of the Claimant, please complete

Name of Signatory

Capacity of signatory to bind the Claimant

16 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; 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.

Office Use only

Unique Identifying Number

Date received