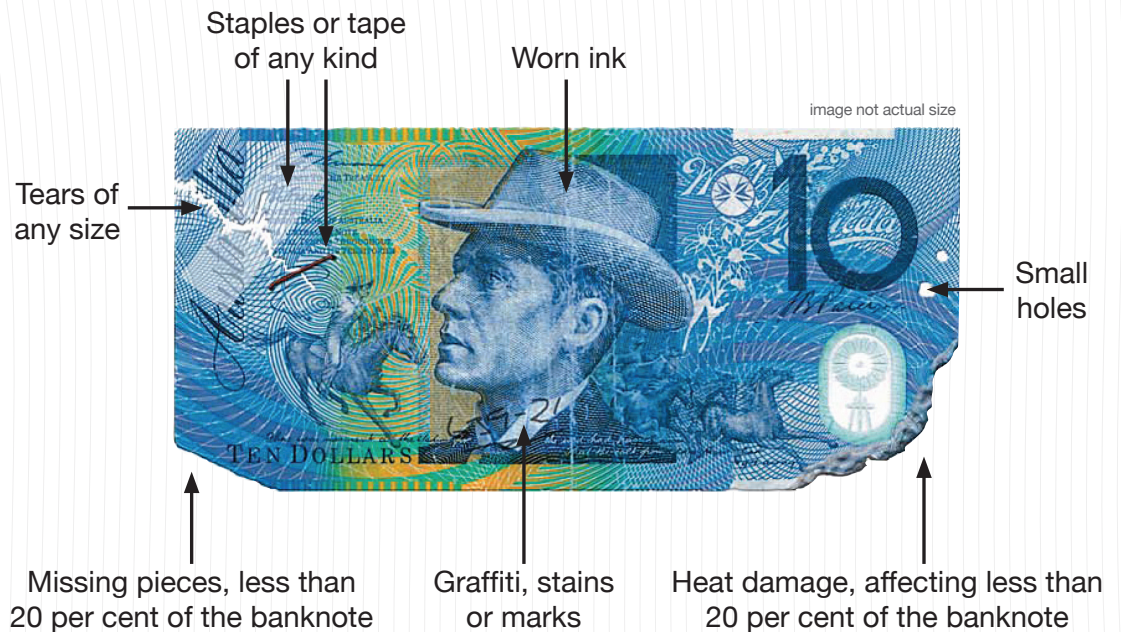


# BANKNOTE SORTING GUIDE

The Reserve Bank works with banks, other authorised deposit-taking institutions and cash centre operators to maintain the quality of banknotes. This helps ensure confidence in Australia's currency by making it more difficult for counterfeit banknotes to be passed or remain in circulation.

**UNFIT** banknotes may have any of the defects shown. Exchange these banknotes with the public for full face value. The banknotes should be returned to the Reserve Bank via a cash centre operator.



The Reserve Bank offers a claims service for damaged banknotes that fall into the following categories:

**INCOMPLETE** banknotes are where a piece between 20 per cent and 80 per cent of the banknote's actual size is missing.

Assess these banknotes using the Reserve Bank Assessment Grids and calculate the value rounded to the nearest dollar based on the surface area remaining.

**BADLY DAMAGED/CONTAMINATED** banknotes may have:

- heat damage which prevents the security features being verified or affects 20 per cent or more of the banknote;
- significant damage that casts doubt on their authenticity or value; or
- been exposed to a substance that prevents direct handling.

These banknotes must be returned to the Reserve Bank for assessment and may not be worth full face value.

Contaminated banknotes must be placed in a bag. Write the details of the contaminant on the outside.

A claim form must be completed and returned with the banknotes to the Reserve Bank via a cash centre operator.

Your institution may also have internal administrative procedures for you to follow.

For more information on damaged banknotes go to: [banknotes.rba.gov.au/damaged-banknotes/damaged-banknotes-policy/](https://banknotes.rba.gov.au/damaged-banknotes/damaged-banknotes-policy/)

To access claim forms, go to: [banknotes.rba.gov.au/resources/forms](https://banknotes.rba.gov.au/resources/forms)

To access banknote assessment grids, go to: [banknotes.rba.gov.au/assets/pdf/grids-polymer.pdf](https://banknotes.rba.gov.au/assets/pdf/grids-polymer.pdf)

For further information call: 1800 633 220 (8.30 am to 5.00 pm, Monday to Friday EST) Email: [banknotes@rba.gov.au](mailto:banknotes@rba.gov.au)