



# Incomplete/Badly Damaged/Contaminated Banknote Claim Form

To be used for claims lodged with a Bank or Other Authorised Deposit Taking Institution

Authorised deposit taking institutions (ADIs) including Australian banks are authorised by the Reserve Bank of Australia (Reserve Bank) to accept claims for damaged banknotes and submit the claims to the Reserve Bank for assessment. This form is for use when a claim is lodged through an ADI.

Any assessed value of damaged banknotes submitted with this form will be:

- if the section of this form for “ADI Use ONLY” is completed by an ADI, paid by the Reserve Bank to that ADI. The ADI may pay the Claimant an assessed value at the time this form is signed by the Claimant in advance of the ADI receiving payment from the Reserve Bank. However the ADI has no obligation to do so and, if it doesn't, the Claimant will need to seek reimbursement from the ADI once the Reserve Bank has paid the ADI;
- or
- if the section of this form for “ADI Use ONLY” is not completed by an ADI, paid to the Claimant by Reserve Bank cheque posted to the address given by the Claimant on this form.

Before completing this form please read the Privacy Statement at the bottom of the form.

## 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 Entity

ABN/ARBN/ACN

Name of Contact Person

## 2 Full Address (must not be a PO Box)

  


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 Postcode

## 3 Telephone Number during business hours

## 4 Is the Claimant claiming as trustee of a trust?

No  Yes

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

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

Denomination	Qty	Denomination	Qty

## 7 How did the damage to the banknote(s) occur?

## 8 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.

## 9 What has become of the missing portion(s) of the banknote(s)? (if applicable)

### ADI Use Only

## 10 ADI where claim was received

ADI Name

Branch

ADI BSB Number

ADI Ref Number for claim

## 11 Name of ADI Officer

## 12 Signature of ADI Officer

### Note to ADI Officer

Forward this form and the damaged banknote(s) to the National Note Processing and Distribution Centre in accordance with your ADI's procedures for doing so.

### 13 Declaration

The Claimant:

- 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 unless and to the extent that the law requires it to check and verify the identity of the Claimant;
- acknowledges that if the law does require the Reserve Bank to check and verify the identity of the Claimant, 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;
- if the section for "ADI Use ONLY" is completed by an ADI, authorises the Reserve Bank to, and acknowledges that the Reserve Bank will, pay any assessed value to the ADI and agrees that the Reserve Bank accepts no responsibility to pay the Claimant, who must seek reimbursement from the ADI; and
- agrees that the Claimant has no other claim against the Reserve Bank.

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

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

Date

### 14 NNPDC Use only

Unique Identifying Number

Date received

### 15 Privacy Statement

The Reserve Bank will use your personal information to process your claim. Anti-money laundering and counter terrorism financing law may require the Reserve Bank to check and verify your identity. If it does, information you have supplied may be verified by the Reserve Bank with an appropriate third party. Your details may be disclosed to government agencies such as AUSTRAC. They may also be shared with the ADI through which you have lodged this claim. Unless required or authorised by law, the Reserve Bank will not disclose your personal information to anyone else without your consent.

If you provide incomplete or inaccurate personal information, the Reserve Bank may not be able to process your claim.

You can access most personal information that the Reserve Bank holds about you (sometimes there will be a reason why that is not possible, in which case you will be told why). To make a request for access, you can contact the Reserve Bank's Privacy Officer as follows:

E-mail: [privacy@rba.gov.au](mailto:privacy@rba.gov.au)

Phone: +61 2 9551 9610

Fax: +61 2 9551 8035

Post: The Privacy Officer  
Reserve Bank of Australia  
GPO Box 3947  
SYDNEY NSW 2001  
AUSTRALIA