



# Reserve Bank of Australia

## Incomplete/Badly Damaged/Contaminated Australian Note(s) Claim Form

Australian banks and other authorised deposit-taking institutions (ADIs) are authorised by the Reserve Bank of Australia (RBA) to determine the value of and reimburse claimants for incomplete notes. Other badly damaged/contaminated notes may be presented at the RBA's branches in Canberra and Sydney, or sent to the Reserve Bank's National Note Processing and Distribution Centre via armoured car companies, accompanied by this form.

Individuals may send claims to the NNPDC in the mail at their own risk. Claims should be accompanied by this form and sent to:

The Manager, Processing  
National Note Processing and Distribution Centre  
Note Printing Australia Ltd.  
PO Box 2100  
Craigieburn Vic 3064

Claims forwarded to the National Note Processing and Distribution Centre by mail are sent at the risk of the sender. The RBA accepts no responsibility for claims until they are received at the Centre.

Assessed values of claims will be dealt with by Bank Cheque, made payable to the claimant.

### 1 Name of Claimant

Surname/Business Name

Given Name

Mr  Mrs  Miss  Ms  Other

Note: If a business, please provide a contact name

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

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

### 3 Telephone Number

Business (if available)

Private

### 4 Face value of note(s) in this claim (if known)

*For claims of \$1,000 or more sent directly to the NNPDC, complete and attach an Identification Reference form unless the claimant has previously completed this form.*

### 5 Details of note(s) in this claim (if known)

Denomination	Qty	Note Serial Number(s) <i>If space insufficient, attach list</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

### 6 How did the damage to the note(s) occur?

### 7 If notes are contaminated, briefly state the nature of the contamination. (e.g. from blood, chemicals, etc.)

### 8 What has become of the missing portion(s) of the note(s)? (if applicable)

### 9 Declaration

I declare the particulars on this claim to be true and complete. I, the rightful owner of the damaged note(s), indemnify the Reserve Bank of Australia against any other claim made by me or any other person who may have an interest in respect of this claim. I also declare that I will not hold the Reserve Bank of Australia or any of its agents or any of its employees liable for any further damage to the note(s) presented whilst processing this claim.

Signature of Claimant

Date

### Receiving Bank/ADI Use Only

#### 10 Bank/ADI where claim was received

Bank/ADI Name

Branch

Bank/ADI BSB Number

Bank/ADI Ref Number for claim

#### 11 Claimant has been identified under the AML/CTF Act

Initial

#### 12 Has the bank/ADI paid the claimant?

No  **Go to 13** (Do not complete further details in Q12)

Yes  If yes, how much was paid?

Signature of claimant acknowledging receipt of above payment (if applicable)

Name of Bank Officer

Signature of Bank Officer

Bank Stamp

#### 13 Forward claim form and note(s) to the National Note Processing and Distribution Centre in terms of your bank's/ADI's instructions.

#### 14 NNPDC Use only

Unique Identifying Number

Date received