

## Application form for requesting exchange of Damaged Euro Banknotes

Please read the instructions on page 1 and ensure the declaration is signed on page 2 to avoid delays in processing. Use **BLOCK CAPITALS** throughout.

1. **This submission form should be used for damaged Euro banknotes only.** Please complete the requested information sections at pages 2, 3, and 4 and ensure the original form is enclosed. Photocopies will not be accepted.
2. Please include all banknote pieces, even the smallest of pieces. Heavily mutilated banknotes should be handled as little as possible and carefully packaged to prevent further damage.
3. You are required to contact the Central Bank of Ireland in advance of submitting an application if the banknotes have been exposed to chemicals or hazardous materials (via [currencyservices@centralbank.ie](mailto:currencyservices@centralbank.ie)). You are required to provide details of the nature of the substance to which the banknotes have been exposed and to provide a completed health and safety assessment by a relevant authority if they pose a potential threat to health and safety.
4. To ensure proper processing of the application, you are required to provide **an explanation of the source of the banknotes and to submit supporting documentation**. You are also required to provide a **detailed explanation of the cause of damage and evidence to support that explanation** and an explanation of the whereabouts of any **missing parts** where only part of a banknote is being presented for exchange.
5. Where 50% or less of a banknote is presented, the Central Bank of Ireland will not exchange the banknote unless evidence can be provided that the remainder of the banknote has been destroyed.
6. **Failure to complete the form correctly or to submit supporting documentation will result in delay in processing your submission.**
7. Submissions will be assessed by the Central Bank of Ireland in accordance with its statutory functions including those contained in *ECB Decision 2013/10 on the denominations, specifications, reproduction, exchange and withdrawal of euro banknotes (the "ECB Decision 2013/10")*. Matters that will be considered include money laundering and terrorist financing, revenue, and criminality and, where considered appropriate, the Central Bank of Ireland may engage with other relevant competent authorities. Accordingly, assessments may take some time to complete.
8. Submissions above a certain value threshold, set by the Central Bank of Ireland from time to time, may also be referred by the Central Bank of Ireland to relevant competent authorities.
9. If the Central Bank of Ireland determines that it has grounds to refuse to exchange the damaged bank notes, the Central Bank of Ireland will withhold the damaged banknotes in order to avoid the return of such euro banknotes into circulation.
10. The Central Bank of Ireland may process personal data provided by you in order to fulfil its statutory functions or to facilitate its business operations. Any personal data will be processed in accordance with the requirements of data protection legislation. Any queries concerning the processing of personal data by the Central Bank of Ireland may be directed to [dataprotection@centralbank.ie](mailto:dataprotection@centralbank.ie). A copy of the Central Bank of Ireland's Data Protection Notice is available at [www.centralbank.ie/fns/privacy-statement](http://www.centralbank.ie/fns/privacy-statement).

**The provision of detailed information, supporting documentation and detailed explanations at the time of submission of an application will assist the Central Bank of Ireland to process your application as expeditiously as possible. Please note that the Central Bank of Ireland may require further explanations, information or evidence to be submitted in support of an application for exchange of damaged banknotes to enable it to perform its functions including under the ECB Decision 2013/10.**

## Section 1: How to Submit Your Application to the Central Bank of Ireland

The completed application form and required documentation can be submitted as follows:

- 1) **In person**, at the Central Bank of Ireland Head Office, North Wall Quay, Dublin 1, D01 F7X3  
For the duration of the COVID-19 government restrictions, please visit [centralbank.ie](http://centralbank.ie) for details on access restrictions to the Central Bank public office.
- 2) **By registered post** (within Ireland only) to: Central Bank of Ireland, P2, PO Box 61, Sandyford, Dublin 16. Please note the sender accepts liability for any postal submissions and **the Central Bank of Ireland is not liable for any submissions that are sent via post.**
- 3) **Via a retail bank branch**. Some retail banks in Ireland **may** submit your application to the Central Bank of Ireland directly on your behalf. Contact your local bank to ask about this option.

## Section 2: Declaration

**Please tick (✓) the following boxes to affirm your consent and sign the declaration below:**

- I am the lawful owner of these banknotes and am entitled to submit them for exchange.
- The damaged banknotes were not deliberately mutilated, soiled or damaged.
- The damaged banknotes do not originate from any illegal activity.
- All information provided in this application form is accurate.
- I have enclosed all the additional documentation that is required for my submission.
- I am aware that the Central Bank of Ireland may forward details relating to this application, including copies of ID received and additional information, to other relevant third party authorities e.g. An Garda Síochána, Revenue etc.

Applicant's Signature:

Date:

## Section 3: Identification Requirements

Applicant Details	
Full Name:	
Date of Birth:	
Address:	
Telephone:	
Email Address:	

Business Information (if applicable)	
Business Name:	
Company Registration Number:	
Applicant's Position in Business:	

## Section 4: Bank Account of Applicant

Bank Account (into which payment will be made upon verification and authentication) The Bank account details must be those of the applicant	
Bank Name & Branch	
Account Name	
IBAN:	
BIC:	

### Documentation Requirements: Bank Account and Identification

For claims of **€200 or more**, you are required to provide:

- 2) **Proof of bank account of the named applicant** into which the funds will be exchanged (e.g. redacted bank statement)
- 3) **Copy of identification** for the named applicant (e.g. passport, driving licence etc.)
- 4) **Proof of address of the named applicant** (e.g. a redacted bank statement, utility bill, or correspondence from a state agency dated within 3 months of the date of the application)
- 5) If you are applying on behalf of someone else, including a minor, you must also **provide proof of your authority to submit the application on behalf of the legal o**

## Section 5: Details of damaged banknotes to be exchanged and source of funds/ownership

Banknotes to Exchange	
Face Value	Number of Banknotes
€5	
€10	
€20	
€50	
€100	
€200	
€500	
<b>Total Value:</b>	

Source of Funds/ proof of ownership
Please provide detailed information to explain the source of the funds and to prove your ownership of the funds you are submitting for exchange

### Documentation Requirements: Source of Funds

For claims of **€1,000 or more**, in addition to 1-3 above, you are also required to provide:

- Reliable and independent data, documents and/or information to **evidence the source of funds and/or proof of your ownership of the banknotes** (i.e. documents evidencing payments made to you; bank account statements/bank withdrawal receipts, receipts of sale, legal documents, etc).

## Section 6: Details of Damage

Cause of Damage
Please provide a detailed explanation of the damage presented on the banknote(s), including the date and place where the damage occurred, information on how the banknote(s) were damaged, and an explanation as to why any portions of the banknote(s) are missing (if applicable).

### Documentation Requirements: Source of Damage

Please provide any relevant documentation to support the explanation for the damage. If you are presenting less than 50% of a banknote for exchange, provide evidence that the missing parts have been destroyed.