

Reimbursement application for damaged EUR/DEM banknote(s)/coin(s)

Mark with a cross ☒ or complete (in block letters)

Appendices and additional requirements
Where harmful/allergenic substances are involved:
☐ Details regarding nature and harmfulness of substance(s)
When submitting pre-marked banknotes:
☐ Attestation from investigating authority
☐ Please place banknotes into individual film pockets
Banknotes damaged by anti-theft devices:
☐ Package according to guidelines
☐ Material safety data sheet
BBk ref.
(For BBk use only)

Deutsche Bundesbank Please choose

Germany

1. The claimant

BMS customer number¹

or

Title

Surname or company/authority

First name

Street, house number or PO box number

Postal code

City, (and country if outside of Germany)

Email²

Telephone number²

2. Requests

☐ in their own name

☐ on behalf of BMS customer number¹

☐ on behalf of the account holder specified below from whom I have written authorisation:

Title

Surname or company/authority

First name

Street, house number or PO box number

Postal code

City, (and country only if outside of Germany)

3. exchange of the enclosed

☐ banknotes in the amount of EUR

☐ coins in the amount of approx. EUR

4. by means of

☐ cash settlement at a Bundesbank branch

☐ credit transfer to the following account IBAN

Account holder (if different from claimant)

5. Details of damage (mandatory)

6. Supplementary declarations

- I/we confirm receipt of the attachment to the reimbursement application. I/we accept and endorse the declarations regarding the completeness and accuracy of the information provided as well as the declaration for claimants domiciled abroad, with their habitual residence, registered office or management board located outside the Federal Republic of Germany.
- The privacy notice relating to applications for reimbursement of damaged banknotes and coins is available online on the Bundesbank's website at: <https://www.bundesbank.de/en/tasks/cash-management/damaged-money/privacy-notice-785132>

Date

Claimant's signature

¹ Please also provide your title, name and address in the appropriate fields (using block letters).

² Providing an email address and/or telephone number can help to resolve queries faster.

1

In the drop-down menu, select either the Bundesbank branch where you are making your submission or – if you are sending your application by post – Division BG 206, Mainz.
For customers with a BMS customer number: As a general rule, submissions must be made through a branch rather than by post.

2

For more details on the applicable rules, please see Damaged cash | Deutsche Bundesbank: “What do I need to bear in mind when submitting pre-marked banknotes or banknotes stained with anti-theft ink?”

3

You will be given the Bbk ref. as your application is being logged at the branch.
If your application results in a credit you will be able to match it up using the payment reference details.

4

If you wish for the reimbursement to be transferred to a bank account other than the one saved in your BMS customer account, you will need to provide full individual/firm details by completing all of the name and contact fields.
If this is the case, we cannot use the BMS customer number.

5

If you would like to provide exact information on the refund amount, please cross out the “ca.”.
If you have not counted the coins, you can leave the field blank or enter “0”.

6

Providing as much detail as possible can reduce the need for follow-up queries. This helps us to deal with applications more quickly. If you need more space for your description, please attach a separate document to your application.