

## Application for reimbursement of damaged EUR/DEM banknote(s)/coin(s)

Mark with a cross  or complete

1 Deutsche Bundesbank Please choose

Germany

### 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)

### 1. The claimant

BMS customer number

or

Form of address	Surname or company/authority	First name
Street, house number or PO box	Postal code	City, (Country only if application from overseas)
Email <sup>1</sup>	Telephone number <sup>1</sup>	

### 2. Requests

in their own name<sup>2</sup>  on behalf of BMS customer no<sup>2</sup>:  on behalf of the account holder specified below from whom I have written authorisation:

Form of address	Surname or company/authority	First name
Street, house number or PO box	Postal code	City, (Country only if application from overseas)

### 3. exchange of the enclosed

banknotes in the amount of DE<sup>1</sup>  coins in the amount of approx. EU<sup>1</sup>

### 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<sup>3</sup>

### 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>

Place, date Claimant's signature

<sup>1</sup> Optional: providing an email address and/or telephone number can help to resolve queries faster.

<sup>2</sup> Please also complete the name and address fields.

<sup>3</sup> Mandatory: you must provide details as to what caused the damage.

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

Please note that if you provide a BMS customer number, only the address and IBAN stored against that specific number can be used to process your application.

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”.

Ensure that coins are properly packaged. Detailed information on the relevant requirements can be found under [Damaged cash | Deutsche Bundesbank](#): “What are the rules for submitting damaged coins?”.

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.