

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

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

Deutsche Bundesbank

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 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 number²:

☐ 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

☐ coins in the amount of approx.

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.

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Date

Claimant's signature

(For BBk use only)

Bundesbank credit transfer (same-day euro credit transfer)

EUR

Account No 860 02610

Date

Amount
determined

Check [signed
off by]

Proof of processing

BMS
operation number

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³ Please also complete the name and address fields.

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

BBk ref.
(For BBk use only)

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)
Email ²	Telephone number ²	

2. Requests

☐ in their own name ☐ on behalf of BMS customer number ☐ 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 if outside of Germany)

3. exchange of the enclosed

☐ banknotes in the amount of _____ ☐ coins in the amount of approx. _____

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.
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Receipt of application confirmed

Branch's date stamp

Bundesbank Signature

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Attachment to application for reimbursement of damaged banknotes and coins

Declarations by the claimant

1. Declaration of completeness

To ensure the orderly processing of a reimbursement application, I/we must provide complete and accurate information regarding, amongst other things, the cause of the damage and, where applicable, the whereabouts of missing pieces of the banknotes/coins. These circumstances are relevant to the reimbursement decision. By providing detailed information, I/we will avoid having to respond to follow-up questions and thus prevent unnecessary delays in processing the application. If I/we do not provide such assistance in clarifying the situation and it would be possible and reasonable for me/us to do so, this may mean that the Bundesbank will not take account of facts that would be favourable to me/us in its decision.

In light of these circumstances, I/we confirm that the information I/we have provided is correct, complete and accurate. This also applies if an employee of the Bundesbank has filled in the reimbursement application based on the information provided by me/us and has given me/us the application to sign and submit.

2. Declaration for claimants domiciled abroad, with their habitual residence, registered office or management board located outside the Federal Republic of Germany

Instruction to name an authorised recipient (Section 15 of the Act on Administrative Procedures (*Verwaltungsverfahrensgesetz*)):

In submitting a reimbursement application, I/we confirm that, in view of my/our place of domicile, habitual residence, registered office or management board being located outside the Federal Republic of Germany, the Bundesbank has instructed me/us to name an authorised representative in the Federal Republic of Germany no later than two weeks after the date of application. The representative's name and details are to be communicated to the Bundesbank either by email to bbar@bundesbank.de or in writing to Deutsche Bundesbank, Nationales Analysezentrum, Postfach 3009, 55020 Mainz, Germany. I/we are aware that a letter addressed to me/us is deemed to have been received seven days after sending if I/we do not name an authorised recipient in the Federal Republic of Germany. I/we are also aware that this does not apply if it is evident that the document did not reach me/us or reached me/us at a later date.