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## Instruction sheet on exchanging damaged coins

The provisions in this instruction sheet apply from 1st March 2025 and replace all previous provisions.

The content of this instruction sheet refers to the SNB's [‘Provisions on coin deliveries’](#).

In accordance with art. 6 of the Coinage Ordinance, the Swiss National Bank will replace damaged coins. A distinction is drawn between coins worn as a result of normal use and coins that have been damaged, for example through recycling at metal processing plants (shredder coins). Damaged coins will be accepted and credited by the SNB only if the following criteria as per art. 6 para. 3 of the Coinage Ordinance are met:

- Any danger to SNB staff as a result of working in connection with the receipt and examination of the coins can be ruled out.
- The damaged coins must be free from contamination with foreign bodies or substances, such as residue from treatment with chemical substances, or residue of other materials (plastic, adhesive, concrete, weld beads or other metals).
- The damaged coins must be identifiable as individual coins and it must be possible to process them by machine.

Submitted coins that do not meet these acceptance criteria for damaged coins can be reclaimed by the consigner at their own expense within 30 days of receiving written notice that the coins cannot be accepted. If the consigner refrains from doing so, the SNB will pass the submitted coins on to the Federal Mint for proper disposal.

## 1. General

Damaged coins can be delivered in person at the SNB counters (section 3). The weight limits as well as further conditions according to section 3 apply. The coins must be submitted with a '[Request for the replacement of damaged coins](#)' form as well as, where applicable, written proof of origin of the funds. For further information on this point, cf. section 2.

In accordance with art. 11b VwVG<sup>1</sup>, your place of residence (in the case of private individuals) or domicile (in the case of companies) must be indicated in the request (first name & surname or company name, street, town, country). If your place of residence or domicile is abroad, you must also indicate an address for service in Switzerland.

The examination of damaged coins may take several months. Once the coins have passed examination, the nominal value will be transferred to your bank or postal account.

To perform the transfer, we require the following additional details:

- **Switzerland:**
  - Address (full last name, first name, full address);
  - IBAN of the account in your name;
  - Name and full address of the bank where the account is held.
- **Europe:**
  - Address (full last name, first name, full address including country);
  - IBAN of the account in your name;
  - SWIFT BIC, name and full address of the bank where the account is held.
- **Other countries:**
  - Address (full last name, first name, full address including country);
  - Account number (if possible IBAN) of the account in your name;
  - SWIFT BIC, name and full address of the bank where the account is held.

IBAN = International Bank Account Number

BIC = Bank Identifier Code (SWIFT)

If you have questions concerning the required details, please contact the bank holding your account.

Based on art. 6 para. 6 of the Coinage Ordinance, in cases where extraordinary work is required in connection with the receipt of damaged coins and preparing them for examination, the SNB is entitled to charge a fee based on the time spent. This fee will be deducted from the nominal value to be credited.

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<sup>1</sup> Federal Act on Administrative Procedure (VwVG), SR 172.021.

## 2. Further clarifications by the SNB

In its efforts to safeguard the standing of the Swiss financial centre and to fulfil its duty of due diligence, the SNB may make the exchange of damaged coins dependent on further clarifications. These may include identification of the submitting party as well as establishment of the beneficial owner's identity and additional clarifications.

In the case of damaged coins that you have *not* acquired from a third party, either against payment or free of charge, the cause of the damage must be declared in the '[Request for the replacement of damaged coins](#)' form.

If you acquired the submitted coins from a third party as part of your commercial operations, either against payment or free of charge, you must submit written proof of origin of the funds together with the '[Request for the replacement of damaged coins](#)' form irrespective of the countervalue. Such written proof of origin is also to be provided if you are submitting coins acquired from a third party not as part of any commercial operations, either against payment or free of charge, and the countervalue of all the coins being submitted is CHF 1,000 or higher.

The proof of origin must include the following information/attachments:

- Name and full address of commercial operator;
- Name and full address of third party;
- Certified copy of valid official ID of third party;
- Details of origin of coins, as provided by third party;
- Value of acquired coins (depending on trading practice, weight of coins may be provided instead);
- Place and date of purchase/receipt;
- Third party's signature.

Please note that proof of origin must be submitted with each delivery of coins. If you wish to make a batch delivery consisting of coins originating from different third parties, the coins must be sorted according to third party and packaged separately, before being submitted to the SNB.

### 3. Exchange at one of our counters

Damaged coins may be presented at one of the counters listed below, together with the documentation specified in sections 1. and 2.

Larger quantities of damaged coins (over 25 kg) may only be submitted in Berne, following prior notification and subject to further conditions being met (proper packaging, delivery) according to the provisions on coin deliveries. The prior notification should be sent by email to [bargeld@snb.ch](mailto:bargeld@snb.ch).

#### Cashier's offices:

<b>BERNE</b> Swiss National Bank Bundesplatz 1 CH-3003 Berne	<b>ZÜRICH (deliveries up to max. 25 kg)</b> Swiss National Bank Börsenstrasse 15 CH-8001 Zurich
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#### Agencies (deliveries up to max. 25 kg)

Several cantonal banks operate agencies on the SNB's behalf. Please contact the agency in question directly for information on their opening hours:

<b>APPENZELL</b> Appenzeller Kantonalbank Bankgasse 2 CH-9050 Appenzell +41 71 788 88 88	<b>CHUR</b> Graubündner Kantonalbank Postplatz CH-7001 Chur +41 81 256 91 11	<b>FRIBOURG</b> Banque Cantonale de Fribourg Boulevard de Pérolles 1 CH-1700 Fribourg +41 848 223 223
<b>GENEVA</b> Banque Cantonale de Genève Quai de l'Île 17 CH-1204 Geneva +41 58 211 21 00	<b>GLARUS</b> Glarner Kantonalbank Hauptstrasse 21 CH-8750 Glarus +41 844 773 773	<b>LIESTAL</b> Basellandschaftliche Kantonalbank Rheinstrasse 7 CH-4410 Liestal +41 61 925 94 94
<b>LUCERNE</b> Luzerner Kantonalbank Pilatusstrasse 12 CH-6002 Lucerne +41 844 822 811	<b>SARNEN</b> Obwaldner Kantonalbank Im Feld 2 CH-6060 Sarnen +41 41 666 22 11	<b>SCHAFFHAUSEN</b> Schaffhauser Kantonalbank Vorstadt 53 CH-8200 Schaffhausen +41 52 635 22 22
<b>SCHWYZ</b> Schwyzer Kantonalbank Bahnhofstrasse 3 CH-6430 Schwyz +41 58 800 20 20	<b>SION</b> Banque Cantonale du Valais Rue des Cèdres 8 CH-1950 Sion +41 848 765 765	<b>STANS</b> Nidwaldner Kantonalbank Stansstadterstrasse 54 CH-6370 Stans +41 41 619 22 22
<b>ZUG</b> Zuger Kantonalbank Bahnhofstrasse 1 CH-6300 Zug +41 41 709 11 11		

If you have any questions, please contact Cashier's Office West (+41 58 631 07 57 or [bargeld@snb.ch](mailto:bargeld@snb.ch)).