
Instruction sheet on exchanging damaged banknotes

In accordance with art. 8 of the Federal Act on Currency and Payment Instruments (CPIA), the Swiss National Bank will replace damaged banknotes if the conditions set out in the following section are fulfilled. The SNB will not replace destroyed, lost or counterfeit banknotes.

Important information on exchanging banknotes

You can exchange the banknotes by post (cf. section 2 below) or in person at an SNB counter (cf. section 3 below).

You are required to enclose with the banknotes a [‘Request for the replacement of damaged banknotes’](#) form as well as, in some cases, written proof of origin of the funds submitted. For further information on this point, cf. section 1 below.

Damaged banknotes will generally be exchanged immediately, provided that one of the following three situations applies:

- The bearer presents a complete portion of a banknote which is larger than 50% of the original and where the serial number is fully recognisable;
- The bearer presents two portions of a banknote – each of them complete – which together amount to more than 50% of the original and where the same serial number is recognisable.

In cases where your banknotes have been damaged due to, for instance, fire or decomposition, the cause of damage must be declared in the [‘Request for the replacement of damaged banknotes’](#) form.

Please note that the examination of large quantities of banknotes that are damaged or difficult to reconstruct (e.g. decayed fragments or remnants from a fire) may take several months. In

principle, the exchange is free of charge.

The SNB also exchanges banknotes that have been dyed by security systems. In cases of attempted theft, the exchange is free of charge but a copy of the police report is required. If the discolouration is the result of the security system having been unintentionally triggered or as a result of improper handling of the security case, a charge will be made to cover the production costs (CHF 0.40 per ninth series banknote).

Once the banknotes have been examined, the nominal value will be credited, with the aforementioned production costs being deducted as applicable. Please take note of the relevant information in section 2 as regards the transfer of the sum in question to your account.

1. Request for further information 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 banknotes 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.

If you acquired the damaged banknotes as part of your commercial operations, either against payment or free of charge, written proof of origin of the funds must be submitted with the '[Request for the replacement of damaged banknotes](#)' if the countervalue is CHF 1,000 or higher. These conditions also apply to the exchange of banknotes from a recalled series. The proof of origin must include the following information or 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 banknotes, as provided by third party;
- Value of acquired banknotes;
- Place and date of purchase/receipt;
- Third party's signature.

Please note that the '[Request for the replacement of damaged banknotes](#)' form and the proof of origin must be submitted with each delivery. If you wish to make a batch delivery consisting of banknotes originating from various third parties, the banknotes must be sorted according to third party and packaged separately, before being submitted to the SNB. It must be clear which banknotes originate from which third party.

For details, please contact Cashier's Office West (+41 58 631 07 57 or bargeld@snb.ch).

2. Exchange by post

If you post the banknotes to us, you should pack them very carefully, making sure to include even the smallest fragments. Send your banknotes, together with the documentation specified in section 1, to the following address:

Swiss National Bank
Cashier's Office, West
Bundesplatz 1
CH-3003 Berne

Please note:

The SNB accepts no liability whatsoever for the shipment.
The countervalue of the damaged banknotes 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.

Bank transfers are only made in Swiss francs. Please note that charges and fees from correspondent banks or your local bank may accrue.

3. Exchange at one of our counters

You can present the damaged banknotes, together with the documentation specified in section 1, at one of our counters in Berne or Zurich or at one of our agencies. We particularly recommend this procedure in cases where the banknotes are badly damaged, e.g. due to fire or decomposition. Direct presentation at an SNB counter helps avoid further damage.

As countervalue you will receive new Swiss banknotes from the current banknote series at the cash counter.

Cashier's offices:

BERNE Swiss National Bank Bundesplatz 1 CH-3003 Berne	ZURICH Swiss National Bank Börsenstrasse 15 CH-8022 Zurich
---	--

Agencies:

Several cantonal banks operate [agencies](#) on the SNB's behalf. Please contact the agency in question directly for information on their opening hours.

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

On entering into force, the present version of this instruction sheet replaces all previous versions.