

Instruction sheet for exchanging damaged banknotes

In accordance with art. 8 of the Federal Act on Currency and Payment Instruments, the Swiss National Bank (SNB) 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 (section 2) or directly at an SNB counter (section 3).

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, see section 1.

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

- The bearer presents an entire banknote, the authenticity of which can be validated, even if the serial number is illegible.
- 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 fully recognisable.

Please note that the examination of large quantities of banknotes that are damaged or difficult to reconstruct (e.g. rotting fragments or remnants of ash 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, although we do require a copy of the police report. In the event of a mistake or the improper handling of the security suitcase, we will charge CHF 0.30 per banknote to offset production costs, as long as the banknotes in question are not defective or invalid (worthless).

Once the banknotes have been examined, the nominal value will be credited to you. 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, particularly proof of origin

In order to fulfil its duty of due diligence with regard to combating money laundering, 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 information.

In cases where your own banknotes have been damaged due to fire or decomposition, for instance, the cause of damage must be declared in the 'Request for the replacement of damaged banknotes' form.

In cases where you acquired the banknotes from a third party (e.g. a trader), 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' form. The proof of origin must include the following information and/or attachments:

- Name and full address of submitting party
- Name and full address of third party
- Copy of valid ID of third party
- Details of origin of banknotes, as provided by third party
- Value of purchased 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 different 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 whom.

2. Exchange by mail

If you post the banknotes to us (see address below), 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
Cash/Administration
Bundesplatz 1
CH-3003 Berne

Please note:

The Swiss National Bank 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:**
Your address (surname, first name, address) as well as the number and/or IBAN of a bank account held in your name, with the exact address of the bank holding the account (possibly BC no.)
- **Europe:**
Your address (surname, first name, address, country) as well as the IBAN of a bank account held in your name, with the BIC (SWIFT address) of the bank holding the account
- **Other countries:**
Your address (surname, first name, address, country) as well as the number of a bank account held in your name, with the address and BIC of the bank holding the account

IBAN = International Bank Account Number

BC no. = Bank clearing number

BIC = Bank Identifier Code

If you have questions concerning the required details, please contact the bank holding your account, which will certainly be able to assist you.

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. 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.

Cash offices:

BERNE

Swiss National Bank
Bundesplatz 1
CH-3003 Berne
+41 31 327 02 11

ZURICH

Swiss National Bank
Börsenstrasse 15
CH-8022 Zurich
+41 44 631 31 11

GENEVA (until 31.1.2012)

Swiss National Bank
Rue François Diday 8
CH-1211 Geneva 11
+41 22 818 57 11

Agencies:

ALTDORF

Urner Kantonalbank
Bahnhofstrasse 1
CH-6460 Altdorf
+41 41 875 60 00

APPENZEL

Appenzeller Kantonalbank
Bankgasse 2
CH-9050 Appenzell
+41 71 788 88 88

CHUR

Graubündner Kantonalbank
Postplatz
CH-7002 Chur
+41 81 256 91 11

FRIBOURG

Banque Cantonale de Fribourg
Bd de Pérolles 1
CH-1700 Fribourg
+41 26 350 71 11

GLARUS

Glarner Kantonalbank
Hauptstrasse 21
CH-8750 Glarus
+41 55 646 71 11

LIESTAL

Basellandschaftliche Kantonalbank
Rheinstrasse 7
CH-4410 Liestal
+41 61 925 94 94

LUCERNE

Luzerner Kantonalbank
Pilatusstrasse 12
CH-6002 Lucerne
+41 41 206 22 22

SARNEN

Obwaldner Kantonalbank
Bahnhofstrasse 2
CH-6060 Sarnen
+41 41 666 22 11

SCHAFFHAUSEN

Schaffhauser Kantonalbank
Vorstadt 53
CH-8200 Schaffhausen
+41 52 635 22 22

SCHWYZ

Schwyzner Kantonalbank
Bahnhofstrasse 3
CH-6430 Schwyz
+41 58 800 20 20

SION

Banque Cantonale du Valais
Rue des Cèdres 8
CH-1950 Sion
+41 27 324 61 11

STANS

Nidwaldner Kantonalbank
Stansstadterstrasse 54
CH-6370 Stans
+41 41 619 22 22

ZUG

Zuger Kantonalbank
Bahnhofstrasse 1
CH-6300 Zug
+41 41 709 11 11

If you have any specific questions, please contact the Cash/Administration unit directly (+41 31 327 04 18 or bargeld@snb.ch).

This instruction sheet takes effect on 19 December 2011.