SCHWEIZERISCHE NATIONALBANK
BANQUE NATIONALE SUISSE
BANCA NAZIONALE SVIZZERA
BANCA NAZIUNALA SVIZRA
SWISS NATIONAL BANK

Instruction sheet on exchanging recalled banknotes

The following banknotes were recalled on 1 May 2000 and are thus no longer legal tender. However, they can be exchanged at the Swiss National Bank (SNB) at full nominal value for 20 years from the date of recall, i.e. until 30 April 2020.

You can exchange the banknotes in person at an SNB counter or send them to us by post.

1. Exchange at one of our counters

Swiss banknotes which have been recalled but can still be exchanged should be taken to one of the branch offices or agencies of the SNB, which are all located in Switzerland.

Cash offices:

BERNE
Swiss National Bank
Bundesplatz 1
CH-3003 Berne
+41 31 327 02 11
Opening hours:
Monday to Friday
8.00 am to 12.00 pm and 1.00 to 3.30 pm

ZURICH
Swiss National Bank
Börsenstrasse 15
CH-8022 Zurich
+41 44 631 31 11
Opening hours:
Monday to Friday
8.00 am to 3.30 pm

Agencies:

Please make direct contact with the agencies of the SNB, which are run by cantonal banks, to enquire about their opening hours:

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

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

CHUR
Graubündner Kantonalbank
Engadinstrasse 25
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

GENEVA
Banque Cantonale de Genève
Quai de l'Ile 17
CH-1211 Geneva
+41 58 211 21 00

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
Schwyzer Kantonalbank
Bahnhofstrasse 3
CH-6430 Schwyz
+41 41 819 41 11

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

STANS
Nidwaldner Kantonalbank
Stansstaderstrasse 54
CH-6370 Stans
+41 41 619 22 22

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

2. Exchange by post

Check with your post office on the proper insurance for your shipment. The SNB accepts no liability whatsoever for the shipment.

You can send your banknotes to the following address:

Swiss National Bank
Cash/Customer Support and Administration
Bundesplatz 1
CH-3003 Berne

The countervalue of the recalled banknotes will be transferred to your bank or postal account.

Please provide your exact postal address. To transfer the amount to your account and to avoid any possible charges, or at least to reduce them, we need 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 (BC no., if possible)
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.

In exceptional cases and upon request, we can send you the countervalue of the recalled banknotes by post in the form of valid banknotes or a cheque made payable to your name. Please note that shipment of cash in Switzerland is only insured up to the amount of CHF 500. For shipment abroad, no liability is assumed. The recipient bears the risk (in Switzerland, for amounts larger than CHF 500; abroad for all amounts).

Important notice

In order to fulfil its duty of due diligence with regard to combating money laundering, the SNB may make the exchange of banknotes dependent on further clarifications. These may include, for instance, identification of the contractual partner as well as establishment of the beneficial owner's identity or other additional information.

Swiss National Bank, Cash/Customer Support and Administration
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