



Instruction sheet for 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 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 mail.

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 Swiss National Bank, 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
from 8 to 12 a.m. and from 1 to 3.30 p.m.

ZURICH

Swiss National Bank
Börsenstrasse 15
CH-8022 Zurich
+41 44 631 31 11
Opening hours:
Monday to Friday
continuously from 8.00 a.m. to 3.30 p.m.

GENEVA

Swiss National Bank
Rue François Diday 8
CH-1211 Geneva
+41 22 818 57 11
Opening hours:
Monday to Friday
from 8.30 to 12 a.m. and from 1.30 to 3.30 p.m.

Agencies:

Please make direct contact with the following agencies of the Swiss National Bank, which are run by cantonal banks, to inquire about their opening hours:

ALTDORF

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

CHUR

Graubündner Kantonalbank
Engadinstrasse 25
CH-7002 Chur
+41 81 256 91 11

GLARUS

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

LUCERNE

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

SCHAFFHAUSEN

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

SION

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

ZUG

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

APPENZELL

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

FRIBOURG

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

LIESTAL

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

SARNEN

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

SCHWYZ

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

STANS

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

2. Exchange by mail

Check with your post office on the proper insurance for your shipment. Please note that the risk arising from shipment of the banknotes is borne by you.

You can send your banknotes to the following address:

Swiss National Bank
Cash/Administration
Bundesplatz 1
CH-3003 Berne
Switzerland

We will transfer the countervalue of the recalled banknotes to your bank or postal account.

We kindly ask you to provide us with 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 the number of either a bank account held in your name and/or an IBAN*, with the exact address of the bank holding the account (possibly BC no.**)

Europe: Your address (surname, first name, address, country) as well as an IBAN* held in your name with the BIC code*** (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 code*** of the bank holding the account

* IBAN = International Bank Account Number

** BC no. = Bank Clearing number

*** BIC code = 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 are able to send you the countervalue of the recalled banknotes by mail 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 any amounts) arising from shipment.

Important notice

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

Swiss National Bank, Cash/Administration
Telephone +41 31 327 02 11, e-mail: bargeld@snb.ch