

Date of entry into force:
4 September 2012

As at 18 November 2019

Instruction sheet on 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 in person 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, cf. 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.

In cases where your own 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. 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 from the eighth series or CHF 0.40 per banknote from the ninth series 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.

If, as part of your commercial operations, you have acquired damaged banknotes exceeding the value of CHF 1,000 from a third party, 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. These conditions also apply to the exchange of banknotes from old series. The proof of origin must include the following information and/or attachments:

- Name and full address of commercial operator
- 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 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 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.

In view of the fact that commercial operators based or resident in Switzerland are subject to the Swiss regulations on combating money laundering and the financing of terrorism, special rules apply to such operators as regards proof of origin. For details, please contact the Cash division's Customer Support and Administration team directly (+41 58 631 07 57 or bargeld@snb.ch).

2. Exchange by post

If you post the banknotes to us (cf. 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 division
Customer Support and Administration
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:**
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.

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 58 631 00 00	ZURICH Swiss National Bank Börsenstrasse 15 CH-8022 Zurich +41 58 631 00 00
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Agencies:

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 Postplatz CH-7001 Chur +41 81 256 91 11
FRIBOURG Banque Cantonale de Fribourg Bd de Pérolles 1 CH-1700 Fribourg +41 848 223 223	GENEVA Banque Cantonale de Genève Quai de l'Île 17 CH-1211 Geneva +41 58 211 21 00	GLARUS Glarner Kantonalbank Hauptstrasse 21 CH-8750 Glarus +41 844 773 773
LIESTAL Basellandschaftliche Kantonalbank Rheinstrasse 7 CH-4410 Liestal +41 61 925 94 94	LUCERNE Luzerner Kantonalbank Pilatusstrasse 12 CH-6002 Lucerne +41 844 822 811	SARNEN Obwaldner Kantonalbank Rütistrasse 8 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 58 800 20 20	SION Banque Cantonale du Valais Rue des Cèdres 8 CH-1950 Sion +41 848 765 765
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 division's Customer Support and Administration team directly (+41 58 631 07 57 or bargeld@snb.ch).

This instruction sheet takes effect on 19 December 2011.