



Date of entry into force:
4 September 2012

As at 14 November 2019

Instruction sheet on exchanging recalled banknotes

The following banknotes were recalled on 1 May 2000 and are thus no longer legal tender. They can be exchanged for an unlimited period of time at the Swiss National Bank at full nominal value.

You may 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 58 631 00 00 Opening hours: Monday to Friday 8.00 am to 3.30 pm	ZURICH Swiss National Bank Börsenstrasse 15 CH-8022 Zurich +41 58 631 00 00 Opening hours: Monday to Friday 8.00 am to 3.30 pm
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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 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
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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 division
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.

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.

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).