

Submission form for damaged EUR/ATS banknotes

Applicant

Full name or company/public authority

Country (if abroad)

For natural persons: date of birth / For legal persons: company register number

Street name and number

Zip code

Town/city

Phone number

Email address

Geldservice Austria (GSA) customer number

Number of single-use safebag

requests in his/her own name in the name of the owner specified below:

Full name or company/public authority

Country (if abroad)

For natural persons: date of birth / For legal persons: company register number

Street name and number

Zip code

Town/city

the exchange of the enclosed damaged banknote(s) in the amount of

EUR

ATS

by transfer to the following account: IBAN

BIC

Bank name

Account holder / Account name

Enclosures

For submissions of at least EUR 10,000:

proof of identity¹

proof of ownership¹

Please submit all banknote parts and fragments, even tiny ones. Please make sure that severely damaged (e.g. charred) banknotes are securely wrapped to avoid further damage.

For pre-marked banknotes:

attestation from investigating authority

In the case of hazardous substances:

details on type of substance and harmfulness

For banknotes damaged by anti-theft devices:

material safety data sheet

PEP status: The applicant and/or the owner is a politically exposed person (PEP), a family member of a PEP, or a close associate of a PEP.

Please specify the cause of damage (mandatory field):

WAIVER OF CLAIMS: By signing this submission form I agree that the damaged banknotes I submitted will be analyzed and reconstructed in my absence. The actual total value of the banknotes submitted will only be determined by the OeNB after reconstruction and counting. I fully and unconditionally accept that this value may deviate from the value I provided in this form.

Please note that false or misleading information may result in the withdrawal of the banknotes submitted.

Place, date

Applicant signature

¹ You are required to provide proof of identity (e.g. copy of identity card or passport) and proof of ownership (e.g. copy of bank withdrawal receipts, exchange receipts, inheritance documents or other evidence proving the lawful source of funds). Such information may also be requested by the OeNB for submissions below the EUR 10,000 threshold.

Exchange of damaged genuine euro banknotes

Decision of the European Central Bank of April 19, 2013 (ECB/2013/10 as amended)

Article 3 – Exchange of mutilated or damaged euro banknotes

1. NCBs shall, upon request, under the conditions laid down in paragraph 2 and in the relevant decision of the Governing Council referred to in Article 6, exchange damaged genuine euro banknotes where:

- a) more than 50 % of the euro banknote is presented; or
- b) 50 % or less of the euro banknote is presented, if the applicant proves that the missing parts have been destroyed.

2. Further to paragraph 1, the following additional conditions apply to the exchange of damaged genuine euro banknotes:

- a) where doubt exists as to the applicant's legal title to the euro banknotes: identification shall be provided by the applicant, as well as proof that the applicant is the owner or otherwise authorised applicant;
- b) where doubt exists as to the authenticity of the euro banknotes: identification shall be provided by the applicant;
- c) where ink-stained, contaminated or impregnated genuine euro banknotes are presented: a written explanation as to the kind of stain, contamination or impregnation shall be provided by the applicant;
- d) where the genuine euro banknotes have been damaged by anti-theft devices: a written statement on the cause of neutralisation shall be provided by the applicant;
- e) where the genuine euro banknotes have been damaged by anti-theft devices in connection with an attempted or actual robbery, theft, or other criminal activity: the banknotes shall be exchanged only at the request of the owner or otherwise authorised applicant who is the victim of the attempted or actual criminal activity leading to the damage to the banknotes;
- f) where the genuine euro banknotes have been damaged by anti-theft devices and they are presented by institutions and economic agents referred to in Article 6(1) of Regulation (EC) No 1338/2001: a written statement on the cause of neutralisation, the reference and characteristics of the anti-theft device, details of the party presenting the damaged banknotes and the date of presentation thereof shall be provided by those institutions and economic agents;
- g) where the genuine euro banknotes have been damaged in bulk due to the activation of anti-theft devices: to the extent possible and if required by NCBs, they shall be presented in sets of 100 euro banknotes, provided that the amount of euro banknotes presented is sufficient to form such sets;
- h) where institutions and economic agents referred to in Article 6(1) of Regulation (EC) No 1338/2001 present for exchange, in one or more transactions, damaged genuine euro banknotes with a value of at least EUR 10 000, documentation on the origin of the banknotes and identification of the customer or, where applicable, of the beneficial owner as defined in Directive (EU) 2015/849 of the European Parliament and of the Council (1), shall be provided by those institutions and economic agents. This obligation shall also apply in the event of doubt regarding whether the threshold value of EUR 10 000 has been reached. The rules laid down in this paragraph shall be without prejudice to any stricter identification and reporting requirements adopted by Member States in transposing Directive (EU) 2015/849.

3. Notwithstanding the above:

- a) where NCBs know or have sufficient reason to believe that the genuine euro banknotes have been intentionally damaged, they shall refuse to exchange and shall withhold the euro banknotes, in order to avoid the return of such euro banknotes into circulation or to prevent the applicant from presenting them to another NCB for exchange. However, they will exchange the damaged genuine euro banknotes if they either know or have sufficient reason to believe that applicants are bona fide, or if applicants can prove that they are bona fide. Euro banknotes which are damaged to a minor degree, e.g. by having annotations, numbers or brief sentences placed on them, will in principle not be considered to be intentionally damaged euro banknotes; and
- b) where NCBs know or have sufficient reason to believe that a criminal offence has been committed, they shall refuse to exchange the damaged genuine euro banknotes and shall withhold them, against acknowledgement of receipt, as evidence to be presented to the competent authorities to initiate or to support an ongoing criminal investigation. Unless otherwise decided by the competent authorities, the genuine euro banknotes shall at the end of the investigation qualify for exchange under the conditions laid down in paragraphs 1 and 2;
- c) where NCBs know or have sufficient reason to believe that the damaged genuine euro banknotes are contaminated such that they pose a risk to health and safety, they shall exchange the damaged genuine euro banknotes, if the applicant can provide a health and safety assessment by the competent authorities.

4. NCBs may perform the exchange by handing out cash in the value of the banknotes in any denomination, by transferring the value of the banknotes to a bank account of the applicant that can be unambiguously identified by an international payment account number identifier (IBAN) as defined in Article 2(15)

of Regulation (EU) No 260/2012 of the European Parliament and of the Council (1), or by crediting the value of the banknotes to an account of the applicant with the NCB, as deemed appropriate by the NCB.

Exchange of Damaged Schilling Banknotes

Nationalbankgesetz (NBG) § 87 Z 7. a) – b)

a) Without prejudice to regulations to the contrary issued by the ECB, the Oesterreichische Nationalbank shall exchange incomplete schilling banknotes the exchange period of which has not yet expired for legal tender if those parts of one and the same banknote submitted are larger than one half of a banknote of the denomination and form in question or if evidence can be provided that the missing part of the note has been destroyed.

b) The Oesterreichische Nationalbank shall not be obliged to replace schilling banknotes which have been destroyed or lost. It shall also be empowered, without prejudice to regulations to the contrary issued by the ECB, to confiscate without compensation schilling banknotes which have been altered in their external form, in particular banknotes which have been written on, overprinted, painted over, stamped, perforated or where additions have been attached using adhesive. In cases where alterations are neither willful nor result from gross negligence, the Oesterreichische Nationalbank shall be entitled to exchange.