

Claim to be paid into a NZ bank account

Application for payment of old or damaged currency

This form must be completed by people returning old or damaged currency they want paid into a New Zealand bank account.

The Reserve Bank only pays face value and doesn't offer advice on the value of currency as collectable items. Contact a numismatic dealer if you think the currency may be worth more than face value.

The Reserve Bank does not accept foreign currency.

The Reserve Bank will count your claim and payment will be based on this count. In the event that the count significantly differs from your claim amount below we will contact you using the contact details you have provided on this form.

Payment must be made to you by deposit to a bank account.

Currency can only be returned to the Reserve Bank in Wellington.

Any claims of \$1000 or more will need to be discussed with a Currency Officer. Additional information may be requested.

Your claim may take 10-20 working days to process.

You can send currency to our office in Wellington via courier, but we urge you to first check the terms of carriage with the courier company you use.

Any cost involved in sending the currency to the Bank must be paid by you.

Customer details

Name

Email

Address 1

Address 2

Town/City

Country

Post Code

Phone number

Country code Area code Phone

Proof of address enclosed



Claim details (For payment to NZ Bank Account)

Name of bank account

Bank name

Account Number – **please print clearly**

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Total Amount Claimed (NZD)

The Reserve Bank will count your claim and payment will be based on this count.

In the event that the count significantly differs from your claim amount above, we will contact you using the contact details you have provided on this form.

You must enclose a copy of a valid photo ID such as a passport, driver's licence, or firearms licence and proof of your address **if your claim is for over NZD1000.00**. We may also contact you for additional information.

Photo ID enclosed



Reserve Bank use only (Money and Cash / FSG PASS Settlements)

Bag No. _____

Pay \$ _____ to customer A/C (or charity)

Debit: CURRENCYXXX

Credit: RBFSNZ2XXXX

Signature Front Desk

Signature Front Desk

Signature Currency Ops

Signature Currency Ops

Name

Name

This form continues on the next page

Source of New Zealand currency being returned

Please tell us how you came to have this currency

Breakdown of the claim by denomination

How much is enclosed with this claim?

Please state the number of notes for each denomination, e.g. 2 x \$5 notes, 3 x \$10 notes

Ensure returned coins are clean and sorted by denomination

Condition of New Zealand currency being returned (damaged currency only)

How was the currency damaged?

What happened to any missing portions of notes?

Provide as much information as possible

Declaration

By submitting this form you:

- Authorise the Reserve Bank to examine the currency submitted with this claim and understand that, in the case of damaged currency, the examination may result in further damage to some or all of the currency or render it unrecognisable as currency
- Acknowledge that the Reserve Bank may refuse to settle a claim in circumstances it considers suspicious
- Agree to accept the Reserve Bank's assessment of the value of the claim as final and binding
- Acknowledge that the currency sent with the claim will not be returned to you, including in circumstances where the claim is declined
- Declare that the information on this form is true and complete
- Declare that you are the lawful owner of the returned currency or authorised to make this claim on behalf of the lawful owner.

Privacy statement

The Reserve Bank collects personal information in this form for the purposes of enabling the Reserve Bank to process your claim. If you choose not to enter the full information required on the form, the Reserve Bank will not be able to complete your claim and your claim might be declined. The Reserve Bank will not disclose your personal information to third parties except for purposes relating to the processing of the claim or law enforcement. Please refer to: www.rbnz.govt.nz/privacy-and-disclaimer for more information.

Customer's Signature

Date

Please print and sign this this form and place it in with your old or damaged currency. Send your package to this address:

Attention: Currency Officer
Reserve Bank of New Zealand
2 The Terrace, Wellington CBD
New Zealand

Please contact us if you have any questions:

Phone: +64 4 472 2029

Email: CurrencyOfficergroup@rbnz.govt.nz

End of form

Proof of identification we accept

We accept the following identity documents:

- valid passport
- valid photo card driving licence (full or provisional)
- national identity card (if you are a non-NZ national)
- firearm or shotgun licence

Proof of address we accept

We accept the following as proof of address:

- valid photocard driving licence (full or provisional) – if you haven't used this as proof of ID
- electoral register entry
- utility bill or certificate from utility supplier (dated within the past six months)
- council rates bill (dated within the past six months)
- bank, building society or credit union statement (dated within the past six months)
- credit card bill (dated within the past six months)
- most recent mortgage statement
- tenancy agreement
- letter from Work and Income (dated within the past six months)
- telephone bill (excluding mobile phones, dated within the past six months)

DO NOT PRINT