

THIS FORM IS TO BE USED IN CONNECTION WITH  
MUTILATED (DAMAGED) **BANK OF ENGLAND NOTES ONLY**.  
(COINS, FOREIGN CURRENCY, SCOTTISH OR IRISH NOTES NOT  
ACCEPTED)

--	--

Please read the instructions on the back of this form before completing the details below.

**APPLICANT DETAILS – PLEASE USE CAPITAL LETTERS**

Company / Your Ref																				
Title	Mr				Mrs				Miss				Ms				Other			
Surname																				
Forename(s)																				
Address in Full (Inc Flat No / House Name / Number)																				
Town / City																				
County																				
Post Code									Daytime Telephone No (Including Area Code )											
Email Address																				

DETAILS OF NOTES			FOR BANK OF ENGLAND USE ONLY		
Serial numbers (only for part notes)	Number of notes	Value	Notes to be recorded	Entered / Verified	Customer Number
	£5	£			
	£10	£			
	£20	£			
	£50	£			
	Other	£			
	TOTAL	£			

Please provide full details for the questions below:

1. How did the notes come into your possession?
2. How did the damage occur?
2a. Crime Reference No ( if applicable )
3. What happened to any missing portions of note(s)?

If your claim is successful the bank will not contact you, however payment will be made direct to your bank account. Please check your bank account before following up with us. Please enter your bank account details below. If you do not hold a bank account and wish the payment be made to the account of someone else, please enter that person's account details below.

Name of Account Holder	Bank Sort Code	Account Number

I declare that the answers given above are true to the best of my knowledge.

Applicant signature	Sig / ID Checked (BoE use)	Date

**APPLICATION FORM COMPLETION NOTES**

1. **This application form should be used for accidentally damaged Bank of England notes only. Damaged Scottish, Northern Ireland, Channel Islands, Isle of Man or foreign notes or coins, must be sent to the appropriate issuing authority (i.e. not the Bank of England).** Received notes of this type will be returned at your own risk.
2. Badly damaged notes should be handled as little as possible and carefully packaged along with the application for posting. If any other material in addition to the damaged notes is included, you must notify us in advance on 020 3461 2053. Failure to do so could lead to a delay in processing or rejection of your claim.
3. **FOR CLAIMS OF £700 OR MORE** you will have to provide us with a form of personal ID and proof of address. Please see below for acceptable forms of ID and proof of address.
4. For claims of £700 or more that are to be paid to a third party account we will also require proof of ID and address for the account holder.
5. **FOR CLAIMS OF £10,000 OR MORE** you will have to provide us with a certified copy of the applicants ID and proof of address (certified by a solicitor or the Post Office certification process). Please see below for acceptable forms of ID and proof of address.
6. For successful claims, the bank will not contact you, however payment will be made directly to a bank account. Please check your bank account for credits before following up with us. Please enter the bank account details in the appropriate section overleaf.
7. If you believe the notes are **contaminated** with a bio-hazard or any other noxious substance you must contact us on 020 3461 2053 or DeptMN@bankofengland.co.uk for advice and guidance prior to submitting the claim.

#### Company applications

If you are submitting an application on behalf of a company, you will need to provide the following additional information:

- a) Company name and registered number.
- b) Registered office in country of incorporation.
- c) A covering letter on headed paper containing the above information, along with the representative's name, address and proof of their authority to request the claim
- d) The name(s) of the individual(s) who controls the company (as named on the Companies House Beneficial Ownership Register).
- e) For claims of £700 or more, we will require a copy of a form of personal ID and proof of address for the person making the claim.
- f) A bank account statement containing the name and address of the company (or confirmation from a corporation central finance function).
- g) A list of authorised signatories who may make the claim.

#### Public sector applications

If you are submitting an application on behalf of public sector entity (including hospitals and law enforcement), you must provide us with the following additional information:

- a) The name of the individual who is requesting the exchange and proof of authority to request the claim.
- b) For claims of £700 or more, we will require a copy of a form of personal ID and proof of address for the person making the claim.
- c) A list of authorised signatories who may make the claim.

#### Acceptable forms of ID – only one required (photo-copy only)

- Valid passport
- Valid photocard driving licence (full or provisional)
- National identity card (for non-UK nationals)
- Firearms certificate or shotgun licence

#### Acceptable forms of proof of address – only one required (photocopy only)

- Valid photocard driving licence (full or provisional) if not used as name verification
- Electoral register
- Utility bill or certificate from supplier of utilities\*
- Local authority tax bill\*
- Bank, building society or credit union statement / passbook\*
- Most recent mortgage statement
- Local council rent card or tenancy agreement
- Benefits book / letter from benefits agency\*
- Telephone bill (excluding mobile phones)\*
- Credit card bill\*
- HM Revenue & Customs tax notification\*
- Jobcentre Plus letter confirming National Insurance Number\*

\*Proof of address provided should be dated within the last six months.

In exceptional circumstances, we may at our discretion accept other forms of identification. If you are unable to provide any of the listed forms of identification or proof of address, please contact us prior to submitting your claim. Certain aspects of the proof of address could be masked (if sensitive) if they are not related to the essential identifying information. If you have any queries about this, please contact us (**020 3461 2053** or **DeptMN@bankofengland.co.uk**).

When completed, the application form together with the damaged notes should either be forwarded by secure courier service, or sent by post (appropriately stamped and at the applicant's own risk – it is recommended to send higher value claims by Royal Mail Special Delivery) to;

**THE MANAGER, DEPT MN, BANK OF ENGLAND, LANGSTON ROAD, LOUGHTON, ESSEX. IG10 3TN**

**Copies of this form can be downloaded from the Damaged Banknotes page of the Bank of England's website; [www.bankofengland.co.uk](http://www.bankofengland.co.uk)**

#### Privacy Notice; How we use your information

##### Information we collect

By submitting this form, the Bank of England collects personal data about you. This includes your name, address, contact details, bank account information, and information relating to your possession of the damaged bank notes. Proof of identification, a utilities statement in your name and further background information may be required for higher value exchanges.

##### Why we need your personal data

We collect your personal data to assess your damaged banknote application (in a way that complies with applicable laws and regulations, including Anti Money Laundering regulations) and to allow us to reimburse you the face value of your damaged banknotes. Without this data, we cannot process your application. This is necessary for the performance of a task carried out in the public interest or in the exercise of our official authority as the Central Bank of the United Kingdom.

##### What we do with your personal data

We use this information to confirm you are who you say you are, to facilitate increased checks for higher value exchanges, to audit our processes and to comply with applicable laws and regulations. We may have reference to your previous claims to the Bank, and in some instances commercial sources, to enable us to meet our obligations in assessing your application.

When making payments, the Bank may provide personal data to financial institutions and payment systems involved. In complying with applicable laws and for law enforcement purposes, we may also disclose data to any government entity, regulatory authority or to any other person the Bank reasonably considers necessary. This may mean that personal data is transferred outside the UK. The Bank will not, however disclose personal data to third parties for marketing purposes.

Your data will be stored for a period that the Bank considers appropriate to support the prevention of crime and to enable its compliance with relevant laws.

##### Your rights

You have a number of rights under data protection laws. For example, you have the right to ask us for a copy of the personal data the Bank holds about you. This is known as a 'Subject Access Request'. You can ask us to change how we process or deal with your personal data, and you may also have the right in some circumstances to have your personal data amended or deleted. To contact us about those rights, including making a request for the personal data we hold about you or to make a complaint, please see our website at [bankofengland.co.uk/privacy](http://bankofengland.co.uk/privacy) or write to us at: **The Privacy Team, Bank of England, Threadneedle Street, London, EC2R 8AH.**

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).