

Canadian Bank Note Redemption Claim Form

General Instructions

This claim form is for Canadian bank notes that are contaminated, mutilated or no longer legal tender. Coins will not be accepted, nor any bank notes from other countries. These will be returned to the Claimant.

Each claim must be submitted using this form. Incomplete claim forms will be returned to the Claimant. Assessment will start upon receiving the completed form.

A claim may be submitted by an individual or a business that has rightful ownership of the bank notes.

All Claimants must read and acknowledge the Terms and Conditions. An acknowledgment letter will be sent once the claim is received at the Bank of Canada.

Instructions for Individuals and Companies

1. **Individuals and companies** completing the form must complete Sections A1, B, C and F. A void cheque may be provided in lieu of direct deposit information in Section B. Claims over \$1,000 require individuals to provide proof of identification and proof of residence as described in Section E.
2. **Companies** must provide a contact name and telephone number for correspondence purposes.
3. **All claims** for contaminated or mutilated bank notes must also include the information required in Section D.

Instructions for Financial Institutions or Armoured Car Carriers

Financial institutions or armoured car carrier companies may submit claims on their own behalf or on behalf of a client.

1. If submitting a claim on their own behalf, they must complete Sections A2, B, C and F. Claims for contaminated or mutilated bank notes must also include the information required in Section D.
2. If submitting a claim on behalf of a client, they must complete Sections A1, A2, B, C and F. Claims over \$1,000 require a client signature in Section F, and confirmation that proof of identification has been verified. See Section E for acceptable forms of proof of identification. Claims for contaminated or mutilated bank notes must also include the information required in Section D. The Bank of Canada recommends that financial institutions not reimburse clients directly for bank note claims, however, it remains at their discretion to do so. Financial institutions should forward any claims to the Bank of Canada's *Bank Note Redemption Service*, which will assess each claim and reimburse the client, if appropriate.

Mailing and Packaging Requirements

Bank notes are sent at the Claimant's own risk, so please make sure you take appropriate measures to insure against loss or theft. It is not possible to deliver bank notes in person to the Bank of Canada.

For Non-Legal Tender Bank Notes

1. Put the bank notes into an envelope or package.
2. Send them by regular or registered mail, or by courier, to:

Bank of Canada
Bank Note Redemption Service
234 Wellington Street
Ottawa, ON, K1A 0G9

For Mutilated or Contaminated Bank Notes

1. It is the Claimant's responsibility to ensure that any mutilated or contaminated bank notes sent to the Bank of Canada for evaluation are packaged in accordance with the relevant legal requirements pertaining to the transportation of contaminated/dangerous goods. Please refer to <http://www.tc.gc.ca/tdg> for further information.
2. Subject to any legal requirements referred to above, put the bank notes in a sealable, leak-proof bag. For contaminated bank notes, clearly label the bag "contaminated" and describe the nature of the contaminant if it is known. *Please make sure the bag containing the bank notes is clear so the contents of the bag are evident.*
3. If the bank note is likely to fall apart, pack it carefully in packing material such as bubble wrap, and place it in a clear, secure bag or container.
4. Place the bagged bank notes, along with the form, into an opaque envelope or wrap them into a package. *Please do not put your claim form in with the contaminated bank notes, and do not mix contaminated bank notes with other bank notes you are sending.*
5. Send them by regular or registered mail, or by courier, to:

Bank of Canada
Bank Note Redemption Service
234 Wellington Street
Ottawa, ON, K1A 0G9

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(Please print in block letters)

SECTION A - CLAIMANT DETAILS											
1. If you are an individual / company						2. If you are a financial institution (FI) / armoured car carrier (ACC)					
Company name (if applicable)						Organization name Contact name					
Surname						Address		City		Province	
Given name(s)						Postal code		Country			
Address						Transit number (if applicable)		Telephone number			
City		Province				FI/ACC representative signature				Email address	
Postal code		Country				FOR CLAIMS ON BEHALF OF A CLIENT: 1-Fill out section A1 with client information. 2-For claims over \$1,000: check the boxes below to confirm that proof of identification was verified and that a client signature has been provided in Section F. <input type="checkbox"/> Proof of identification verified <input type="checkbox"/> Signature obtained from the Claimant					
Telephone		Telephone work (other)									
Email address (mandatory)											
SECTION B - DIRECT DEPOSIT INFORMATION (Reimbursement, if any, will be deposited to the bank account provided in this section)											
Financial institution name						Address				Postal code	
Name(s) of account holder(s)											
Surname		Given name(s)		/ Surname		Given name(s)					
Transit number				Institution number				Account number (including the "0" if applicable)			
Bank identifier code swift number				American bank account number (US bank)*				International bank account number* (Outside of Canada - US)			
*Please ensure the bank account can receive transactions in Canadian dollars.											
SECTION C - BANK NOTE DETAILS											
Denomination and number of bank notes (estimated)				Value (estimated)		Denomination and number of bank notes (estimated)				Value (estimated)	
\$1 x						\$20 x					
\$2 x						\$50 x					
\$5 x						\$100 x					
\$10 x						\$1,000 x					
Other Canadian bank notes: \$ x						Total number of bank notes:				Total value:	

SECTION D - For CONTAMINATED and / or MUTILATED BANK NOTES ONLY

How were the bank notes acquired and how long have they been in your possession?

Were the bank notes contaminated or mutilated while in your possession? ☐ Yes ☐ No

Describe in detail how the contamination or mutilation to the bank notes occurred and describe the nature of the contamination or mutilation.

Consult the [Policy on the Redemption of Contaminated or Mutilated Canadian Bank Notes](#) for more information.

SECTION E - CLAIMS SUBMITTED OVER \$1,000

The Bank of Canada requires Claimants to provide additional information including the following documentation for claims submitted over \$1,000. Failure to submit the supporting documentation will result in the claim being delayed and/or rejected.

• 1 copy of proof of identification and 1 copy of proof of residence

Proof of Identification

- Valid passport; residence card; photo-card driving licence
- A health card is not considered a valid proof of identification.

Proof of Residence

- Employment pay stub; utility bill (hydro, cable, telephone, gas, etc.) dated within the last six months; property tax bill; financial institution or credit union account statement

SECTION F - TERMS AND CONDITIONS

In submitting this form and in consideration of the processing and possible settlement of a claim for the redemption of bank notes that are no longer legal tender or for contaminated or mutilated bank notes ("the Claim") by the Bank of Canada, the Claimant agrees as follows:

1. All claims sent by mail are at the Claimant's risk. The Bank of Canada, its directors, officers, employees, or other representatives shall not be liable for any costs related to the Claim, for any damage to the bank note(s) that may occur during processing or for any bank note(s) lost while in transit.
2. The Claimant acknowledges that the nature of Internet communications is inherently open despite whatever security measures are adopted and agrees that the Bank may nonetheless use electronic mail or other forms of electronic communication between the Claimant and the Bank for the purposes of processing a claim.
3. The Claimant will provide all such information, including personal information that, the Bank of Canada may require to process the Claim and consents to the collection, use and, where required for such purposes as the Bank may in its sole discretion determine, disclosure of such information. The Claimant further acknowledges that this information is subject to such laws as may apply to the Bank's activities, including the *Access to Information Act* and *Privacy Act*. Questions concerning the application of the *Privacy Act* may be directed to: ☎ Bank of Canada's Access to Information and Privacy Office at 1 866 478-3059 or by email at ATIP-AIPRP@bankofcanada.ca
4. The Claimant represents and warrants that information provided to the Bank of Canada is true and complete and that the Claimant is the rightful owner of the bank notes.
5. The Claimant agrees to indemnify and hold harmless the Bank of Canada, its directors, officers, employees, and other representatives from any and all loss, damage, liability, cost, penalty or any other expense of whatever nature arising out of any act or omission directly or indirectly relating to this Claim.
6. The Claimant will be responsible for bank account direct deposit fees incurred to process the Claim.
7. The Bank of Canada, in its sole discretion and without prior notice, may disclose any information provided in connection with any claim to third parties including but not limited to, law enforcement agencies and the Financial Transactions and Reports Analysis Centre of Canada.
8. For contaminated and mutilated bank notes, the Bank of Canada may:
 - a. Request that a Claimant cleanse the bank notes to the Bank's satisfaction prior to the assessment of its Claim;
 - b. Refuse to settle a claim in circumstances it considers suspicious;
 - c. Retain and/or destroy bank notes tendered in any claim that is refused.

Signature of the Claimant or the Client (if FI submitting on behalf of a client)

Date

For additional information please contact 1 800 303-1282 or email info@bankofcanada.ca