

RESERVE BANK OF FIJI



DAMAGED/MUTILATED/OLD DESIGN BANKNOTE CLAIM FORM

To be used by the public or commercial bank when sending mutilated/incomplete currency to the Reserve Bank of Fiji

The commercial banks have the **obligation to accept damaged/mutilated banknote(s) but not to allow payment until the damaged/mutilated banknote is assessed for payment by the Reserve Bank of Fiji (RBF)**. This process will take some days before payment is released to the concerned customer.

The customer, however, has the option to lodge the damaged/mutilated banknote(s) directly with RBF to obtain instant valuation where possible. If this option is not practical, the owner has the option of completing this form and sending the damaged/mutilated banknote(s) to the RBF by post or courier in a sealed envelope addressed to:

Manager Currency
Currency & Corporate Services Group
Reserve Bank of Fiji
Pratt Street
Private Mail Bag
Suva
FIJI

Damaged/mutilated banknotes sent to RBF in by post or courier will be at the sender's risk. RBF will accept no responsibility for banknotes until they are received by RBF at the address given above.

RBF will process claims in a manner consistent with its Clean Banknotes Policy.

Before completing this form please read the Privacy Statement at the bottom of this form.

1 Name of owner of mutilated/ incomplete banknotes (the "Claimant")

Where the claimant is an individual

Surname

Given Name(s)

Date of Birth

Where the claimant is a company or other organisation

Full Name of Company or Other Organisation

Name of Contact Person

Full Residential Address (must not be a PO Box)

2 Mailing Address (if different to above address)

3 Telephone Number during business hours

4 Total value of mutilated/ incomplete banknote(s) in this claim (if known)

5 Details of damaged/mutilated banknote(s) in this claim (if known)

Denomination	Number of Banknotes	Claimed Value

6 How did the damage to the banknote(s) occur?
e.g. torn, flood, fire, etc.

RESERVE BANK OF FIJI



7 Claimant Settlement Instructions

Account Name

Financial Institution

Branch

TIN Number
Number

Account

8 Declaration

The Claimant:

- acknowledges that the damaged/mutilated banknote(s) will not be returned to the Claimant, including in circumstances where the assessed value is nil or RBF does not complete the processing of the claim;
- declares the particulars provided on this form are true and complete;
- declares that he/she is the rightful owner of the damaged/mutilated banknote(s) with authority to pass title of the damaged/mutilated banknote(s) to RBF;
- acknowledges that if the RBF requires to check and verify the identity of the Claimant, the claimant will provide further information and complete a customer identification process before any assessed value is paid to the Claimant;
- agrees that the Claimant will not hold RBF or any of its agents or employees liable for any further damage to the damaged/mutilated banknote(s) which occurs while RBF is assessing the value of the damaged/mutilated banknote(s);
- acknowledges that once this claim is assessed, the Claimant may receive less than the face value of the damaged/mutilated banknote(s) and, in some cases, no value; and
- agrees that the Claimant has no claim against RBF other than as specified on this form.

A signatory signing this form on behalf of the Claimant confirms that he or she has the authority of the Claimant to do so.

Signed by or on behalf of the Claimant

Date

Where the Claimant is not an individual or the signatory is an agent of the Claimant, please complete:

Name of Signatory

Capacity of signatory to bind the Claimant

9 Personal Information Collection Notice

RBF collects personal information regarding the individuals specified or referred to in this form (the Information) for the purposes of enabling RBF to process the Claimant's mutilated/ incomplete banknote claim.

If the information were not collected then RBF would not be able to process the Claimant's mutilated/ incomplete banknote claim.

Office use only

Received By

Date Received

Physical Address: Pratt Street, Suva, Fiji.

Postal Address: Private Mail Bag, Suva Fiji.

Phone: (+679) 331 3611 **Fax:** (+679) 330 2094

Email: info@rbf.gov.fj **Website:** www.rbf.gov.fj