

RESERVE BANK OF FIJI



DAMAGED/MUTILATED/OLD DESIGN CURRENCY CLAIM FORM

[To be used by the public or commercial bank when sending damaged/ mutilated/ incomplete/ old design currency to the Reserve Bank of Fiji.]

The commercial banks have the **obligation to accept damaged/mutilated currency but not to allow payment until the damaged/mutilated currency 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 currency 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 currency to the RBF by post or courier in a sealed envelope addressed to:

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

Damaged/mutilated currency sent to RBF by post or courier will be at the sender's risk. RBF will accept no responsibility for currency 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 currency (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 currency in this claim (if known)

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

Denomination	Number of Banknotes/Coins	Claimed Value

RESERVE BANK OF FIJI



6 How did the damage to the currency occur?

e.g. torn, flood, fire, etc.

7 Claimant Settlement Instructions

Account Name

--

Financial Institution

--

Branch

--

TIN Number

--

Account Number

--

8 Declaration

The Claimant:

- acknowledges that the damaged/mutilated currency 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 currency with authority to pass title of the damaged/mutilated currency 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 currency which occurs while RBF is assessing the value of the damaged/mutilated currency;
- acknowledges that once this claim is assessed, the Claimant may receive less than the face value of the damaged/mutilated currency 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 currency claim.

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