



Suspect banknotes are to be retained. **If the circumstances are suspicious please contact the police**, otherwise the notes can be returned to the Bank of England for examination.

Instructions for members of staff:

1. Complete the form below on behalf of the customer.
2. Staple the notes to one copy and send to the Bank of England, as per your company policy.
3. Give one copy to the customer and retain a further copy for your own records.

Bank of England and Euro notes can be sent to the Bank of England. Suspected counterfeit notes for all other currencies, including Scotland and Northern Ireland notes, must be sent to the correct issuing bank.

Customer Information

Notes may take up to six weeks to reach the Bank of England if they are not sent directly. Notes which are examined and are confirmed as genuine will be credited to you by the retaining bank. Counterfeit notes are worthless and as such, no reimbursement of face value is given by the Bank of England.

Retailer/Bank/Building Society name		Date	
Branch number/code		Staff name (print)	
Address			

Customer A/C and sort code (Banking only)	
Name on the account (and customer if different)	
Contact telephone number	
Contact address	

Denomination	Quantity	Full serial numbers

Description of how the customer received the note(s)

Customers should be advised to report the matter to the police if the circumstances are suspicious.

Has this been reported to the police? yes/no **Police ref number:**

Instructions for sending suspect notes to the Bank of England:

1. Use Royal Mail Special Delivery or equivalent with full tracking. Do not use Royal Mail 'Signed For' (which only tracks at delivery) or normal post.
2. Use a plain envelope and ensure that no company logos are evident from the outside.
3. Include a return address on the inside only.
4. Indelibly mark all the suspect notes 'Counterfeit' in a prominent location in large letters on both sides.
5. Address the items to **Dept. 16, Bank of England, Langston Road, Loughton, Essex IG10 3TN.**

Please do not detach the notes from the Bank of England copy to help with later enquiries and repayment of genuine notes.

Enquiries: counterfeitenquiries@bankofengland.co.uk T 0203 461 4444

How we use your information

Information we collect

In this form, the Bank of England collects information about you as the 'customer'. This information includes name and contact details, bank account details, and information about how you received the note(s). We may also collect information from the Financial Institution (e.g. Bank or Building Society) retaining the note(s) and sending this form to us. We may also seek further information from you in follow up correspondence relating to this submission.

Why we need your personal data

If the notes are found to be genuine, we will use your personal data to reimburse the face value of the notes. 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

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, in rare instances, 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 European Economic Area in the public interest.

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 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).

More information

The Bank's Data Protection Officer can be contacted via the details above and you can also find out more about how the Bank deals with your personal data via the 'Privacy' link at the bottom of our website (www.bankofengland.co.uk).