Check your notes are genuine by focusing on two key security features

1. Hologram image change
   Tilt the note from side to side. Check the words change between ‘Five’ and ‘Pounds’.

2. See-through window
   Look at the metallic image over the window. Check the foil is gold on the front of the note and silver on the back.

3. Hologram image change
   Tilt the note from side to side. Check the words change between ‘Ten’ and ‘Pounds’.

4. See-through window
   Look at the metallic image over the window. Check the foil is gold on the front of the note and silver on the back.

Check more security features

The Queen’s portrait in the see-through window
A portrait of the Queen is printed on the window with either ‘£5’, ‘£10’ or ‘£20’ and ‘Bank of England’ printed twice around the edge.

Silver foil patch
A silver foil patch contains a 3D image of the coronation crown. You will find this above the see-through window on the front of the notes.

Feel of polymer and raised print
We print notes on polymer - a thin and flexible plastic material. On the front of the notes, you can feel raised print. For example, on the words ‘Bank of England’ and in the bottom right corner, around the numbers ‘5’ and ‘10’ or over the smaller window on the £20 note.

Print quality
The printed lines and colours on the notes are sharp, clear and free from smudges or blurred edges. If you use a magnifying glass, you will see the value of the note written in small letters and numbers below the Queen’s portrait.

Ultra-violet numbers
Under a good quality ultra-violet light, a ‘5’, ‘10’ or ‘20’ appears in bright red and green on the front of the notes, against a duller background.

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Check your notes are genuine by focusing on two key security features

1. **Hologram image change**
   Tilt the note from side to side. Check the images change between a ‘£’ symbol and the number ‘20’.

2. **Bright ‘£20’ in the watermark**
   Hold the note up to the light. Check there is a bright ‘£20’ at the top of the Queen’s portrait.

Check more security features

1. **Motion thread image change**
   Tilt the note up and down or side to side. Check the images change between a ‘£’ symbol and the number ‘50’.

2. **Bright ‘£50’ in the watermark**
   Hold the note up to the light. Check there is a bright ‘£50’ at the top of the Queen’s portrait.

**Feel of paper and raised print**
We print notes on special paper which gives them their unique feel. On the front of the notes, you can feel raised print. For example, on the words ‘Bank of England’ and in the bottom right corner, around the numbers ‘20’ or ‘50’.

**Ultra-violet features**
Under a good quality ultra-violet light, either a ‘20’ or ‘50’ appears in bright red and green on the front of the notes, against a duller background. The motion thread on the £50 note appears bright green. You can see bright red and green flecks on both the front and back of the notes.

**Print quality**
The printed lines and colours on the notes are sharp, clear and free from smudges or blurred edges. If you use a magnifying glass, you will see the value of the note written in small letters and numbers below the Queen’s portrait.

**See-through register**
Coloured shapes are printed on the front and back of the notes, below the signature of the Chief Cashier. These shapes combine to form a ‘£’ symbol when the notes are held up to the light.

**What should you do if you receive a counterfeit note?**
It helps to have a clear company policy on what staff should do if they receive a counterfeit note. This can prevent financial loss to your business and protect staff members. Best practice is to follow these steps:

- **Has the counterfeit note been discovered after the customer has left?**
  - Yes: Take it to your bank as a suspect counterfeit note or contact the police.
  - No: Keep the note, provide the customer with a receipt and ask for another form of payment.

- **Does the staff member feel at risk?**
  - Yes: Contact the police when it’s safe to do so.
  - No: Refuse the note and ask for another form of payment.

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