

## Contaminated or Mutilated Canadian Bank Note Claim Form

### Form Completion Instructions

1. This claim form is for contaminated or mutilated Canadian Bank Note(s) only. Coins and foreign currencies will not be accepted and will be returned.
2. Each claim must be submitted using this claim form. Incomplete claim forms will be returned to the Claimant. Assessment will start upon receiving the complete form.
3. A claim may be submitted by an individual or an entity who has rightful ownership of the bank notes.
4. Individuals completing the form must complete **Sections A, B, C, D** and **G**. Claims **over** \$1,000 require individuals to provide proof of identification and proof of residence as described in **Section E**.
5. Claimants completing the form must provide a void cheque or direct deposit information in **Section B**.
6. Financial Institutions or armoured car carrier companies may submit claims on their own behalf or on behalf of a client.
  - i. Financial Institutions or armoured car carrier companies that submit claims on their own behalf are required to complete **Sections B, C, D** and **G**.
  - ii. Financial Institutions or armoured car carrier companies that submit claims on behalf of a client must complete **Sections A, B, C, D** and **F**. Claims **over** \$1,000 require a signature from the client at **Section G** and confirmation that proof of identification has been verified. See **Section E** for acceptable forms of proof of identification.
  - iii. Claims submitted by a Financial Institution should be sent on collection.
7. Corporations or entities that submit claims on their own behalf are required to complete **Sections A, B, C, D** and **G**. A contact name and telephone number from the corporation or entity must be provided for correspondence purposes.
8. All claims must be submitted to Bank of Canada, Mutilated Note Service, 234 Wellington Street, Ottawa, Ontario, Canada, K1A 0G9. It is not possible to deliver notes in person to Mutilated Notes Services at the Bank of Canada.
9. Packaging Requirements
  - i. It is the Claimant's responsibility to ensure that any contaminated bank notes sent in 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 [www.tc.gc.ca](http://www.tc.gc.ca) for further information.
  - ii. Subject to any legal requirements referred to in i. above, all mutilated or contaminated bank notes should be packaged in a sealed clear leak-proof bag.
  - iii. The claim form should be placed in a separate sealed clear leak-proof bag.
  - iv. The sealed leak-proof bag with the claim form should be placed inside the sealed leak-proof bag with the bank notes prior to sending to the Bank of Canada.
10. An acknowledgment letter will be sent once the claim is received at the Bank of Canada.

A. CLAIMANT DETAILS										
Company name										
Surname				Given name(s)				Initial(s)		
Address										
Number		Street		Apartment		City		Province		Postal code
Telephone number(s)						Email address (mandatory)				
Home			Work (other)							
B. DIRECT DEPOSIT INFORMATION										
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						
Bank identifier code swift number				American bank account number (US bank)			International bank account number (Outside of Canada - US)			
Signature of financial institution official or Claimant								Date		
C. CONTAMINATED or MUTILATED BANK NOTE(S) SUBMITTED										
Denomination and number of bank note(s) (estimated)				Value (estimated)				<b>BANK of CANADA USE ONLY</b>		
								Evaluated		
\$1 x										
\$2 x										
\$5 x										
\$10 x										
\$20 x										
\$50 x										
\$100 x										
\$1,000 x										
Other Canadian Bank Notes: \$                      x										
Total number of bank note(s):										
D. CONTAMINATED or MUTILATED BANK NOTE(S) DETAILS										
Where did you acquire the bank note(s) from and how long have they been in your possession?										
Were the bank note(s) contaminated or mutilated while in your possession? <input type="checkbox"/> Yes <input type="checkbox"/> No										
Describe in detail how the contamination or mutilation to the bank note(s) occurred and describe the nature of the contamination or mutilation.										

**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 your claim being delayed and/or rejected.

- **1 copy of proof of identification** and **1 copy of proof of residence**

**Proof of Identification**

Acceptable forms of proof of identification and address include the following:

- Valid passport
  - Valid residence card
  - Valid federal, provincial or territorial photo-card driving licence
  - Other federal, provincial, territorial or municipal identification
- ➡ Health card is not considered a valid proof of identification.

**Proof of Residence**

- Most recent income tax assessment
- Employment pay stub
- Utility bill (hydro, cable, telephone, gas, etc.) dated within the last 6 months
- Property tax bill
- Financial institution or credit union account statement

**F. THIRD PARTY SUBMISSION ( FINANCIAL INSTITUTION / ARMoured CAR CARRIER)**

<b>Organization name</b>	<b>Transit number (if applicable)</b>	<b>Telephone number</b>	
<b>Address</b>	<b>City</b>	<b>Province</b>	<b>Postal code</b>
<b>ONLY FOR CLAIMS OVER \$1,000. Check the boxes below to confirm that the proof of identification was verified and that a signature has been obtained from the Claimant at Section G.</b>			
<input type="checkbox"/> <b>Proof of identification verified</b>		<input type="checkbox"/> <b>Signature obtained from the Claimant at Section G</b>	
<b>Issue payment to:</b>			
<input type="checkbox"/> <b>Client</b>		<input type="checkbox"/> <b>Financial Institution/Armoured Car Carrier</b>	
<b>Contact name</b>	<b>Signature</b>	<b>Email address (Mandatory)</b>	

**G. TERMS AND CONDITIONS**

**In submitting this form and in consideration of the processing and possible settlement of a claim for the reimbursement of 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. 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 Claimant and the Bank for the purposes of processing a claim.
3. Claimant will provide all such information, including personal information, 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. 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. 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 contaminated or mutilated bank notes.
5. 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. 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:
  - a. Request that a Claimant cleanse the contaminated or mutilated 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. Disclose any information provided in connection with any Claim to third parties including but not limited to, law enforcement agencies, the Canada Revenue Agency and the Financial Transactions and Reports Analysis Centre of Canada; and
  - d. Retain and/or destroy bank notes tendered in any claim that is refused.

<b>Signature of Claimant</b>	<b>Date</b>
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For additional information please contact 1 800 303-1282 or email [info@bankofcanada.ca](mailto:info@bankofcanada.ca)