



## Exchanging notes issued by the Bank of England

Notes issued by the Bank of England that have subsequently been withdrawn from circulation retain their face value indefinitely.

Exchanges can be presented in person at the Bank of England's Head Office in Threadneedle Street, London, EC2R 8AH (from 09.00-16.00, Monday-Friday, the counter is closed at weekends and Bank Holidays), or sent by post, at the sender's risk, to the same address annotated Dept NEX (appropriate measures should be taken to insure against loss or theft). A note exchange form is available on the Bank's website (see below), or by telephoning 020 7601 5994. All services are free of charge.

Damaged Bank of England notes are not exchanged in London, but should be sent directly to the following address: The Manager, Dept MN, Bank of England, King Street, Leeds, LS1 1HT. Notes deemed to be counterfeit will be retained and a receipt issued - no value will be provided on such notes.

At the Bank's discretion, banknotes may be retained at any value in order for additional checks to take place; you may be required to provide ID at any value or provide additional information or evidence to support the stated origin of the banknotes.

### Identity verification

For exchanges where the total value presented is less than £1,000 no identification is required. You will be asked to complete an exchange form providing address information along with details of the notes to be exchanged.

If the total value of the note exchange is £1,000 or more, you will need to supply two forms of ID (one item of 'Identity Verification' and one item showing 'Proof of Address').

For exchanges where additional checks are required the notes may be retained and a receipt issued in order for relevant administrative procedures to take place. Once authorisation is received (usually within 10 working days), value will be provided by electronic payment, cheque or cash (where the customer wishes to return in person).

Exchanges on behalf of a third party: You will need to provide two forms of ID (one item of 'Identity Verification' and one item showing 'Proof of Address') for the owner of the notes and also for the person exchanging the notes on their behalf. A letter of authority will also have to be provided, outlining the amount, the source of funds and confirming the identity of who is changing the notes on the owner's behalf and must be signed by the owner of the notes.

Exchanges on behalf of a company: a business exchange form (available on the Bank's website) should be completed including the following information – company name, registered number, registered office in country of incorporation and business address. In addition, a covering letter evidencing this information is required from a representative of the company on company headed paper. If presenting the exchange in person, identification for the individual as detailed above is required in addition to the company covering letter delegating authority to the individual presenting the exchange at the Counter.

Acceptable forms of identification are listed below:

Identity Verification	Proof of Address
Valid Passport	Valid Photo-Card Driving Licence (full or provisional) <i>if not used as identity verification</i>
Valid Photo-Card Driving Licence (full or provisional)	Electoral Register
National Identity card (for non-UK nationals)	Utility Bill or Certificate from Supplier of Utilities*
Firearms Certificate or Shotgun Licence	Local Authority Tax Bill*
	Bank, Building Society or Credit Union Statement/Passbook*
	Most recent Mortgage Statement
	Local Council Rent Card or Tenancy Agreement
	Benefits Book/Letter from Benefits Agency*
	Telephone bill (excluding mobile phones)*
	Credit card bill*
	HM Revenue & Customs tax notification*
	Jobcentre Plus letter confirming National Insurance Number

\*Proof of address provided should be dated within the last six months.

In exceptional circumstances, the Bank of England may at its discretion accept other forms of identification. If you are unable to provide any of the listed forms of identification or proof of address, please contact the Bank of England prior to submitting your claim.

### **Payment Methods**

For exchanges made in person at the Counter, value can be paid either into a bank account or in cash. If the value is going into a bank account please provide bank name, sort code, account name and account number is required. For postal exchanges value will be paid in direct into a bank account or cheque (if no account is held, the cheque may be made payable to a third party as specified – ID for the third party is required). Applications received from outside the UK can be paid electronically to your local bank account in sterling (GBP) or alternatively, a sterling cheque will be issued

**Coin:** The Bank of England is not responsible for the issue or exchange of coin. For further information please refer to the Royal Mint's website [www.royalmint.com](http://www.royalmint.com).

**Foreign currency:** The Bank of England does not exchange foreign currency for members of the public.

**Other note issuing authorities in the United Kingdom:** The Bank of England is not responsible for the issue of notes issued by other authorities in the United Kingdom. Please contact the following institutions directly for further information:-

**Bank of Scotland:** [www.bankofscotlandhalifax.co.uk](http://www.bankofscotlandhalifax.co.uk)

**The Royal Bank of Scotland:** [www.rbs.co.uk](http://www.rbs.co.uk)

**Clydesdale Bank plc:** [www.cbonline.co.uk](http://www.cbonline.co.uk)

### **Northern Ireland Banker's Association**

Stokes House  
17-25 College Square East  
Belfast, BT1 6DE

### **The Treasury**

Isle of Man Government  
Bucks Road  
Douglas  
Isle of Man, IM1 3PX

### **States of Jersey Treasury**

States Treasury  
Cyril Le Marquand House  
PO Box 353  
St Helier  
Jersey, JE4 8UL

### **States of Guernsey**

The Charles Frossard House  
PO Box 43  
La Charroterie  
St Peter Port  
Guernsey, GY1 1FH

Full details can be found on the Bank of England's website ([www.bankofengland.co.uk](http://www.bankofengland.co.uk)).

## **DATA**

### **PROTECTION ACT 1998 - FAIR COLLECTION NOTICE**

The Bank of England will process your information in accordance with current data protection legislation. The Bank of England may process your information for the purpose of the Bank's business and associated activities, and may disclose your information to external third parties. Your information will not be processed for direct marketing purposes. You have the right to ask for a copy of information held about you in our records, for which you may be charged a small fee, and to require us to correct any inaccuracies, by writing to the Data Protection Officer, Bank of England, Threadneedle Street, London EC2R 8AH.