

Bank of England

Counterfeit Currency Retention Form (for use by businesses)

This form is for Bank of England notes only. Please do not use this for Scottish, Northern Ireland, Euros or any other currencies or coins. If the circumstances are suspicious, please contact the police in the first instance.

1. Please complete this form on behalf of your 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 record.

Information for your customer

Notes may take up to six weeks to reach us if they are sent via your bank's cash centre or central office. If we subsequently determine the notes to be genuine they will be credited back via the cash centre for your bank to make the individual repayment. No payment is made for counterfeit notes.

Sender's details

Member of staff name (print clearly)
Date
Retailer/Bank/Building Society name
Branch Location
e-mail address Address incl postcode

Reimbursement details (if we determine the submitted notes are genuine)

Customer account No.
Sort code
Name on the account
Customer name (if different from account)
Contact telephone No.
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.

<p>Has this been reported to the police? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, please write the police reference number here</p>
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Returning suspected counterfeit notes to the Bank of England

If sending to us directly:

1. Use Royal Mail Special Delivery or equivalent with full tracking.
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. 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.**

Contact us by e-mail at counterfeitenquiries@bankofengland.co.uk
or by Telephone: **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 support the reimbursement of genuine 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. In any instances where the Bank or an organisation acting on our behalf transfers personal data outside the United Kingdom, we will ensure this is carried out in compliance with UK data protection laws in order to protect personal data. Your data will be retained in line with the retention periods set out in the Bank's 'Records Classification Scheme'.

See <https://b-o-e.uk/rcs>.

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 www.bankofengland.co.uk/legal/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 not processing your personal data 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 at Data-Protection@bankofengland.co.uk.