

# Bank of England

## Counterfeit Currency Retention Form (for use by individuals)

**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.**

A face value repayment will be made for any notes that we determine to be genuine. We are not able to refund the value for counterfeit notes.

### Sender's details

<b>Date</b>
<b>Your name</b>
<b>Your bank account number</b>
<b>Your bank account sort code</b>
<b>Name on the account</b>
<b>Contact telephone No.</b>
<b>e-mail address</b>
<b>Address including post code</b>

<b>Denomination</b>	<b>Quantity</b>	<b>Full serial numbers</b>

## Description of how you received the note(s)

Please report the matter to the police if the circumstances are suspicious..

<b>Has this been reported to the police?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>If yes, please write the police reference number here</b>		

## Please send the notes together with this form to:

Dept. 16, Bank of England, Langston Road, Loughton, Essex IG10 3TN.

We strongly advise using Royal Mail Special Delivery or equivalent with full tracking and to mark all the notes 'Counterfeit' in a prominent location in large letters on both sides.

**Contact us** by e-mail at [counterfeitenquiries@bankofengland.co.uk](mailto: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](http://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](mailto:Data-Protection@bankofengland.co.uk).