

**Rules for sending damaged or mutilated euro banknotes and coins to Eesti Pank for exchange**

1. These rules establish the procedure for sending damaged or mutilated euro banknotes and coins (hereinafter *banknotes* or *coins* or *cash* in case of both) for exchange to Eesti Pank by credit institutions.
2. These rules do not regulate the handling of suspect counterfeit cash, which shall be handed over to the local police authority. If the damaged or mutilated cash is also suspected to be counterfeit, it shall be treated as suspect counterfeit cash.
3. Credit institutions are obliged to accept damaged or mutilated cash from legal and natural persons and send it to Eesti Pank in order to be exchanged in a package that guarantees the preservation of the condition and amount of the cash as presented to the credit institution, together with the suitable exchange application submitted by the legal or natural person (enclosed). Every single case (banknotes or coins presented simultaneously for replacement by a legal or natural person) shall be packed separately.
4. Credit institutions are obliged to send damaged or mutilated cash discovered during handling to Eesti Pank, packed separately from cash fit and unfit for circulation, if it shows the following features:
  - 1) the banknote has lost more than 25% of its initial measurements;
  - 2) the bank note is taped together from more than two separate pieces by tape or other adhesives;
  - 3) the quality of the banknote is so damaged (for instance, it is discoloured, covered in paint or oil stains, burnt, decomposed, or scribbled on) and/or its machine-readable elements do not fully comply with its specifications (including the euro banknotes specified in Annexes IIa and IIb of the European Central Bank's Decision of 16.09.2010, the authenticity of which has not been clearly verified), so that its authenticity may not be clearly verified and/or the degree of damage does not enable ordinary manual or machine handling of the banknote without further damage to it;
  - 4) coins, the condition of which has been damaged by physical or chemical impacts so that their face value, minting date or authenticity may not be determined without laboratory testing.
5. Credit institutions shall send the damaged or mutilated cash discovered upon handling to Eesti Pank in a package that guarantees the preservation of the condition and amount of the cash as presented to the credit institution, together with a transmittal

letter indicating the nominal values and amounts of the banknotes and coins submitted for exchange and, if possible, the serial numbers of the banknotes.

6. Generally, Eesti Pank shall notify the credit institution that submitted the damaged or mutilated cash about the decision to exchange or refuse to exchange the damaged or mutilated cash within at least one month of its receipt. A brief explanation shall be provided upon refusal to exchange the cash. If one case involves the simultaneous submission of over 100 banknotes or coins to be exchanged, the notification regarding the exchange or refusal to do so may take longer than a month, of which Eesti Pank shall inform the credit institution that submitted the damaged or mutilated bank notes within one month.
7. Eesti Pank shall transfer the sum corresponding to the value of the cash presented to be exchanged to the account of the credit institution that submitted it.
8. Eesti Pank shall not return the damaged or mutilated cash to the credit institution or the legal or natural person who submitted it.

Appendix to “Rules for sending damaged or mutilated euro banknotes and coins to Eesti Pank for exchange”

## APPLICATION

### for the exchange of damaged or mutilated cash

.....20.....

1. First and surname of the applicant, personal identification code (for legal persons, also the name and registration number):

---

2. Applicant’s address, telephone:

---

3. Applicant’s document type and number:

---

4. Please exchange the damaged or mutilated cash in the total sum of:

---

(sum in numbers and words)

5. Banknotes and coins submitted by the applicant to be exchanged:

No.	Face value	Banknote series and No. / coin minting date	Number of banknotes and coins	Sum

6. The applicant’s description of the extent and causes of the damage to the banknotes and coins (including how the banknotes were stained, contaminated or coloured):

---



---

7. A written explanation regarding the reason and nature of discolouration, if the banknotes have been discoloured due to the implementation of anti-theft measures and they are presented by a person whose activities involve cash handling.

-----

8. Documents (if such exist) proving the destruction of the missing parts of banknotes, when up to 50% of a euro banknote is presented:

---

---

Applicant's signature:

9. Name of the credit institution that forwards the banknotes and coins to Eesti Pank:

---

10. First and surname and signature of the employee of the credit institution:

---