

# 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.**

Please complete this form on behalf of your customer. **Please use block Capitals.**

1. Staple the notes to one copy and send to the Bank of England, as per your company policy.
2. Give one copy to the customer and retain a further copy for your own record.

Notes may take up to eight 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 to the customer, Bank, Cash Centre.

<b>Member of staff name (block capitals)</b>	<b>Date</b>
<b>Retailer/Bank/Building Society name</b>	<b>Branch Location</b>
<b>Email</b>	
<b>Branch address and postcode</b>	

<b>Customer Sort Code</b>	<b>Account number</b>
<b>Name on the account (and customer if different)</b>	
<b>Customer contact telephone No.</b>	
<b>Customer Email</b>	
<b>Contact address</b>	

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

### 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.

<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>

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. Address the items to: **Dept. 16, Bank of England, Langston Road, Loughton, Essex IG10 3TN.**

Our email is [counterfeitenquiries@bankofengland.co.uk](mailto:counterfeitenquiries@bankofengland.co.uk) and telephone voicemail **0203 461 2054**.

<b>FOR BANK OF ENGLAND USE ONLY</b>		
<b>Counterfeits:</b>	<b>Scottish/Irish:</b>	<b>Mutilated:</b>
<b>Genuine BoE:</b>	<b>Genuine Scottish/Irish:</b>	
<b>Delivery number:</b>		
<b>Accounting number:</b>		
<b>Payment number:</b>		
<b>Cheque number:</b>		
<b>Analyst:</b>	<b>Authoriser:</b>	
<b>Date:</b>	<b>Date:</b>	

# Bank of England

## 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 (eg 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).