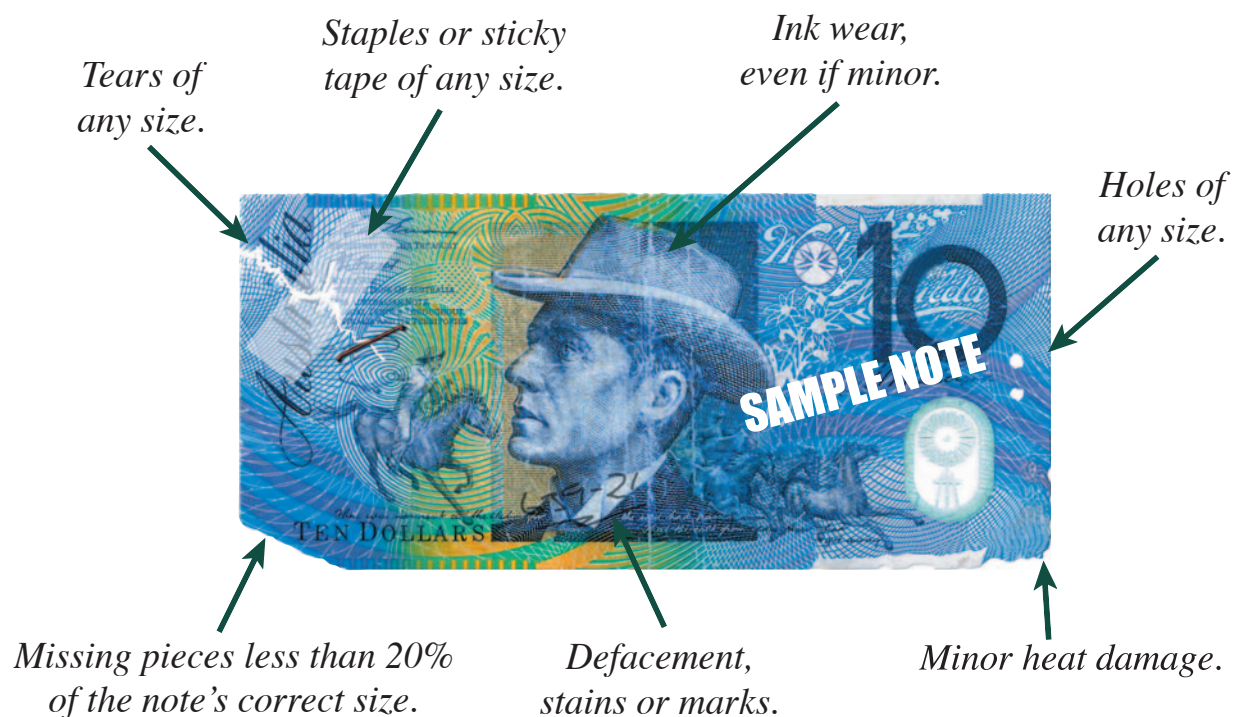


NOTE SORTING GUIDE

Classify as *unfit*, notes with any of the following faults:



Classify as *mutilated*, notes where:

- a piece is missing which is 20% or more of the note's correct size;
- the note is significantly affected by heat;
- the value is in doubt;
- there has been exposure to a substance that prevents direct handling (i.e. the note is contaminated).

Further information on note sorting appears on the reverse side of this Guide.



RESERVE BANK OF AUSTRALIA

NOTE SORTING GUIDE – EXPLANATORY NOTES

It is important when handling notes to correctly differentiate between fit, unfit and mutilated notes and to return unfit and mutilated notes to the Reserve Bank of Australia for destruction.

This Guide is intended to assist in identifying unfit and mutilated notes (i.e. notes that are no longer suitable for further use in circulation). The Guide is also available on the Reserve Bank's website at <http://www.rba.gov.au/CurrencyNotes> as is information about the Reserve Bank's mutilated notes policy.

A **FIT NOTE** is a note without any faults. These should be recirculated or retained for subsequent use.

An **UNFIT NOTE** is any note that is stained, defaced or physically damaged in some way, but which does not meet the definition of a mutilated note. For example, a note that has a missing piece, which is less than 20% of the note's correct size, is classified as unfit, not mutilated. Similarly, a note affected by heat in a minor way or a note with a tear, is also classified as unfit, not mutilated. Full face value is paid on unfit notes even those with missing pieces less than 20% of the correct size of the note.

Banks should return unfit notes, separated from fit and mutilated notes, to the Reserve Bank's National Note Processing Centre via armoured car companies.

A **MUTILATED NOTE** is any note:

- where 20% or more of the note is missing (in such cases the Reserve Bank will not pay full face value);
- that is significantly affected by heat, eg. the note is shrivelled, is brittle and/or has a very uneven surface;
- where the value is in doubt;
- that has been contaminated or exposed to fire, rodent/animal attack, etc. which prevents direct handling.

A template for use by banks when determining, in terms of the Reserve Bank's mutilated note policy, the value of mutilated notes with pieces missing is available from the Reserve Bank's website.

Banks are authorised to assess mutilated notes and pay claimants immediately if appropriate value can be easily determined. The Reserve Bank will assess value where a bank is unable to accurately do so.

Banks should forward *all* mutilated notes together with a completed 'Mutilated Australian Notes Claim Form' (also available on the Reserve Bank's website), regardless of whether the claimant has been paid or not, to the Reserve Bank's National Note Processing Centre via armoured car companies. Claims may also be sent directly to:

The Manager
National Note Processing Centre
Note Printing Australia Limited
PO Box 21
CRAIGIEBURN VIC 3064

Claims forwarded to the National Note Processing Centre through the post are sent at the risk of the sender. The Reserve Bank accepts no responsibility for claims until they are received at the National Note Processing Centre.

If you require any further information on unfit or mutilated notes, please contact the Reserve Bank: telephone - 1800 633 220, facsimile - 02 9551 8021, e-mail - rbainfo@rba.gov.au, or write to the Head of Note Issue, Reserve Bank of Australia, GPO Box 3947, Sydney 2001.



RESERVE BANK OF AUSTRALIA