



Redemption of Damaged Banknotes

A damaged banknote torn in half can be accepted as a form of payment if the two pieces are accurately aligned and taped back together using clear tape.

Should a defaced, burnt, mouldy or torn note be damaged in a way where parts of the note are unrecognisable, the note may not be suitable as an acceptable form of payment, nor can it be exchanged for a new or undamaged note of face value.

The public may exchange eligible damaged banknotes with banknotes of better quality at their local bank. If the local bank is unable to exchange the damaged banknote for the customer, the customer may bring the eligible damaged banknote to the Bermuda Monetary Authority (Authority or BMA) Notes and Coins Exhibit, located at BMA House, 43 Victoria Street, HM 12, during the hours of 9:00 am and 4:00 pm from Monday to Friday.

A damaged banknote eligible for redemption must meet all the following requirements:

- The note must be at least three-quarters (3/4) of its original size
- Both serial numbers must be clearly visible on the note
- All pieces of a torn note must be presented and accurately taped together as aligned as possible, using clear tape

Please note that when redeeming banknotes at the BMA Notes and Coins Exhibit, the customer will receive cash if the amount of banknotes to be redeemed is \$100 or less. A valid photo ID is required.

For note redemptions above \$100, a wire transfer will be processed within 3-5 business days. A bank account number, valid photo ID and additional information are required.