

## **Potentially false banknotes identified within your deposit**

If there are any banknotes in your deposit which appear to be counterfeits, these notes will be automatically removed by the cash machine.

The screen of the cash machine will display this text: "Attention, we detected possible counterfeit notes. These notes will not be deposited into your bank account." This message, as well as the amount of money and details regarding the banknotes, will be printed on your receipt.

If counterfeit notes are detected, you are not required to take any action. Possible fake notes will be examined by Geldmaat and after that by the Dutch National Bank (DNB).

## **Examination by Geldmaat**

Our high-tech machines will check the notes. If they are found to be genuine, we will deposit them into the initial bank account that you wished to pay them into.

## **Examination by DNB**

If we are not able to determine whether a banknote is genuine or not, we are required to send it to the DNB. They will examine the notes and send the results to your bank within 30 days of the examination. You will then be contacted by your bank.

If the DNB examination determines that the banknotes are genuine, DNB will deposit the appropriate sum into the initial bank account that the banknotes should have been paid into. In the event that the banknotes are counterfeits, no deposit will be made, and your bank will inform you of this. You will not be refunded.

## **Counterfeit banknotes**

Did you receive false banknotes? If you know from whom or where you received these notes, then you should contact the police. If you don't know the origins of the banknotes, please bring them to DNB. Counterfeited banknotes are worthless, which means you will not receive any money in return. Do not use counterfeit banknotes as making a payment using false notes is illegal. Not sure if your banknotes are genuine? Check them at the [website](#) of the DNB.

## **Damaged banknotes**

Damaged banknotes can sometimes be exchanged at the DNB office. Retail banks never exchange them, and businesses are not required to accept damaged banknotes. Find out more about damaged banknotes at the [website](#) of the DNB.