

Mutilated Note(s) - Clydesdale Bank PLC



Cash Services reference number

Submission Instructions

- Form to be scanned to cash.services.glasgow@cybg.com
- Cash Services will respond by email to branch mailbox within 24 hours to advise fate of claim
- If claim is paid please attach the note(s) to this form and follow instructions in section CSH 150 Cash Management & Security of the Policy & Procedures Database - Policies for processing*
- Send form to NatWest as part of your scheduled cash remittance uplift
- If claim is unpaid please follow instructions in section CSH 150 Cash Management & Security of the Policy & Procedures Database - Policies for destruction of notes(s)

*Please ensure Cash Services Reference Number is quoted above prior to form being sent to NatWest.

Mutilated Note Details

Please tick to indicate if note is paper or polymer:

Face Value	Paper	Polymer	Serial Number	Date of Note
£	<input type="checkbox"/>	<input type="checkbox"/>		
£	<input type="checkbox"/>	<input type="checkbox"/>		
£	<input type="checkbox"/>	<input type="checkbox"/>		
£	<input type="checkbox"/>	<input type="checkbox"/>		
£	<input type="checkbox"/>	<input type="checkbox"/>		

Total Face Value £

Declaration

1. I am the owner of the note(s) detailed above.
2. In the event of the missing portion(s) of the note(s) being presented for payment, I will repay to Clydesdale Bank PLC (trading as Virgin Money), the value of the note(s) detailed above.
3. To the best of my knowledge and belief the note(s) became mutilated under the following circumstances:

Full Name of Customer			
Address			
		Post Code	
Telephone Number			
Full Name of Customer			
Sort Code		Account Number	

Customer Signature

Signature of Customer Date

Store Use Only (Must be completed before submission to Cash Services)

Store Name Sort Code
Store Internal Phone Number
Store Contact Name Date

On Receipt of e-mail from Cash Services

- Claim Unpaid - note previously claimed
- Claim Paid - customer's account credited
- Claim Paid - customer refunded in cash

Authorisation Stamp

Please Note: Cash Services Reference Number must be quoted on all forms submitted (Top of this form)