

## Danske Bank banknotes Customer Q&A

### Why do you print your own notes?

In Northern Ireland, legislation applies which allows us, as well as Ulster Bank, AIB and Bank of Ireland, to print and issue our own banknotes. This supports the local bank brand but also enables us to manage our own note supply.

### Why have you stopped printing £5 and £50 notes?

We haven't printed any £5 notes since our special edition polymer notes to mark the Millennium. Stocks of those notes were exhausted about 2yrs ago and due to lack of demand, we decided not to print new stocks.

In recent years, demand for £50 notes has also been very low and with a readily available supply of Bank Of England notes, it is appropriate to move from our current outdated £50 note to Bank of England notes.

### Why will you no longer issue £100 notes?

Demand for £100 banknotes is so low that it was not viable to print stocks of Danske Bank branded versions of the notes. Our existing £100 are now very outdated and so a decision was taken to withdraw them.

### If I have any £50 or £100 Northern Bank notes are they now obsolete, or will I always get value for them or do I need to exchange them now?

All current Northern Bank branded banknotes will retain their face value as promissory notes. If you wish to exchange any in your possession, this can be done at any Danske Bank branch.

### Are the new notes more likely to be prone to counterfeiting?

The new notes are produced with the same security features as our existing banknotes. Whilst all banknotes may be subject to counterfeiting, there is no reason to suggest that these new Danske Bank notes may be more prone than others.

Will the notes be accepted outside of Northern Ireland?

Northern Ireland notes circulate and are accepted quite freely in Northern Ireland and, for the most part, they are also readily accepted across the UK.

However we would advise customers not to rely on local banknotes being accepted outside of Northern Ireland.

Our general advice would be to change your notes to Bank of England notes before you travel and not to carry large amounts of banknotes of any description. Instead make use of facilities such as travellers' cheques, credit/debit cards and ATM cards for access to funds.

When will Northern Bank notes cease to be valid?

They won't - customers will always be able to receive value for the notes.

Plastic bank notes - are there plans to bring back the plastic £5?

There are no plans currently being considered to reissue the plastic £5 note.

Why did you not change the design?

The local individuals of distinction on our bank notes remain icons of local industry and are as important today as they have been over past decades. Whilst the notes now bear the Danske Bank name, it is appropriate that we still celebrate local achievement.

Will the new notes be accepted in self service tills in shops or in car parks?

We have taken steps to engage with retailers and manufacturers of self serve tills to try to ensure acceptance of the new notes is as high as possible. However, some customers may experience difficulties in a small number of locations where retailers/manufacturers have not updated their systems. If a non acceptance of the notes is raised with us we will contact the retailer or manufacturer as appropriate.

Will the Post Office recognise the new notes in lodgements?

Yes, the Post Office has been updated on the new Danske Bank notes.

