

FREQUENTLY ASKED QUESTIONS

As of October 24, 2023

Information on Mutilated Cash:

Cash that has been burnt in a home safe may be replaced under the following conditions according to the U.S. Bureau of Engraving and Printing (“BEP”):

- More than 50% of the note is identifiable as U.S. currency along with sufficient remnants of any relevant security features.
- If less than 50% of the note is identifiable as U.S. currency and there is sufficient documentation that the missing portions have been destroyed, the BEP will make a determination of whether to replace.
- No redemptions when only fragments of the U.S. currency cannot identify the value of the note.
- <https://www.bep.gov/services/mutilated-currency-redemption>

Shipping mutilated cash:

- Take pictures of the US currency before you pack the U.S. currency.
- Limit touching of the U.S. currency.
- Pack in a container to limit jostling, use cotton to “cushion” the fragments.
- BEP suggests sending any documentation to determine the amount of U.S. currency you are sending.
- Use the online form if possible. If U.S. currency can be “replaced” the BEP will send the reimbursement to your bank account.
- If you use the paper form, please send the form with the mutilated cash.
- More information can be found on the Bureau of Engraving and Printing website.
- <https://www.bep.gov/services/mutilated-currency-redemption/packing-directions>

Information provided by the State of Hawaii, Division of Financial Institutions (“DFI”).

Contact DFI with additional questions:

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