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Item 607

**RESOLUTION NO 12/2025
OF THE MANAGEMENT BOARD OF NARODOWY BANK POLSKI**

of 16 June 2025

amending the Resolution on the terms and conditions of sale by Narodowy Bank Polski of coins, banknotes, and numismatic items for collection and other purposes

Pursuant to Article 36 of the Act of 29 August 1997 on Narodowy Bank Polski (Journal of Laws of 2022, item 2025), it is hereby resolved as follows:

§ 1. Resolution No 43/2013 of the Management Board of Narodowy Bank Polski of 5 December 2013 on the terms and conditions of sale by Narodowy Bank Polski of coins, banknotes, and numismatic items for collection and other purposes (M.P. of 2023, item 1336) shall be amended as follows:

1) in § 13:

a) subparagraph 1 shall read as follows:

“1. If an institutional recipient or an individual recipient, both hereinafter referred to as “customers”, discovers quality defects in the purchased collector items (i.e. in the case of collector coins – any unacceptable production features enumerated in the Catalogue of Production Features), the customer may lodge a complaint at the venue where such items were issued to the customer, depositing the collector items concerned, with a copy of the fiscal receipt or a copy of the VAT invoice, a written substantiation of the complaint and with information about the customer’s contact details.”,

b) in subparagraph 4, the introduction to the enumeration shall read as follows:

“4. For the purpose of considering a customer’s complaint regarding collector items purchased at the online shop with the option of delivery by courier service or via NBP mobile points of sale, the items concerned shall be delivered to the following address: Narodowy Bank Polski, Departament Emisyjno-Skarbcowy, ul. Świętokrzyska 11/21, 00-919 Warszawa, with a note “*Sklep internetowy/reklamacja*” or “*Mobilny punkt sprzedaży NBP/reklamacja*” [“Online shop/Customer complaint” or “NBP mobile point of sale/Customer complaint”], as well as a complaint form whose template constitutes Annex 2 to this Resolution and a copy of the fiscal receipt or a copy of the VAT invoice. If the complaint is deemed justified:”;

2) in Annex 1:

a) in § 2:

– item 6a) shall be added, reading as follows:

“6a) payment instrument – a payment instrument in the sense of Article 2(10) of the Act of 19 August 2011 on payment services (Journal of Laws of 2025, item 611), enabling individual recipients and institutional

recipients to make payments: at the NBP Regional Branch in Warsaw – with a payment card or via BLIK, in the online shop – with a payment card, by bank transfer, instantaneous transfer or via BLIK;”;

– item 17 shall be worded as follows:

“17) payment at the NBP Regional Branch in Warsaw – payment made in cash or with a payment card, or via BLIK;”;

b) in § 5, subparagraph 2 and subparagraph 2a shall be worded as follows:

„2. If collector items are delivered to the customer via courier service, shipping costs, inclusive of insurance, shall be added to the sale price. The effective shipping cost and the upper limit for the order value concerning orders with the courier service delivery option are quoted on the website of the online shop, without prejudice to subparagraph 2a below.

2a. In justified cases, NBP may refrain from the execution of orders via courier service. A notice that orders of collector items will be completed exclusively in the form of personal collection at the NBP Regional Branch in Warsaw shall be published on the website of the online shop at least two weeks before the date of issue of the collector item concerned.”;

c) in § 9, subparagraph 1 shall be worded as follows:

“1. For the purpose of considering a customer’s complaint regarding collector items purchased at the online shop with the option of delivery by courier service, the items concerned shall be delivered to the following address: Narodowy Bank Polski, Departament Emisyjno-Skarbcowy, ul. Świętokrzyska 11/21, 00-919 Warszawa, with a note “*Sklep internetowy/reklamacja*” [“Online shop/Customer complaint”], as well as a complaint form whose template constitutes Annex 2 to this Resolution and a copy of the fiscal receipt or a copy of the VAT invoice.”;

3) Annex 2 to the Resolution shall be worded as per attachment to this Resolution.

§ 2. The Resolution shall enter into force 14 days following its promulgation, except for §1 subparagraph 2 letter a), which shall take effect on 22 July 2025.

Chairperson of the Management Board of Narodowy Bank Polski: *A. Glapiński*

TEMPLATE

COMPLAINT FORM NO

made on in

Details of the person making the complaint: given name and surname, address, telephone

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Date of purchase of the collector items

Number of pieces of the collector items complained about

Face value of the collector items

Type and subject of the collector items complained about

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Sale price of the collector items

Copy of the receipt/copy of the VAT invoice*

Exact description of the defects

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Request by the person making the complaint regarding the method of resolving the complaint

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Number of the account of the person making the complaint*

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*Delete as appropriate.

Information about the processing of personal data

Pursuant to Article 13(1) and (2) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (OJ L 119, 4.5.2016, page 1; OJ L 127, 23.5.2018, page 2; and OJ L 74, 4.3.2021, page 35), hereinafter the “GDPR”, Narodowy Bank Polski informs you that:

- 1) your personal data controller is Narodowy Bank Polski with its registered office in Warsaw at ul. Świętokrzyska 11/21;
- 2) Narodowy Bank Polski ensures contact with the data protection officer at NBP by e-mail at the address iod@nbp.pl or by post at the address of the personal data controller. Detailed information concerning the Data Protection Officer is available on the website: www.nbp.pl/gdpr and in a publicly accessible location at the seat of Narodowy Bank Polski;
- 3) your personal data will be processed for the purpose of resolving your complaint concerning collector items;
- 4) the legal basis for the processing of your personal data for the purpose referred to in point 3 is Article 6(1)(b) of the GDPR, i.e. the processing is necessary for the performance of a contract to which the data subject is a party or in order to take steps at the request of the data subject prior to entering into a contract;
- 5) your personal data will not be transferred to other entities, including recipients in third countries or international organisations, except for public authorities for which the legal grounds for making such data available is a provision of law;
- 6) your personal data will be stored for a period of five years from the end of the year in which they were collected;
- 7) you have the right to request access to or rectification, erasure or restriction of processing of your personal data as well as the right of data portability and the right to object to data processing;
- 8) you have the right to lodge a complaint with the supervisory authority: President of the Office for Personal Data Protection, ul. Stawki 2, 00-193 Warszawa;
- 9) the submission of personal data is voluntary, but it is a condition for resolving your complaint;
- 10) your personal data will not be used for automated individual decision-making, including profiling.

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Signature of the person making the complaint

NBP's position regarding the request of the person making the complaint

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Signature of the authorised person