

**Certification of Non-Receipt**  
(to be completed by Customer)

**Instructions:** This form should only be completed if you have been instructed by a Customer Service Representative to do so. Please print this form and submit to the address listed at the bottom of this page.

**Order #:** \_\_\_\_\_

**Customer Name:** \_\_\_\_\_

**Customer Address:** \_\_\_\_\_

\_\_\_\_\_

**Description of Missing Item(s):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Quantity Ordered:** \_\_\_\_\_ **Quantity Received:** \_\_\_\_\_ **Quantity Missing:** \_\_\_\_\_

**Check statement which best describes your complaint:**

- \_\_\_\_\_ Order was not received at all.  
\_\_\_\_\_ Package arrived without coins.  
\_\_\_\_\_ Package arrived with 1 or more coins missing.

**Have there been any recent changes to your account information? Please explain.**

\_\_\_\_\_  
\_\_\_\_\_

**Comments:**

\_\_\_\_\_  
\_\_\_\_\_

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Telephone (Day):** \_\_\_\_\_ **(Evening)** \_\_\_\_\_

**False official statements or claims are a violation of Federal Statute and are subject to prosecution.**

**Please mail this form to the following address:**

**UNITED STATES MINT  
CUSTOMER SERVICE  
ATTN CNR  
801 9<sup>TH</sup> STREET NW  
WASHINGTON DC 20220-0001**

\*\*Please allow approximately 4-6 weeks for review and processing.