Cash Exchange Points

Among other functions, *Banco de la República* (the Central Bank of Colombia) is responsible for issuing and circulating cash in the Colombian territory. To do so, it has different services through its treasuries nationwide. Additionally, to strengthen the distribution of low denomination cash and expand the citizen service channels, it has signed contracts with collection and payment companies for the provision of this service.

What are Cash Exchange Points?
These are Banco de la República's cash funds operated by collection companies in different cities in the country. These firms carry out the treasury operations authorized by the Bank, among them, the windows for the exchange of low denomination cash with the public, at no cost to the users.

Cash exchange transactions are available at cash over counters for up to COP 10 million per day per person, as follows:

- Reception of high denomination banknotes in any condition (suitable or deteriorated) and delivery of the equivalent value in exchange in suitable low denomination banknotes (COP 2,000 and COP 5,000).
- Reception of deteriorated low denomination banknotes and delivery of the equivalent value in exchange in suitable low denomination banknotes (COP 2,000 and COP 5,000).

Should you have any concern, complaint, or requirement related to the service provided at the windows at the Cash Exchange Points, please contact us through the channels provided by Banco de la República. Consult the channels on the Citizen Service website (only in Spanish).

In which cities is the Cash Exchange Points service available?
The public can access this service in Leticia

Fuente: https://www.banrep.gov.co/en/banknotes-coins/treasury-services/cash-exchange-points