

Change by mail

The most important questions and answers

1. Do you accept only coins or also banknotes?

We accept both coins and banknotes. We are also happy to accept very small change - any amount helps.

2. Can I send old D-Mark and/or old coins and notes from the Euro countries to help alliance?

Yes, all former currencies - whether coins or notes - can be sent to us.

3. Are there also currencies that cannot be converted back into "real" money?

No. We exchange your foreign currencies from all countries into Euro. If this is no longer possible, we will give them away at the price per kilo.

4. Do I have to send the remaining currencies sorted?

No, you do not have to go to the trouble. The remaining currencies are automatically sorted by our service providers. Simply put all remaining foreign exchange from your collection box into an envelope and send it by mail.

5. Will I get a donation receipt for my remaining foreign currency?

Unfortunately not. Unfortunately we cannot issue receipts for donations of remaining foreign exchange.

6. Where do I have to send the money?

You can send the money to help alliance in two different ways: by mail either directly to our office or through our service provider Coins.de. Here are the two addresses:

help alliance gGmbH

c/o Deutsche Lufthansa AG
FRA I/H
Lufthansa Aviation Center
60546 Frankfurt

(to this address please send parcels only by DHL!)

or

Coins.de GmbH

Keyword: Sammlung help alliance
Stolberger Str. 69-71
52068 Aachen

7. May I hand in the remaining foreign exchange elsewhere or do I have to send it by mail?

No. You do not necessarily have to send the money by mail if you do not like it. You are also welcome to use one of our donation boxes at the various airports and deposit your foreign currency there. Our service provider regularly empties these boxes. We will gladly give you information about where you can find one of our donation boxes.

8. Does help alliance cover the postage?

No, we receive several packages every day. Therefore we are unfortunately not able to pay the postage.

However, if you have a larger amount of foreign currency or old currencies - at least 5 kilograms - you can order stamps from DHL from our fundraiser Kerstin Krowas (kerstin.krowas@dlh.de) or our service provider Coins.de. In this case, shipping is free of charge.

9. How reliable is it to send the money by mail? Who is liable in case of loss?

Unfortunately, as a help alliance we cannot guarantee that your parcel will arrive undamaged. We also cannot be held liable for the contents of the parcel in case of loss. However, depending on the service provider that carries out your order, the parcel and its contents are insured up to a certain amount of money.

10. Can I also initiate a collection of change - e.g. at my children's daycare center or among my friends? And how does it work then, with such a large quantity of coins and banknotes?

Of course, you are welcome to launch a larger collection for us - we would be happy to do so! In case you collect at least 20 kilograms of money, we can offer you that our service provider will pick up the money directly from you (upon agreement). Simply "register" your collection with us - and we will provide you with relevant information that you can display and coordinate the contact with our service provider.