



Australian Government

Royal Australian Mint

RETURNED COINS: Frequently Asked Questions

What are returned coins?

They are either:

- **Collector Coins** (also referred to as numismatic coins) are coin intended for coin collectors rather than for payment of goods and services. Collector coins are redeemed at face value.
- **Worn Coins** are coins degraded as a result of normal use. Worn coins are redeemed at face value.
- **Mutilated Coins** are coins damaged in any industrial process and are no longer identifiable or useable as coins. Mutilated coins are not accepted by the Mint unless strict conditions warrant and are not paid at face value.
- **Bronze Coins (1 and 2 cent)** Banks should forward the bronze coins to the Approved Cash Centre (ACC) for consolidation.
- Following notification, the Mint will arrange collection of returned coins from the Approved Cash Centre.

Note: RAM does not accept foreign coins (i.e. coins from countries other than Australia).

Bank process of returning coins to the Mint

1. Coins must be sorted by denominations.
2. Coins must be placed in a secure bag.
3. Completed and signed Coin Claim Form must be in a sealed envelope and placed in the secure bag.
4. Forward to ACC for consolidation.

ACC process of returning coins to the Mint

The Mint will arrange collection of returned coins from the ACC depot upon the following processes being completed:

1. ACC must complete the Manifest document outlining the breakup of the consignment.
2. Email completed Manifest document to coinreturn@ramint.gov.au or Fax to (02) 6202 6947.
3. Individual boxes are not to weigh more than 15kgs (For over 15kgs, mark weight on box and write "heavy"), unless the box / boxes are stacked on a pallet.
4. The Mint's freight service provider will contact the ACC directly to arrange collection.

Further information: www.ramint.gov.au

Email: coinreturn@ramint.gov.au

Phone: (02) 6202 6869