

ONLINE ORDERING FOR SALE OF COMMEMORATIVE CURRENCY ISSUED BY BANK NEGARA MALAYSIA

FREQUENTLY ASKED QUESTIONS (FAQ)

Ordering

1. How may I submit my orders?

Orders may be submitted at <https://duit.bnm.gov.my>. Buyers must register online before ordering.

2. May I submit orders for more than one person?

Yes, you may submit orders for more than one person. However, the order must contain that person's unique buyer information (that is, name and MyKad card / passport number).

3. Is there any age limit for those submitting the order?

There is no age limit set for those submitting the order.

4. May I order if I do not have a MyKad?

Foreigners may use their passport details for ordering. Proof of identification will be required during delivery.

5. I'm a Malaysian. May I submit my order using my passport number?

No, Malaysians must use their MyKad details. Only foreigners may submit their orders using their passport details.

6. I made a mistake while ordering. May I resubmit the order?

No amendments can be made after an order is submitted and paid for. Please ensure the order is accurate before payment.

7. Why did Bank Negara Malaysia introduce the online ordering, payment and delivery?

Bank Negara Malaysia introduced this to improve convenience for buyers who may submit orders and pay anytime and anywhere, without being present at the sales location.

8. Is the new process of ordering troublesome?

The new and improved process through online ordering, payment and delivery is much more convenient and faster.

9. I have queries about the ordering. Where do I send them?

Please use the Contact Us form on the <https://duit.bnm.gov.my> website to send us your queries.

Payment

10. What are the amount charged for my order?

The charges include price of the item, Sales and Services Tax (SST) and delivery charges.

11. How are the delivery charges determined?

The delivery charges are determined by the location, weight and value insured by POS Malaysia, as follows:

Value	Weight	Location / Charges	
		Peninsular Malaysia	Sabah, Sarawak & Labuan
Up to RM5k	Up to 500gm	RM14.46	RM23.06
	501g-1kg	RM16.86	RM27.20
	1.001-2kg	RM21.64	RM35.49
	2.001-3kg	RM24.01	RM47.68

12. How can I pay for the orders?

All orders must be fully paid for using online payment methods (i.e. credit/ debit card or online banking services).

13. Is online payment secure?

Online payments are secured with adequate security measures implemented by the relevant financial institutions.

14. Can I pay cash during delivery?

Only online payment is accepted. Payment must be made during online ordering.

15. Who do I contact if there are issues with my online payment?

Please contact the appointed payment service provider at support@ipay88.com.my.

16. What should I do if my online payment fails?

Please contact your respective card issuer/ bank to enquire about the payment.

17. Part of my order is successful. How will I be charged?

You will be charged from the total paid for the successful order, while the remaining amount will be refunded.

18. If my orders are unsuccessful, will I get a full refund?

Payment (including delivery charges) for unsuccessful orders (during balloting) will be fully refunded to buyers.

19. How long is the refund process?

Payment for unsuccessful orders will be refunded to buyers in about 14 days after order result announcement. Buyers may receive the refund prior to the announcement of the successful orders.

Selection Process

20. How can I be sure my orders are in the ballot list?

You may save or print the order confirmation upon submission and payment. Only fully paid orders will be considered.

21. How can I be sure the balloting process is transparent?

Balloting is performed using a computer-aided process. The entire process is supervised by the Bank's internal auditors to ensure integrity.

22. I ordered more than the quantity I require and the order is successful. Can I cancel some of the successful orders?

The successful order will be fully charged from the payment. Buyers must take all successful orders. Cancellation is not allowed after payment.

Order Result Announcement

23. When and how can I know the order result?

Results of the orders or balloting will be announced within 2 weeks from the ordering's closing date. Buyers can check their results at <https://duit.bnm.gov.my>.

Delivery of successful orders

24. My order is successful. When will I receive the commemorative coins?

Delivery in phases for successful orders is expected to complete within 25 working days from the result announcement at <https://duit.bnm.gov.my>. Delivery will be done during business hours on normal workdays.

25. What document is needed for me to receive my orders?

Buyers have to personally present valid identification when receiving the commemorative coins (e.g. MyKad for Malaysians / Passport for non-Malaysians). Delivery will not be performed if the valid identification is not presented by the receiver.

26. For delivery, may I present the copy of my identification as proof?

Yes, the original or copy of the identification card or passport is acceptable for delivery.

27. I'm a Malaysian. May I receive using my Malaysian passport?

Malaysian passports will NOT be accepted as identification.

28. If I'm not around during delivery, may I collect my order from Pos Laju branch?

The successful buyer can collect the order at the Pos Laju branch specified, within 7 days from first delivery attempt.

29. What will happen to my order if not collected from Pos Laju within 7 days?

Uncollected orders will be returned to Bank Negara Malaysia.

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