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 placing an order.

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 (particularly, name and MyKad or 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, Please use your MyKad details when placing an order. Passport details are only for non-Malaysians.

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 check all details are correct before making 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 send your question through the **Contact Us** form on the https://duit.bnm.gov.my.

Payment

10. What are the amount charged for my order?

The total amount includes the item price, Sales and Service Tax (SST), delivery charges.

11. How are the delivery charges determined?

The delivery charges are based on the delivery location and weight, plus insurance, as shown.

<table>
<tr><th rowspan="2">Weight</th><th colspan="2">Location / Charges (RM) inclusive 6% SST</th><th rowspan="2">*Insurance</th></tr>
<tr><td>Peninsular</td><td>Sabah, Sarawak, Labuan</td></tr>
<tr><td>Up to 1 kg</td><td rowspan="2">15.37</td><td>22.79</td><td rowspan="2">1% of item price (inclusive 10% SST)</td></tr>
<tr><td>1.001 kg – 2 kg</td><td>33.39</td></tr>
</table>

**The charges shown exclude the insurance charge of 1% of the item price. The insurance charge will be added to the final amount payable.*

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?

If your order is unsuccessful, you will receive a refund within about 14 working days after the order results are announced. In some cases, you may receive your refund before the successful orders are announced.

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?

The balloting process is computer-aided to ensure fairness and accuracy. All eligible entries have an equal chance during the selection process. An independent party also witnesses the balloting process to ensure that it is conducted fairly and properly.

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?

The results will be announced within 14 working days after the order period closes. You can check your result on the 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 be completed within 25 working days after the order results are announced on https://duit.bnm.gov.my. Deliveries will be made during business hours on normal working days.

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 (BNM). Buyer will be notified via registered e-mail address once the item is received by BNM.

30. What will happen to the orders returned to BNM (undelivered items)?

BNM will keep the returned item for a maximum of six (6) months from the date of return. The buyer shall arrange for collection within this period through the official channel stated in BNM's notification email and follow the instructions provided.

Updated on 2 November 2026.