

Frequently asked questions

UPDATE: SPECIFIC TO COVID-19

Current as of April 2020

Why can't I get through to customer service?

We are currently experiencing unprecedented demand for our services resulting in longer than expected wait times for our customers. We apologise for any inconvenience and appreciate your patience during this challenging time.

Why does your website say you are out of stock of bullion?

Due to overwhelming demand for our products we are out of stock of many items and some will be subject to considerable delays before they become available again. For further information please see perthmint.com/covid19.aspx.

Products that are in stock will be listed as available on the individual product page on our bullion website at <http://www.perthmintbullion.com/au/default.aspx>.

I need to change my address or otherwise update my bullion account details but I haven't received a response from customer service. What can I do?

Please note that there are currently some delays in processing changes to accounts due to the high volumes of enquiries. In the meantime, you may place orders to be sent to a different delivery address as long as you will be available to sign. This can be done in the delivery section of the checkout process by un-ticking 'Use billing address'.

Is your retail shop open?

Due to the current COVID-19 outbreak, our Shop and Exhibition is closed to the public until further notice. Some limited services including gold buy back and bullion trading are still available. Please see perthmint.com/covid-19.aspx for details.

Is bullion trading still available at The Perth Mint Shop?

Bullion orders for collection may be placed by phoning +61 9421 7376. Our staff will phone to advise when your order is available for collection.

Can I still buy bullion online and have it delivered?

Online bullion orders are still being accepted however due to increased demand some products are out of stock and there may be significant delays until they become available for purchase. Dispatch delays of up to two weeks may also apply.

When will silver products be restocked and available for purchase?

Due to the unprecedented demand we are currently seeing for silver products we have focused production on the [1oz Silver Kangaroo Bullion Coin](#) to try and maintain regular stock availability. Once we have sufficient stock we will work to increase the range on offer.

We are currently working through a backlog of orders. You may phone to place a pre-order for when stock becomes available, however, please note there may be considerable delays while we work to process existing orders.

How long will it take to receive my order?

Our usual dispatch timeframes are 2–3 working days from receipt of payment, subject to availability. The time it takes to deliver the parcel can vary depending on the region but is most often within 5 days from dispatch.

Due to the global effect of COVID-19 many delivery services are experiencing a high number of cancelled flights which is affecting delivery timeframes.

A number of regions have been subject to some delivery disruptions and in some areas there are service suspensions. Where service suspensions are in place we will endeavour to hold the parcel and only dispatch when services are resumed.

This is an ever-changing situation and you will find the most up-to-date information on each of the service providers we use via the links below:

[Australia Post/ECI](#)

[Australia Post International](#)

[Startrack](#)

[Fedex](#) - Some regions are subject to service suspensions. Please check the [service updates](#) tab for more information.

Can I still sell my unwanted gold?

The Mint will continue to buy your bullion and unwanted gold jewellery. Please telephone +61 9421 7376 for identity requirements. Customers are asked to queue outside the Mint's front gate and will be admitted two at a time. Strict social distancing rules will be enforced for the safety of our staff and community.

How can I purchase jewellery from your boutique if it is closed?

Due to the COVID-19 outbreak our jewellery boutique is only open for appointments which can be booked at [luxuryjewellery.perthmint.com](#). Customers wishing to purchase an item may contact us on +61 9421 7376.

Can I pay for my order by cheque or money order?

A: Unfortunately, we are currently not able to accept cheques as a form of payment. Depending on the product type we do accept the following forms of payments:

- Collectors coins, gifts and jewellery: Credit card, PayPal, BPAY (Australia only) and Bank transfer.
- Bullion: Telegraphic Transfer (TT), Wire Transfer. BPay (Australia only), Direct Bank Account Deposit, Credit Card & Direct Debit Credit Cards (for orders under AUD 5,000) and Real Time Gross Settlement (RTGS). More information on clearing times can be found [here](#) under Payment Methods and Clearance Periods.

GENERAL ENQUIRIES

Can you value my coin? What coins are worth buying?

Unfortunately, we are unable to provide numismatic valuations. However, we would suggest talking to a reputable coin dealer for further help – you can find a list of ANDA coin specialists listed on this webpage: <http://www.anda.com.au/search.asp?d=1>.

Where can I buy your coins?

To purchase our coins, please head to our website at perthmint.com. Alternatively, please contact an authorised Perth Mint distributor in your location: <https://www.perthmint.com/find-a-perth-mint-distributor.aspx>

What coins do you sell?

We advertise our gold, silver and platinum coin ranges here: perthmint.com. We hope you enjoy exploring all the options available for sale.

Do you buy back gold and silver coins?

The Perth Mint buys coins back on melt value only. This includes Perth Mint gold, silver and platinum coins and medallions and other recognised legal tender gold and silver issues. This excludes coins in current circulation. Further details can be found here <https://www.perthmint.com/sell-your-gold.aspx>.

We suggest alternatively contacting a dealer such as the ones listed on this site - <http://www.anda.com.au/search.asp?d=1> or selling individually on eBay or another reputable selling site.

Can I sell my old gold and silver jewellery at The Perth Mint? What if I am interstate?

Yes, we buy gold, white gold and rose gold jewellery however at this stage do not accept silver jewellery (we do buy back silver coins and bars, however).

If you are a resident of Western Australia, it is a condition of our second-hand dealer's license that you complete your old gold jewellery transactions in person at The Perth Mint.

Residents of other Australian States and Territories however may sell their gold jewellery to The Perth Mint by post.

Please find further details on our website at <https://www.perthmint.com/sell-your-gold.aspx>

Are you open on public holidays?

The Perth Mint is normally open seven days a week from 9am to 5pm, running tours every hour from 9.30am until 3.30pm. We are closed on New Year's Day, Anzac Day, Good Friday, Christmas Day and Boxing Day.

Do you sell coins produced by other mints?

From time to time we will purchase coins struck by other mints including the Royal Australian Mint and the Royal Mint.

Who do I contact about order enquiries?

For enquiries about your existing order please contact orders@perthmint.com or phone us on TOLLFREE 1800 098 817 or International +61 8 9421 7218.

Contact information for each of our departments is listed on our website at <https://www.perthmint.com/contactus.aspx>

How do I buy bullion?

Customers may purchase bullion in-store at our Bullion Trading Desk or online at perthmintbullion.com for direct delivery.

Please note online bullion purchase must be made through a registered Perth Mint bullion account. Registration involves an identity verification process which must be completed prior to transaction.

How do I purchase bullion for delivery?

To purchase bullion for delivery please register here - <https://www.perthmintbullion.com/au/RegisterToTrade.aspx>

Please note once registered you are able to purchase bullion directly on the phone on +61 8 9421 7218 for orders under AUD 5,000.

If you wish to purchase an amount exceeding AUD 5,000 and/or online you must have an approved account.

To approve your account please submit the Australia Post Verification Identity form to the Post Office. This form will be auto-populated with your details and made available for printing as you go through the account registration process.

How can I access the identity verification form?

If you have successfully registered for a bullion coins and bars account for delivery, a notification should appear to confirm that the account has been created. The link to the form is on this page. Once you have successfully registered, you can also access the form by logging in to the bullion coins and bars section of the website.

If you registered for any other account type, identity verification cannot be completed by Australia Post, so the form will not be available. We require certified copies of identification to approve the account.

I need to update the name or address on my identity verification form. How do I do this?

Your account details need to match your identification details for us to successfully verify your account. When filling in the account registration form please be sure to enter your name and address details exactly as they appear on your identification documents, including middle names.

If you have not entered your name and address details as per your identification documents and you need to change this, please contact our customer service staff to make the necessary changes.

Once this is done, you can then download the corrected form by logging into the website and downloading the form from your profile page.

The form doesn't have my date of birth printed on it. How can I add this?

The form does not print with the date of birth on it. This should be left blank as Australia Post staff need to witness clients entering their date of birth and signing the form. If you have already filled in the date of birth, you can download a new copy by logging in on the website and downloading the form from your profile page.

How do I change the address on my bullion account?

If you have not yet had your identity verified for a bullion account, please contact our customer service staff to update the details for you.

Once your account is approved for bullion purchasing, the account address details can only be changed when we have documents confirming your new residential address.

The documents that can be used for the change of address are:

- a driver's license with change of address sticker, or

- a utility bill, less than three months old and issued by a government body or utilities provider for provision of a fixed service (rates, electricity, gas, water) containing your name and current residential address as the supply address, or
- a letter or document from a utilities provider addressed to you and stating that a new account/supply has been connected at the new residential address, or
- A taxation notice from Australian Tax Office containing your name and current residential address

If you have had your driver's license updated, please email a copy of both sides of the license showing the new address along with either a copy of your Medicare card or passport to orders@perthmint.com. We will then process an electronic verification and, if this is successful, update your address.

If this is not successful, or if you would prefer not to email documents, we will need certified copies of documents posted to us at:

Attn: Customer Services Bullion Sales
The Perth Mint
PO Box 6297
East Perth WA 6829

Requirements for certification can be found at <http://www.perthmintbullion.com/au/How-To-Trade/Certified-Identification-Documents.aspx>

Can you tell me if my gold bar is authentic?

The Perth Mint can only verify the authenticity of products if you have made the purchase directly from us. Unfortunately, we cannot verify the authenticity of any bars via email, digital channels or using the bar numbers as the numbers themselves can also be faked.

The Perth Mint cannot verify the authenticity of products not sold directly by The Perth Mint.

If the dealer is reputable, then we do not believe you have anything to fear. A dealer would not jeopardise their business or reputation by selling fakes.

In most cases the dealers have an XRF hand held machine which they use to test for gold. This is how they would trade gold as they would certainly not want to purchase any fakes themselves.

We are also aware of 'novelty' replica bullion bars on eBay, Ali-Express and Gumtree and 3rd party online markets. We have advised our customers on our website and blog the existence of these fakes and what to look out for. We have also reminded them to only purchase from reputable dealers and via reputable methods.

Further information may be found in our blogs regarding fake bullion bars:

<http://www.perthmintbullion.com/au/blog/blog/15-05-20/Don't Get Duped By Fake Minted Bars.aspx>

How can I purchase jewellery from your boutique?

Our luxury jewellery range is available for viewing and purchase at our in-store boutique. Appointments may be made by phoning +61 8 9421 7376.

Is GoldPass a legitimate Perth Mint product?

Yes, the GoldPass app is a Perth Mint product. Please find the link to our website below: <https://www.perthmint.com/goldpass.aspx>

If you have any questions or feedback about the app please don't hesitate to contact us at goldpass@perthmint.com.

If banks go into insolvency does it impact The Perth Mint's accounts? Are there any government clauses that can seize cash or bullion stored with The Perth Mint in the event of financial collapse?

Gold Corporation maintains transactional bank accounts in Australian dollars and foreign currencies with AA credit rated domestic and international banking institutions.

The Corporation monitors the credit ratings and appropriate limits for cash holdings with these institutions on an ongoing basis.

The Government of Western Australia (which holds a AA rated sovereign credit rating) extends an unconditional guarantee to the Corporation's counterparties as stipulated in the Gold Corporation Act 1987 (WA). Client cash and bullion investments held with Gold Corporation are not subject to any government seizure or confiscation clauses.

My question is not addressed above. Who do I contact?

For questions about bullion and retail purchases, please contact retail customer service on TOLLFREE 1800 098 817 or International +61 8 9421 7218. Alternatively, please email orders@perthmint.com

For storage related enquires including *depository online*, *depository program*, *certificate program*, *PMGOLD*, *GoldPass* and *AAAU* please contact our storage/depository team directly on +61 8 9421 7250 or email depository@perthmint.com.

Further contact information is available at <https://www.perthmint.com/contactus.aspx>.