



## The Perth Mint Shop Bullion Trading Room FAQs

### 1. How do I buy bullion from The Perth Mint Shop?

Bullion can be bought over the counter in The Perth Mint Shop (subject to certain ID and payment requirements) or over-the-phone for local pick-up if you have registered beforehand.

### 2. What are your trading hours?

Our bullion trading hours are Monday to Friday from 9am to 5pm (AWST) excluding New Year's Day, Anzac Day, Good Friday, Christmas Day and Boxing Day.

### 3. What methods of payment are available?

Please note that the Perth Mint Shop is 'cashless'.

The Perth Mint Shop accepts the following methods of payment:

- EFTPOS debit or credit card, Apple Pay/Google Pay/Samsung Pay – both EFTPOS and credit cards are accepted up to a maximum value of AUD15,000 per customer per day per transaction. The credit card used must be current and in the name of the customer. Please note that a 1.9% surcharge applies on all transactions using the credit facility. No surcharge applies to EFTPOS debit transactions, yet please note that most banks put a AUD1,000 daily debit limit on most debit cards.
- Direct Deposit (EFT), Telegraphic Transfer & RTGS – Bank details as follows:
  - Account name: The Perth Mint Shop
  - BSB: 036-000
  - Account #: 272377
- BPAY – biller code and reference number will be provided when locking in a price.

The Perth Mint Shop can accept multiple cards (debit or credit) or multiple payments from Apple Pay/Google Pay/Samsung Pay from each customer up to a maximum value of AUD15,000 per day per transaction. The physical debit or credit card/s which states the customer's name must be presented at the counter. For all electronic transfers, funds must originate from the customer's account and not from a third-party. Please note that The Perth Mint Shop will endeavour to make orders available upon clearance of funds. However, in the event of high demand, delays may occur. The Perth Mint Shop accepts no liability in the event of delayed supply.

### 4. Is there a maximum and minimum order value?

There is no limit to the amount of bullion that you can order. However, The Perth Mint Shop would require a 10% deposit for any order over AUD100,000.

For orders more than AUD 1,000,000 a full upfront payment will be required two working days prior to a price being fixed.

### 5. Do I need any forms of identification to buy bullion?

The Perth Mint is required to comply with the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF Act 2006). As per our company policy The Perth Mint Shop is required to verify the identity of customers for trades over AUD2,000. We require a valid driver's licence showing your full name, date of birth and current residential address. Should you not hold a driver's licence, a valid passport or proof of age card, together with a utility bill in your name (i.e. Synergy, Alinta Gas, Shire Rates) showing your current residential address and issued less than three months prior will suffice. Please be aware that additional documentation is required if the transaction is not in a personal capacity (i.e. SMSF, Company). The Perth Mint reserves the right to request identification for repetitive transactions below the AUD2,000 threshold at its discretion. Please be

advised that other forms of identification may be acceptable – it is best to enquire with the Shop as to what can be used as appropriate documentation.

**6. Can I lock in a price for metal?**

Yes. You can lock in a price for bullion over the counter or over-the-phone provided you have registered beforehand. Customers are required to sign and return the sales contract within 60 minutes of order placement. In the event of non-completion of the terms of the sales contract or cancellation, an administration fee of AUD150 plus any losses incurred by The Perth Mint regarding the liquidation of metal purchased on your behalf will be charged to your credit card. Full payment is due within two working days from the date of the contract.

**7. How do I register to make an over-the-phone order with The Perth Mint Shop?**

The Perth Mint Shop requires customers to register and fill out a Know-Your-Customer (KYC) form for identification verification purposes (See question 5 for ID requirements). Along with the KYC form, customers will also need to provide credit card details for orders over AUD2,000 that will be activated should the customer cancel a bullion order. In the event of a cancellation of an order, an administration fee of AUD150 plus any losses incurred by The Perth Mint in the liquidation of metal held on behalf of the client will be charged to the credit card. Any gains resulting from liquidation of metal will not be remitted to the client.

**8. How long do I have before I need to collect my order?**

All bullion purchases must be collected from The Perth Mint Shop within 30 days of the notification of collection issued by The Perth Mint, otherwise a penalty to cover administration, storage and insurance costs will be levied. If, after the 30-day period, a bullion purchase has not been collected, the penalty rate per month will be AUD500 or 5% of the trade value, whichever is greater.

**9. How quickly is payment of my order required?**

Payment is required within two working days of placing a bullion order.

**10. Can I have the bullion which I order from The Perth Mint Shop delivered to me?**

No. All delivered bullion orders are handled by The Perth Mint website at [perthmint.com](http://perthmint.com).

**11. Can I store my bullion at The Perth Mint Shop?**

No. The Perth Mint's Depository department is in charge of the storage of precious metals and more information can be found at [perthmint.com/invest/information-about-gold-and-silver-storage/](http://perthmint.com/invest/information-about-gold-and-silver-storage/).

**12. Are the bullion prices in The Perth Mint Shop the same as on The Perth Mint's bullion website?**

Yes. The prices are identical, although there may be a two-minute delay whilst the pricing is changing. The Perth Mint Shop and website have different stock allocations so it's best to call the shop on (08) 9421 7376 to check should something be unavailable on the website.

**13. Can I sell back my bullion to The Perth Mint Shop?**

Yes. All customers looking to sell their bullion are required to present a valid form of photo ID showing and confirming your full name, date of birth and current residential address. Please be aware that we require additional documentation if the transaction is not in a personal capacity (i.e. SMSF, Company). Customers will also have to provide their bank account details (BSB and account number) as The Perth Mint pays via electronic transfer. Strictly no cash. For more details, please refer to [perthmint.com/visit/buy-sell-gold/](http://perthmint.com/visit/buy-sell-gold/).

***All information contained in this document is accurate at the time of printing. The Perth Mint reserves the right to amend the terms and conditions of bullion trades without any prior notice and will not be liable for any damages that may occur from the use of this information. For further information, please enquire with shop staff, telephone (08) 9421 7376 or email at [shop@perthmint.com](mailto:shop@perthmint.com).***