



# A025 Collectable Coins - FAQs

**Q: When will each coin be released?**

A: Australia Post will release all products including PNCs from Wednesday 15 January 2025 at participating Australia Post Offices, mail order and online. No pre-orders will be available.

**Q: What denomination are the coins?**

A: The coins are Australian legal tender \$2 coins.

**Q: Are these coins real Australian currency?**

A: Yes, these coins are Australian legal tender. They were minted by the Royal Australian Mint and have gone through the legislated approval process.

**Q: What do the coins look like?**

A: The coins feature the *King Charles III* effigy along with the two-dollar denomination on the obverse and with special designs on the coin's reverse featuring Australian Open 2025 designs.

**Q: Why is the Royal Australian Mint commercialising Australian legal tender?**

A: The Royal Australian Mint is tasked with recognising events and themes from our culture and history that are important to Australians. The Australian Open is one of the biggest sporting events not just in Australia, but globally, and the hype and excitement grows year to year, with 2025 being 120 years of the event.

**Q: Will I definitely receive one of the \$2 coins in my change?**

A: The non-privy mark till coin designs will be released through participating Australia Post Offices, subject to demand/availability. We recommend making cash purchases at participating Australia Post Offices during the promotion to give you the best chance to collect the coins in your change. There is no guarantee which, if any, of the 2 coins will be received in your change.

**Q: How will participating Australia Post Offices distribute the coins to customers?**

A: Participating Australia Post Offices will distribute the coins in change when customers make a cash purchase. The coins are subject to demand/availability. There is no guarantee which, if any, of the 2 coins you will receive in your change.

**Q: My coin/s is/are damaged?**

A: The coins that are being distributed through Australia Post Office cash tills are subject to the usual rigors of daily use which can cause wear and damage to coins.

The coins that are available for purchase are uncirculated coins.

If a coin you purchased is damaged, please return to the place of purchase for options regarding a replacement or refund together with Proof of Purchase and within 60 days in line with our Returns Policy.

**Q: Why are my coins in the pack scuffed/damaged?**

A: The coin packs have been produced to a finish where there are tolerances for slight imperfections.

**Q: Will all coins be available through participating Australia Post Offices?**

A: Yes, all coins will be released through participating Australia Post Offices, mail order and online from 8:30am (AEDT), Wednesday 15 January 2025. Coins are subject to demand/availability.

**Q: Is there a website for the program?**

A: See [auspost.com.au/ausopen](https://auspost.com.au/ausopen)

**Q: I heard that I can buy the coins individually or in a full set?**

A: The coins can be purchased individually for \$12.00 each - There is a 1-in-10 chance of getting either the



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special-coloured (with 'Envelope' Privy Mark) \$2 Men's or Women's coin when purchasing the individual coin in folder. These are available through participating Australia Post Office outlets mail order and online.

AO coins with the 'Envelope' Privy Mark can only be purchased from the range of individual coin in folders.

## **Q: I want a specific till coin, how can I collect this?**

A: Visit a participating Australia Post Office for your chance to collect the non-privy marked coins in your change. It will be up to chance which coins you receive in your change.

Requests for change must be reasonable so that they do not disrupt normal business or unreasonably exhaust coin supplies.

## **Q: Can I go to a participating Post Office with a large note and ask for change in \$2 coins?**

A: Customers will need to make a purchase using cash to receive coins in their change.

Requests for change must be reasonable so that they do not disrupt normal business or unreasonably exhaust coin supplies.

## **Q: Can I make a purchase using a bank card or credit card and request cash out for the coins?**

A: Customers will need to make a purchase using cash to receive coins in their change.

Requests for change must be reasonable so that they do not disrupt normal business or unreasonably exhaust coin supplies.

## **Q: How many of the individually packaged coins have been produced?**

A: Coin production numbers will be published in the Royal Australian Mint's 2024-25 Annual Report and are not limited.

## **Q: Can I buy individual coins?**

A: Yes, from 8.30am (AEDT), Wednesday 15 January 2025 individual packaged coins with 'Envelope' Privy Mark will be available for sale via mail order, online and through participating Australia Post Offices.

## **Q: Australia Post staff or licensees are selling the coins early online.**

A: Any incidences of coins being sold early are disappointing to see and are under investigation.

## **Q: Coins have been released early at some participating Australia Post outlets**

A: Any incidences of coins being released early are disappointing to see and are under investigation.

## **Q: Individual collectable coins are being resold by Australia Post staff or Licensed Post Offices**

A: Any incidences of coins being resold by Australia Post staff or a Licensed Post Office are disappointing to see and are under investigation.

## **Q: Why are people selling the coins on eBay for higher values?**

A: It's quite common during collector events for collectors to privately swap and sell the collectable items via online auction.

## **Q: I would like to lodge a complaint or provide feedback about the program. How do I do this?**

A: Phone Australia Post on 13 POST (13 7678) with your feedback and it will be passed onto the appropriate area.