

FAQs on Coin Collection Programme

Q1. Do I need to sort my coins before using the Coin Cart services?

A1. Coin counting machines can count coins of mixed denominations together. You do not need to sort your coins by denomination beforehand.

Q2. Do I need to clean and unpackage the coins before using the Coin Cart services?

A2. To ensure smooth operation of the coin counting machines, you should first remove all other objects and dirt among the coins. You will be requested to remove any packaging (including sealed original packaging from banks) and put all coins into a plastic tray provided by the customer representatives, so that objects and dirt are removed from the coins before they are counted. All coins have to be processed by the coin counting machine before they can be accepted by Coin Carts.

Q3. Is there a transaction limit?

A3. To maintain a smooth customer flow, each transaction is limited to around 10 kg of coins. Customers with coins in excess of 10 kg will be requested to put their coins in a plastic tray for queuing again. Customers using tools, e.g. trolley, to transport large quantity of coins are required to put the tools outside the queuing area without blocking other customers waiting for service.

Q4. What happens if I do not agree with the counted amount of coins?

A4. All coins will be returned to you if you do not agree on the machine-counted amount. Upon your confirmation, a transaction slip will be issued to you. Once confirmed, the counted coins cannot be returned.

Q5. Can I deposit rusty or damaged coins to Coin Carts?

A5. The customer service representatives will inspect the coins. Any other objects, or rusty, dyed, wet or mouldy coins, or coins that cannot be distinguished will be returned to the customer in order to prevent damage to the coin counting machine. Coins might be rejected by the machine due to normal wear and tear.

Q6. Where can I exchange the coins not accepted by the Coin Carts?

A6. Hong Kong coins not acceptable to the Coin Carts can be exchanged for face value of current Hong Kong circulation currency at branches of The Hongkong and Shanghai Banking Corporation Limited (HSBC), which acts as the government's agent bank for coins, subject to fees or conditions set by the bank. If there are large quantity of these coins (i.e. more than 500 pieces) or coins which are no longer legal tender, you should approach HSBC's Hong Kong Office (HSBC Main Building, 1 Queen's Road Central) or Mong Kok Branch (673 Nathan Road, Mong Kok, Kowloon) for the exchange. Please note that HSBC may, in accordance with its established criteria, refuse to give value to coins if their condition is beyond recognition and suspected counterfeit coins. Suspected counterfeit coins will be passed to the Police for authentication.

Q7. How can I get value of the coins deposited to the Coin Carts?

A7. Customers may choose to receive the equivalent amount of counted coins in cash, or upload all or part of the sum to their stored value facilities (SVFs), such as Octopus Cards or e-wallets (including AlipayHK, Octopus Wallet, Tap&Go and WeChat Pay), subject to their respective top-up limit. You are advised to check the limit with the relevant SVF operators.

There is also a Community Chest donation box inside each Coin Cart to facilitate donation.

Q8. Do Coin Carts accept foreign currency or old Hong Kong coins?

A8. The Coin Cart does not accept any coin other than Hong Kong coins. Hong Kong coins that have been demonetarised are also not accepted. For more details of coins accepted by Coin Carts, please visit the HKMA's Coin Collection Programme webpage: <https://www.hkma.gov.hk/eng/key-functions/money/hong-kong-currency/coin-collection-programme/>.

Q9. Can I exchange banknotes for coins using Coin Carts?

A9. Coin Carts do not provide currency notes-to-coins exchange services.