



Possum Magic 2017 Coin Collection

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Frequently Asked Questions

1. Why is Woolworths the only distributor – doesn't it have to come through banks?

This coin program is a custom minting program produced in partnership with Woolworths, who has partnered with the Children's Book Council of Australia to support Children's Book Week this year, and they will be releasing these coins through their tills.

2. I would like to lodge a complaint/feedback about the entire program. How do I do this?

You can email info@ramint.gov.au with your feedback and it will be passed on to the appropriate areas in the Mint or Woolworths.

3. The products are already being sold on eBay at ridiculous prices. How can they already have the product?

It is unlikely they actually have the physical product. We are making every effort to investigate this. However, the complete collection folders are available for sale from Woolworths and the Mint so you can buy these instead of off eBay.

Specifics:

4. When can I collect each \$2 Coin?

Each week from the 15th of August, Woolworths will be releasing a new \$2 coin design into the cash tills across a 3 week period. These can be collected as part of your normal change and by chance only, strictly available while stocks last.

Week 1: 15th August 2017. Coin Design: Sad and Invisible Hush.

Week 2: 22nd August 2017. Coin design: Hush can see her tail.

Week 3: 29th August 2017. Coin design: Happy Hush is visible again.

5. Will there be some coins available every day or do I need to line up really early on the first day to make sure I get some?

The only way to guarantee that you get all of the coins is to buy the Coin Collection Folder available from Woolworths and the Mint from 15th August 2017, while stocks last.

6. Is the Coin Collection Folder available from Woolworths online?

No, the coin collection folders are only available in store at **Woolworths supermarkets**.

7. Are these coins real currency or just a collector's item?

Yes, the Possum Magic coins are legal tender as they have been minted by the Royal Australian Mint and gone through legislation approval. Therefore these coins are real currency and can be used for purchase everywhere Australian coins are accepted.

8. How much do I need to spend to get a coin?

There is no minimum spend, however, the \$2 coins are limited to two coins per transaction.

9. Will I definitely receive one of the \$2 coins if I make a purchase at Woolworths?

All coins are distributed by chance. The only way to guarantee that you get all of the coins is to buy the collectible folder available from Woolworths and the Mint.

10. Why are the Possum Magic \$2 coins and Coin Collection Folders limited editions?

The Royal Australian Mint has minted only a limited number of these coins therefore they are of limited edition and available only while stocks last. Woolworths are unable to order more. To allow all our customers the chance to collect the coins we have limited the \$2 coins to 2 per transaction and Coin Collection Folders are limited to 5 per transaction.

11. Can I swap notes or coins for the \$2 Possum Magic coins I need to complete my set?

No, the coins are handed out as change only and by chance. You cannot swap notes for coins. The only way to ensure you receive all 3 \$2 coins is to buy the Coin Collection Folder for \$15.

12. Can I request a specific colour of the Possum Magic coins in my change?

No, the coins are handed out as change only and by chance.



Frequently Asked Questions

13. I received a Collect and Keep Coin Folder at school but I am unable to collect all 3 of the \$2 coins to fill this.

The Possum Magic Collect and Keep Coin Folder has been distributed by the Royal Australian Mint so please contact them with any enquiries relating to these folders: salesinfo@ramint.gov.au or 1300 652 020.

14. My product is damaged, who do I return it to – the Woolworths I bought it from or the Mint?

Please return it to the place of purchase with proof of purchase and each organisation's returns/refund policy will apply.

15. Is the Royal Australian Mint producing rolled coins? I have seen them on eBay.

The rolled coin is not an authorised product from the Royal Australian Mint and we are currently investigating this issue. We recommend being cautious buying the product as we cannot guarantee that the entire contents are of the same coin.