

KNOW YOUR NOTES!

Here are a few things you need to know about the types of notes in circulation:

Types of notes	Fit Notes		Unfit Notes		
	New notes	Usable notes	Soiled notes	Mutilated notes	Defaced notes
	Soiled, mutilated and defaced notes must not be put back into circulation				
Description of the types of notes that you may come across	Notes which have just been put into circulation, whether current or new design	Notes which are still in circulation and are not soiled, mutilated or defaced.	<ul style="list-style-type: none"> i. Notes which are faded in texture and colour. ii. Notes with the overall condition of which is not clean. iii. Notes which bear any writing or stains irrespective of their condition. iv. Notes that do not have the smooth and crisp feel. 	Notes which have been damaged or the appearance of which have become changed, by accidental contact with water, oil, paint, ink or similar substance or by a portion or portions having become missing, provided that such portion or portions as may be presented may be established beyond all reasonable doubt to have been originally a portion or portions of a single currency note.	Defaced notes are notes that contain words, signs, symbols, drawing, caricatures which are either written or inscribed on its surface deliberately.
What can you do with your notes?	Continue to use	Continue to use	<ul style="list-style-type: none"> i. Customers can bring the notes to any branch for exchange. ii. No charges are levied on customers for exchanging soiled notes. 	Customers can bring the notes to any bank branch for exchange. The conditions of the exchange are as follows and there are three (3) categories of redemption value of mutilated notes: <ul style="list-style-type: none"> i. Full value should be awarded to any piece of note which is more than two-thirds (2/3) in size of the original note or; ii. Half value should be awarded to any piece of note which is more than half (1/2) but less than two-thirds (2/3) in size of the original note or; iii. No value should be awarded to any piece of note which is less than half (1/2) in size of the original note. 	Customers can bring the notes to any branch for exchange. The two (2) categories of redemption value of a defaced note are as follows: <ul style="list-style-type: none"> i. Full value should be awarded to any piece of note which has minor defacing. ii. No value should be awarded to any piece of note which is defaced in any significant way (that is, markings done on the portrait of the Seri Paduka Baginda Yang di-Pertuan Agong, writings depicting political slogans and religious elements or using the note as an invitation card / writing pad).
What to expect when you go to a bank to exchange your mutilated or defaced notes	Customers exchanging mutilated / defaced notes must receive the following information from the Bank: <ul style="list-style-type: none"> i. Advise that the value of the note will only be given to the customer after assessment by Bank Negara Malaysia (BNM). ii. If agreeable, the customer is to complete the Cash Deposit / Payment Slip and the 'Customer's Copy' returned to the customer signed by the Cash Officer / Customer Service and Operations Manager. iii. The form should contain the following details: <ul style="list-style-type: none"> a. Cash Denomination b. Number of pieces iv. The Cash Deposit/Payment Slip needs to be stamped 'Account will be credited with value given by BNM'. v. The value of the exchanged notes will only be credited to the customer's account after assessment by BNM. vi. A courier charge is to be collected upfront from the customer, where the receiving branch is despatching the soiled / mutilated / defaced notes to the Regional Cash Centre for exchange with Bank Negara Malaysia. 				

**This information was prepared by Hong Leong Bank Berhad (97141-X) and Hong Leong Islamic Bank Berhad (686191-W) for your information only. For further clarification, please contact us via:*

+603 7626 8899

 @HLBMalaysia

 @MYHongLeong