

Notice on Old Series, Defected or Damaged HKD Banknote Exchange Services

Regarding the exchange of the above-mentioned Hong Kong dollar banknotes, The Hongkong and Shanghai Banking Corporation Limited, Macau Branch currently only accepts for exchange Hong Kong dollar banknotes issued by The Hongkong and Shanghai Banking Corporation Limited, Hong Kong, that remain in circulation.

If the relevant Hong Kong dollar banknote(s) are soiled, damaged or mutilated, the extent of damage must be less than 25% and the banknote(s) must pass authenticity verification. The Bank will then consider the exchange on a case-by-case basis.

For any enquiries, please contact customer service hotline at (853) 8599 2888 from Monday to Sunday at 9am - 11pm.