

The National Retailer Research Program

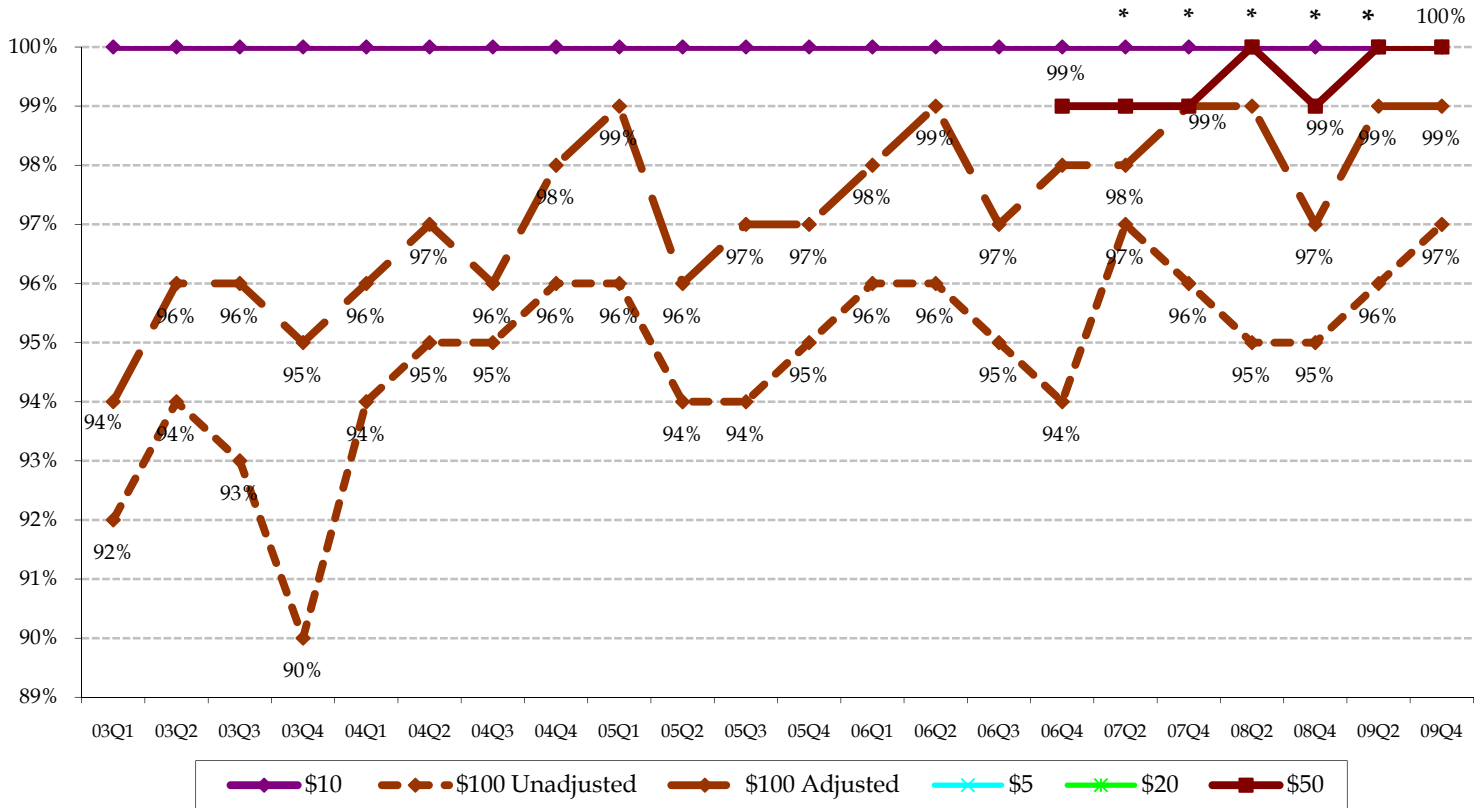
Results for Q4 2009

In November and December 2009, a total of 1,416 anonymous purchases were made at retailers across Canada. *Canadian Journey* series notes used for the purchases were 310 \$5 notes, 250 \$10 notes, 266 \$20 notes, 336 \$50 notes, and 254 \$100 notes.

Acceptance of notes

All of the \$5, \$10, and \$20 bank notes were accepted. Of the \$100 bank notes offered 97 per cent were accepted, while all but one of the \$50 notes was accepted. When locations that could not make change for a \$100 or a \$50 bank note are factored in, the adjusted acceptance rates are 99 per cent and 100 per cent respectively.

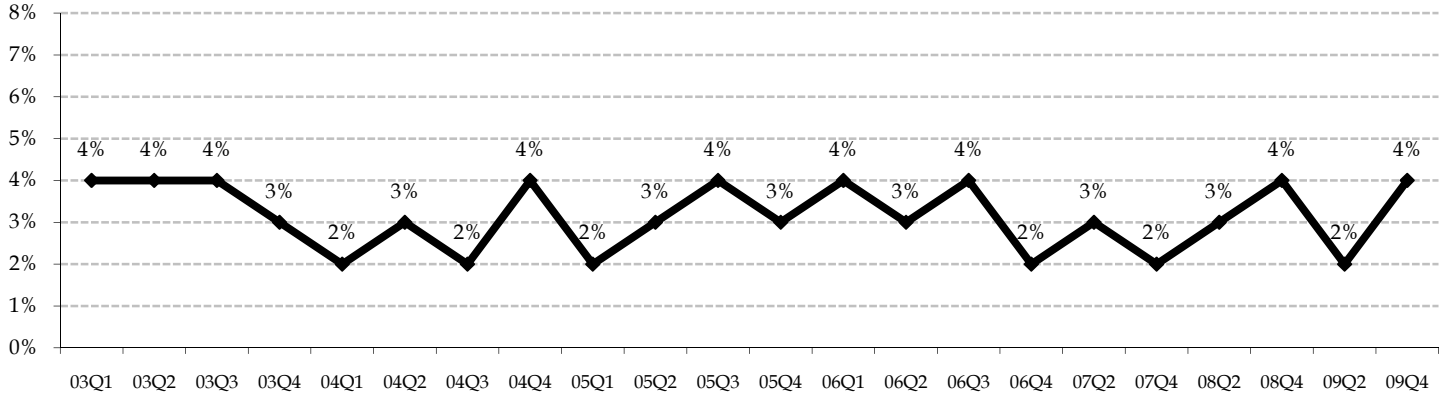
Acceptance of *Canadian Journey* Series Notes—adjusted data exclude refusals not related to concerns about counterfeiting



Signage

The four per cent of businesses displaying signs indicating their refusal to accept certain denominations remained within the range of two to four per cent observed since 2003. Chain store locations (three per cent) were more likely to have non-acceptance signage in the current research than independent locations (one per cent).

Percentage of Businesses Displaying Signs Indicating their Refusal to Accept Certain Denominations



Examination of security features

Cash handlers were about five times more likely to examine the higher denomination bank notes (\$50 and \$100) they received than the lower denominations (\$5, \$10, and \$20).

Frequency of counterfeiting

Nineteen per cent of the businesses asked stated that they had received a counterfeit note at some point, while 18 per cent stated that counterfeit bank notes are a "problem."