

The National Retailer Research Program

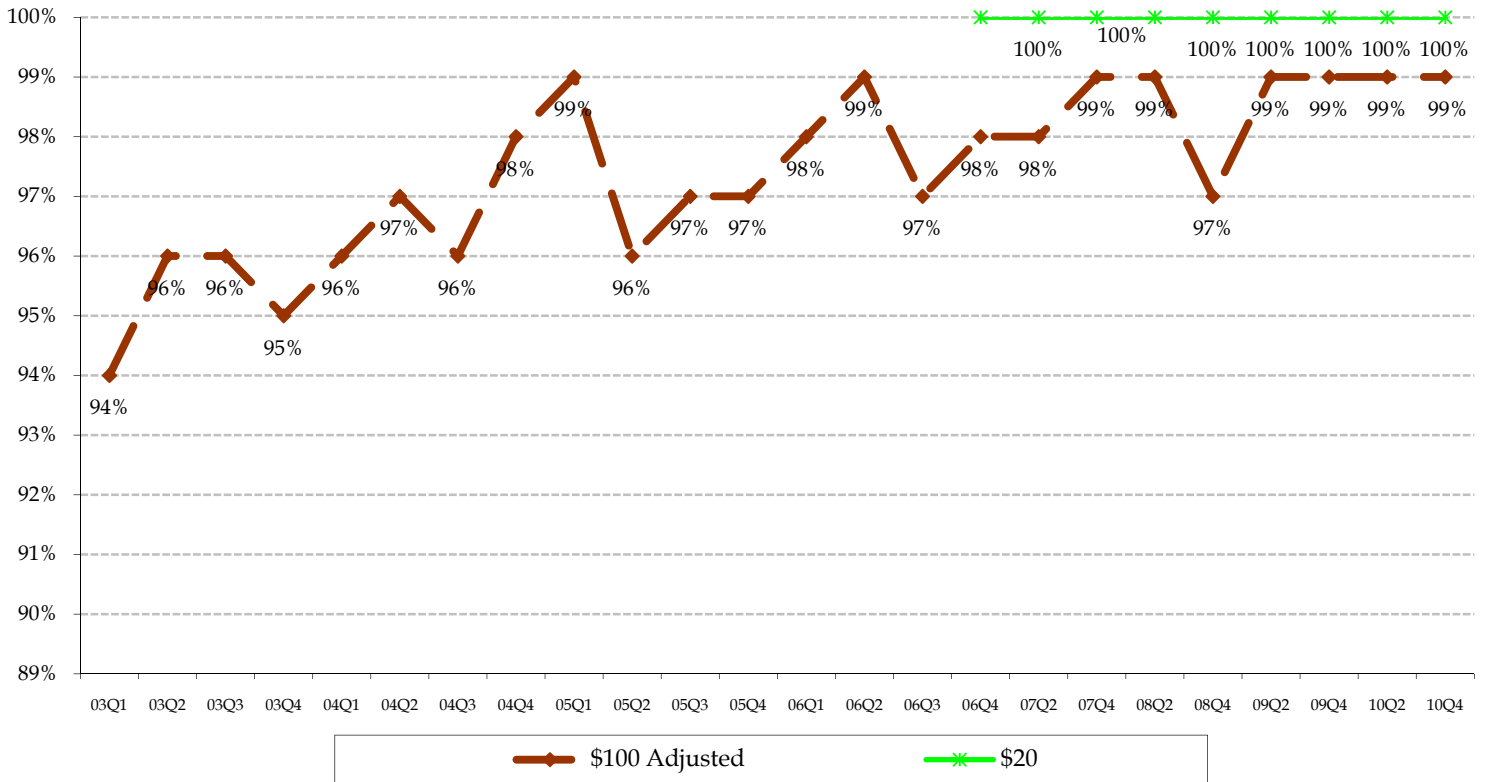
Results for Q4 2010

In October 2010, a total of 1,064 anonymous purchases were made at retailers across Canada. *Canadian Journey* series notes used for the purchases were 532 \$20 notes and 532 \$100 notes.

Acceptance of notes

All of the \$20 bank notes were accepted. When locations that could not make change for a \$100 bank note are excluded, the acceptance rate is 99 per cent.

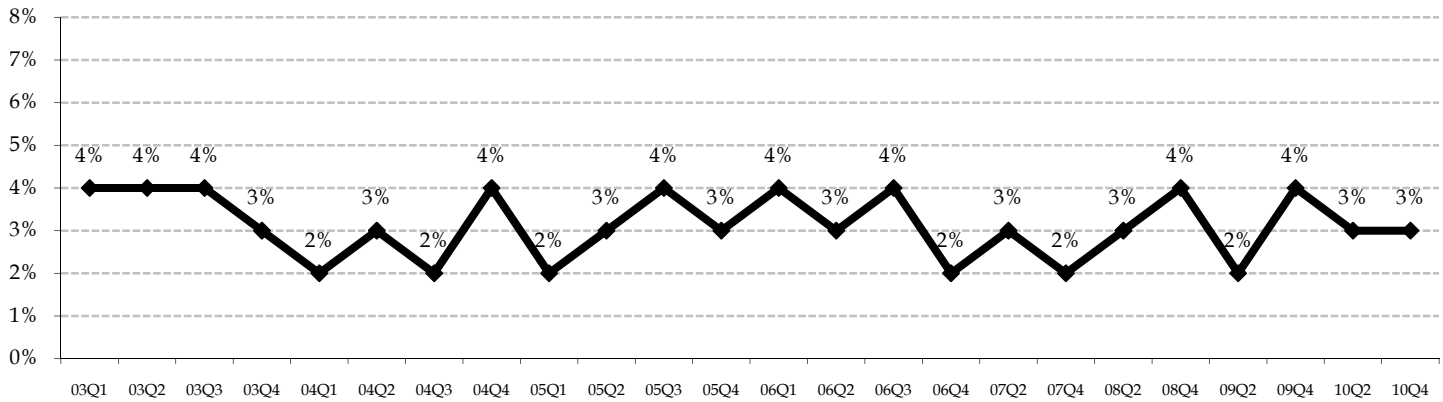
Acceptance of *Canadian Journey* Series Notes—adjusted data exclude refusals not related to concerns about counterfeiting



Signage

The three 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 (two per cent).

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



Examination of security features

Cash handlers were about four times more likely to examine the \$100 bank note than the \$20 bank note.

Frequency of counterfeiting

Seventeen per cent of the business asked stated that counterfeit bank notes are a "problem", while 23 per cent indicated that they had received a counterfeit note in the past.