

The National Retailer Research Program

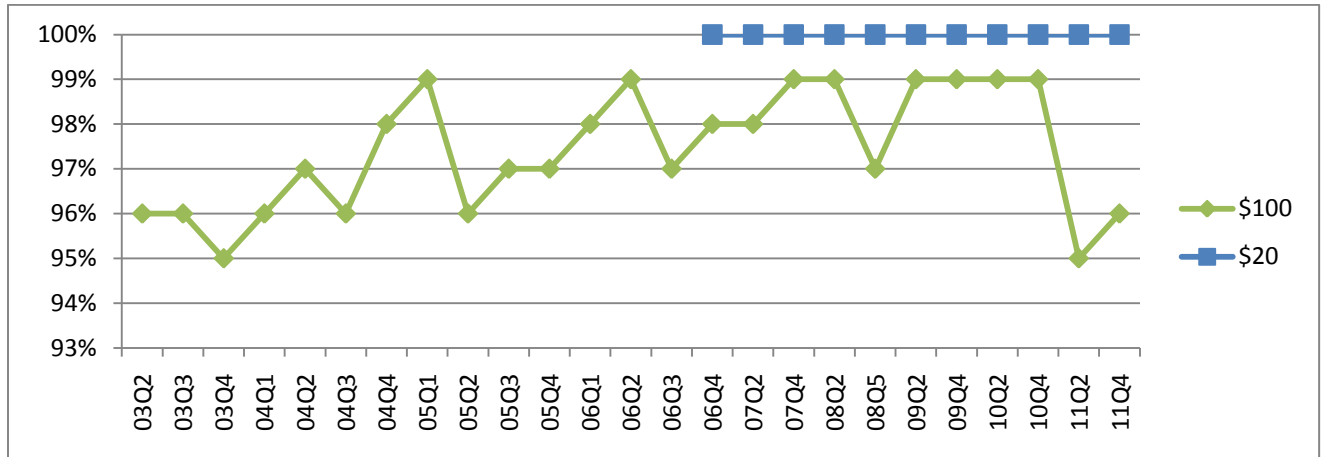
Results for 2011 Q4

In October and November 2011, a total of 1,064 anonymous purchases were made at retailers across Canada. For these purchases, 516 \$100 and 548 \$20 *Canadian Journey* series notes were used.

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 was 96 per cent.

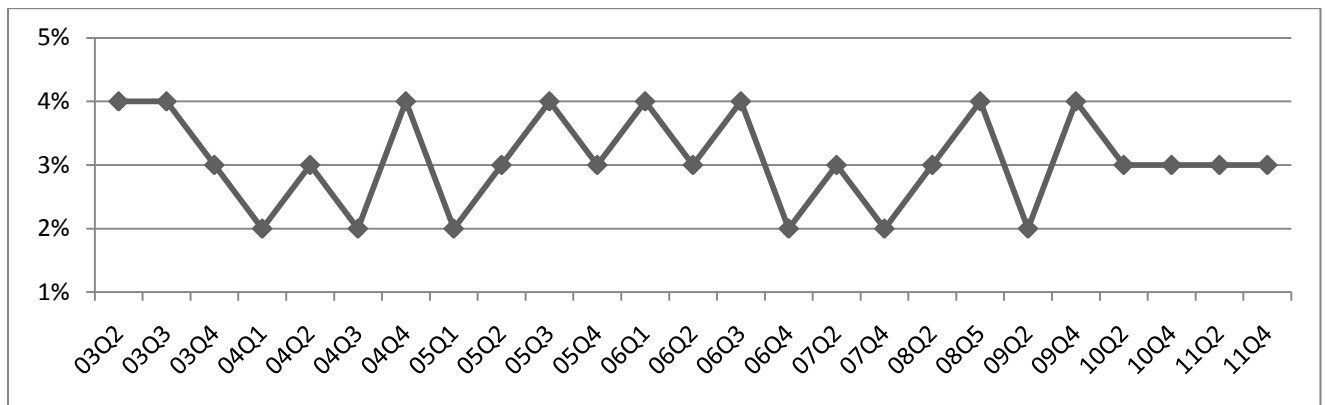
Acceptance of *Canadian Journey* series notes



Signage

The 3 per cent of businesses displaying signs indicating their refusal to accept certain denominations remained within the range of 2 to 4 per cent observed since 2003. Chain store locations were four times more likely to have non-acceptance signage in the current study than were independent locations.

Percentage of businesses displaying signs indicating their refusal to accept certain denominations



Examination of security features

Cash handlers were more slightly more likely to examine the \$100 bank note (68 per cent) than the \$20 bank note (60 per cent).

Frequency of counterfeiting

When asked about counterfeiting, 21 per cent of businesses stated that counterfeit bank notes are a "problem," while 25 per cent indicated that they had received a counterfeit note in the past.