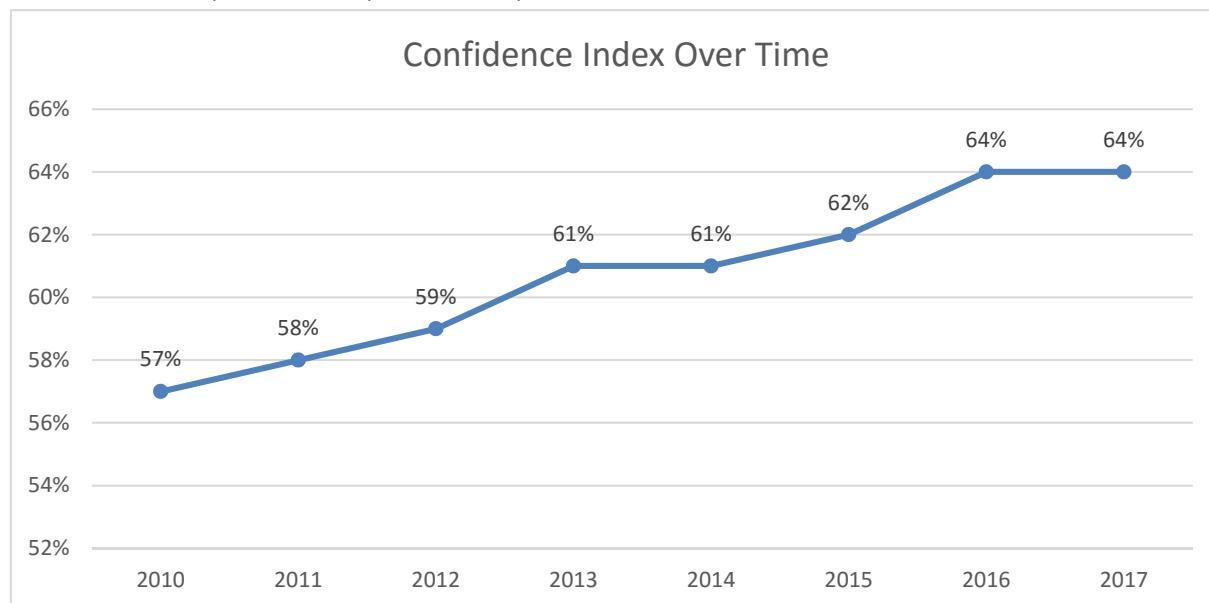


Bank Note Confidence Index – 2017 Results

The Confidence Index survey is conducted every March by an external research firm. Two thousand Canadians are asked four multiple choice questions designed to quantify public perception of bank note security and counterfeiting. With response rates for telephone surveys in Canada steadily declining for many years, in 2017, the Bank decided to move away from a telephone survey and fielded the questions online only. The 2017 results reveal the Confidence Index remained steady at 64% compared to the 2016 results. The upward trend in confidence in recent years in the online survey is qualitatively consistent with that shown in the previous telephone survey.



Confidence Index – 2017 Question Results¹

1. Confidence in systems to remove counterfeit notes from circulation

Seventy-one per cent of respondents were very confident or somewhat confident in the systems currently in place to remove counterfeits from circulation, which is a decrease from last year's result at 76 per cent. This can be mainly explained by a 4 percentage points decrease in somewhat confident responses.

2. Likelihood of receiving counterfeit note in next six months

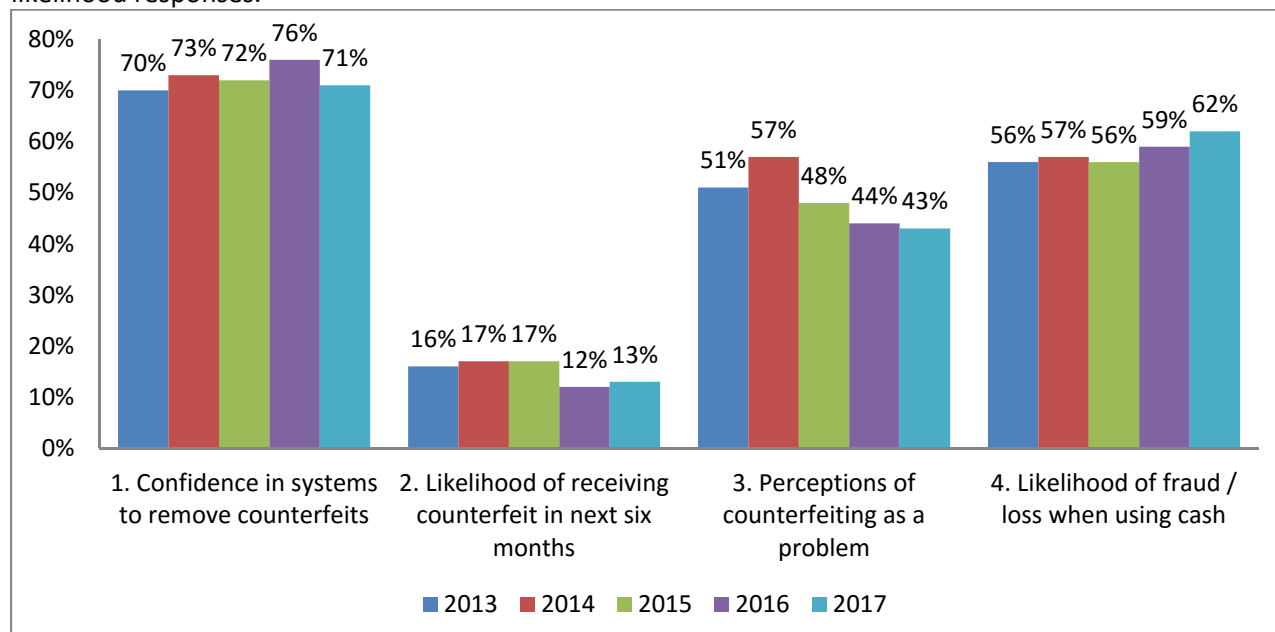
Thirteen per cent of respondents thought it was either very or somewhat likely they would receive a counterfeit Canadian bank note in the next six months. However, the majority (79 per cent) believed it was either not at all likely or not very likely (8 per cent of respondents answered 'don't know').

3. Perceptions of counterfeiting of Canadian bank notes

Forty-three per cent of interviewees perceived that counterfeiting of Canadian bank notes is a big problem or somewhat of a problem, whereas 47 per cent found it is not much of a problem or not a problem at all.

4. Likelihood of experiencing fraud or loss when using cash

Sixty-two per cent stated there was a low or non-existent likelihood of experiencing fraud or loss when using cash, slightly higher than in 2016. This is due to the fact that there was an increase in the low likelihood responses.



¹ Given that online panels use non-probability sampling due to their opt-in nature, we are precluded from reporting a margin of error.