

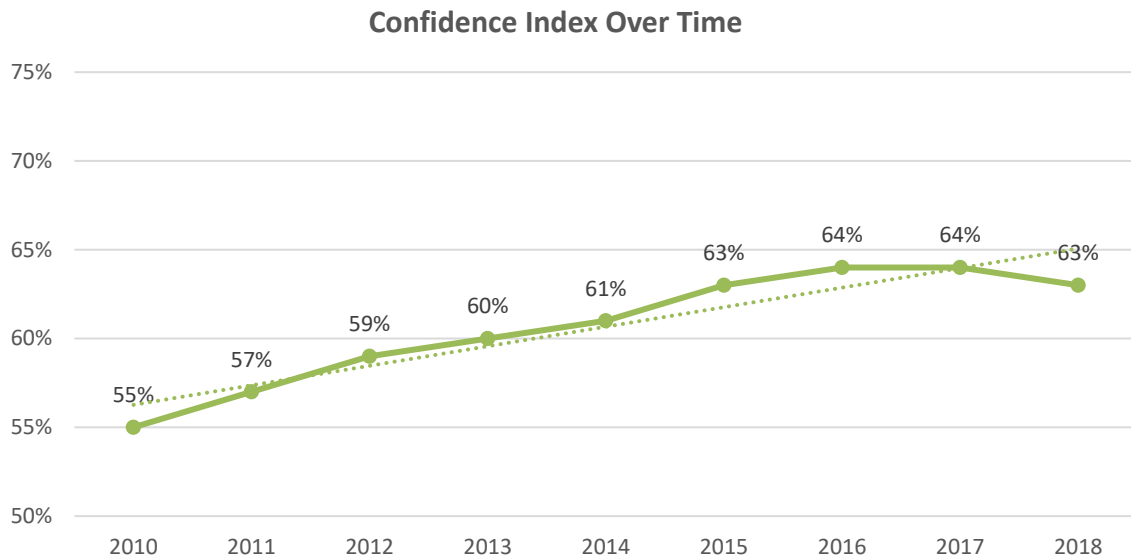
Bank Note Confidence Index – 2018 Results

Methodology

The Confidence Index survey is conducted every March by an external research firm. Since 2004, a representative sample of adult Canadians are asked four multiple choice questions designed to quantify public perception of bank note security and counterfeiting. While results from 2010-2016 are combined responses from telephone and Internet surveys, the survey has been conducted solely online since 2017.¹

General observations

The 2018 results reveal that the Confidence Index has decreased slightly compared to 2017 (64% to 63%).



Confidence in systems to remove counterfeit notes from circulation

Almost three-quarters of respondents (73%) were very confident or somewhat confident in the systems currently in place to remove counterfeits from circulation, a 2% increase from last year.

Likelihood of receiving a counterfeit note in next six months

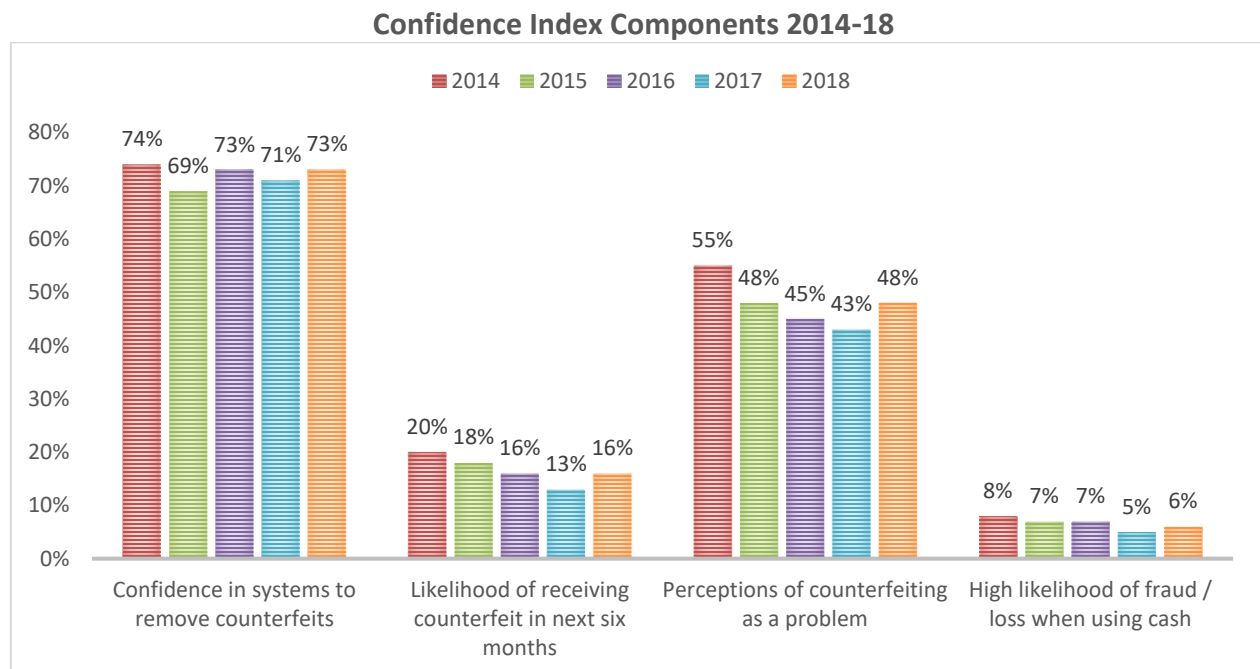
The majority (76%) of respondents believed that it was either not at all likely or not very likely that they would receive a counterfeit Canadian bank note in the next six months. Those who said it is somewhat likely increased by 3% from last year, but there was no change in the number who said it is very likely (2%).

Perceptions of counterfeiting of Canadian bank notes

Forty-eight per cent of respondents perceived that counterfeiting of Canadian bank notes is a problem (38% somewhat of a problem; 10% a big problem).

Likelihood of experiencing fraud or loss when using cash

Fifty-eight per cent stated there was a low or non-existent likelihood of experiencing fraud or loss when using cash, 30 per cent stated a moderate likelihood, and six per cent, a high likelihood.



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