

## Select Delivery Channel Statistics - Transaction Volumes

DELIVERY CHANNELS	Number of transactions (in millions)						% change 2016-2017
	2017	2016 <sup>r</sup>	2015 <sup>r</sup>	2014 <sup>r</sup>	2013 <sup>r</sup>	2012 <sup>r</sup>	
<b>Six Largest Banks <sup>1</sup></b>							
<b>ABM</b>	<b>643.4</b>	<b>689.0</b>	<b>723.1</b>	<b>760.3</b>	<b>801.6</b>	<b>821.1</b>	<b>-6.6%</b>
Deposits	154.9	162.2	169.4	178.5	188.7	191.0	-4.5%
Withdrawals	436.5	472.2	496.3	519.5	545.2	557.6	-7.6%
Transfers	19.0	20.7	22.1	24.3	26.8	28.6	-8.2%
Bill Payments	33.0	33.8	35.3	38.0	40.9	43.9	-2.6%
<b>DEBIT CARDS <sup>2</sup></b>	<b>4,548.4</b>	<b>4,068.6</b>	<b>3,824.7</b>	<b>3,581.6</b>	<b>3,378.9</b>	<b>3,211.2</b>	<b>11.8%</b>
POS Purchases	4,548.4	4,068.6	3,824.7	3,581.6	3,378.9	3,211.2	11.8%
<b>PC/INTERNET BANKING <sup>3</sup></b>	<b>574.3</b>	<b>595.9</b>	<b>603.0</b>	<b>670.0</b>	<b>672.7</b>	<b>614.5</b>	<b>-3.6%</b>
Transfers	302.7	298.0	305.8	306.2	317.7	285.2	1.6%
Bill Payments <sup>4</sup>	271.5	297.8	297.2	363.9	355.0	329.4	-8.8%
<b>MOBILE BANKING <sup>3</sup></b>	<b>398.5</b>	<b>296.2</b>	<b>217.5</b>				<b>34.5%</b>
All Transactions	398.5	296.2	217.5				34.5%
<b>TELEPHONE BANKING</b>	<b>34.1</b>	<b>37.8</b>	<b>41.9</b>	<b>45.6</b>	<b>48.1</b>	<b>53.2</b>	<b>-9.9%</b>
Transfers <sup>4</sup>	10.9	13.6	14.9	15.5	16.6	18.1	-19.7%
Bill Payments	23.1	24.2	27.0	30.1	31.6	35.0	-4.4%

r = revised

**Notes**

(1) Six Banks are: BMO Financial Group, CIBC, National Bank, RBC Financial Group, Scotiabank and TD Bank Group

(2) Please note for 2017, an estimate was made for one bank based on historical data.

(3) Please note that in years prior to 2015, some banks included Mobile Banking transactions in their PC/Internet Banking. One bank was unable to provide mobile banking transactions.

(4) The numbers from 2012 onwards have been updated to align to one bank's system reporting changes.