

## Select Delivery Channel Statistics - Transaction Volumes

Six Largest Banks <sup>(1)</sup>

## Number of transactions (in millions)

DELIVERY CHANNELS	2010	2009	2008	2007	2006	2005	% change 2010-2009
<b>ABM</b>	<b>911.1</b>	<b>912.0</b>	<b>954.7</b>	<b>992.8</b>	<b>1,026.5</b>	<b>1,056.4</b>	<b>-0.1%</b>
Deposits	212.3	217.7	230.3	238.8	250.9	258.8	-2.5%
Withdrawals	613.4	604.2	628.3	652.4	672.1	691.8	1.5%
Transfers	35.0	37.8	41.1	43.7	45.6	46.7	-7.4%
Bill Payments	50.3	52.3	55.1	57.9	57.9	59.0	-3.8%
<b>DEBIT CARDS</b>	<b>2,809.7</b>	<b>2,647.6</b>	<b>2,533.2</b>	<b>2,351.2</b>	<b>2,277.4</b>	<b>2,125.4</b>	<b>6.1%</b>
POS Purchases	2,809.7	2,647.6	2,533.2	2,351.2	2,277.4	2,125.4	6.1%
<b>PC/INTERNET BANKING</b>	<b>532.4</b>	<b>489.4</b>	<b>445.7</b>	<b>393.9</b>	<b>347.6</b>	<b>297.1</b>	<b>8.8%</b>
Transfers	228.0	201.8	174.7	146.9	123.2	101.8	13.0%
Bill Payments	304.3	287.6	270.9	246.9	224.4	195.4	5.8%
<b>TELEPHONE BANKING</b>	<b>59.2</b>	<b>65.2</b>	<b>69.3</b>	<b>73.6</b>	<b>78.3</b>	<b>83.1</b>	<b>-9.3%</b>
Transfers	17.3	18.7	18.8	19.1	19.8	20.3	-7.8%
Bill Payments	41.9	46.5	50.5	54.5	58.4	62.8	-9.9%

**Notes**

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