

Focus: How Canadians Bank

FAST FACTS

- (90)
 - 10 (78)
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 - 10 (89)
, (49)
 - (65)
- 2021, 56
2018.

The Bottom Line

	2021	2020	2019	2018
Assets	1,120.0	1,070.0	1,030.0	990.0
Liabilities	850.0	810.0	780.0	750.0
Capital	270.0	260.0	250.0	240.0
Profit	15.0	14.0	13.0	12.0
Return on Assets	1.3%	1.3%	1.3%	1.2%
Return on Equity	5.6%	5.4%	5.2%	5.0%

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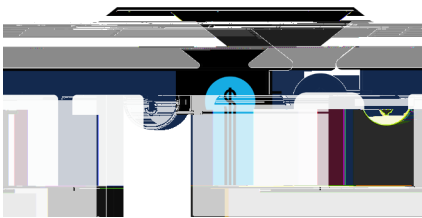
Mobile app -based banking continues to rise, led by Gen Z and Millennial uptake



Source: [Source information]

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In-person banking, while declining in popularity, remains a valued method to conduct major transactions



- 57
2021, 67 2018.

- 10

- 90

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ABMs are still popular for withdrawals, though overall use is declining

- 2020, 12, 24, 309, 3, 0

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, 70,000, 18,515

The role of cash in a digital world



- , 80
, 91 2018.

- 117.

- 70, 1, 00.

Digital currencies : interest is growing, but consumers are wary

- [Survey of digital currencies](#) , [Bank of England](#) .
- [Digital currencies](#) ?
- [Digital currencies](#) , [Bank of England](#) .
- [Digital currencies](#) (56)
- [Digital currencies](#) 64
- [Digital currencies](#) , [Bank of England](#) .
- [Digital currencies](#) (36)

High levels of trust in banks if 9 -0 0Tf 0.0033.5 (s)]T

Good value for cost of service

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