

**37% OF CANADIANS HAVE PAID
TAXES ONLINE IN THE PAST**

**72% ARE INTERESTED IN PAYING
TAXES ONLINE THIS YEAR**

ABACUS DATA

DETAILED RESULTS

ONLINE TAX PAYMENTS

CONDUCTED FOR FLETCHER GROUP

RESEARCH AND ANALYSIS FROM CANADA'S LEADING PUBLIC
AFFAIRS AND MARKET RESEARCH EXPERTS

METHODOLOGY

The survey was conducted with 1,500 Canadians from April 14 to 17, 2021. A random sample of panelists were invited to complete the survey from a set of partner panels based on the Lucid exchange platform. These partners are typically double opt-in survey panels, blended to manage out potential skews in the data from a single source.

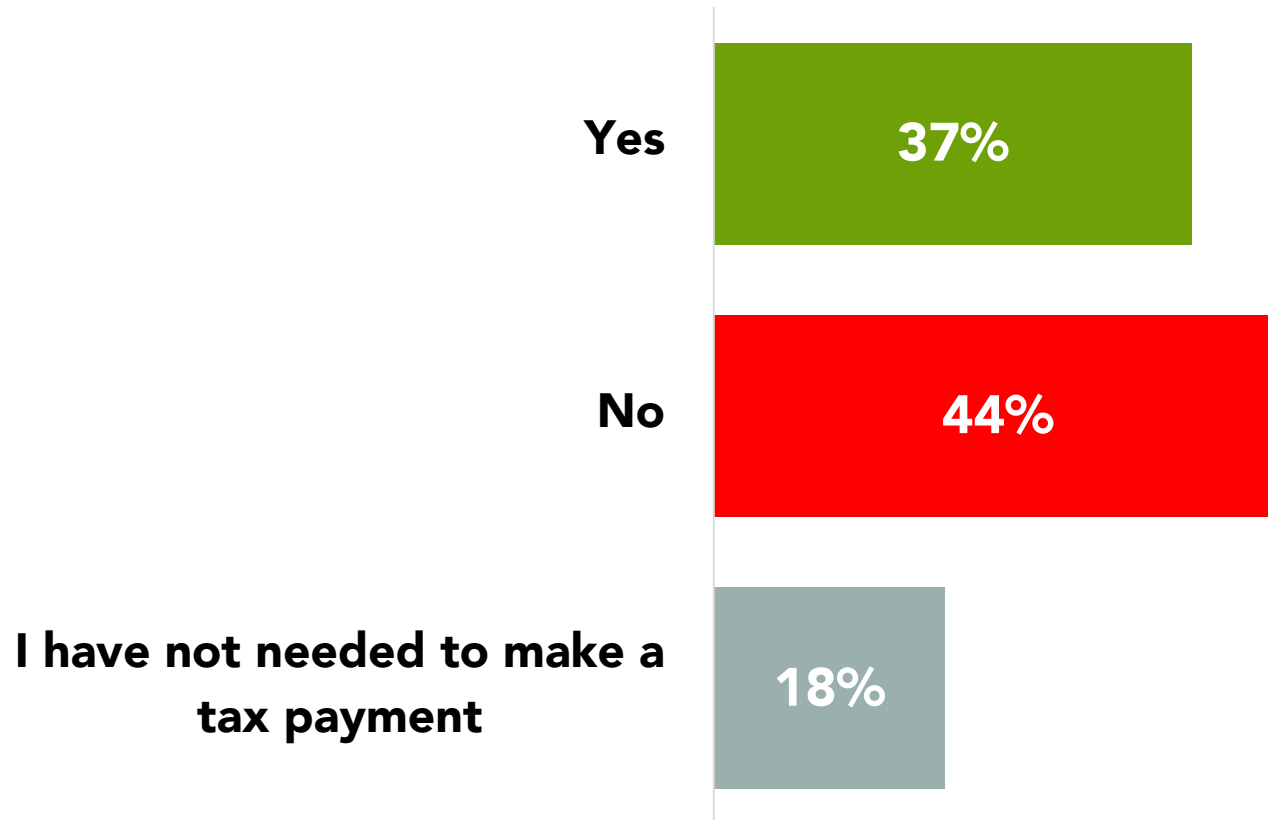
The margin of error for a comparable probability-based random sample of the same size is +/- 2.53%, 19 times out of 20.

The data were weighted according to census data to ensure that the sample matched Canada's population according to age, gender, educational attainment, and region. Totals may not add up to 100 due to rounding.

KEY FINDINGS

1. Almost four in ten (37%) Canadians have previously paid taxes online or through a mobile app. Among those who have needed to make a payment (18% have not needed to), almost half (45%) have made a payment online.
 - Those with a university education are more likely to have made an online payment and to have needed to do so.
 - Residents of Manitoba and Saskatchewan are less likely to have made an online payment.
2. Seven in ten Canadians are interested in paying online or through a mobile app if they need to make a tax payment or benefit repayment this year. Those who have made a payment in the past online are more likely to be interested in doing so in the future. Even among those who have not previously paid online, there is significant interest in doing so this year (58%).
 - Overall, younger Canadians are more likely to be interested, as a significant group of those over 60 years of age are not interested.
 - Those with university education are more likely to be interested.

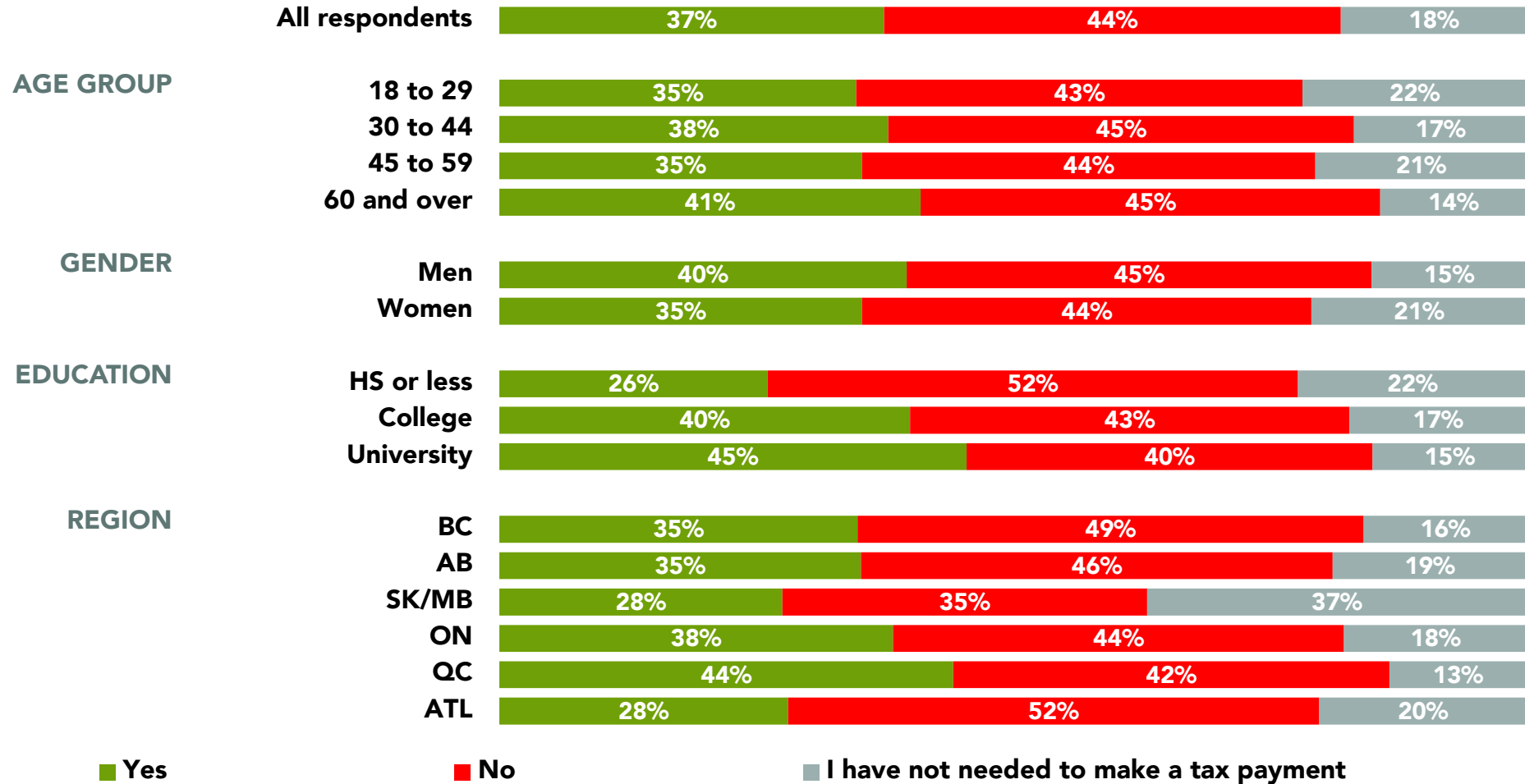
EXPERIENCE PAYING TAXES ONLINE



37% of Canadians have paid taxes online or through a mobile app. Almost one in five have not needed to make a tax payment/repayment. Among those who have needed to make a payment, almost half (45%) have made a payment online.

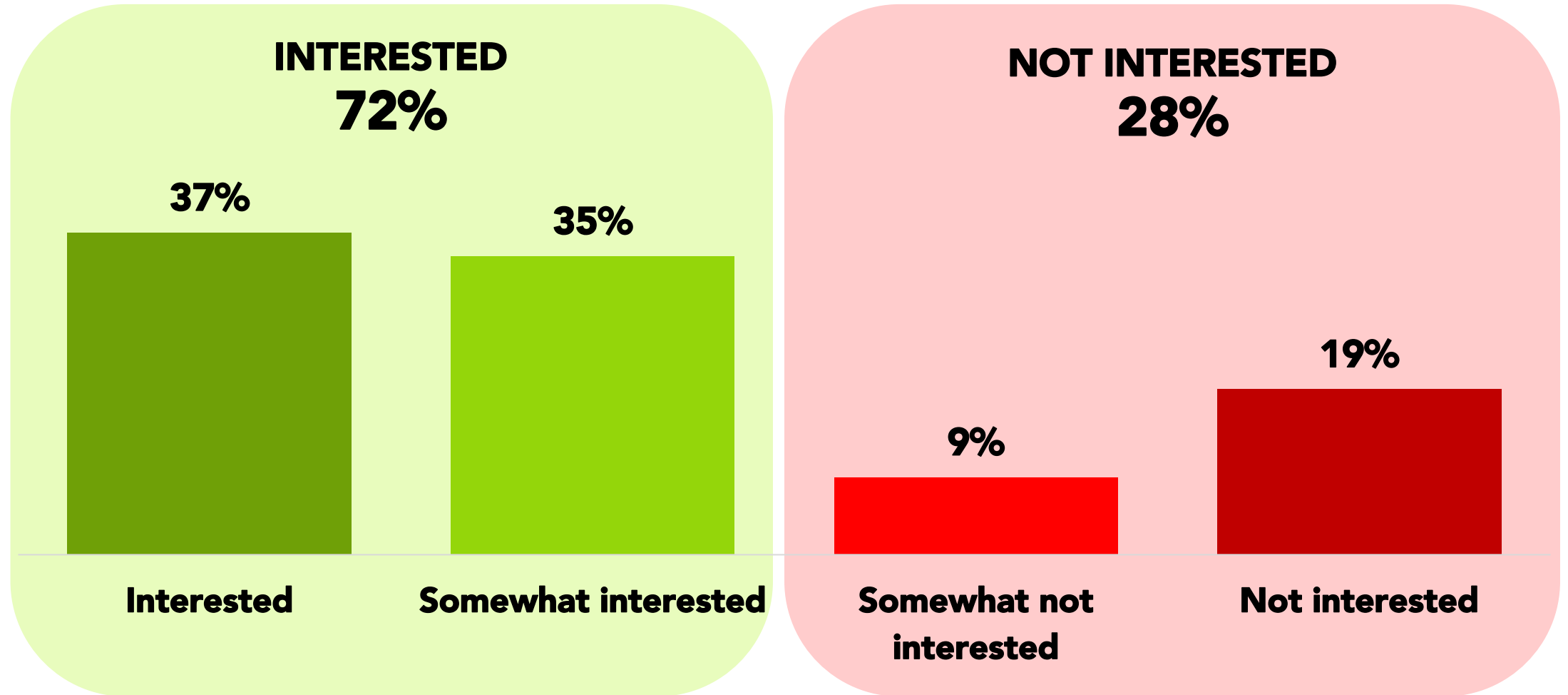
Have you ever paid your taxes (federal, provincial, or municipal taxes, CERB repayments or benefit repayments) online or through a mobile app?

EXPERIENCE PAYING TAXES ONLINE



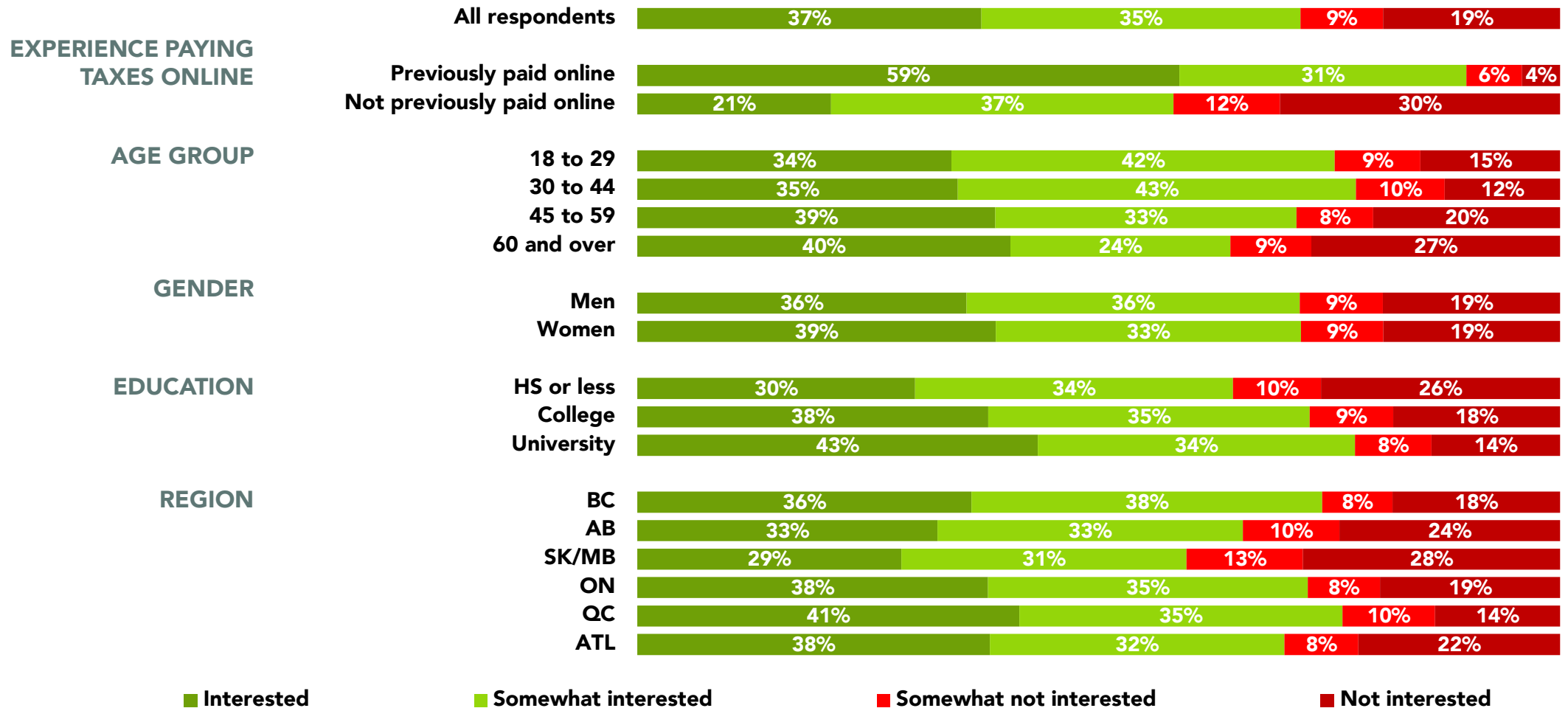
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INTEREST IN PAYING TAXES ONLINE



As you may know, governments in Canada allow you to pay any taxes you owe in a number of ways including online. If you had to pay federal, provincial or municipal taxes, CERB repayments or benefit repayments this year, how interested would you be in paying online or through a mobile app?

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