Desired Vacation Activities

Q8. Which of the following would you like to do as part of your next vacation?

		Ge	nder	1	A	.ge		R	ewards Progra	ım	1	Aeroplan Lev	el	!	Househo	ld Income		Children in	Household			Re	gion		
											Basic/regula		Elite/Super		\$50,000 to	\$75,000 to									
	Total	Male	Female	18-34	35-44	45-64	65+	Aeroplan	Airmiles	Other		Prestige	Elite	\$0 to \$49,999	\$74,999	\$99,999	\$100,000+	Yes	No	Atlantic	Quebec	Ontario	Man/Sask	Alberta	BC
		A	В	С	D	E	F	G	Н	1	J	K	L	M	N	0	P	Q	R	S	T	U	V	W	X
Base: All respondents	2086	1328	758	196	341	1052	497	1051	1278	1321	749	90*	68*	293	361	432	712	435	1227	145	569	637	108	344	283
	907	589	318	66	138	463	240	472	572	604	330	48	24	126	156	190	322	173	556	60	201	304	43	172	127
Take a boat tour	43.5%	44.4%	42.0%	33.7%	40.5%	44.0%	48.3%	44.9%	44.8%	45.7%	44.1%	53.3%	35.3%	43.0%	43.2%	44.0%	45.2%	39.8%	45.3%	41.4%	35.3%	47.7%	39.8%	50.0%	44.9%
						С	CD					L							Q			T		T	T
	822	548	274	63	123	441	195	435	506	543	312	41	35	91	136	176	322	146	512	56	195	249	39	149	134
Visit a winery	39.4%	41.3%	36.1%	32.1%	36.1%	41.9%	39.2%	41.4%	39.6%	41.1%	41.7%	45.6%	51.5%	31.1%	37.7%	40.7%	45.2%	33.6%	41.7%	38.6%	34.3%	39.1%	36.1%	43.3%	47.3%
		В				С										M	MN		Q					T	TUV
	686	314	372	89	156	344	97	346	411	448	253	26	25	102	121	138	227	181	351	40	183	231	35	89	108
Schedule a massage or spa appointment	32.9%	23.6%	49.1%	45.4%	45.7%	32.7%	19.5%	32.9%	32.2%	33.9%	33.8%	28.9%	36.8%	34.8%	33.5%	31.9%	31.9%	41.6%	28.6%	27.6%	32.2%	36.3%	32.4%	25.9%	38.2%
			A	EF	EF	F												R			W	SW			SW
	547	341	206	70	116	287	74	298	316	337	207	34	21	65	79	125	216	134	313	35	90	193	36	96	97
Go snorkeling	26.2%	25.7%	27.2%	35.7%	34.0%	27.3%	14.9%	28.4%	24.7%	25.5%	27.6%	37.8%	30.9%	22.2%	21.9%	28.9%	30.3%	30.8%	25.5%	24.1%	15.8%	30.3%	33.3%	27.9%	34.3%
				EF	EF	F		Н				J				MN	MN	R		T		T	T	T	ST
	333	222	111	33	59	184	57	173	207	209	124	15	15	43	62	74	118	62	197	32	63	109	12	55	62
Go sailing	16.0%	16.7%	14.6%	16.8%	17.3%	17.5%	11.5%	16.5%	16.2%	15.8%	16.6%	16.7%	22.1%	14.7%	17.2%	17.1%	16.6%	14.3%	16.1%	22.1%	11.1%	17.1%	11.1%	16.0%	21.9%
					F	F														TV		T		T	TV
	309	174	135	35	46	174	54	177	195	179	122	15	17	38	52	69	117	62	178	21	71	90	14	54	59
Take cooking lessons	14.8%	13.1%	17.8%	17.9%	13.5%	16.5%	10.9%	16.8%	15.3%	13.6%	16.3%	16.7%	25.0%	13.0%	14.4%	16.0%	16.4%	14.3%	14.5%	14.5%	12.5%	14.1%	13.0%	15.7%	20.8%
			A	F		F		1																	TU
	121	76	45	31	30	52	8	51	67	82	35	7	4	20	18	27	40	33	57	11	24	44	4	15	23
Go skydiving	5.8%	5.7%	5.9%	15.8%	8.8%	4.9%	1.6%	4.9%	5.2%	6.2%	4.7%	7.8%	5.9%	6.8%	5.0%	6.3%	5.6%	7.6%	4.6%	7.6%	4.2%	6.9%	3.7%	4.4%	8.1%
				DEF	EF	F												R				T			TW
	389	256	133	30	59	192	108	184	241	228	125	15	9	71	63	83	107	76	220	33	137	105	22	52	40
None	18.6%	19.3%	17.5%	15.3%	17.3%	18.3%	21.7%	17.5%	18.9%	17.3%	16.7%	16.7%	13.2%	24.2%	17.5%	19.2%	15.0%	17.5%	17.9%	22.8%	24.1%	16.5%	20.4%	15.1%	14.1%
														NP						WX	UWX				

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D/E/F - G/H/I - J/K/L - M/N/O/P - Q/R - S/T/U/V/W/X * small base

Awards Redeemed For

Q9. In the past three years, have you redeemed any reward points or miles for... ?

		Ge	nder		А	ge		R	ewards Progra	ım		Aeroplan Lev	el		Househo	ld Income		Children in	Household	!		Re	gion		
											Basic/regula		Elite/Super		\$50,000 to	\$75,000 to									
	Total	Male	Female	18-34	35-44	45-64	65+	Aeroplan	Airmiles	Other	T .	Prestige	Elite	\$0 to \$49,999	\$74,999	\$99,999	\$100,000+	Yes	No	Atlantic	Quebec	Ontario	Man/Sask	Alberta	BC
		A	В	C	D	E	F	G	Н		J	К	L	M	N	0	P	Q	R	S	Т	U	V	W	X
Base: All respondents	2086	1328	758	196	341	1052	497	1051	1278	1321	749	90*	68*	293	361	432	712	435	1227	145	569	637	108	344	283
	1195	771	424	83	171	624	317	732	709	716	522	68	55	130	181	230	491	233	720	100	205	382	71	240	197
Flights	57.3%	58.1%	55.9%	42.3%	50.1%	59.3%	63.8%	69.6%	55.5%	54.2%	69.7%	75.6%	80.9%	44.4%	50.1%	53.2%	69.0%	53.6%	58.7%	69.0%	36.0%	60.0%	65.7%	69.8%	69.6%
						CD	CD	HI								M	MNO			TU		Т	T	TU	TU
	615	416	199	37	109	340	129	302	431	430	215	28	20	87	99	131	226	136	357	26	180	199	26	104	80
Merchandise	29.5%	31.3%	26.3%	18.9%	32.0%	32.3%	26.0%	28.7%	33.7%	32.6%	28.7%	31.1%	29.4%	29.7%	27.4%	30.3%	31.7%	31.3%	29.1%	17.9%	31.6%	31.2%	24.1%	30.2%	28.3%
		В			С	CF	С		G	G											S	S		S	S
	568	337	231	66	133	273	96	264	384	424	192	27	14	88	91	118	200	169	292	41	155	216	29	62	65
Gift cards / gift certificates	27.2%	25.4%	30.5%	33.7%	39.0%	26.0%	19.3%	25.1%	30.0%	32.1%	25.6%	30.0%	20.6%	30.0%	25.2%	27.3%	28.1%	38.9%	23.8%	28.3%	27.2%	33.9%	26.9%	18.0%	23.0%
			A	EF	EF	F			G	G								R		W	W	TWX	W		
Hotels, car rental or other travel-related rewards (non-	465	314	151	33	85	248	99	249	292	337	166	36	24	35	58	96	212	113	287	36	101	165	32	68	63
flight)	22.3%	23.6%	19.9%	16.8%	24.9%	23.6%	19.9%	23.7%	22.8%	25.5%	22.2%	40.0%	35.3%	11.9%	16.1%	22.2%	29.8%	26.0%	23.4%	24.8%	17.8%	25.9%	29.6%	19.8%	22.3%
		В			С	С						J	J			MN	MNO					TW	TW		
	92	52	40	12	22	45	13	30	55	80	25	4	0	12	14	27	28	19	50	2	48	18	2	7	15
Financial rewards (e.g. RSP, GIC, etc.)	4.4%	3.9%	5.3%	6.1%	6.5%	4.3%	2.6%	2.9%	4.3%	6.1%	3.3%	4.4%	-	4.1%	3.9%	6.3%	3.9%	4.4%	4.1%	1.4%	8.4%	2.8%	1.9%	2.0%	5.3%
				F	F					GH											SUVW				W
	61	44	17	6	15	25	15	25	37	45	16	2	2	8	7	15	22	21	32	2	31	16	1	5	6
Other	2.9%	3.3%	2.2%	3.1%	4.4%	2.4%	3.0%	2.4%	2.9%	3.4%	2.1%	2.2%	2.9%	2.7%	1.9%	3.5%	3.1%	4.8%	2.6%	1.4%	5.4%	2.5%	0.9%	1.5%	2.1%
																		R			SUVWX				
None of the above - have not redeemed in the past three	304	199	105	50	43	145	66	120	173	183	82	-		57	64	72	74	49	187	18	106	87	47	45	31
vears	14.6%	15.0%	13.9%	25.5%	12.6%	13.8%	13.3%	11.4%	13.5%	13.9%	10.9%	7.8%	5.9%	19.5%	17.7%	16.7%	10.4%	11.3%	15.2%	12.4%	18.6%	13.7%	15.7%	13.1%	11.0%
,,,,,,	14.0%	10.0%	13.9%	25.5% DFF	12.0%	13.8%	13.3%	11.4%	13.5%	13.9%	10.9%	1.8%	5.9%	19.5%	17.7%	16.7%	10.4%	11.3%	15.2%	12.4%	18.6% UWX	13.7%	10.7%	13.1%	11.0%

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D/E/F - G/H/I - J/K/L - M/N/O/P - Q/R - S/T/U/V/W/X * small base

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Attitude Towards Collection

Q10. Which of the following statements best describes your attitudes towards credit card rewards collecting and redemption?

		Ge	nder		А	.ge		ļ R	ewards Progra	ım		Aeroplan Lev	el	!	Househo	ld Income		Children ir	Household	!		Re	gion		
											Basic/regula		Elite/Super		\$50,000 to	\$75,000 to									
	Total	Male	Female	18-34	35-44	45-64	65+	Aeroplan	Airmiles	Other	r	Prestige	Elite	\$0 to \$49,999	\$74,999	\$99,999	\$100,000+	Yes	No	Atlantic	Quebec	Ontario	Man/Sask	Alberta	BC
		A	В	С	D	E	F	G	Н	l l	J	K	L	M	N	0	P	Q	R	S	T	U	V	W	X
Base: All respondents	2086	1328	758	196	341	1052	497	1051	1278	1321	749	90*	68*	293	361	432	712	435	1227	145	569	637	108	344	283
			1																						
I save up my points for years for very big rewards like a		702																						209	
big vacation or new TV	1034 49.6%	702 52.9%	332 43.8%	106 54.1%	144 42.2%	529 50.3%	255 51.3%	576 54.8%	630 49.3%	633 47.9%	410 54.7%	49 54.4%	37 54.4%	128 43.7%	175 48.5%	211 48.8%	384 53.9%	180 41.4%	642 52.3%	76 52.4%	245 43.1%	298 46.8%	54 50.0%	60.8%	152 53.7%
	49.6%	52.9% R	43.8%	54.1% D	42.2%	50.3% D	51.3% D	54.8% HI	49.3%	47.9%	54.7%	54.4%	54.4%	43.7%	48.5%	48.8%	53.9% M	41.4%	52.3%	52.4%	43.1%	46.8%	50.0%	60.8% TUV	53.7%
		B		Ь				п								-	IVI		u					100	<u> </u>
I use my rewards points for smaller vacations once a	499	294	205	35	72	255	137	275	273	298	198	21	20	58	80	108	179	92	305	44	103	167	31	79	75
year	23.9%	22.1%	27.0%	17.9%	21.1%	24.2%	27.6%	26.2%	21.4%	22.6%	26.4%	23.3%	29.4%	19.8%	22.2%	25.0%	25.1%	21.1%	24.9%	30.3%	18.1%	26.2%	28.7%	23.0%	26.5%
			A				CD	HI												Т		T	T		T
I use my rewards points for gift cards, movie tickets and																									
smaller items to treat myself throughout the year	367	224	143	33	88	184	62	134	256	260	92	13	10	74	67	81	99	122	173	18	144	133	13	32	27
	17.6%	16.9%	18.9%	16.8%	25.8%	17.5%	12.5%	12.7%	20.0%	19.7%	12.3%	14.4%	14.7%	25.3%	18.6%	18.8%	13.9%	28.0%	14.1%	12.4%	25.3%	20.9%	12.0%	9.3%	9.5%
			-		CEF	- F			G	G	-	-		NOP	Р	Р		R			SVWX	SVWX			
I use my rewards points to buy gifts for special occasions	108	60	48	9	16	50	33	46	74	70	33	6	1	20	27	11	32	21	66	5	27	29	9	20	18
like birthdays, weddings and anniversaries	5.2%	4.5%	6.3%	4.6%	4.7%	4.8%	6.6%	4.4%	5.8%	5.3%	4.4%	6.7%	1.5%	6.8%	7.5%	2.5%	4.5%	4.8%	5.4%	3.4%	4.7%	4.6%	8.3%	5.8%	6.4%
														0	OP										
I use my rewards points to save for my future by																									
contributing to an RRSP or TFSA	46	27	19	6	11	22	7	15	30	35	12	0	0	7	6	16	10	12	25	1	33	4	1	1	6
T T	2.2%	2.0%	2.5%	3.1%	3.2%	2.1%	1.4%	1.4%	2.3%	2.6%	1.6%	-	-	2.4%	1.7%	3.7%	1.4%	2.8%	2.0%	0.7%	5.8%	0.6%	0.9%	0.3%	2.1%
			-			-	-			G	-				-	P					SUVWX				UW
I use rewards points to pay down my debt on a line of	32	21	- 11	7	10	12	3		15	25	4		0	6		5		8	16		17	6		2	
credit or mortgage	1.5%	1.6%	1.5%	3.6%	2.9%	1.1%	0.6%	0.5%	1.2%	1.9%	0.5%	1.1%	-	2.0%	1.7%	1.2%	1.1%	1.8%	1.3%	0.7%	3.0%	0.9%		0.9%	1.8%
	1.576	1.070	1.576	5.076 FF	2.576 FF	1.170	0.078	0.076	1.270	G	0.076	176		2.070	1.770	1.270	1.170	1.070	1.576	0.176	UW	0.076		0.070	1.070

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D/E/F - G/H/I - J/K/L - M/N/O/P - Q/R - S/T/U/V/W/X * small base

Ever Tried to Book Flight

Q11. In the past three years, have you ever tried to book a flight using your reward points and been unable to do so for any reason?

	1	Ger	nder		A	ge		R	ewards Progra	am		Aeroplan Leve	el .		Househo	ld Income		Children in	Household			Re	gion		
	Total	Male	Female	18-34	35-44	45-64	65+	Aeroplan	Airmiles	Other	Basic/regula r	Prestige	Elite/Super Elite	\$0 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000+	Yes	No	Atlantic	Quebec	Ontario	Man/Sask	Alberta	вс
		A	В	С	D	E	F	G	Н	1	J	K	L	M	N	0	P	Q	R	S	T	U	V	W	Х
Base: All respondents	2086	1328	758	196	341	1052	497	1051	1278	1321	749	90*	68*	293	361	432	712	435	1227	145	569	637	108	344	283
	530	363	167	34	92	271	133	386	338	290	273	36	36	39	82	101	227	116	326	42	81	180	30	108	89
Yes	25.4%	27.3%	22.0%	17.3%	27.0%	25.8%	26.8%	36.7%	26.4%	22.0%	36.4%	40.0%	52.9%	13.3%	22.7%	23.4%	31.9%	26.7%	26.6%	29.0%	14.2%	28.3%	27.8%	31.4%	31.4%
		В			С	С	С	HI	1				J		M	M	MNO			T		T	T	T	T
	1556	965	591	162	249	781	364	665	940	1031	476	54	32	254	279	331	485	319	901	103	488	457	78	236	194
No	74.6%	72.7%	78.0%	82.7%	73.0%	74.2%	73.2%	63.3%	73.6%	78.0%	63.6%	60.0%	47.1%	86.7%	77.3%	76.6%	68.1%	73.3%	73.4%	71.0%	85.8%	71.7%	72.2%	68.6%	68.6%
			A	DEF					G	GH	L			NOP	P	P					SUVWX				

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D/E/F - G/H/I - J/K/L - M/N/O/P - Q/R - S/T/U/V/W/X * small base

Flight Booking Frustrations

Q12. Thinking again about the past three years, which, if any, of the following have happened to you when you tried to book a flight using reward points or miles?

		Ge	nder		A	ge		ļ R	ewards Progra	ım		Aeroplan Lev	el		Househo	old Income		Children ir	n Household	1		Re	gion		
											Basic/regula		Elite/Super		\$50,000 to	\$75,000 to									
	Total	Male	Female	18-34	35-44	45-64	65+	Aeroplan	Airmiles	Other	r	Prestige	Elite	\$0 to \$49,999		\$99,999	\$100,000+	Yes	No	Atlantic	Quebec	Ontario	Man/Sask	Alberta	BC
		A	В	С	D	E	F	G	Н	ı	J	K	L	M	N	0	P	Q	R	S	T	U	V	W	X
Base: Redeemed or tried to book flight in the past three																									
years	1296	840	456	94*	194	669	339	795	782	771	560	75*	64*	142	197	253	523	259	779	110	228	412	75*	260	211
No reward seats available on the flights/dates you wanted	519	345	174	27	88	265	139	400	324	284	275	37	42	43	74	92	231	111	319	38	52	188	31	110	100
, , , , , , , , , , , , , , , , , , , ,	40.0%	41.1%	38.2%	28.7%	45.4%	39.6%	41.0%	50.3%	41.4%	36.8%	49.1%	49.3%	65.6%	30.3%	37.6%	36.4%	44.2%	42.9%	40.9%	34.5%	22.8%	45.6%	41.3%	42.3%	47.4%
					С	С	С	HI					J				MO			Т		ST	T	Т	ST
				7																					
Couldn't get enough reward seats for your	111	73	38		22	61	21	78	69	62	56	7	9	4	13	15	60	44	55	12	10	39	4	32	14
family/travelling companion	8.6%	8.7%	8.3%	7.4%	11.3%	9.1%	6.2%	9.8%	8.8%	8.0%	10.0%	9.3%	14.1%	2.8%	6.6%	5.9%	11.5%	17.0%	7.1%	10.9%	4.4%	9.5%	5.3%	12.3%	6.6%
					F						-						MO	R		Т				TX	
Number of points needed was more than you were willing	408	260	148	33	80	209	86	297	245	220	204	28	30	31	57	73	187	98	226	33	41	161	28	77	68
to use for a flight		31.0%		35.1%			25.4%	37.4%	31.3%	229 29.7%	36.4%	37.3%	46.9%	21.8%	28.9%	28.9%	35.8%	37.8%	29.0%	30.0%	18.0%	39.1%	37.3%	29.6%	32.2%
to use for a flight	31.5%	31.0%	32.5%	35.1%	41.2% EF	31.2%	25.4%	37.4% HI	31.3%	29.7%	36.4%	31.3%	46.9%	21.8%	28.9%	28.9%	35.8% M	37.8% R	29.0%	30.0% T	18.0%	39.1% TW	37.3%	29.6%	32.2%
			-		EF			HI								-	M	K				IVV			+
Wanted a direct flight but had to book a flight with a stop-	398	273	125	18	62	210	108	299	247	220	207	28	29	21	60	77	165	76	243	28	53	136	30	85	66
over instead	30.7%	32.5%	27.4%	19.1%	32.0%	31.4%	31.9%	37.6%	31.6%	28.5%	37.0%	37.3%	45.3%	21.8%	30.5%	30.4%	31.5%	29.3%	31.2%	25.5%	23.2%	33.0%	40.0%	32.7%	31.3%
	30.7 /6	32.376	21.470	10.170	C	01.470	C	HI	31.070	20.576	37.076	37.376	45.576	21.070	30.370	30.476	M	20.570	31.270	23.376	23.270	33.076 T	ST	32.7 /0	31.370
								- "					+			-	·					<u> </u>	- 51		+
	254	181	73	12	45	140	57	202	169	152	137	22	20	20	38	45	116	55	148	15	25	94	18	54	48
Restrictions or blackouts on the dates you wanted	19.6%	21.5%	16.0%	12.8%	23.2%	20.9%	16.8%	25.4%	21.6%	19.7%	24.5%	29.3%	31.3%	14.1%	19.3%	17.8%	22.2%	21.2%	19.0%	13.6%	11.0%	22.8%	24.0%	20.8%	22.7%
	10.070	В	101070	12.0,1	C			1					0.1070		101070	111070	M	_,,_,	1,010,10		111070	ST	T	T	T
												1													1
	371	250	121	21	63	188	99	291	225	197	201	21	32	29	58	73	161	75	222	32	46	131	24	67	71
Had to fly on different dates than you wanted	28.6%	29.8%	26.5%	22.3%	32.5%	28.1%	29.2%	36.6%	28.8%	25.6%	35.9%	28.0%	50.0%	20.4%	29.4%	28.9%	30.8%	29.0%	28.5%	29.1%	20.2%	31.8%	32.0%	25.8%	33.6%
								HI					JK				M					T	T		T
	34	21	13	2	7	19	6	19	25	24	11	1	1	4	4	8	14	8	24	1	8	13	1	8	3
Found out my reward points had expired	2.6%	2.5%	2.9%	2.1%	3.6%	2.8%	1.8%	2.4%	3.2%	3.1%	2.0%	1.3%	1.6%	2.8%	2.0%	3.2%	2.7%	3.1%	3.1%	0.9%	3.5%	3.2%	1.3%	3.1%	1.4%
	120	82	38	6	18	61	35	74	82	73	47	7	10	11	23	22	47	21	74	5	12	46	9	26	22
My preferred airline was not available	9.3%	9.8%	8.3%	6.4%	9.3%	9.1%	10.3%	9.3%	10.5%	9.5%	8.4%	9.3%	15.6%	7.7%	11.7%	8.7%	9.0%	8.1%	9.5%	4.5%	5.3%	11.2%	12.0%	10.0%	10.4%
																						ST	T		T
	425	259	166	40	46	223	116	179	231	288	128	17	11	66	60	86	155	79	264	38	106	114	23	91	53
None	32.8%	30.8%	36.4%	42.6%	23.7%	33.3%	34.2%	22.5%	29.5%	37.4%	22.9%	22.7%	17.2%	46.5%	30.5%	34.0%	29.6%	30.5%	33.9%	34.5%	46.5%	27.7%	30.7%	35.0%	25.1%
			Α	D		D	D		G	GH				NOP							SUVWX			UX	

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D/E/F - G/H/I - J/K/L - M/N/O/P - Q/R - S/T/U/V/W/X * small base

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Attitudes Towards Reward Options : It is important for me that my points don't expire after a set period of time

Q15. How strongly would you agree or disagree with each of the following statements?

		Ge	nder		А	ge		R	ewards Progra	am		Aeroplan Lev	el		Househo	ld Income		Children in	Household			Re	gion		
	Total	Male	Female	18-34	35-44	45-64	65+	Aeroplan	Airmiles	Other	Basic/regula r	Prestige	Elite/Super Elite	\$0 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000+	Yes	No	Atlantic	Quebec	Ontario	Man/Sask	Alberta	ВС
		A	В	С	D	E	F	G	н	I I	J	К	L	M	N	0	P	Q	R	S	T	U	V	W	Х
Base: All respondents	2086	1328	758	196	341	1052	497	1051	1278	1321	749	90*	68*	293	361	432	712	435	1227	145	569	637	108	344	283
It is important for me that my points don't expander a set period of time	oire																								
·	1867	1174	693	164	312	944	447	918	1148	1199	660	72	55	266	311	391	637	389	1095	134	499	577	91	312	254
Strongly Agree	89.5%	88.4%	91.4%	83.7%	91.5%	89.7%	89.9%	87.3%	89.8%	90.8%	88.1%	80.0%	80.9%	90.8%	86.1%	90.5%	89.5%	89.4%	89.2%	92.4%	87.7%	90.6%	84.3%	90.7%	89.8%
			A		С	С	С			G	K									V		V			
	191	132	59	29	22	96	44	117	115	107	79	17	10	24	47	38	60	39	114	10	60	52	15	30	24
Somewhat Agree	9.2%	9.9%	7.8%	14.8%	6.5%	9.1%	8.9%	11.1%	9.0%	8.1%	10.5%	18.9%	14.7%	8.2%	13.0%	8.8%	8.4%	9.0%	9.3%	6.9%	10.5%	8.2%	13.9%	8.7%	8.5%
				DEF				1				J			MP										
	19	17	2	3	6	8	2	13	9	8	8	0	3	1	2	1	14	7	11	1	7	5	2	1	3
Somewhat Disagree	0.9%	1.3%	0.3%	1.5%	1.8%	0.8%	0.4%	1.2%	0.7%	0.6%	1.1%	-	4.4%	0.3%	0.6%	0.2%	2.0%	1.6%	0.9%	0.7%	1.2%	0.8%	1.9%	0.3%	1.1%
		В			F								JK				0								
	9	5	4	0	1	4	4	3	6	7	2	1	0	2	1	2	1	0	7	0	3	3	0	1	2
Strongly Disagree	0.4%	0.4%	0.5%		0.3%	0.4%	0.8%	0.3%	0.5%	0.5%	0.3%	1.1%	-	0.7%	0.3%	0.5%	0.1%		0.6%	-	0.5%	0.5%	-	0.3%	0.7%
Summary																									
	2058	1306	752	193	334	1040	491	1035	1263	1306	739	89	65	290	358	429	697	428	1209	144	559	629	106	342	278
op 2 Box	98.7%	98.3%	99.2%	98.5%	97.9%	98.9%	98.8%	98.5%	98.8%	98.9%	98.7%	98.9%	95.6%	99.0%	99.2%	99.3%	97.9%	98.4%	98.5%	99.3%	98.2%	98.7%	98.1%	99.4%	98.2%
			1																						
	28	22	6	3	7	12	6	16	15	15	10	1	3	3	3	3	15	7	18	1	10	8	2	2	5
Bottom 2 Box	1.3%	1.7%	0.8%	1.5%	2.1%	1.1%	1.2%	1.5%	1.2%	1.1%	1.3%	1.1%	4.4%	1.0%	0.8%	0.7%	2.1%	1.6%	1.5%	0.7%	1.8%	1.3%	1.9%	0.6%	1.8%

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D/E/F - G/H/I - J/K/L - M/N/O/P - Q/R - S/T/U/V/W/X * small base

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Attitudes Towards Reward Options : It's frustrating that I have to book many months in advance to get the reward flights I want

Q15. How strongly would you agree or disagree with each of the following statements?

		Ge	nder		А	ge		R	ewards Progra	ım		Aeroplan Lev	el		Househo	ld Income		Children in	Household			Re	gion		
											Basic/regula		Elite/Super		\$50,000 to	\$75,000 to									
	Total	Male	Female	18-34	35-44	45-64	65+	Aeroplan	Airmiles	Other		Prestige	Elite	\$0 to \$49,999	\$74,999	\$99,999	\$100,000+	Yes	No	Atlantic	Quebec	Ontario	Man/Sask	Alberta	BC
		A	В	С	D	E	F	G	Н	1	J	K	L	M	N	0	P	Q	R	S	T	U	V	W	X
Base: All respondents	2086	1328	758	196	341	1052	497	1051	1278	1321	749	90*	68*	293	361	432	712	435	1227	145	569	637	108	344	283
It's frustrating that I have to book many months in advance to get the reward flights I want																									
	993	627	366	80	168	508	237	581	620	623	403	50	43	112	166	200	365	207	583	74	252	316	49	148	154
Strongly Agree	47.6%	47.2%	48.3%	40.8%	49.3%	48.3%	47.7%	55.3%	48.5%	47.2%	53.8%	55.6%	63.2%	38.2%	46.0%	46.3%	51.3%	47.6%	47.5%	51.0%	44.3%	49.6%	45.4%	43.0%	54.4%
								HI							M	M	M					W			TW
	704	458	246	75	113	353	163	336	442	434	251	26	18	116	123	157	218	144	416	48	202	207	35	129	83
Somewhat Agree	33.7%	34.5%	32.5%	38.3%	33.1%	33.6%	32.8%	32.0%	34.6%	32.9%	33.5%	28.9%	26.5%	39.6%	34.1%	36.3%	30.6%	33.1%	33.9%	33.1%	35.5%	32.5%	32.4%	37.5%	29.3%
														P		P								X	
	305	190	115	31	48	155	71	114	175	205	82	11	7	48	59	56	107	69	176	19	94	84	20	51	37
Somewhat Disagree	14.6%	14.3%	15.2%	15.8%	14.1%	14.7%	14.3%	10.8%	13.7%	15.5%	10.9%	12.2%	10.3%	16.4%	16.3%	13.0%	15.0%	15.9%	14.3%	13.1%	16.5%	13.2%	18.5%	14.8%	13.1%
									G	G															
	84	53	31	10	12	36	26	20	41	59	13	3	0	17	13	19	22	15	52	4	21	30	4	16	9
Strongly Disagree	4.0%	4.0%	4.1%	5.1%	3.5%	3.4%	5.2%	1.9%	3.2%	4.5%	1.7%	3.3%	-	5.8%	3.6%	4.4%	3.1%	3.4%	4.2%	2.8%	3.7%	4.7%	3.7%	4.7%	3.2%
									G	G				P											
Summary																									
	1697	1085	612	155	281	861	400	917	1062	1057	654	76	61	228	289	357	583	351	999	122	454	523	84	277	237
Top 2 Box	81.4%	81.7%	80.7%	79.1%	82.4%	81.8%	80.5%	87.3%	83.1%	80.0%	87.3%	84.4%	89.7%	77.8%	80.1%	82.6%	81.9%	80.7%	81.4%	84.1%	79.8%	82.1%	77.8%	80.5%	83.7%
								HI	1																
	389	243	146	41	60	191	97	134	216	264	95	14	7	65	72	75	129	84	228	23	115	114	24	67	46
Bottom 2 Box	18.6%	18.3%	19.3%	20.9%	17.6%	18.2%	19.5%	12.7%	16.9%	20.0%	12.7%	15.6%	10.3%	22.2%	19.9%	17.4%	18.1%	19.3%	18.6%	15.9%	20.2%	17.9%	22.2%	19.5%	16.3%
									G	GH															

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D/E/F - G/H/I - J/K/L - M/N/O/P - Q/R - S/T/U/V/W/X * small base

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