

FOR IMMEDIATE RELEASE

About Half View Tim's image as positive, overall

But about two-fifths say they visit less than they used to

Toronto, April 23rd — In a random sampling of public opinion taken by The Forum Poll™ among 1585 Canadian voters, (75%) say they consider themselves an occasional customer of Tim Horton's, with one-quarter (25%) saying no.

Customers of Tim Horton's are likely to include those aged 34 and younger (80%), 35-44 (77%), or 45-54 (77%), earning \$80,000-\$100,000 (79%) or the most wealthy (82%), living in Ontario (80%), the prairies (MB/SK)(82%), or Alberta (80%), and supporting the Conservatives (79%) or Liberals (80%). English-speakers (78%) are significantly more likely to consider themselves an occasional customer than French-speakers (67%).

Frequency of purchase

A quarter (28%) of customers make a purchase less than once per month. One-fifth (19%) say they make a purchase at Tim's once per month, while a quarter (26%) say they make a purchase several times per month.

1 in 10 (10%) say they make a purchase once per week, while the same proportion (10%) says they make a purchase several times per week.

Fewer than 1 in 10 (6%) say they make a purchase almost every day, while an equal proportion of customers say they either make a purchase everyday (1%) or more than once per day.

Purchase behavior past versus present

The plurality of respondents (43%) say that their purchasing behavior hasn't changed, saying it's about the same as it is now.

However, one-fifth (18%) say that they visit Tim's a little less than they did before, and the same proportion (18%) says they visit a lot less than they did before.

About 1 in 10 say they visit a little less than before (11%), while a similar proportion (8%) say they visit a lot more than before.

Few (1%) weren't sure whether they visit more or less than they did previously.

Half see Tim Horton's brand image as favourable

Currently, about half (TOP3: 50%) see Tim Horton's brand positively, with 1 in 10 (10%) saying it's excellent. About one-quarter (BTM3: 23%) see Tim Horton's brand negatively, with fewer than 1 in 10 (6%) saying it's terrible.

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"Generally, half of Canadians see the Tim Horton's brand favourably," said Dr. Lorne Bozinoff, President of Forum Research. "That's the good news. The bad news, however, is that more people say they are visiting Tim's less often, than more often. Of the people who are visiting less often, half said they view the brand unfavourably. It seems plausible that the negative attention that Tim's has seen over the past few months has begun to affect their customers."





About one-quarter (22%) say that Tim's reputation is average, with few (5%) saying they do not know.

Two-thirds (69%) of those that visit Tim's almost every day see the brand favourably.

More than three-quarters (79%) of those that say they visit a little more than before, and a lot more than they did before (79%), view Tim Horton's favourably over all.

Almost a third (29%) of those that visit Tim's several times per week say that they see the chain unfavourably.

About half (49%) of those that say they visit a lot less than they did before view the chain unfavourably.

"Generally, half of Canadians see the Tim Horton's brand favourably," said Dr. Lorne Bozinoff, President of Forum Research. "That's the good news. The bad news, however, is that more people say they are visiting Tim's less often, than more often. Of the people who are visiting less often, half said they view the brand unfavourably. It seems plausible that the negative attention that Tim's has seen over the past few months has begun to affect their customers."

Lorne Bozinoff, Ph.D. is the president and founder of Forum Research. He can be reached at lbozinoff@forumresearch.com or at (416) 960-9603.

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Methodology

The Forum Poll™ was conducted by Forum Research with the results based on an interactive voice response telephone survey of 1585 randomly selected Canadian Voters. The poll was conducted April 19-20, 2018.

Results based on the total sample are considered accurate +/- 2%, 19 times out of 20. Subsample results will be less accurate. Margins of error for subsample (such as age, gender) results are available at www.forumresearch.com/samplestim.asp

Where appropriate, the data has been statistically weighted by age, region, and other variables to ensure that the sample reflects the actual population according to the latest Census data.

This research is not necessarily predictive of future outcomes, but rather, captures opinion at one point in time. Forum Research conducted this poll as a public service and to demonstrate our survey research capabilities. Forum houses its poll results in the Data Library of the Department of Political Science at the University of Toronto.

With offices across Canada and around the world, 100% Canadian-owned Forum Research is one of the country's leading survey research firms. This Forum Poll™and other polls may be found at Forum's poll archive at www.forumresearch.com/polls.asp

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Tim's Image

Overall, how would you rate the reputation or image of Tim Horton's?

Age/Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	1585	250	228	260	348	499	877	671
NET: TOP3	50	49	49	52	52	49	47	54
NET: BTM3	23	25	27	20	20	19	30	16
Excellent	10	10	11	10	8	8	7	12
Very Good	18	20	16	20	19	15	16	20
Good	22	19	22	23	26	26	23	22
Average	22	22	21	23	23	19	20	24
Below average	11	11	14	10	11	10	14	9
Poor	6	7	6	6	4	6	8	4
Terrible	6	7	7	4	5	3	8	3
Unsure	5	3	3	4	5	12	4	6

Income

%	Total	<\$20K	\$20- \$40K	\$40- \$60K	\$60- \$80K	\$80- \$100K	\$100- \$250K
Sample	1585	159	256	206	199	159	319
NET: TOP3	50	56	54	52	51	57	43
NET: BTM3	23	16	18	26	24	23	28
Excellent	10	19	12	8	9	5	6
Very Good	18	21	21	23	19	19	12
Good	22	16	21	21	24	33	24
Average	22	20	20	17	20	18	26
Below average	11	4	11	11	12	13	14
Poor	6	6	3	11	6	5	7
Terrible	6	6	4	5	5	5	7
Unsure	5	8	7	5	5	2	3

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Region

%	Total	ATL	QC	ON	MB/SK	AB	ВС
Sample	1585	207	305	385	197	248	243
NET: TOP3	50	55	58	46	53	54	42
NET: BTM3	23	20	12	30	24	19	24
Excellent	10	10	10	10	15	9	6
Very Good	18	19	19	15	22	24	16
Good	22	26	29	20	15	22	19
Average	22	22	20	20	19	21	30
Below average	11	8	6	16	10	10	10
Poor	6	8	3	8	8	5	6
Terrible	6	5	3	7	5	4	7
Unsure	5	3	10	4	4	5	5

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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate studies
Sample	1585	297	403	599	286
NET: TOP3	50	59	50	48	49
NET: BTM3	23	17	23	25	22
Excellent	10	15	13	8	6
Very Good	18	21	19	16	18
Good	22	23	18	24	25
Average	22	18	21	22	25
Below average	11	7	10	15	8
Poor	6	5	6	6	7
Terrible	6	4	8	4	7
Unsure	5	7	6	5	4





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Voter Intention

%	Total	Conservative	Liberal	New Democratic	Green	Bloc Quebecois	Other
Sample	1585	655	423	220	137	51	29
NET: TOP3	50	55	53	45	35	62	40
NET: BTM3	23	18	24	30	32	10	27
Excellent	10	9	12	10	3	20	12
Very Good	18	22	14	14	13	32	27
Good	22	24	27	20	19	11	1
Average	22	24	18	21	25	16	27
Below average	11	9	10	18	17	3	5
Poor	6	6	7	5	5	4	8
Terrible	6	3	7	7	10	2	14
Unsure	5	4	5	5	8	12	6

Frequency

%	Total	Q8 - Less than once a month	Q8 - Once per month	Q8 - Several times per month	Q8 - Once per week	Q8 - Several times per week	Q8 - Almost every day	Q8 - Everyday	Q8 - More than once per day
Sample	1585	323	236	299	121	105	65	14	7
NET: TOP3	50	49	60	64	55	53	69	55	55
NET: BTM3	23	24	17	17	21	29	17	15	0
Excellent	10	10	12	11	8	15	22	26	34
Very Good	18	10	26	34	18	14	15	24	21
Good	22	28	22	19	29	24	31	5	0
Average	22	21	22	17	23	14	15	30	45
Below average	11	12	10	10	11	14	7	6	0
Poor	6	7	3	4	8	7	6	7	0
Terrible	6	5	4	3	2	8	3	2	0
Unsure	5	6	1	2	1	4	0	0	0

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Behaviour

%	Total	Q9 - A lot more than you did before	Q9 - A little more than you did before	Q9 - About the same as you did before	Q9 - A little less than you did before	Q9 - A lot less than you did before	Q9 - Don't know
Sample	1585	78	120	548	211	199	14
NET: TOP3	50	79	79	66	41	27	54
NET: BTM3	23	10	5	12	26	49	26
Excellent	10	37	21	12	3	4	30
Very Good	18	27	33	25	17	6	20
Good	22	15	25	29	21	18	4
Average	22	7	14	18	31	20	20
Below average	11	2	5	7	18	21	5
Poor	6	1	0	3	6	17	11
Terrible	6	7	0	2	3	12	11
Unsure	5	4	1	3	2	4	0

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Tim's customers

Would you consider yourself at least an occasional customer of Tim Horton's?

Age/Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	1585	250	228	260	348	499	877	671
Yes	75	80	77	77	72	67	76	75
No	25	20	23	23	28	33	24	25

Income

%	Total	<\$20K	\$20-\$40K	\$40-\$60K	\$60-\$80K	\$80-\$100K	\$100-\$250K
Sample	1585	159	256	206	199	159	319
Yes	75	69	73	75	73	79	82
No	25	31	27	25	27	21	18

Region

%	Total	ATL	QC	ON	MB/SK	AB	ВС
Sample	1585	207	305	385	197	248	243
Yes	75	78	67	80	82	80	69
No	25	22	33	20	18	20	31

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate studies
Sample	1585	297	403	599	286
Yes	75	75	74	76	75
No	25	25	26	24	25

Voter Intention

%	Total	Conservative	Liberal	New Democratic	Green	Bloc Quebecois	Other
Sample	1585	655	423	220	137	51	29
Yes	75	79	77	74	65	77	75
No	25	21	23	26	35	23	25

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Frequency

How often do you make a purchase at Tim Horton's? [Base=customer of Tim's]

Age/Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	1170	200	174	201	253	342	669	477
Less than once a month	28	19	31	27	26	41	20	35
Once per month	19	18	19	15	19	22	21	17
Several times per month	26	29	19	29	28	21	27	24
Once per week	10	13	8	10	11	7	12	9
Several times per week	10	13	12	8	8	6	12	8
Almost every day	6	5	9	8	5	2	7	5
Everyday	1	2	1	1	1	0	1	1
More than once per day	1	1	1	1	0	0	1	0

Income

%	Total	<\$20K	\$20- \$40K	\$40- \$60K	\$60- \$80K	\$80- \$100K	\$100- \$250K
Sample	1170	108	180	141	147	128	255
Less than once a month	28	29	31	28	26	26	22
Once per month	19	21	16	26	12	16	20
Several times per month	26	25	26	24	27	28	24
Once per week	10	3	15	6	15	11	12
Several times per week	10	15	5	7	10	9	14
Almost every day	6	6	4	5	8	8	5
Everyday	1	2	3	3	0	0	1
More than once per day	1	0	0	1	1	2	1

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Region

%	%	Total	ATL	QC	ON	MB/SK	AB
Sample	1170	157	199	303	159	194	158
Less than once a month	28	17	38	24	28	21	32
Once per month	19	16	20	17	17	23	21
Several times per month	26	26	25	24	26	30	26
Once per week	10	12	7	11	16	9	8
Several times per week	10	11	8	12	9	9	8
Almost every day	6	10	2	8	4	6	5
Everyday	1	8	0	1	0	1	0
More than once per day	1	1	0	1	0	1	0

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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate studies
Sample	1170	220	289	451	210
Less than once a month	28	28	22	31	27
Once per month	19	14	22	16	24
Several times per month	26	31	28	25	20
Once per week	10	9	11	11	9
Several times per week	10	9	12	9	12
Almost every day	6	6	3	7	8
Everyday	1	2	2	1	0
More than once per day	1	1	1	0	1





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Voter Intention

%	Total	Conservative	Liberal	New Democratic	Green	Bloc Quebecois	Other
Sample	1170	514	313	156	88	37	21
Less than once a month	28	20	31	38	29	21	33
Once per month	19	19	22	11	19	24	4
Several times per month	26	29	21	26	23	34	36
Once per week	10	13	7	10	5	8	4
Several times per week	10	10	8	8	17	13	11
Almost every day	6	6	9	4	4	0	6
Everyday	1	1	1	2	1	0	5
More than	1	1	0	0	1	0	0

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Behaviour

Would you say you visit Tim Horton's more often than you did before, about the same as you did before, or less than you did before?? [Base=customer of Tim's]

Age/Gender

%	Total	18- 34	35- 44	45- 54	55- 64	65+	Male	Female
Sample	1170	200	174	201	253	342	669	477
A lot more than you did before	8	11	7	7	6	5	4	11
A little more than you did before	11	14	11	10	9	11	9	13
About the same as you did before	43	35	36	51	53	50	47	40
A little less than you did before	18	18	26	17	13	18	20	17
A lot less than you did before	18	21	17	14	18	16	19	17
Don't know	1	1	3	1	0	1	1	1

Income

%	Total	<\$20K	\$20- \$40K	\$40- \$60K	\$60- \$80K	\$80- \$100K	\$100- \$250K
Sample	1170	108	180	141	147	128	255
A lot more than you did before	8	17	6	7	13	3	5
A little more than you did before	11	13	10	7	11	11	11
About the same as you did before	43	35	43	43	43	50	42
A little less than you did before	18	12	23	17	17	20	23
A lot less than you did before	18	23	17	23	15	16	16
Don't know	1	0	0	3	1	0	2

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Region

%	Total	ATL	QC	ON	MB/SK	AB	вс
Sample	1170	157	199	303	159	194	158
A lot more than you did before	8	12	7	7	10	6	11
A little more than you did before	11	9	15	9	9	14	11
About the same as you did before	43	46	47	44	44	41	36
A little less than you did before	18	14	18	19	17	20	20
A lot less than you did before	18	18	12	21	19	18	17
Don't know	1	0	0	1	1	1	4

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate studies
Sample	1170	220	289	451	210
A lot more than you did before	8	14	9	5	9
A little more than you did before	11	10	18	7	14
About the same as you did before	43	40	41	44	49
A little less than you did before	18	16	14	23	17
A lot less than you did before	18	19	18	20	11
Don't know	1	2	1	1	0

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Voter Intention

%	Total	Conservative	Liberal	New Democratic	Green	Bloc Quebecois	Other
Sample	1170	514	313	156	88	37	21
A lot more than you did before	8	6	10	8	12	6	4
A little more than you did before	11	11	8	11	15	23	33
About the same as you did before	43	49	40	43	30	35	29
A little less than you did before	18	19	20	17	20	20	8
A lot less than you did before	18	14	20	19	23	16	27
Don't know	1	1	1	2	1	0	0

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