

Important Client Notice

Temporary branch measures



RBC Royal Bank wishes to advise of temporary changes to its branch hours and services in response to recent spikes in COVID-19 cases.

Starting on January 10, 2022, RBC will temporarily pause the following in-branch services until further notice:

- Opening of new personal and business accounts;
- Account changes (except for changes to residential address and/or identification or contact information);
- Over-the-counter personal deposits – clients will be required to use the ATM network instead;
- Over-the-counter business deposits – clients will be required to use the Non-Stop Deposit (night deposit) service instead;
- Wire and account transfers below USD20,000 (or local equivalent) – clients will be required to use RBC's online or mobile options for this service;
- Access to Safety Deposit Boxes – clients will be required to make an appointment.

Our ATMs and Non-Stop Depository services remain available. Clients may also use our mobile app or online banking for most day-to-day banking transactions available 24/7. For questions, or to enroll in digital banking call our Client Advice Centre at **588 0101** or find us online at rbc.com/caribbean.

RBC has implemented numerous measures within its branches to keep employees and clients safe, including increased cleaning, capacity limits, physical distancing guides, and plexiglass barriers. However, RBC asks clients who are feeling unwell to not come into a branch.

We appreciate your patience and understanding as we work through these challenging times.