



Have a complaint for RBC?

We are here to help!

If you have feedback about your experience with RBC Royal Bank we want to hear about it and we want to address it. You can reach out to us in the following ways:

Step 1

- Talk to an employee at your local RBC Royal Bank branch
- Call our Client Advice Centre at 1-242-326-2273.
- Visit us online at www.rbc.com/caribbean and post your comments under “**Suggestions, Compliments & Complaints**”
- Use the secure messaging feature also available in online banking

Important:

- For our Online Services a RBC Representative will contact you within 3 business days to acknowledge receipt of your complaint
- Our Representatives will work with you to report and formally close off the complaint providing feedback on a resolution via a durable medium to ensure that we have satisfied your concerns. We ask that you provide your feedback as to whether you are in agreement with the resolution

Step 2

If your complaint has not been resolved to your satisfaction the representative handling your complaint will escalate to the Branch Manager or Unit Head

Step 3

If you are still unsatisfied, you may contact RBC Office of the Ombudsman

Mail:	PO Box 1, Royal Bank Plaza Toronto, Ontario M5J 2J5
Fax:	416-974-6922
E-mail:	ombudsman@rbc.com <i>(Please do not send personal and/or financial information via unsecured email)</i>
Telephone:	1-800-769-2542

Step 4

If you are still not totally satisfied with the resolution to your complaint you may refer your matter to the appropriate local regulator or the local financial services Ombudsman for review

Thank you for being a client of RBC Royal Bank.