



**MASTER CLIENT AGREEMENT
FOR BUSINESS CLIENTS
RBC EXPRESS® CORE SERVICES
SERVICE MATERIALS**

These are Service Materials for RBC Express® Core Services, and form part of the Master Client Agreement for Business Clients between Royal Bank and the Customer.

CLIENT RESPONSIBILITIES

Service Entitlements and Approval Permissions

- Certain RBC Express® services allow the service administrator complete flexibility in assigning multiple levels of authorization ("signatures") for transactions. When establishing approval rules and entitlements, ensure they are in accordance with your company's authorization policy.

Electronic Statements

- **Accessing Electronic Statements**

You are responsible for accessing Balance Reporting to view your electronic statements once they become available especially if you have opted not to receive paper copies from the Bank. When you opt for Electronic Statements, the terms and conditions of your client agreement continue to apply to your use of the account.

- **Internet Access**

To access electronic statements, RBC Express® users must have an Internet connection with sufficient bandwidth to view and download your electronic account statements.

- **Electronic Statements**

You need to provide notice to the Bank in order to have any new accounts, for which electronic statements are available, added to RBC Express® for electronic account statements and / or to have the paper account statements turned off. You can also provide an ongoing instruction to the Bank to ensure that all of your accounts are added to RBC Express® Statements automatically.

Stop Payments

- **Ensure Payment is not Processed**

Prior to submitting a Stop Payment request, ensure the cheque has not already been negotiated and posted to your account. RBC will not be responsible if we cannot process your Stop Payment request because payment has already been made.

- **Ensure Payment Information is Correct**

Ensure the payment information provided in your Stop Payment request is correct. RBC will not be responsible if we cannot act upon your Stop Payment instructions because incorrect information was provided.

- **Payee Notification**

It is important that you notify the payee(s) of the cheques(s) or pre-authorized debit(s) that a stop payment request has been made

- **Pre-Authorized Payments**

To stop a series of pre-authorized payments, a separate Stop Payment request must be entered for each item in the series. To cancel the contract, you must contact the payee directly.



- **Cancelling/Investigating a Stop Payment Instruction**
In the event you need to cancel or investigate the status of a Stop Payment request, contact your designated RBC service representative quoting the Reference Number provided at time of submission.
- **Disbursement Auditor Accounts**
RBC Express® Stop Payments cannot be used to submit a Stop Payment request for a cheque drawn on a Disbursement Auditor account.

Account Transfers

- **Completed Transfers**

Account Transfers provides a unique reference number for each payment successfully sent to RBC. Consider the transaction to be fully processed when the status of the transaction is “Completed”.

Any transfer with a status of “Future Dated” will not be debited from the applicable account until the value date, and will not have a unique reference number. On the value date, successful payments will change status to “Completed” and RBC Express® will assign a unique reference number. In the event you need to cancel a transfer with a status of “Future Dated”, you need to select Modify from the main menu, select the transfer to be deleted and select Confirm.

Any transfers with a status of “Rejected”, “Cancelled by Bank”, “Failed at Bank”, or “Stale Dated” have not been successfully processed, and will need to be resubmitted. The Account Transfer Activity Report provides the status of all transfer instructions.

- **Cut-Off Times**
Current information regarding all cut-off times for RBC Express® Account Transfers can be found in the Resource Centre and using the “view cut-off time schedule” link in RBC Express® Account Transfers.

Bill Payments

- **Corporate Creditor Information**
Ensure that all Corporate Creditor information required by RBC to complete your payment instructions is accurate.
- **Payment Instructions**
Ensure you allow sufficient time for your payment to reach the Biller. Refer to the specific payment instructions outlined on the statement provided to you by the Biller.

RBC RESPONSIBILITIES

Stop Payments

- **Acceptance of Requests**
RBC will accept and process Stop Payment instructions submitted until the posted cut-off times. Cut-off times can be viewed by clicking on the Cut-off Time Schedule link in the Stop Payment Service or by accessing Reference Library in RBC Express®.
- **Retention of Stop Payment Instructions**
RBC will maintain Stop Payment instructions for one year from the date such instructions are accepted by the Bank



Account Transfers

- **Acceptance of Requests**
RBC will accept and process Account Transfers submitted until the posted cut-off times. Cut-off times can be viewed by clicking on the Cut-off Time Schedule link in the Account Transfers service or by accessing Reference Library in the RBC Express® banner.
- **Pre-Authorize Debit Accounts**
All accounts directly owned by the company are automatically enabled for debit purposes. RBC must pre-authorize the use of any accounts that are not directly owned. If you are authorized to debit other companies' accounts, please contact your RBC representative to arrange access to these accounts.

Funds Availability Options

- **Available DDA Balance**
Option chosen at time of enrolment; the debit account will be checked for available funds prior to effecting each transfer. If funds are available, the transfer will be processed; if funds are not available, the transfer request will be rejected by the system.
- **Daily Limit**
Option chosen at time of enrolment; a daily transaction limit has been established with your RBC Account Manager. You may send transactions to RBC up to the daily limit established. The status of transactions exceeding this daily limit will remain "pending at bank" until your RBC Account Manager has reviewed and approved them. For transactions that are not approved, the status of the transaction will change to "rejected".
- **Completed Transfers**
RBC provides a unique reference number for each account transfer successfully sent to RBC. Consider the transaction to be fully processed when the status of the transfer is "Completed". The Account Transfer Activity Report provides the status of all transfer instructions. Any transfers with a status of "Rejected", "Cancelled by Bank" or "Failed at Bank" have not been successfully processed and must be resubmitted.

Bill Payments

- **Acceptance of Requests**
RBC will accept and process Bill Payment instructions until the posted cut-off times. Cut-off times can be viewed by clicking on the Cut-off Time Schedule link in the Bill Payments service or by accessing Reference Library in the RBC Express® banner.

Funds Availability Options

- **Available DDA Balance**
Option chosen at time of enrolment; the debit account will be checked for available funds prior to effecting each bill payment. If funds are available, the bill payment will be processed; if funds are not available, the bill payment request will be rejected by the system.
- **Daily Limit**
Option chosen at time of enrolment; a daily transaction limit has been established with your RBC Account Manager. You may send bill payments to RBC up to the daily limit established.



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- **Completed Bill Payments**

RBC provides a confirmation number for each bill payment successfully sent to RBC. Consider the transaction to be fully processed when the status of the bill payment is "Completed". A status of "Unsuccessful" means the bill payment was not successfully processed and must be resubmitted. The Bill Payment Activity Report provides the status of all bill payment instructions.

- **Recalling a Bill Payment**

You may recall submitted Bill Payments up to the cut off time on the payment date.

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