

Banking

RBC Royal Bank  
Disclosures and Agreements  
related to  
Personal Deposit Accounts  
effective May 1, 2008



# Index

**Part 1 – INTRODUCTION..... 1**  
 Our Accounts at a glance..... 2

**Part 2 – DISCLOSURES..... 3**  
 Terms you need to know ..... 3  
 Rebates and discount ..... 5  
 Youth and Student Accounts – Special Conditions..... 8  
 Recordkeeping options and service fees ..... 9  
 Overdraft protection..... 11  
 Transactions done with RBC Client Card ..... 12  
 Online Banking and Telephone Banking ..... 13  
 Inactive accounts and fees..... 15  
 Other account services and fees..... 16  
 RBC VIP Banking features and service fees ..... 19  
 Banking accounts options and service fees ..... 22  
     RBC Signature No Limit Banking  
     RBC No Limit Banking  
     RBC Day to Day Banking  
 Savings accounts options and service fees ..... 25  
     RBC High Interest eSavings  
     RBC Enhanced Savings  
     RBC Day to Day Savings  
 U.S. dollars accounts options and service fees..... 27  
     RBC US High Interest eSavings  
     U.S. Personal  
 Service fees on accounts for Students and Youth..... 29  
     RBC Student Banking  
     RBC No Limit Banking for Students  
     RBC Leo’s Young Savers Account  
 Royal Bank accounts no longer offered for sale..... 31  
 Royal Trust accounts no longer offered for sale ..... 38

**Part 3 – CLIENT AGREEMENT.....41**

**Part 4 – CLIENT CARD AGREEMENT .....54**

# Part 1 – INTRODUCTION

This brochure sets out the fees related to our banking and savings personal deposit accounts, as well as our most frequently used banking services. It also contains our Client Agreement – Personal Deposit Accounts and Client Card Agreement. The interest rates that apply to our personal deposit accounts are found in the Rate Setter inserted in the front cover of this brochure.

Our personal deposit accounts are offered at RBC Royal Bank® branches by Royal Bank of Canada and at Royal Trust branches by Royal Trust Corporation of Canada (in Quebec, The Royal Trust Company). RBC High Interest eSavings® account and RBC US High Interest eSavings account are offered by Royal Bank of Canada as online savings accounts and may only be opened through RBC Online Banking or on our public website (rbcroyalbank.com).

## OUR ACCOUNTS AT A GLANCE

### Banking Accounts

- › RBC Day to Day Banking®
  - › RBC No Limit Banking™
  - › RBC Signature No Limit Banking™
  - › RBC VIP Banking®
  - › RBC Private Banking™ (information is available in Private Banking Centres only)
- ‡monthly fee reduction is available to clients aged 60 and over.

### Banking Accounts for Students

- › RBC Student Banking®
- › RBC No Limit Banking for Students™

### Savings Accounts

- › RBC High Interest eSavings®
- › RBC Enhanced Savings®
- › RBC Day to Day Savings®

### Savings Accounts for Youth

- › RBC Leo's Young Savers Account®

### U.S. Dollar Accounts

- › RBC US High Interest eSavings™
- › U.S. Personal™

### Can't decide which account is right for you?

Use the Account Selector online tool to help you customize an account solution by answering questions about your banking habits and needs.

You'll see which banking or savings account is ideal for your needs.

- › Visit [www.rbcroyalbank.com](http://www.rbcroyalbank.com) and go to Personal Banking, Banking Accounts and Services, and choose the Account Selector link.
- › Call 1 800 769-2511
- › Contact your branch

## Part 2 – DISCLOSURES

### TERMS YOU NEED TO KNOW

These terms are used with particular meanings throughout this Part 2 – Disclosures. Please read them carefully.

<b>You, your</b>	mean each person who has signed a signature card for an account opening.
<b>We, us, our</b>	mean the Royal Bank of Canada (RBC or the Bank), if an account is with the Bank, Royal Trust Corporation of Canada or in Quebec, The Royal Trust Company (Royal Trust), if the account is opened with Royal Trust and Royal Bank Mortgage Corporation (RBMC), if an account is opened with RBMC.
<b>Assisted Transaction</b>	means cheques, in-branch withdrawals and fund transfers;
<b>ATM</b>	means automated teller machine;
<b>Business Day</b>	means regular weekdays only and excludes Saturdays, Sundays, bank holidays and federal or provincial statutory holidays;
<b>Debit Transaction</b>	means a withdrawal of funds from an account and includes an Assisted Transaction and an Electronic Self-serve Transaction;
<b>Electronic/ Self-serve Transaction</b>	includes cash withdrawals, bill payments and fund transfers made using an RBC ATM; Online Banking bill payments and fund transfers, Telephone Banking bill payments and fund transfers; <i>Interac</i> <sup>1</sup> Direct Payments (IDP) purchases, pre-authorized payments;
<b>Monthly Cycle</b>	means the monthly period that we assign to your account. It is based on the first two letters of your last name or the last name of the Primary Owner, if the account is a joint account;
<b>Online Banking</b>	means our online banking service. It includes access offered through our mobile banking website;
<b>Primary Owner</b>	means the person we consider to be the main owner of the account, if this is a joint account.

The following provisions apply to all our accounts and services, as described in Part 2 – Disclosures of this brochure. Please read them carefully.

### 1. Service Fees

As a general rule, the service fees disclosed in this Part 2 – Disclosures apply to all accounts, unless we specifically refer to a particular account and state otherwise.

Service fees are charged in the currency of the account.

### 2. Collection of Service Fees

Fees are collected at the end of each Monthly Cycle and the date on which the account is closed. When the last day of the Monthly Cycle is a non-Business Day, the fees are normally collected on the previous Business Day.

Exception: when the Monthly Cycle ends on a non-Business Day at the beginning of a month, fees are collected on the next Business Day.

### 3. Interest Rates and Interest Calculation

Interest is calculated daily on the closing credit balance and paid monthly on the 2nd Business Day of the following calendar month backdated to the previous Business Day. The interest rate is an annual interest rate. The interest calculation for each account is a simple interest calculation.

Interest rates applicable to your account are posted on the RBC Rate Setter, a copy of which is inserted in the front cover of this brochure. It is available in our branches. Rates are also available on our public website (rbc.com). Interest rates are subject to change at any time without notice.

Interest is earned in the currency of the account.

### 4. Switches and Conversions

If you change the interest or fee components of your account during the course of a Monthly Cycle, the terms and conditions governing the new interest and fee package you have chosen will apply as of the date of the switch or conversion.

### 5. Free Transactions

We do not charge fees for the following transactions: in-branch and RBC ATM deposits; our loan, mortgage and Royal Credit Line® payments; contributions to our Registered Retirement Savings Plans (RRSPs), Registered Education Savings Plans (RESPs) and Mutual Funds.

Some accounts provide for a certain number of free Debit Transactions per month. This means the free Debit Transactions must be used in each Monthly Cycle and cannot be carried over to the next Monthly Cycle if not used. All free Debit Transactions are allocated first to the most expensive Debit Transactions during the Monthly Cycle.

If automated payroll payments are set up by your employer, for each payroll credit to your account, you receive one free Debit Transaction which is allocated to the most expensive debit during the Monthly Cycle. The maximum number of free payroll Debit Transactions per Monthly Cycle is nine.

### 6. Free Services

Some accounts provide a number of free account services per calendar year. These free account services must be used in each calendar year and cannot be carried over to the next calendar year, if not used.

### 7. Credit Report

If you agreed to a consumer credit bureau report being provided to us, we will obtain this report and use the information on it to establish your access limits for a client card with us.

## REBATES AND DISCOUNTS

### Seniors Rebate

A Seniors Rebate is given to all clients 60 years of age and older, who meet the eligibility criteria and hold one of the following accounts:

- › RBC Day to Day Banking
- › RBC No Limit Banking
- › RBC Signature No Limit Banking
- › RBC VIP Banking
- › *RateLink Essential*<sup>§</sup>
- › *RateLink Preference*<sup>§</sup>

<sup>§</sup> This account is no longer offered.

The Seniors Rebate is calculated and credited on the last day of each Monthly Cycle. All other terms and conditions of your account otherwise apply. It is available only if a monthly fee has been charged to the account.

Eligible Banking Accounts	Monthly Seniors Rebate
RBC Day to Day Banking	\$4.00
RBC No Limit Banking	\$4.00
RBC Signature No Limit Banking	\$4.00
RBC VIP Banking	\$7.50
<i>RateLink Essential</i> <sup>§</sup>	\$5.00
<i>RateLink Preference</i> <sup>§</sup>	\$8.75

<sup>§</sup> This account is no longer offered.

You are entitled to receive only one Seniors Rebate even though you may have more than one account. Only one Seniors Rebate may be applied to an account, even though two eligible clients may have joint ownership of the account.

Some other restrictions may apply. Ask for full details of the Seniors Rebate at your branch.

The Seniors Rebate cannot be combined with the MultiProduct Rebate.

**MultiProduct Rebate™**

A MultiProduct Rebate is available, if you have the required number of RBC eligible products in the same geographical location (region) in addition to one of the following accounts, also in the same geographical location (region):

- › RBC Day to Day Banking;
- › RBC No Limit Banking;
- › RBC Signature No Limit Banking;
- › RBC VIP Banking; or
- › RBC No Limit Banking for Students.

**Eligible products for the MultiProduct Rebate are:**

- › RBC Royal Bank investments (registered and non-registered), such as Guaranteed Investment Certificates (GICs), Registered Retirement Savings Plans (RRSPs), Registered Education Savings Plans (RESPs), Registered Home Ownership Savings Plans (RHOSPs) and Registered Retirement Income Funds (RRIFs); and
- › RBC Royal Bank residential mortgages, RBC Homeline Plan®; and
- › RBC Rewards® and Specialty Rewards *Visa*\* cards.

**Ownership of the Products**

The MultiProduct Rebate applies automatically, if the account and the eligible products are held in the same name. If the account and the eligible products are held with another party in joint ownership, the MultiProduct Rebate also applies. If the account or any of the eligible products are held in different names or ownerships, then you must apply to find out if a MultiProduct Rebate is available.

**Calculation of the MultiProduct Rebate**

The rebate is calculated and credited on the last day of each Monthly Cycle, based on eligible products active on that day. It is available only if a monthly fee has been charged to the account.

Banking Account	Eligible Products Required	Monthly MultiProduct Rebate
RBC Day to Day Banking	RBC Royal Bank investment and	\$4.00
	RBC Rewards or Specialty Rewards <i>Visa</i> card	
RBC No Limit Banking for clients aged 60 and over	RBC Royal Bank investment and	\$10.95
	RBC Rewards or Specialty Rewards <i>Visa</i> card	

RBC No Limit Banking for clients less than 60	RBC Royal Bank investment and	\$10.95
	RBC Royal Bank residential mortgage or RBC Homeline Plan and	
	RBC Rewards or Specialty Rewards <i>Visa</i> card	
RBC Signature No Limit Banking	RBC Royal Bank investment and	\$4.00
	RBC Royal Bank residential mortgage or RBC Homeline Plan and	
	RBC Rewards or Specialty Rewards <i>Visa</i> card	
RBC VIP Banking	RBC Royal Bank investment and	\$7.50
	RBC Royal Bank residential mortgage or RBC Homeline Plan and	
	RBC Rewards or Specialty Rewards <i>Visa</i> card	
RBC No Limit Banking for Students	RBC Royal Bank investment and	\$10.95
	RBC Rewards or Specialty Rewards <i>Visa</i> card	

You are entitled to receive only one MultiProduct Rebate per account even though you may have more eligible products with us that qualify and even though two of you have joint ownership of the account.

The MultiProduct Rebate cannot be combined with the Seniors Rebate.

If you qualify for a Seniors Rebate with an RBC No Limit Banking account and you also hold two eligible products, namely an RBC Royal Bank investment and an RBC Rewards or Specialty Rewards *Visa* card, the Seniors Rebate will be replaced with the MultiProduct Rebate. All conditions of the MultiProduct Rebate otherwise apply.

Other restrictions may apply to the MultiProduct Rebate. Ask for full details at your branch.

**Safe Deposit Box Discount**

A safe deposit box annual discount is available with each of the following accounts and is applied against the standard annual rental fee for one safe deposit box that is designated by you.

Eligible Accounts	Annual Discount
RBC Signature No Limit Banking	\$12
RBC VIP Banking	\$40
<i>RateLink Essential</i> <sup>§</sup>	\$30
<i>RateLink Preference</i> <sup>§</sup>	\$40
<i>Sixty-Plus</i> <sup>§*</sup>	\$5

<sup>§</sup> *this account is no longer offered*

<sup>\*</sup> *this account qualifies you for a discount only if the safe deposit box was opened on or before December 15, 2000*

The annual rental fee for the safe deposit box minus the discount will be debited from the account in January of each calendar year, unless you select a different account for the payment. Applicable taxes (GST;HST;QST) will be added to the net rental fee.

You are entitled to only one safe deposit box discount per account even if you have more than one safe deposit box. If you hold more than one qualifying account and only one safe deposit box, only one discount will be applied to the fees for that safe deposit box.

If you own more than one safe deposit box or account or if more than one of you own a safe deposit box or account, there may be a variety of ways in which a discount may be applied. You must ensure that the discount is applied to the rental fees of any particular safe deposit box and in the way that works best for you.

## YOUTH AND STUDENT ACCOUNTS – SPECIAL CONDITIONS

### Youth Accounts

RBC Leo's Young Savers Account is a savings account especially designed for children and adolescents. It offers a \$5.00 opening deposit per child for children 12 years of age and younger.

When you reach the age of 19, RBC Leo's Young Savers Account will be automatically converted to an RBC Day to Day Banking account (or a similar account if that account is no longer offered) with a regular monthly fee and no interest, unless you indicate another preference. We will notify the Primary Owner of the account, in writing at their last known address on our records, of the upcoming change and we will recommend a suitable account. If we do not hear from you within 60 days or before the day indicated in the notice, this account will be automatically converted to RBC Day to Day Banking.

RBC Leo's Young Savers Accounts linked to a RateLink account will automatically be removed from the link upon conversion and no interest will be paid on the RBC Day to Day Banking account. Regular interest will apply only if you choose to switch your RBC Leo's Young Savers Account to an interest-bearing account prior to the automated conversion.

In addition, the inactive account notice fee (in years 2, 5 and 9) and inactive Account fee (in years 3, 4, 6, 7 and 8) are not charged to an RBC Leo's Young Savers Account. If your account remains inactive and the balance is zero at any time after we sent the two year inactive notice, we will close your RBC Leo's Young Savers Account without any further notice or delay.

### Student Accounts

If you are a full time student, you can obtain an RBC Student Banking or RBC No Limit Banking for Students account.

We do not require students under the age of 25 to provide proof of student status, except for RBC Student Banking clients enrolled in the National Program for Medical and Dental Students.

Students, who are 25 years of age and older must present proof of student status to their branch each year to maintain their eligibility for any student account.

Once a year, RBC Student Banking and RBC No Limit Banking for Students account owners will receive notices that their accounts will be automatically converted to RBC No Limit Banking accounts (or a similar account if that account is no longer offered), unless they confirm their full-time student status within 60 days or before the day indicated in the notice. We will notify the Primary Owner, in writing at the address on our records of the upcoming conversion and will recommend an appropriate account. If we do not hear from you by the date stated in the letter, your account will be automatically switched to RBC No Limit Banking.

## RECORDKEEPING OPTIONS AND SERVICE FEES

### Options

You can select only one of the following record keeping options for each account:

- › an electronic statement (eStatement) that is delivered to your private message centre in Online Banking . This option requires you to be enrolled in Online Banking.
- › a paper statement mailed to your address, without the image of your cheques.
- › a paper statement mailed to your address, including the image of the front of your cheques.
- › a bankbook, offered on some Savings accounts only. You can update your bankbook for free at RBC branches and RBC ATMs.

All account statements are produced on a monthly basis and are issued after the Monthly Cycle ends.

If you choose to receive paper account statements and the account is a joint account, only one account statement will be mailed to the address of the Primary Owner, unless you have told us otherwise. Any letters notifying you of upcoming changes to your account will also be mailed to the address of the Primary Owner.

### Monthly Service Fees

› electronic statement (eStatement)	Free. Includes free viewing of cheque images less than 90 days old.
› paper statement without cheque images	Free
› paper statement with cheque images	\$2 per account – fee is not charged if there is no account activity before the statement date.
› Braille paper statement	Free
› bankbook	\$2 per account
› paper statement picked up at your branch	\$5 per statement per account

If you choose to pick up your paper statement at your branch you will be charged \$5 for each account statement, in addition to the \$2 monthly fee for paper statements produced with cheque images, if that is the record keeping option you have selected.

### Clients with Multiple Accounts

Your privacy is important to us. This is why we put in place criteria to ensure your personal account information is not shared with unauthorized individuals.

If you own multiple accounts and you have selected to receive paper Account Statements, you will automatically receive all of your statements consolidated in one statement mailed to you in one envelope. Each account listed on the consolidated statement that has the cheque images option will be charged the \$2 monthly fee.

Alternatively, you can ask us to have your statements produced separately and mailed in one envelope or mailed separately at no additional fee.

Braille paper Account Statements are not eligible to be consolidated on one statement or to be combined in one envelope.

### Other Recordkeeping Options

You may need to access your account history at different times during the month, either at RBC ATMs or by special request at your branch.

### Service Fees:

› RBC ATM mini-statement	\$0.75
› RBC ATM full statement (8 ½ x 11)	\$1.50
› interim statement you request at your branch	\$0.75

## OVERDRAFT PROTECTION

### Availability

Overdraft protection is optional and you may apply for it on your personal deposit account, if you are over 19 years of age.

### Eligibility and Limit

You must qualify through a credit application, after which we will set your overdraft limit.

### How Overdraft Protection works

If you have been approved for overdraft protection, you may overdraw your account up to the overdraft limit. Nevertheless, we may refuse to pay a cheque or payment item, or honour a withdrawal request made against an account if there are insufficient available funds (including the overdraft limit) in the account.

### Overdraft Interest Rate

The interest rate on overdraft balances is 21% per year.

### How Overdraft Interest Is Calculated

Overdraft interest is calculated on the daily closing overdraft balance.

### When Overdraft Interest Is Charged

For all accounts, the interest is calculated from the 16th day of the calendar month up to and including the 15th day of the following month. If there are statutory holidays and/or a weekend between the 15th day and the next Business Day, the interest calculation period is extended to include those non-Business Days. Overdraft interest is collected on the second Business Day after the 15th day of the calendar month.

If you close your account before the 15th day of the month, overdraft interest is also calculated and charged up to the day when the account is closed.

### Overdraft Protection Fees

Our fee is \$3 per month for optional overdraft protection. If you use the optional overdraft protection, the greater of the \$3 monthly fee or interest on the amount of the overdraft is charged to your account. For some accounts, overdraft protection is included as part of the monthly banking fees, in which case only the overdraft interest is charged to your account.

### Overdraft Handling Fee

Whether or not you have been approved for overdraft protection, we may allow you to overdraw an account or exceed your overdraft limit, as the case may be, from time to time at our complete discretion. But if we do, we may refuse to continue to allow you to do so at any time, without notice to you. A \$5 service fee will apply for each item we pay when your overdraft limit is exceeded or, if you do not have overdraft protection and we allow you to overdraw, your account is overdrawn and we will also charge you overdraft interest.

## Repayment

If an account is overdrawn, you will make a deposit at least once each month, in an amount that will cover the monthly overdraft interest. You will pay us interest on the overdraft amount at the interest rate set out above. We will post that interest to the account on a monthly basis at the time(s) stated above. You will pay us, when we ask, the amount of any overdraft(s) in an account, together with interest on the amount of the overdraft(s). You will pay these amounts even if you have been paying interest and making monthly deposits to the Account as required.

## TRANSACTIONS MADE WITH YOUR RBC CLIENT CARD

### ATM Banking

Using your RBC Client Card, you may perform withdrawals, deposits, transfers, and bill payments at RBC ATMs. Each account transaction (except deposits) made at any of our ATMs incurs our ATM withdrawal fee applicable to the account accessed.

### ATM Banking at Non-RBC ATMs

Your RBC Client Card may be used at non-RBC ATMs to make withdrawals from your account. The following fees apply if you use non-RBC ATMs.

### Network Access Fee

Your RBC Client Card is accepted across Canada at ATMs displaying the *Interac* symbol and anywhere in the world at ATMs displaying the PLUS\* System symbol. There is a fee charged by others for the use of these networks:

- › *Interac* (in Canada only) \$1.50
- › PLUS System (in Canada and in U.S. including Alaska and Hawaii) \$3
- › PLUS System (outside Canada and the U.S. locations) \$5

RBC Client Card holders are not charged the \$3 PLUS System fee when using RBC Centura ATMs in the U.S. The Network Access fee is in addition to the RBC ATM withdrawal fee we charge applicable to the account accessed.

### Convenience Fee

Some ATM operators apply a surcharge (also known as a convenience fee) for use of their ATMs. The convenience fee is not a Royal Bank fee. It is added directly to the amount of your cash withdrawal. All clients who use these ATMs will be charged a convenience fee regardless of the type of account you hold.

### Foreign Currency Conversion of Cash Withdrawals Made at ATMs Outside Canada

Each account cash withdrawal from a Canadian dollar account you make at an ATM outside Canada displaying the PLUS System Symbol, and any fees that may be imposed by any third party for using the ATM, are converted to Canadian dollars at an exchange rate which is 2.5% over the base rate set by *Visa* International effective at the time of processing. Since exchange rates fluctuate, the rate applied will usually differ from a posted exchange rate at the time of your withdrawal.

## Point of Service Purchases

### › *Interac* Direct Payment (IDP):

Your RBC Client Card may be used to make purchases paid by withdrawal from a Canadian dollar account by using the *Interac* Direct Payment (IDP) service at locations displaying the *Interac* Direct Payment logo. No network access fees apply to IDP purchases, but the transaction fees applicable to your account will be charged.

Some *Interac* Direct Payment locations are now charging convenience fees and will post a similar message on the *Interac* Direct Payment PIN pad screen when they do. Always read the screen very carefully before you complete your transaction.

### › NYCE Cross Border Debit (Cross Border Debit):

These are purchases paid for from a Canadian dollar account at participating merchant locations in the U.S. displaying the NYCE network payment brand.

The cross border debit service fee is \$1 per transaction. This fee is in addition to the transaction fee we charge applicable to the account accessed.

Foreign currency purchases, paid by withdrawal from your Canadian dollar account, are converted to Canadian dollars at an exchange rate 2.5% over the Interbank Spot Rate (as defined by Acxsys Corporation) effective at the time of processing. Since exchange rates fluctuate, the rate applied will usually differ from a posted exchange rate at the time of your purchase.

## ONLINE BANKING AND TELEPHONE BANKING

Access to Online Banking and Telephone Banking is free. Transaction fees may apply to your account, depending on the account selected.

### Telephone Banking

Telephone Banking allows you to perform all your regular banking transactions 24 hours a day, seven days a week via a toll free number from anywhere in North America.

Dial 1 800 ROYAL® 1-1 from anywhere in North America, seven days a week, 24 hours a day.

Dial 1 506 864-2275 from overseas.

### Online Banking

#### Viewing of transactions:

If you receive electronic statements (eStatements), you can **view** digital images of the front and back of your cheques and any other available **Debit Transactions** less than 90 days old for **free**.



**Service fees:**

Only items less than 90 days can be viewed online.

- › view an ATM deposit, or voucher that corrects an ATM deposit \$1.50
- › view a cheque (fee applies if eStatement is not selected) \$1.50

Upon viewing the digital image, you can either choose to:

- › download and print a copy of your cheque or ATM deposit Free
- › request a paper copy of the item mailed to you (for Debit Transaction items only) \$5 each

**Third Party Payment**

This service enables you to **send** real-time payments to other RBC Royal Bank customers.

You can also **receive** payments from other RBC Royal Bank customers.

**Service fees:**

- › sender fee No sender fee, only the electronic transaction fee applicable to your account.
- › receiver fee Free

**Interac Email Money Transfer**

This service enables you to **send** real-time payments in **Canadian dollars only** to other persons at any Canadian financial institution using only an email address combined with shared security question and answer for authentication.

To **receive** *Interac* Email Money Transfer funds, you need your own email address, to answer a shared security question, and access to Online Banking.

**Service Fees**

- › sender fee \$1.50 **plus** the electronic transaction fee applicable to your account.
- › receiver fee Free

**INACTIVE ACCOUNTS AND SERVICE FEES****What Is an Inactive Account?**

If you have not done a transaction on your account for over 24 months, your account becomes inactive. You may choose to reactivate or close your account to avoid the service fees.

**2, 5 and 9 Year Inactive Account Notice**

Once an account has been inactive for a period of two years, five years and nine years overall, we are required by law to tell you in writing by sending you a notice.

We do not send notices after the third, fourth, sixth, seventh and eighth year of inactivity.

**9 Year Unclaimed Balance**

If your account remains inactive and the balance is still unclaimed after the ninth year inactive account notice is sent, we will close your account.

The balance of your account will be transferred to the Bank of Canada after 10 years of inactivity.

For more information on how to retrieve unclaimed balances, please contact:

Unclaimed Balances Services

Bank of Canada

234 Wellington, Ottawa, ON, K1A 0G9

Telephone: 1 888 891-6398

Fax: 613 782-7802

Email: [ucbalances@bankofcanada.ca](mailto:ucbalances@bankofcanada.ca)

Bank of Canada website: <http://www.bankofcanada.ca/en/ucb>

**Service Fees**

- › 2 year Inactive notice \$20
- › 5 year Inactive notice \$20
- › 9 year Inactive notice \$40
- › each year (3, 4, 6, 7 and 8) the account remains inactive \$20

**Inactive Account with Zero Balance**

If your account remains inactive and the balance reaches zero at any time after we sent to you the second year inactive notice, we will close your account without further notice to you.

**Other Account Services and Fees**

Fees are charged in the currency of the account

<b>Service</b>	<b>Fee</b>
Not sufficient funds (NSF) items	\$40 each
Overdraft item handling	\$5 each, plus applicable debit fee and overdraft interest
Stop payment	\$10 each cheque or pre-authorized payment
Cheque certification	\$10 if presented by issuer
	\$15 if presented by non-issuer who is an RBC Royal Bank client. Fee is paid by non-issuer.
	\$25 if presented by non issuer who is not an RBC Royal Bank client. Fee is paid by non-issuer.
Transfer of funds you request us to do from time to time	\$4 each plus applicable in-branch funds transfer fee
Automated pre-arranged funds transfer set up at your request – Form 3277 is signed by you	Free, applicable in-branch funds transfer fee applies
Certificate of account balance/loan interest paid	RBC Royal Bank Form #1660: \$5 each Personalized typed letter: \$15 each
Money orders and drafts (all currencies)	\$6.50 each
Over-the-counter cheques, available on Canadian dollar accounts only	\$1.50 per sheet of 3 cheques. Fee waived if regular cheque order with our cheque supplier is placed at the same time.
Cheque written in currency other than that of the account	\$15 each in the currency of the account from which the cheque is drawn
Item you cashed or deposited, returned unpaid (chargeback)	\$7 each
Postdated cheque we hold for processing to your account	\$3 each if not accompanied by a deposit slip
	Free if accompanied by a deposit slip
Mail confirmation of any transaction	\$3 each
<b>Account closing upon request</b>	
Account closing within 15 days of opening	Free

Account closing within 16 - 90 days of opening	\$15 if the balance is not transferred to another RBC Royal Bank account \$15 U.S. if U.S. account
Account transfer to another financial institution	\$20
<b>Search for cheques, deposits, names, accounts and certified true copy of transaction images</b>	
Less than 90 days old	\$5 per item
Greater than 90 days old	\$10 per item
Multiple items or lengthy search	\$40 per hour: \$20 minimum
<b>Copy of a personal account history statement</b>	
<b>Note:</b> Personal account history statements are produced by calendar month only (not by Monthly Cycle). One request may cover one or several months.	
Less than 90 days old	\$5 per request
Greater than 90 days old	\$10 per request
<b>Online Banking viewing of transaction images less than 90 days old</b>	
Online Banking	\$1.50 per view. Free with electronic statement
Paper copy you request from us	\$5 per copy
<b>American Express (AMEX) Travellers Cheques</b>	
Purchases	1% of total purchase for single signature
	2% of total purchase of USD Cheques for Two
	3% of total purchase for CDN Gift Cheques.
Encashment	Encashment commission waived for AMEX
Encashment of travellers cheques from other issuers	\$3 each

<b>Outgoing Wire Payments</b>	
<b>Note:</b> All fees are payable in Canadian dollars regardless of the currency of payment. Additional charges may be deducted from the payment amount by the receiving financial institution and/or its intermediaries.	
<b>Destination</b>	<b>Fee</b>
Outgoing payment within Canada or to other countries (most currencies)	Starting at \$15 plus a \$5 – \$10 communication fee (ask us for further details)
If an International Bank Account Number (IBAN) is not provided for a wire payment going to countries in the European Union	Add \$25
<b>Outgoing Wire Payments, Inquiries and Tracing</b>	
<b>Note:</b> Inquiries/traces may be subject to fees other than those collected by us and disclosed below. If another bank needs to be contacted, add an additional \$25 plus GST.	
<b>Type</b>	<b>Fee</b>
Not delivered as instructed	Free
Delivered as instructed	Starting at \$25 plus GST (ask us for further details)
Cancellation or amendments of outgoing wire payments	Starting at \$25 plus GST (ask us for further details)
<b>Incoming Wire Payments</b>	
<b>Source</b>	<b>Fee</b>
Incoming wire payment from an RBC Royal Bank unit located in Canada	Free
<b>Incoming wire payment from another financial institution located anywhere in the world</b>	
\$50 Canadian/U.S and less	Free
Over \$50 Canadian/U.S.	\$15 Canadian/U.S., depending on the currency of the incoming wire payment
<b>Credit advice of incoming wire payment and debit advice/receipt of outgoing wire payment</b>	
Mail	\$3
Advice by telephone/fax	\$5

## RBC VIP BANKING FEATURES AND SERVICE FEES

RBC VIP Banking is an exceptional all-inclusive package that allows you to select additional companion accounts, any two accounts in Canadian dollars and one U.S. Personal account, with monthly fees waived. These accounts can be held in your name only or in joint ownership with another account owner.

To take advantage of this benefit or any other benefits of the RBC VIP Banking you may find useful, please call or visit your branch.

If you hold the RBC VIP Banking account, you may be eligible for the Seniors Rebate and the MultiProduct Rebate, but only one rebate can apply per VIP Account.

	<b>RBC VIP Banking (operating account)</b>	<b>Companion Accounts: Select a maximum of 2 in Canadian dollars and one U.S. Personal account</b> <i>See the following example</i>		
		<b>RBC Day to Day Banking “Special”</b>	<b>› RBC Day to Day Savings “Special”</b> <b>› RBC Enhanced Savings “Special”</b>	<b>U.S. Personal Account “Special”</b> <b>Fees are in US dollars</b>
<b>Monthly fee</b>	\$30.00	Waived		
<b>Number of Debit Transactions per Monthly Cycle</b>	Unlimited on all accounts			
<b>Seniors Rebate or MultiProduct Rebate</b>	\$7.50	Not applicable		
<b>Monthly fee after rebate</b>	\$22.50			
<b>Interest paid on the account</b>	Nil	Yes, refer to RBC RateSetter for rates		
<b>Access at non-RBC ATMs – Interac/ PLUS System (in/ outside Canada and USA)</b>	Free	Not available		
<b>Interac Email Money Transfer</b>	2 free per Monthly Cycle, thereafter \$1.50 each	\$1.50 each	Not available	

<b>Cross border debit</b>	Free	\$1 each	Not available
<b>Stop payment</b>	Free	\$10 each	
<b>Certified cheque you request</b>	2 free per calendar year, thereafter \$10 each	\$10 each	
<b>Overdraft protection</b>	Only overdraft interest is charged if used		The greater of \$3 per month or overdraft interest
<b>Recordkeeping</b>	Bankbook not permitted	Free bankbook	
<b>eStatement</b>	Free. It includes free viewing of cheque images in Online Banking.		
<b>Paper statement with cheque images</b>	Free		
<b>Paper statement without cheque images</b>	Free		
<b>RBC ATM full statement</b>	Free		
<b>RBC ATM mini statement</b>	Free		
<b>Search for an item or copy of your account history, if less than 90 days</b>	\$5		
<b>Search for an item or copy of your account history, if older than 90 days</b>	4 free per calendar year, thereafter \$10 each	\$10	
<b>Personalized cheques</b>	Free RBC VIP style	Third party supplier fees apply	Regular par-crossed cheques fees apply

<b>Premium Visa Card</b> Choice of one of the following cards, to be designated by you, with annual fees waived for applicant and one co-applicant, subject to credit approval. As there may be a variety of ways this discount may be applied if you own more than one card or if you own any card jointly with another owner, it is your responsibility to ensure that the annual fees are waived from any card.	RBC Royal Bank <i>Visa</i> Platinum Preferred
	RBC Royal Bank <i>Visa</i> Gold Preferred
	RBC Royal Bank <i>Visa</i> Platinum Avion
	RBC Royal Bank US Dollar <i>Visa</i> Gold
	RBC Royal Bank British Airways <i>Visa</i> Platinum
	RBC Royal Bank Cathay Pacific <i>Visa</i> Platinum

### Other VIP Banking Services

► for some services, the onus is on you to identify yourself as a VIP client to benefit from these advantages

Cheques cashed or deposited that are returned unpaid for any reason	No fees
Postdated cheques to be deposited to one of the accounts above	Free
Mail confirmation of a transaction	Free
Funds transfer we make at your request	Free
American Express Travellers Cheques	Commission-free on single and dual signature
Certificate of Loan Balance/Interest paid for tax purposes	Free
Drafts and money orders in all currencies	Limit of 12 free per calendar year, thereafter \$6.50 each
One discount on the rental of a safe deposit box that you designate	\$40 annually
Self-Directed RRSP at RBC Direct Investing™, that you designate	No annual administration fee
Appraisal/valuation on conventional RBC residential mortgage for the purchase, switch in or refinance of your primary residential home (existing building only)	One free appraisal/valuation
Priority Service 24/7	Call 1-800-769-2511 to experience shorter wait times and connect with our specialists
Royal Credit Line, minimum \$5000	Optional and based on normal credit approval

## BANKING ACCOUNTS OPTIONS AND SERVICE FEES

**RBC Signature No Limit Banking** is an all-inclusive personal banking service package with unlimited transactions. We refund three *Interac* ATM withdrawal fees each Monthly Cycle, if used. As a Primary Owner of a **RBC Signature No Limit Banking** account and the primary or co-applicant cardholder on an eligible RBC Rewards or Specialty Rewards *Visa* card, you will receive a \$35 annual rebate on your annual *Visa* fee.

**RBC No Limit Banking** offers the freedom of unlimited transactions for a flat monthly fee.

If you make fewer than 15 transactions per month, **RBC Day to Day Banking** offers you value and convenience.

The following accounts are non-interest bearing. Note: if one of these accounts is linked to a RateLink account, no interest will be paid on these accounts.

	RBC Signature No Limit Banking	RBC No Limit Banking	RBC Day to Day Banking
<b>Monthly fee</b>	\$13.95	\$10.95	\$4
<b>Number of Debit Transactions per Monthly Cycle</b>	Unlimited		15 Each additional debit in excess of 15 is charged \$0.50
<b>Seniors Rebate</b>	\$4	\$4	\$4
<b>Monthly fee after Seniors Rebate</b>	\$9.95	\$6.95	\$0
<b>MultiProduct Rebate</b>	\$4	\$10.95	\$4
<b>Monthly fee after MultiProduct Rebate</b>	\$9.95	\$0	\$0
<b><i>Interac</i> access at non-RBC ATMs</b>	\$1.50 Three refunded per Monthly Cycle, if used	\$1.50	
<b>PLUS System in Canada &amp; USA</b>	\$3		
<b>PLUS System outside USA</b>	\$5		
<b><i>Interac</i> Email Money Transfer</b>	2 free per Monthly Cycle, thereafter \$1.50 each	\$1.50	

<b>Cross Border Debit</b>	2 free per Monthly Cycle, thereafter \$1 each	\$1
<b>Stop payment</b>	\$10	
<b>Certified cheque you request</b>	\$10	
<b>Overdraft protection</b>	Monthly overdraft interest if used	The greater of \$3 or monthly overdraft interest
<b>Recordkeeping</b>	Bankbook not permitted	
<b>eStatement</b>	Free. It includes free viewing of cheque images in Online Banking.	
<b>Paper statement with cheque images</b>	Free	\$2
<b>Paper statement without cheque images</b>	Free	
<b>RBC ATM full statement</b>	\$1.50	
<b>RBC ATM mini statement</b>	\$0.75	
<b>Money orders &amp; drafts</b>	Limit of 12 free per calendar year, thereafter \$6.50 each	\$6.50
<b>Funds transfer you ask us to do</b>	Free	\$4
<b>Personalized cheques</b>	Free RBC standard style (singles only)	Regular fees apply

<b>Visa Card</b>	\$35 annual rebate on annual Visa fee on the following eligible RBC Rewards or Specialty Rewards Visa cards: Platinum Avion; Gold Preferred; Platinum Preferred; British Airways Visa Platinum; Cathay Pacific Visa Platinum; US Dollar Gold; Classic II and Mike Weir.	Regular annual Visa fee apply, not eligible for any rebate
<b>AMEX Travellers Cheques</b>	Commission free on the purchase of single signature	Regular fees apply

## SAVINGS ACCOUNTS OPTIONS AND SERVICE FEES

If you are just starting to save, the **RBC Day to Day Savings** could be your answer. If you have been saving for a while, the **RBC Enhanced Savings** account offers premium tiered interest rates on balances of \$5,000 and over.

If you are looking to maximize your savings, the **RBC High Interest eSavings** account offers high interest on every dollar.

	<b>RBC High Interest eSavings</b>	<b>RBC Enhanced Savings</b>	<b>RBC Day to Day Account</b>
<b>Interest paid</b>	Yes. Refer to RBC Rate Setter for rates.		
<b>Free debits</b>	none	1 per Monthly Cycle and 1 additional per automated payroll credit	
<b>Assisted Transactions</b>	\$5	\$1.50	
<b>Electronic/ Self-serve Transactions</b>	\$5. <b>Exception:</b> Online Banking funds transfers are free from this account to your other RBC accounts in your name	\$1	
<b>Interac access at non-RBC ATMs</b>	\$1.50		
<b>PLUS System in Canada &amp; USA</b>	\$3		
<b>PLUS System outside USA</b>	\$5		
<b>Interac Email Money Transfer</b>	\$1.50		
<b>Cross Border Debit</b>	\$1		
<b>Stop payment</b>	\$10		
<b>Certified cheque you request</b>	\$10		
<b>Overdraft protection</b>	Not permitted	The greater of \$3 or monthly overdraft interest	
<b>Recordkeeping</b>	Bankbook not permitted	\$2 bankbook monthly fee	
<b>eStatement</b>	Free. It includes free viewing of cheque images in Online Banking.		

<b>Paper statement with cheque images</b>	\$2
<b>Paper statement without cheque images</b>	Free
<b>RBC ATM full statement</b>	\$1.50
<b>RBC ATM mini statement</b>	\$0.75

## U.S. DOLLAR ACCOUNTS OPTIONS AND SERVICE FEES

If you want to eliminate worries about fluctuations in the exchange rate when you travel or you have to make payments in U.S. dollars, the **U.S. Personal account** will let you write cheques in U.S. dollars that are accepted in the U.S. These special par-crossed cheques are negotiable in U.S. and Canada.

If you are looking to maximize your savings, the **RBC US High Interest eSavings** account offers high interest on every dollar. This account is offered exclusively online.

**Fees are charged in US dollars.**

	<b>RBC US High Interest eSavings</b>	<b>U.S. Personal account</b>
<b>Interest paid</b>	Yes. Refer to RBC Rate Setter for rates	No interest paid
<b>Free debits</b>	One per Monthly Cycle, thereafter \$3 each	1 per automated payroll credit
<b>Monthly fee</b>	Not applicable	\$2
<b>Assisted transactions include:</b> in-branch withdrawal and fund transfers; fund transfers assisted by an agent over the phone; cheques.	\$3 <b>Exception:</b> Cheques are not permitted.	6 transactions of any kind, per Monthly Cycle. Each additional debit in excess of 6, is charged \$0.75
<b>Electronic/self-serve transactions are limited to:</b> Online Banking bill payments and funds transfers; pre-authorized payments (PAD).	\$3 <b>Exception:</b> Online Banking funds transfers are free from this account to your other RBC accounts in your name	
<b>Overdraft protection</b>	Not permitted	The greater of \$3 or monthly overdraft interest
<b>Stop payment</b>	\$10	
<b>Certified cheque you request</b>	Cheques are not permitted	\$10
<b>Recordkeeping</b>	Bankbook not permitted	\$2 bankbook monthly fee
<b>eStatement</b>	Free	
<b>Paper statement with cheque images</b>	Free	\$2

<b>Paper statement without cheque images</b>	Free	
<b>RBC ATM full statement</b>	\$1.50	
<b>RBC ATM mini statement</b>	\$0.75	
<b>Personalized cheques</b>	Cheques are not permitted on this account	Unique US par-crossed style available for a fee

### SERVICE FEES ON ACCOUNTS FOR STUDENTS AND YOUTH

	<b>RBC Student Banking</b>	<b>RBC No Limit Banking for Students</b>	<b>RBC Leo's Young Savers Account</b>
<b>Interest paid</b>	No interest paid		Yes. Refer to RBC Rate Setter for rates
<b>Monthly fee</b>	Free	\$10.95	Free
<b>Additional free debits</b>	One per automated payroll		One per automated payroll
<b>Number of Debit Transactions per Monthly Cycle</b>	25	Unlimited	15
<b>Each additional Debit Transaction</b>	\$0.50		\$0.50
<b>MultiProduct Rebate</b>	Not applicable	\$10.95	Not applicable
<b>Monthly fee after MultiProduct Rebate</b>		\$0	
<b>Interac access at non-RBC ATMs</b>	\$1.50		
<b>PLUS System in Canada &amp; USA</b>	\$3		
<b>PLUS System outside USA</b>	\$5		
<b>Interac Email Money Transfer</b>	\$1.50		
<b>Cross Border Debit</b>	\$1		
<b>Stop payment</b>	\$10		
<b>Overdraft protection</b>	The greater of \$3 or monthly overdraft interest		Not available
<b>Recordkeeping</b>	Bankbook not permitted		Free Bankbook
<b>eStatement</b>	Free. It includes free viewing of cheque images in Online Banking.		



<b>Paper statement with cheque images</b>	\$2	
<b>Paper statement without cheque images</b>	Free	
<b>RBC ATM full statement</b>	\$1.50	
<b>RBC ATM mini statement</b>	\$0.75	
<b>Visa card</b>	Annual fee waived on <i>Visa</i> Classic II Student card	Not available

## ROYAL BANK ACCOUNTS NO LONGER OFFERED FOR SALE

**RateLink Preference** account holders have the option of linking together the balances of their other Canadian dollar personal deposit accounts, those of their spouse and Leo's Young Savers accounts belonging to their minor children or minor grandchildren, for the purpose of determining the RateLink interest rate to be applied to all their interest bearing linked personal deposit accounts. There is no restriction on the number of eligible accounts that can be linked to the RateLink Preference account.

As of May 1 2007, Canadian dollar linked accounts that are non-interest bearing do not pay interest.

RateLink Preference allows you to select additional companion accounts, any two accounts in Canadian dollars and one U.S. Personal account, with monthly fees waived. These accounts can be held in your name only or in your name and that of your co-account owner.

	<b>RateLink Preference (operating account)</b>	<b>Companion Accounts: A maximum of 2 in Canadian dollars and one U.S. Personal account</b> See example below		
		<b>RBC Day to Day Banking "Special"</b>	<b>› RBC Day to Day Savings "Special"</b> <b>› RBC Enhanced Savings "Special"</b>	<b>U.S. Personal account "Special"</b> Fees are in US dollars
<b>Monthly fee</b>	\$35	Waived		
<b>Number of Debit Transactions per Monthly Cycle</b>	Unlimited on all accounts			
<b>Seniors Rebate</b>	\$8.75	Not applicable		
<b>Monthly fee after rebate</b>	\$26.25			

<b>Interest paid on Canadian dollar linked accounts</b>	Yes, refer to RBC Rate Setter – RateLink accounts for rates  Interest-bearing accounts not linked to RateLink Preference earn regular interest  Linked interest-bearing accounts earn RateLink interest	U.S. Personal account earns US Personal interest, refer to RBC Rate Setter – U.S. Personal account
<b>Access to non-RBC ATM – Interac/ PLUS System (in/outside Canada and USA)</b>	Free	Not available
<b>Interac Email Money Transfer</b>	2 free per Monthly Cycle, thereafter \$1.50 each	\$1.50 each  Not available
<b>Cross Border Debit</b>	Free	\$1 each  Not available
<b>Stop payment</b>	Free	\$10 each
<b>Certified cheque you request</b>	2 free per calendar year, thereafter \$10 each	\$10 each
<b>Overdraft protection</b>	Only overdraft interest is charged if used	The greater of \$3 per month or overdraft interest
<b>Recordkeeping</b>	Free bankbook	
<b>eStatement</b>	Free. It includes free viewing of cheque images in Online Banking.	
<b>Paper statement with cheque images</b>	Free	

<b>Paper statement without cheque images</b>	Free		
<b>RBC ATM full statement</b>	Free		
<b>RBC ATM mini statement</b>	Free		
<b>Search for an item or copy of your account history, if less than 90 days</b>	\$5		
<b>Search for an item or copy of your account history, if older than 90 days</b>	4 free per calendar year, thereafter \$10 each	Free	
<b>Personalized cheques</b>	Free RBC standard Style	Regular fees apply	Regular par-crossed cheques fees apply

<b>Premium Visa Card</b>  Choice of one the following cards, to be designated by you, with annual fees waived for applicant and one co-applicant, subject to credit approval. As there may be a variety of ways this discount may be applied if you own more than one card or if there is more than one owner of any card, it is your responsibility to ensure that the annual fees are waived from any card.	RBC Royal Bank <i>Visa</i> Platinum Preferred
	RBC Royal Bank <i>Visa</i> Gold Preferred
	RBC Royal Bank <i>Visa</i> Platinum Avion
	RBC Royal Bank US Dollar <i>Visa</i> Gold
	RBC Royal Bank British Airways <i>Visa</i> Platinum
	RBC Royal Bank Cathay Pacific <i>Visa</i> Platinum

<b>Other Ratelink Preference Services</b>	
› for some services, the onus is on you to identify yourself as a RateLink Preference client to benefit from these advantages	
Cheques cashed or deposited that are returned unpaid for any reason	No fees
Postdated cheques to be deposited to one of the accounts above	Free
Mail confirmation of a transaction	Free
Funds transfer we make at your request	Free
American Express Travellers Cheques	Commission-free on single and dual signature
Certificate of Loan Balance/Interest paid for tax purposes	Free
Drafts and money orders in all currencies	Annual limit of 12 free thereafter \$6.50 each
One discount on the rental of a safe deposit box you designate	\$40 annually
Appraisal/valuation on conventional RBC residential mortgage for the purchase, switch in or refinance of your primary residential home (existing building only)	One free appraisal/valuation
Royal Credit Line, minimum \$5000	Optional and based on normal credit approval

### ROYAL BANK ACCOUNTS NO LONGER OFFERED FOR SALE

**RateLink Essential** account holders have the option of linking together for a nominal fee the balances of their other Canadian dollar personal deposit accounts, those of their spouse and Leo's Young Savers Accounts belonging to their minor children or minor grandchildren, for the purpose of determining the RateLink interest rate to be applied to all their interest bearing linked personal deposit accounts. There is no restriction on the number of eligible accounts that can be linked to the RateLink Essential account.

As of May 1 2007, Canadian dollar linked accounts that are non-interest bearing do not pay interest.

	<b>RateLink Essential</b>		<b>Sixty-Plus</b>			
	<b>Regular</b>	<b>Sixty-Plus</b>	<b>Signature Plus</b>	<b>Calculator Plus</b>	<b>Royal Money Maker Plus</b>	<b>U.S. Personal Fees are in \$US</b>
<b>Monthly fee</b>	\$20	\$15	Free			
<b>Number of Debit Transactions per Monthly Cycle</b>	Unlimited					
<b>Seniors Rebate</b>	\$5	n/a	Not applicable			
<b>Monthly fee after Seniors Rebate</b>	\$15					
<b>Interest paid</b>	Yes, Refer to RBC Rate Setter for rates					
<b>Canadian dollar linked accounts in your name, your spouse or children/grandchildren</b>	Yes, \$2 per account, free for RBC Leo's Young Savers Accounts. Linked interest bearing accounts earn RateLink interest.		Not available			
<b>Interac access at non-RBC ATMs</b>	\$1.50		\$1.50		Not available	
<b>PLUS System in Canada &amp; USA</b>	\$3		\$3		Not available	
<b>PLUS System outside USA</b>	\$5		\$5		Not available	
	Note: Four most expensive <i>Interac/Plus</i> System refunded per Monthly Cycle, if used					

<b>Interac Email Money Transfer</b>	\$1.50		Not available
<b>Cross Border Debit</b>	\$1		Not available
<b>Stop payment</b>	\$10		
<b>Certified cheque you request</b>	2 free per calendar year, thereafter \$10	\$10	
<b>Funds transfer we make at your request</b>	Free		
<b>Overdraft protection</b>	Monthly overdraft interest when used.		
<b>Recordkeeping</b>	Free Bankbook		
<b>eStatement</b>	Free. It includes free viewing of cheque images in Online Banking.		
<b>Paper statement with cheque images</b>	Free		
<b>Paper statement without cheque images</b>	Free		
<b>RBC ATM full statement</b>	Free	\$1.50	
<b>RBC ATM mini statement</b>	Free	\$0.75	
<b>Personalized cheques</b>	Free RBC standard style	Free RBC standard style	Regular par-crossed cheques fees apply

<b>Safe deposit box annual discount</b>	\$30	\$5
<b>AMEX Travellers Cheques</b>	Commission free on single signature	
<b>Drafts and money orders in all currencies</b>	Limit of 12 free per calendar year, thereafter \$6.50	

**ROYAL TRUST ACCOUNTS NO LONGER OFFERED FOR SALE**

	Alliance Plan	Royal Trust accounts not for sale since May 1998			
	Not for sale since July 1995	Daily Interest Chequing	Daily Interest Savings	T-Bills Savings	U.S. Daily Interest Fees are in \$US
<b>Important note</b>	<p>Canadian and U.S. dollar accounts may be combined in one Plan for the purpose of earning greater interest. Clients may also keep a separate Plan of accounts in U.S. dollars only.</p> <p>The U.S. dollar balance used in the calculation of interest is considered at par with Canadian dollar balances; however, the interest paid on U.S. accounts is in U.S. dollars.</p>	<p>No Assisted Transaction or Electronic Self-serve Transaction fees are charged if the account average daily closing credit balance for the Monthly Cycle equals or exceeds \$1,200, calculated on the day before the Monthly Cycle ends; if the balance is less than \$1,200 the per item fee applies.</p>			
<b>Monthly fee</b>	Free, including all Canadian dollar and US dollar accounts currently attached to the Plan	Per item fee only			

<b>Assisted Transaction</b>	Not applicable	\$1	\$1.50	\$0.75 each: in-branch withdrawal and fund transfers; fund transfers assisted by an agent over the phone; cheques.
<b>Electronic/ Self-serve Transaction</b>	Not applicable	\$0.50	\$1	\$0.75 each: Online Banking bill payment and funds transfer; pre-authorized payment (PAD).
<b>Interest paid</b>	Yes. Each interest-bearing account in the plan earns the Alliance Plan interest. Refer to RBC Rate Setter under Royal Trust accounts not offered for sale, Alliance Plan.	Yes, refer to RBC Rate Setter insert under Royal Trust accounts not offered for sale		
<b>Interac access at non-RBC ATMs</b>	\$1.50	\$1.50		Not available

<b>PLUS System in Canada &amp; USA</b>	\$3	\$3	Not available
<b>PLUS System outside USA</b>	\$5	\$5	Not available
<b>Interac Email Money Transfer</b>	\$1.50	\$1.50	Not available
<b>Cross Border Debit</b>	\$1	\$1	Not available
<b>Stop payment</b>	\$10		
<b>Certified cheque you request</b>	\$10		
<b>Overdraft protection</b>	The greater of \$3 or monthly overdraft interest		
<b>Record-keeping</b>	Free Bankbook		
<b>eStatement</b>	Free. It includes free viewing of cheque images in Online Banking.		
<b>Paper statement with cheque images</b>	Free	\$2	
<b>Paper statement without cheque images</b>	Free		
<b>RBC ATM full statement</b>	\$1.50		
<b>RBC ATM mini statement</b>	\$0.75		

## Part 3 – CLIENT AGREEMENT

### CLIENT AGREEMENT - PERSONAL DEPOSIT ACCOUNTS

#### 1. What the Words Mean:

In this Agreement, please remember that,

“**you**” and “**your**” means each person who has signed the Signature Card ;  
“**we**”, “**us**” and “**our**” mean the Bank if an Account is with the Bank, RBMC if an Account is with RBMC, and Royal Trust if an Account is with Royal Trust.

Please also remember that,

“**Account**” means any personal deposit account you have in your name with us at this time and at any time in the future;

“**Account Statements**” means any periodic statement delivered or made available to you by us in the manner you have agreed to, including by mail or electronically, that shows Account activity and balances;

“**Agreement**” means this Client Agreement, as amended from time to time, governing your Account;

“**ATM**” means Automated Teller Machine;

“**Bank**” means Royal Bank of Canada;

“**Branch**” means the branch of the account indicated on the Signature Card;

“**Business Day**” refers to regular weekdays only and excludes Saturdays, Sundays, bank holidays and federal or provincial statutory holidays.

“**Client Card**” means a Client Card issued to you by the Bank or by Royal Trust;

“**Client Card Agreement**” means the agreement, as amended from time to time, that governs the use of your Client Card;

“**Disclosures**” means any statement of the interest rates, fees and other operating conditions for an Account that we make and as amended from time to time;

“**Electronic Access Agreement**” means the agreement, as amended from time to time, that applies when you access or use our services through either or both Online Banking and telephone banking;

“**Electronic Communication**” means any communication by fax, telephone, wire, computer, cell phone, smart phone, internet, email, personal digital assistant or any other method of telecommunication or electronic transmission;

“**Overdraft Limit**” means the maximum amount that we have set for you to overdraw your Account, at your request;

“**Online Banking**” means our online banking service. It includes the access offered through our mobile banking website;

“**Payment Instrument**” means cheques, other bills of exchange, drafts, money orders, bill payment remittances and other similar instruments;

“**PIN**” means your Personal Identification Number;

“**RBC**” means Royal Bank of Canada and its subsidiaries and affiliates;

“**RBMC**” means Royal Bank Mortgage Corporation;

“**Royal Trust**” means Royal Trust Corporation of Canada (in Quebec, The Royal Trust Company); and

“**Signature Card**” means the signature card for an Account that you signed.

**2. General Agreement to Terms:** This Agreement applies to each Account. It replaces all prior agreements between you and us for an Account. If you sign a Signature Card or make a transaction on an Account, it will mean that you have received and read this Agreement and the Disclosures. It will also mean that you have understood and expressly agreed to everything written here, in the Disclosures and on the Signature Card. If you change the interest and fee components of your Account and you make a transaction on the Account after the interest and fee change has taken place, it will mean that you have received, read, understood and expressly agreed to everything in this Agreement and the Disclosures that apply to the new interest and fee structure of your Account. Unless we otherwise agree, you must make all payments under this Agreement in money which is legal tender at the time of payment.

**3. Fees:** You must pay all fees that apply to an Account, as set out in the Disclosures. We will charge the fees to the Account at the time you incur them.

**4. Overdrafts:** (a) If you have been approved for overdraft protection, you may overdraw your Account up to the Overdraft Limit. We may refuse to pay a cheque or payment item, or honour a withdrawal request made against an Account if there are insufficient available funds (including the Overdraft Limit) in the Account.

(b) Whether or not you have been approved for overdraft protection, we may allow you to overdraw an Account (or exceed your Overdraft Limit) from time to time at our complete discretion. But if we do, we may refuse to continue to allow you to do so at any time, without notice to you. We will not be liable for any loss, damage, or inconvenience suffered by you, if we stop allowing you to overdraw an Account (or exceed your Overdraft Limit).

(c) If an Account is overdrawn, you will make a deposit at least once each month, in an amount that will cover the monthly overdraft interest. You will also pay us interest on the overdraft at the interest rate set out in the Disclosures. We will post that interest to the Account on a monthly basis at the time(s) stated in the Disclosures. You will pay us, when we ask, the amount of any overdraft(s) in an Account, together with interest on the amount of the overdraft(s). You will pay these amounts even if you have been paying interest and making monthly deposits to the Account as required.

**5. Access to your Account:**

(a) The Account is for your personal banking needs only. If the Account is used for business purposes, we can close the Account (or close the Account and open a business account for you with business banking service fees).

(b) We can require you to come to the Branch to do any transaction.

(c) We may permit you to access an Account and conduct transactions through other channels, such as online or by telephone, subject to the following:

i. If the Account is accessed via Client Card and PIN at an ATM or merchant

location, your transactions are also governed by the terms of the Client Card Agreement.

ii. If an Account is accessed via computer, telephone or any other electronic access device that we permit, your transactions are also governed by the terms of the Electronic Access Agreement.

(d) You may arrange with another party to have pre-authorized payments withdrawn from an Account on a regular basis. You must contact the other party directly to cancel any such arrangements.

(e) We can refuse a deposit to an Account or refuse to accept any Payment Instrument.

(f) Access to an Account and transactions may be subject to daily limits or other limits set by us. We will tell you the account limits from time to time.

(g) Under certain circumstances we may not let you use a new Account immediately. Similarly, if you change the interest and fee components of your Account, the new interest and fee structure may not apply immediately. We will advise you of the delay at the time you open your Account or change the interest and fee components of your Account.

(h) You acknowledge that nothing in this Agreement, the Disclosures or any other agreement between you and us, will prevent us from restricting access to an Account, refusing to release funds in an Account if we are required to do so or if, in our opinion, there is unusual, improper or suspicious activity in an Account, or closing an Account for any reason, in our complete discretion.

(i) You agree to take all reasonable precautions to maintain the security and integrity of your Account and to prevent fraudulent transactions in your Account. You agree to advise us of any suspicious circumstances that you are aware surrounding an item for deposit or other transaction in your Account at the time of your instruction to us.

**6. Hold on Items:** You acknowledge that we have the right to hold the proceeds of any Payment Instrument deposited to an Account, and to defer your right to withdraw funds represented by such a deposit. If we decide to hold the proceeds of a deposit, those funds will be released to you after the following number of Business Days:

- ▶ Five (5) Business Days for cheques and other negotiable items drawn on a Canadian branch of a Canadian financial institution;
- ▶ Fifteen (15) Business Days for cheques and other negotiable items drawn on U.S. banks, deposited at a Canadian branch of the Bank or at one of the Bank’s ATMs;
- ▶ Twenty-five (25) Business Days for cheques and other negotiable items drawn on foreign banks other than U.S. banks.

If the item deposited is returned for any reason after the hold period expires, we will charge the amount of the item to your Account. We also have the option to send any negotiable item on collection rather than hold the proceeds as set out above.

**7. Adjustments:** We may adjust a deposit to an Account at any time (even if the adjustment creates an overdraft or results in an Account being overdrawn in excess of your Overdraft Limit) if a Payment Instrument is dishonoured, not paid or paid but subsequently returned for any reason whatsoever. We may also adjust an Account to correct amounts credited to an Account by mistake or to correct amounts paid to you in cash for an item that was subsequently returned to us as unpaid. You waive presentment for payment, notice of dishonour, protest and notice of protest on all Payment Instruments requiring such action.

**8. U.S. and other Foreign Currency Cheques:** You will ensure that before you negotiate a Payment Instrument drawn on a financial institution from the U.S. or other foreign country, each Payment Instrument will bear your name (as it appears on the Account) and account number at the back of the Payment Instrument. If the required information is not present, the Payment Instrument will be returned and we will debit your Account.

**9. Joint Accounts:** If more than one individual has signed the Signature Card for an Account, then that Account will be a joint Account to which the following provisions apply:

- (a) You will be jointly and severally (in Quebec, solidarily) liable to us for the performance of all of your duties under this Agreement and the Disclosures, including the repayment of any joint Account overdraft (and overdraft interest) no matter who created it.
- (b) Any one of you may:
  - (i) Make deposits to the Account payable to all or any one of you. We may also endorse any Payment Instruments received from or for any one or more of you.
  - (ii) Provide instructions to stop payment on any Payment Instrument drawn on a joint Account.
  - (iii) Receive Account Statements and other transaction records on a joint Account.
  - (iv) Make decisions related to the Account that are administrative in nature, such as those that do not remove funds from the Account. For example, any Joint owner may change the mailing address for paper Account Statements or choose to receive electronic Account Statements instead of paper Account Statements or change the interest and fee components of the Account. For clarity, removing or adding an owner is not considered an administrative decision.

- (c) Each one of you will have access to all of the account history and transaction details for this Account and you agree to this access being provided.
- (d) Signatures: You may choose to set up the signing authorities for the joint Account (as designated on the Signature Card) in the manner specified below. We may honour a Payment Instrument and accept any other instruction or direction in respect of the joint Account that has been signed, submitted or received, in the case of:
  - (i) “Any One To Sign”, by one (or more) of you and for this purpose each of you appoints the other (s) as your agent(s).
  - (ii) “All To Sign”, only if it has been signed by all of you.
  - (iii) “Other (specify)”, only by you, or the agreed number of you, identified on the Signature Card.
- (e) Adding a joint owner: you agree that by adding one or a number of joint owner(s) to the Account, the added owner(s) will also have access to the previous account history and transaction details for the Account and you agree to this access being provided.
- (f) Removing a joint owner: you agree that if one or a number of joint owners is/ are removed from the joint Account, the joint Account will be closed.
- (g) The delivery of paper Account Statements or notices: any delivery made to the last address appearing in our records is to be considered a delivery to each of you.
- (h) The delivery of electronic Account Statements: If one of you requests to receive electronic Account Statements, you acknowledge that paper Account Statements will be replaced with electronic Account Statements delivered by way of message to the message centre in Online Banking of all joint Account owners who have access to Online Banking. If any joint owner does not have access to Online Banking, then the owner who initiated the change to electronic Account Statements is charged with the duty of delivering copies of any Account Statements to their co-owner.
- (i) Survivorship: It is your express intention that all funds now or in the future on deposit in the joint Account be owned by you as joint tenants with rights of survivorship and the Bank is entitled as between all joint Account owners to treat such funds in this manner. Upon the death of any one (or more) of you and the receipt of the appropriate proof of death by us, the deceased Account owner’s interest will pass automatically to the surviving Account owner(s), without releasing the deceased Account owner or their estate from liability for overdrafts incurred prior to the deceased Account owner’s death. By acting on the right of survivorship, we will not be liable for any loss, damage or legal costs incurred in any dispute between the estate of a deceased Account owner, the surviving Account owner(s) or a third party.



This provision does not apply to a joint Account located at any Branch in Quebec, regardless of your residence. For greater clarity, if a joint Account is located at a Branch outside of Quebec but is subsequently moved to a Branch in Quebec, this provision will not apply once the joint Account is moved to the Branch in Quebec. If a joint Account is located at a Branch in Quebec but is subsequently moved to a Branch outside of Quebec, this provision will apply once the joint Account is moved to the Branch outside of Quebec.

**10. Appointing an Attorney:** You may appoint one or more attorney(s) to act for you in respect of an Account. However, we may refuse to accept the appointment in our sole discretion if it is not satisfactory to us or we may refuse to honour any Account transaction made by an attorney (or by any committee, property guardian or similar representative appointed by a court to act for you in respect of an Account). If an Account is a joint Account, we may also refuse to honour any Account transaction made by an Attorney (or by any committee, property guardian or similar representative appointed by a court to act for you in respect of an Account) unless their appointment in respect of the joint Account has been agreed upon (in writing) by all Account owners. An Attorney will have access to the previous Account history and transaction details for the Account and you agree to this access being provided.

**11. Bill Payment Instructions:** If you give us instructions to make payments to third parties, including instructions to pay any bill or invoice, you acknowledge that the instructions will result in funds being withdrawn from your Account on the date the instructions are given or, in the case of post-dated payments, at a later date. You acknowledge that third parties may not treat payments as being received as of the date the instructions are given or, in the case of post-dated payments, on the later date. We will not be responsible for any losses resulting from problems or disputes such as a third party not crediting you for a payment for any reason (even if that third party is no longer included on your payee list) or charging you late fees or interest penalties. You agree to settle your dispute directly with that third party. You are responsible for ensuring that all payee information (including account numbers, payee names or email addresses) required by us to complete your payment instructions to a third party is accurate at all times. We may, without notice, update your payee information, including account numbers, payee names or email addresses, if informed of a change by that third party or if we think it necessary. We may, in our complete discretion and without notice to you, decline or refuse to act on an instruction given or purported to be given by you, including instructions relating to post-dated payments. We may in our discretion and without notice to you, remove a third party from the list of payees to whom you may make a payment through us.

**12. Processing of Transactions:** You acknowledge that any transaction you make on a Business Day, such as a deposit, withdrawal, payment, stop-payment or transfer, may not be processed by us on the same Business Day. If you are making payments or transferring funds to another party, you acknowledge that there

may be additional processing delays imposed by other parties on that payment or transfer and beyond our control. You are responsible for finding out what processing delays apply to any transaction and for allowing enough time prior to the transaction. We will not be responsible for any losses resulting from problems or disputes arising from a delay in the transaction. You agree to settle any dispute you may have directly with the party concerned.

**13. Digital Images or Electronic Representations:** You acknowledge that digital images or electronic representations of Payment Instruments may be made or captured and used by financial institutions involved in the exchange and clearing of payments in Canada and elsewhere, in which case the original paper item may be destroyed and not returned to you. We are entitled to act upon such images or representations for all purposes as if it were the paper item. We may reject any Payment Instrument that does not comply with all policies and standards of the Bank. If you have your cheques printed by a vendor that has not been approved by us, or you use security features or you make your cheque out in a way (e.g. using lightly coloured ink) that causes critical data to disappear or be obscured upon imaging, you agree to bear the risk of any loss, damage or expense.

**14. Account Verification:** You must regularly examine all Account transaction information in your Account Statements, bankbook, or using any other method you have chosen to review your Account transaction information. If you opted to receive electronic Account Statements, you agree to go online and to check your statements regularly and at least once each month and, if this is a joint account, to deliver copies of the Account Statements to any co-owner who does not have access to Online Banking. You will notify us in writing of any errors in the Account transaction information within 45 days from the date of your paper Account Statement or for any Account in which you have chosen a bankbook, electronic Account Statement or other method of record keeping, 45 days from the date of the transaction. If you do not notify us as required, you will have accepted the Account transaction information and Account Statements as complete, correct and binding on you and we will be released from all claims by you in respect of the Account transaction information and Account Statements, including any transaction and balance errors. We will not be liable for any losses or damages incurred from a forged or fraudulent signature on a Payment Instrument whether detected within or after 45 days of the statement or transaction date.

**15. Inactive Accounts:** Your Account will be designated as inactive if you have not initiated activity for at least two consecutive calendar years. We will notify you in writing, in January after the first two-year, five-year and nine year period of inactivity. If you do not initiate a transaction or communicate with us, an inactive fee will be charged to your Account each year the Account remains inactive. If there are insufficient funds in your Account to cover the service charges, you authorize us to close your Account without notice to you. After ten years of inactivity, your Account balance becomes unclaimed under federal law and will be transferred to the Bank of Canada. To claim Account balances transferred to the Bank of Canada you must file a claim with the Bank of Canada.

**16. Use of Account:** (a) You may not give anyone (other than the Bank, RBMC or Royal Trust) a security interest in any funds in an Account, whether by assignment, hypothec, transfer, or otherwise. (b) You acknowledge that you are not carrying on or associated with activities that are improper, illegal or unlawful or that you are connected with a business that we may determine, in our sole discretion, is a restricted business. You acknowledge that the Proceeds of Crime (Money Laundering) and Terrorist Financing Act and Regulations, as they may be amended from time to time, apply to the operation of your Accounts and that we will, from time to time, adopt policies and procedures to address the reporting, client identification and record keeping requirements of this legislation. You agree to abide by and comply with all such policies and procedures, as applicable, and recognize that such policies and procedures may be more rigorous than the statutory or regulatory requirements. You agree that the Account is not to be used by, or on behalf of, a third party or parties without our prior written permission.

**17. Application of Funds:** We may apply the funds on deposit in an Account against any debt or obligation you or any one of you, if this is a joint Account, owe to the Bank, RBMC, Royal Trust or any deposit taking subsidiary of the Bank without notice to any of you. If such debt or obligation is in a currency other than the currency of the Account, we may use all or part of such credit balance to buy any currencies that may be necessary to pay the debt or obligation.

**18. Notification of Changes:** We may change the interest rates, fees and other operating conditions for an Account periodically as set out below:

- (a) You will be given at least 30 days prior notice of each change to this Agreement.
- (b) We will notify you of changes in the interest rate(s) applicable to funds on deposit in an Account (and the manner of calculating the amount of interest we will pay you on those funds) by statements displayed in the Branch.
- (c) We will notify you of any new or increases to fees applicable to an Account:
  - (i) by statements displayed in the Branch and at our ATM at least 60 days before the effective date of the changes, or
  - (ii) by notice included with any Account Statements (if you receive them) at least 30 days before the effective date of the changes.
- (d) We will notify you of changes to the interest rate we apply to Account overdrafts in the way set out in (a) or (b) above.

If you use an Account or have funds on deposit in the Account after the effective date of a change, it will mean that you have agreed to the change.

**19. Communications:** We will communicate with you about Account activity in the manner you have agreed to (by ordinary mail to your address last appearing in our records, by Electronic Communication or otherwise). Any Electronic Communication that we receive from you or in your name will be considered duly authorized

and binding upon you and we will be authorized to rely and act upon any such communication. In this connection:

- (a) we will be entitled to rely upon any signature appearing on a facsimile transmission that purports to be your signature or the signature of your representative; and
- (b) you recognize that possession or use of a security device (including a security card, a security code or a secret access code) by any other person may result in that person having access to and being able to use the relevant means of Electronic Communication and we will not be liable for any loss, damage, expense or inconvenience that results.

You acknowledge and agree that if you choose to use, or instruct us to use, any means of Electronic Communication that is not encrypted, including without limitation, non-secure dedicated or Internet connections, or any fax or unencrypted e-mail communication, that (i) security, privacy and confidentiality cannot be ensured, (ii) such communication is not reliable and may not be received by the intended recipient in a timely manner or at all, (iii) such communication could be subject to interception, loss or alteration, and (iv) you assume full responsibility for the risks in connection with such communication and we will not be responsible or liable in any way in connection with such communication, including without limitation any unauthorized access to, or interception, loss or alteration of such communication.

**20. Release of Funds on Death:** We will require, estate documentation to release funds from any Account upon death of an Account owner. Estate documentation means any document that may be required by us in our absolute discretion, and may include a death certificate, probated will or notarial will (in Quebec). In the event of any dispute regarding the release of funds upon your death, we may pay the amounts held in any Account into court and recover any expenses, including legal fees, incurred by us from the funds in an Account. With respect to joint Accounts, we are authorized to release any information about the Account to the estate representative of the deceased Account owner up to the date of the death.

**21. Currency of Payment:** Unless otherwise stated in the Disclosures, the fees and interest are charged and payable in the currency in which the Account is maintained without conversion. We are not responsible for any increase or reduction in the value of your Account due to changes in foreign currency exchange rates.

**22. Account Closure:** Any funds on deposit in a joint Account we are asked to close may only be withdrawn by a cheque or other withdrawal signed as required by sub-Section 9(d) of this Agreement. Payment of any funds on deposit in a joint Account we close will be made to all of you jointly. We may close or suspend an Account for any reason in our absolute discretion and without notice, including if you do not conduct it in accordance with this Agreement, the Disclosures and the law, or if, in our opinion, there is unusual, improper or suspicious activity in the Account. If we close an Account, we will issue a cheque or draft in the amount of any net balance

in the Account at the date of closure payable to all Account holders and deliver it at your risk to the last known address for the Account.

### 23. Liability for Damages

**We will not be liable for any loss, damage, or inconvenience suffered by you except in a case where there has been negligence on our part, even if we have been advised of the possibility of such damages. We will not, under any circumstances (even if we are negligent) be liable for any indirect, consequential, special, aggravated, punitive or exemplary damages whatsoever caused to you, regardless of the cause of action. In no event, even if we are negligent, will we be liable to you for any loss or damage suffered by you resulting from:**

- (a) any failure, error, malfunction, delay or inaccessibility of any machine, system or equipment,
- (b) any failure, error or delay by any third party,
- (c) your failure to fulfill any of your obligations under this Agreement, or
- (d) any circumstances beyond our control.

**You also acknowledge the limitations on our liability in this Agreement, including those in Sections 4, 9, 11, 12, 13, 14, 19 and 21.**

**24. Agency:** You acknowledge that the Bank acts as agent for RBMC in processing all transactions on an Account you have with RBMC.

### 25. Collection and use of personal information

#### Collecting your personal information

We may from time to time collect financial and other information about you such as:

- › information establishing your identity (for example, name, address, phone number, date of birth, etc.) and your personal background;
- › information related to transactions arising from your relationship with and through us, and from other financial institutions;
- › information you provide on an application for any of our products and services;
- › information for the provision of products and services; and
- › information about financial behaviour such as your payment history and credit worthiness.

We may collect and confirm this information during the course of our relationship. We may obtain this information from a variety of sources, including from you, from service arrangements you make with or through us, from credit reporting agencies and financial institutions, from registries, from references you provide to us and from other sources as is necessary for the provision of our products and services.

You acknowledge receipt of notice that from time to time reports about you may be obtained by us from credit reporting agencies.

### Using your personal information

This information may be used from time to time for the following purposes:

- › to verify your identity and investigate your personal background;
- › to open and operate your Account(s) and provide you with products and services you may request;
- › to better understand your financial situation;
- › to determine your eligibility for products and services we offer;
- › to help us better understand the current and future needs of our clients;
- › to communicate to you any benefit, feature and other information about products and services you have with us;
- › to help us better manage our business and your relationship with us;
- › to maintain the accuracy and integrity of information held by a credit reporting agency; and
- › as required or permitted by law.

For these purposes, we may:

- › make this information available to our employees, our agents and service providers, who are required to maintain the confidentiality of this information;
- › share this information with other financial institutions; and
- › give credit, financial and other related information to credit reporting agencies who may share it with others.

In the event our service provider is located outside of Canada, or if you have a US dollar account and information is shared with and used by our US employees and agents, the recipient of the information is bound by, and the information may be disclosed in accordance with, the laws of the jurisdiction in which the recipient of the information is located.

Upon your request, we may give this information to other persons.

We may also use this information and share it with RBC companies

- (i) to manage our risks and operations and those of RBC companies,
- (ii) to comply with valid requests for information about you from regulators, government agencies, public bodies and other entities who have a right to issue such requests, and
- (iii) to let RBC companies know your choices under “Other uses of your personal information” for the sole purpose of honouring your choices.

**If we have your social insurance number, we may use it for tax related purposes if you hold a product generating income and share it with the appropriate government agencies, and we may also share it with credit reporting agencies as an aid to identify you.**

### Other uses of your personal information

- › We may use this information to promote our products and services, and promote products and services of third parties we select, which may be of interest to you. We may communicate with you through various channels, including telephone, computer or mail, using the contact information you have provided.
- › We may also, where not prohibited by law, share this information with RBC companies for the purpose of referring you to them or promoting to you products and services which may be of interest to you. We and RBC companies may communicate with you through various channels, including telephone, computer or mail, using the contact information you have provided. You acknowledge that as a result of such sharing they may advise us of those products or services provided.
- › If you also deal with RBC companies, we may, where not prohibited by law, consolidate this information with information they have about you to allow us and any of them to manage your relationship with RBC companies and our business.

You understand that we and RBC companies are separate, affiliated corporations. RBC companies include our affiliates which are engaged in the business of providing any one or more of the following services to the public: deposits, loans and other personal financial services; credit, charge and payment card services; trust and custodial services; securities and brokerage services; and insurance services.

**You may choose not to have this information shared or used for any of these “Other uses” by contacting us as set out below, and in this event, you will not be refused credit or other services just for that reason. We will respect your choices and, as mentioned above, we may share your choices with RBC companies for the sole purpose of honouring your choices regarding “Other uses of your personal information”.**

### Your right to access your personal information

You may obtain access to the information we hold about you at any time and review its content and accuracy, and have it amended as appropriate; however, access may be restricted as permitted or required by law. To request access to such information, to ask questions about our privacy policies or to request that the information not be used for any or all of the purposes outlined in “Other uses of your personal information” you may do so now or at any time in the future by:

- › contacting your branch; or
- › calling us toll free at **1-800 Royal®1-1 (1-800-769-2511).**

### Our privacy policies

You may obtain more information about our privacy policies by asking for a copy of our “How to Make a Complaint” brochure about privacy, by calling us at the toll free number shown above or by visiting our web site at [www.rbc.com/privacy](http://www.rbc.com/privacy)

### 26. Complaint or Compliment:

1. If you have a problem or concern, you may telephone or visit your branch.
2. If your problem is not resolved to your entire satisfaction, we encourage you to contact our Client Care Centre at:
 

**Client Care Centre**  
P.O. Box 1, Royal Bank Plaza  
Toronto, Ontario M5J 2J5  
Telephone: 1 800 769-2540, option 2  
Fax: (416) 974-3561  
E-mail: [clientcarecentre@rbc.com](mailto:clientcarecentre@rbc.com)
3. If you are still not satisfied, you may refer the matter to the RBC Office of the Ombudsman at:
 

**RBC Office of the Ombudsman**  
P.O. Box 1, Royal Bank Plaza  
Toronto, Ontario M5J 2J5  
Telephone: 1 800 769-2542  
Fax: (416) 974-6922  
E-mail: [ombudsman@rbc.com](mailto:ombudsman@rbc.com)
4. Should all of our efforts to resolve a dispute fails you may turn to the Ombudsman for Banking Services at:
 

**Canadian Banking Ombudsman**  
4950 Yonge Street, Suite 1602  
North York, Ontario M2N 6K1  
Telephone: 1 888 451-4519  
Fax: 1 888 422-2865  
E-mail: [mail@bankingombudsman.com](mailto:mail@bankingombudsman.com)  
Web site: [www.bankingombudsman.com](http://www.bankingombudsman.com)

If you have a regulatory complaint, you can contact:

Financial Consumer Agency of Canada  
6th Floor Enterprise Building  
427 Laurier Ave. West  
Ottawa, Ontario K1R 1B9  
English: 1 866 461-3222  
Fax: 1 866 814-2224  
Web site: [www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca)

We publish a brochure (How to Make a Complaint) about getting assistance with problems and concerns you have about an Account. You may obtain a copy of this brochure at any of our branches in Canada or by writing to us.

**27. Language:** You and we have expressly requested that this Agreement and all related documents, including notices, be drawn up in the English language. Vous et nous avons expressément demandé que ce contrat et tout document y afférent, y compris tout avis, soient rédigés en langue anglaise.

## Part 4 – CLIENT CARD AGREEMENT

### CLIENT CARD AGREEMENT

#### WHAT THIS AGREEMENT COVERS

This Agreement sets out the terms that apply when you use your RBC Royal Bank® Client Card together with your Personal Identification Number (PIN). It replaces all earlier Client Agreements — Card and Personal Identification Number. It also applies to any replacement Client Card we issue to you.

This Agreement is your promise to be responsible for the use of your Client Card with your PIN. It tells you about your rights and duties. You should read it carefully. Selecting a PIN, signing, activating or using a Client Card means that you have received and read this Agreement and agree to its terms. You will use your Client Card and PIN according to the terms of this Agreement and any other terms or conditions that we may advise you of from time to time.

#### TERMS USED IN THIS AGREEMENT

When this Agreement refers to **“you”** or **“your”**, it means the customer whose name is shown on the Client Card.

When this Agreement refers to **“we”**, **“our”** and **“us”**, it means Royal Bank of Canada and companies that are part of RBC® that may also issue a Client Card to you.

**“Account”** means a deposit or loan account with us that may be accessed using a Client Card with a PIN.

**“Biller”** means a utility, business or other party which has arranged with us to be a payer of bill payments using a Client Card with PIN.

**“Client Card”** means your RBC Royal Bank Client Card, and any other card we indicate to be subject to this Agreement when we issue it to you. Client Card includes the card number when it is used with your PIN.

**“Losses”** means any loss to you or to us that results from the unauthorized use of your Client Card with your PIN, including any withdrawal or transfer of funds, any debit or other Account activity.

**“PIN”** means the confidential personal identification number for your Client Card

#### YOUR RIGHTS AND DUTIES AS A CUSTOMER USING YOUR CLIENT CARD AND PIN

You can use your Client Card for any purpose we agree to including:

- › To pay for goods and services at a store or other merchant that has Point-of-Sale (POS) or other designated debit card terminals that accept debit card payments.

- › To make a cash withdrawal, a bill payment, a deposit, or to transfer funds from one account to another at a banking machine (ATM).
- › To identify you when you are requesting a service from us or to authorize the transactions you do with us at our branches.

We will treat your PIN as your authorization whenever it is used with your Client Card and any instructions received or transactions done using your Client Card with your PIN will have the same legal effect as if you signed a written direction to us.

**Your Electronic Access Agreement governs the use of your Client Card number with your RBC Royal Bank Online Banking password for Online Debit Transactions.**

#### PERSONAL IDENTIFICATION NUMBER

We will advise you how to select your PIN and how to change it. We will also advise you which Accounts you may access with your Client Card and PIN.

Protecting the security of your Client Card and PIN is important. You agree to keep your PIN confidential and separate from your Client Card at all times. Select a PIN which cannot be easily guessed. PIN combination selected from your name, date of birth, telephone numbers, address or social insurance number can be easily guessed and must not be used.

**No one but you is permitted to know or use your PIN. If someone obtains your Client Card and your PIN in a way that enables them to be used together, you may be liable for their use of your Client Card. The Liability for Loss Section of this Agreement tells you when you are liable and when you are not.**

#### PROTECTING YOUR CLIENT CARD AND PIN

You are responsible to take reasonable precautions to keep your Client Card and PIN safe. These include:

- › Always make sure that you can see your Client Card at all times when you are using it for a POS transaction.
- › Keep your Client Card in a safe place and never let **anyone** else use it.
- › Never reveal your PIN to anyone, including financial institution employees, law enforcement agencies or even close family members or friends.
- › If you suspect that someone knows your PIN, immediately change it at any of our ATMs that allow you to make a PIN change, or at your branch or call us and we will deactivate your Client Card.
- › Use your free hand or body to shield the entry of your PIN at ATMs and payment terminals.
- › Always remember to take your Client Card and transaction record after a transaction is completed.

- › Regularly check your Account Statements and balances to verify all transactions have been properly recorded. If entries do not accurately reflect your transaction activities, such as missing or additional transactions, you should visit your branch or contact us immediately.
- › Don't write your PIN on your Client Card.
- › If you must keep a written record of your PIN be sure it is kept separate from your Client Card and make a reasonable attempt to hide or disguise the PIN so that no one else can easily guess that it is a record of your PIN.

### **LOST OR STOLEN CLIENT CARD**

You must tell us as soon as you are aware that your Client Card is lost or stolen, or as soon as you suspect that someone else is using your Client Card or simply knows your PIN, or you suspect that your Client Card is missing.

You may contact us by calling our 24-hour toll-free number at 1-800 ROYAL® 1-2 (1-800-769-2512). If you are outside North America, you can call us collect at 506-864-2275.

You will not be responsible for any transactions resulting from the loss or theft of your Client Card that are done after you tell us about the loss or theft.

### **SETTING LIMITS**

We will set one or more limits that will apply to your use of your Client Card. Some of these limits will be daily limits - the maximum amount you can withdraw in cash, or the limit for purchases or other transfers from your accounts using your Client Card on any one day. We will tell you what your current limits are when we send your Client Card to you. Where possible, we will allow you to choose the limits that best meet your needs, within a range of applicable limits that we will set.

### **LIABILITY FOR LOSSES**

You are responsible for all authorized use of a valid Client Card with your PIN.

You **are** liable for all Losses that result from these situations:

- › You authorize someone else to use your Client Card and your PIN;
- › You make an entry error like pressing the wrong key at an ATM or POS terminal;
- › You make fraudulent or worthless deposits or transfers;

You **are not** liable for Losses resulting from circumstances beyond your control, including situations where:

- › The Losses result from technical problems, our errors or other system malfunctions;
- › We were responsible for preventing unauthorized use of your Client Card and PIN such as where your Card has expired or has been cancelled;

Provided that you cooperate fully in any investigation that we, or the public authorities may conduct regarding such unauthorized use you **are not** liable for:

- › Losses which occur because of your unintentional contribution to someone else's unauthorized use of your Client Card and PIN;
- › Losses which occur because you have been the victim of fraud, theft, or have been coerced by trickery.

You **are** liable for losses, but only up to the total of the daily limits applicable to the transaction on which Losses occur if you contribute to someone else's unauthorized use of your Client Card.

You contribute to someone else's unauthorized use by:

- › Voluntarily disclosing your PIN to someone else;
- › Writing your PIN on or near your Client Card or choosing a PIN that is easily guessed (see Personal Identification Number section of this Agreement);
- › Keeping a poorly disguised written record of your PIN on or near your Client Card (see Personal Identification Number section of this Agreement);
- › Not telling us within a reasonable time when your Client Card is lost, stolen or misused or that you suspect that someone else is using your Client Card or knows your PIN.

It is our responsibility to show on a balance of probability that you have contributed to someone else's unauthorized use of your Client Card and PIN.

### **YOUR LIABILITY MAY EXCEED ACCOUNT BALANCE**

Your liability for losses may exceed your Account balance or available funds if the Account is a loan account, has overdraft protection, or is linked with an account that does. Your liability will also exceed your Account balance for losses that result from fraudulent or worthless deposits being made at an ATM.

### **CANADIAN CODE OF PRACTICE FOR CONSUMER DEBIT CARD SERVICES**

We voluntarily adhere to the Canadian Code of Practice for Consumer Debit Card Services and are committed to meeting the level of consumer protection it provides. For information about this Code of Practice, visit [www.cba.ca](http://www.cba.ca).

### **VERIFICATION AND RECORDS**

All use of your Client Card and PIN are subject to our verification and acceptance. This may take place on a date later than the date you use the Client Card and will affect when transactions become effective.

Our records showing the use of your Client Card and PIN and our determination of the details of that transaction, including our count and verification of the particulars of any Client Card and PIN use, will be considered correct and binding on you, unless you tell us in writing of any mistakes. You must tell us of any mistakes within 30 days of the date of a disputed transaction or, such longer time period as may be required by an agreement between you and us for the operation of the account to which the mistake relates.

Transaction records of your Client Card and PIN use are issued to help you with your account record-keeping. If you do not agree with the particulars shown on a record, we will review our records to settle the disagreement.

### **INTERPRETING AND ENFORCING THIS AGREEMENT**

This Agreement will be interpreted in accordance with the applicable laws of the province or territory in which you reside (or the applicable laws of Ontario if you reside outside of Canada) and the applicable laws of Canada. In the event of a dispute, you agree that the courts in the province or territory where you reside shall be competent to hear such dispute and you agree to be bound by any judgment of that court.

### **PROBLEMS WITH MERCHANTS/LIMITATION ON OUR LIABILITIES**

We are not responsible for problems you have with anything you buy using your Client Card and PIN for a POS transaction. We are also not responsible for any problems you have with the Biller when you use your Client Card and PIN to pay a bill. You must settle any such problem directly with the merchant or Biller.

When you make bill payments at one of our ATMs or branches, you are responsible to ensure that all Biller information (including account numbers and payer names) required by us to complete your payment instructions to that Biller is accurate at all times. We may, without notice to you, update your bill profile information, if advised of a change by the Biller.

**We try to ensure that transactions are completed whenever you use your Client Card and PIN for a purpose we have agreed to. However, we will not be liable to you for damages (including special, indirect or consequential damages) if an ATM or a merchant does not accept your Client Card or you cannot use your Client Card with your PIN for any reason, including where we cancel or temporarily de-activate your Card or decline to authorize a transaction because we have detected activity in your account or the use of the Client Card that we consider to be unusual. We are not responsible for a Biller's posting practices or if they charge you late fees or interest penalties.**

### **SERVICE CHARGES**

There are no service fees for a Client Card. Service fees applicable to transactions made using a Client Card and PIN are set out in your Client Agreement - Personal Deposit Account or other applicable Account Agreement. When you use your Client Card with your PIN you agree to pay any applicable service fee, including the service fees that may be imposed by any third party for using their ATM.

### **CONTACTING US ABOUT A PROBLEM**

If you have any questions or concerns about this Agreement, please call us at 1-800 ROYAL® 9-9 (1-800-769-2599). We have a complaint/dispute resolution procedure in place for dealing with these problems. We will tell you all about it

if you call to ask. We also publish a brochure — “Straight Talk” about making a complaint - which explains that procedure. You may obtain a copy of this brochure at any of our branches or by calling the toll-free number shown above. If you contact us to report an unauthorized transaction where Client Card and PIN have been used, we will respond to you as soon as possible and no later than ten (10) Business Days, informing you of our decision as to whether or not we hold you responsible. During this time, we will not unreasonably restrict your access to funds that are the subject of the dispute.

### **ADDING OR CHANGING TERMS OF THIS AGREEMENT**

We may add or change terms of this Agreement at any time. If we do, we will let you know at least 30 days before the changes come into effect. We will notify you of any changes in any one or more of the following ways: by sending you a notice (written or electronic), by posting a notice in all of our branches, by displaying a notice at our ATMs, or by notice at the RBC Website. If we send you a written notice we will write to the address shown in our records. If you use your Client Card and PIN after the effective date of a change, it will mean you accepted the changes.

### **ENDING THIS AGREEMENT**

We may restrict your use of a Client Card together with your PIN or end this Agreement at any time without telling you if you contravene any part of this Agreement or we suspect that your Client Card is being used by someone else. In all other cases, you or we may end this Agreement at any time by giving notice in writing. If this Agreement has ended, your obligations continue until they have been completely satisfied.

### **TRANSACTIONS IN A FOREIGN CURRENCY**

When you use your Client Card and PIN to do a withdrawal in a currency other than Canadian dollars made at an ATM outside Canada displaying the PLUS\* system symbol, we will convert the amounts withdrawn and any associated charges imposed by any third party for the use of the ATM to Canadian dollars when we deduct the funds from your account. We will convert these amounts to Canadian dollars at our exchange rate which is 2.5% over the base rate set by Visa\* International in effect at the time we post the transaction to your account. This rate may be different from the rate in effect for the date your ATM withdrawal occurred. The rate may be different from the rate in effect on the date of the transaction.

If the foreign transaction is a POS transaction at a store or other merchant in the United States, the conversion to Canadian dollars is done at an exchange rate 2.5% over the Interbank Spot Rate as defined by Acxsys Corporation in effect at the time of processing.

## PROTECTING YOUR PRIVACY – COLLECTION AND USE OF PERSONAL INFORMATION

### COLLECTING YOUR PERSONAL INFORMATION

We may from time to time collect financial and other information about you such as:

- › Information establishing your identity (for example, name, address, home number, date of birth, etc.) and your personal background;
- › Information related to transactions arising from your relationship with and through us, and from other financial institutions;
- › Information you provide on an application for any products and services;
- › Information for the provision of products and services;
- › Information about financial behaviour such as your payment history and credit worthiness.

We may collect and confirm this information during the course of our relationship. We may obtain this information from a variety of sources, including from you, from service arrangements you make with or through us, credit reporting agencies and other financial institutions, from registries, from references you provide to us and from other sources, as we deem appropriate.

**You acknowledge receipt of notice that from time to time reports about you may be obtained by us from credit reporting agencies.**

### USING YOUR PERSONAL INFORMATION

This information may be used from time to time for the following purposes:

- › To verify your identity and investigate your personal background;
- › To open and operate your account(s) and provide you with products and services you may request;
- › To better understand your financial situation;
- › To determine your eligibility for products and services we offer;
- › To help us better understand the current and future needs of our clients;
- › To communicate to you any benefit, feature and other information about products and services we have with you;
- › To help you better manage our business and our relationship with you;
- › To maintain the accuracy and integrity of information held by a credit reporting agency; and
- › As required or permitted by law.

For these purposes, we may:

- › Make this information available to our employees, our agents and service providers, who are required to maintain the confidentiality of this information;
- › Share this information with other financial institutions; and
- › Give credit, financial and other related information to credit reporting agencies who may share it with others.

Upon your request, we may give this information to other persons. We may also use this information and share it with other companies under RBC (i) to manage our risks and operations and those of other companies under RBC, (ii) to comply with valid requests for information about you from regulators and other persons who have a right to issue such requests, and (iii) to let other companies under RBC know your choices under “Other uses of your personal information” for the sole purpose of honouring your choices. **If we have your social insurance number, we may use it for tax related purposes if you hold a product generating income and share it with the appropriate government agencies, and we may also share it with credit reporting agencies as an aid to identify you.**

### OTHER USES OF YOUR PERSONAL INFORMATION

- › We may use this information to promote our products and services, and promote products and services of third parties we select, which may be of interest to you.
- › We may also, where not prohibited by law, share this information with other companies under RBC for the purpose of referring you to them or promoting to you products and services which may be of interest to you. You acknowledge that as a result of such sharing they may advise us of those products or services provided.
- › If you also deal with other companies under RBC, we may, where not prohibited by law, consolidate this information with information they have about you to allow us and any of them to manage our relationship with companies under RBC and our business.

You understand that we and each company under RBC are separate, affiliated corporations. Other companies under RBC include our affiliates which are engaged in the business of providing any one or more of the following services to the public: deposits, loans and other personal financial services; credit, charge and payment card services; trust and custodial services; securities and brokerage services; and insurance services.

**You may choose not to have this information shared or used for any of these other uses by contacting us as set out below, and in this event, you will not be refused credit or other services just for that reason. We will respect your choices and as mentioned above, your choices will be communicated to companies under RBC to ensure that they are respected.**



## **YOUR RIGHT TO ACCESS YOUR PERSONAL INFORMATION**

You may obtain access to the information we hold about you at any time and review its content and accuracy, and have it amended as appropriate; however, access may be restricted as permitted or required by law. To request access to such information, to ask questions about our privacy policies or to request that the information not be used for any or all of the purposes outlined in Other uses of your personal information you may do so now or at any time in the future by:

- › **Contacting your branch; or**  
**Calling us toll-free at 1-800 ROYAL® 9-9 (1-800-769-2599).**

## **OUR PRIVACY POLICIES**

You may obtain more information about our privacy policies by asking for a copy of our “Straight Talk” brochure about privacy, by calling us at the toll free number shown above or by visiting our web site at [www.rbc.com/privacy](http://www.rbc.com/privacy)

## **IN QUEBEC**

Both of us, you and we have requested that this Agreement and any related documents, be written in English. Les parties à la présente convention, soit vous et nous, ont demandé que cette convention et tout document connexe soient rédigés en anglais.

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