

RBC Royal Bank
Disclosures and Agreements
related to
Personal Deposit Accounts
effective June 1, 2015

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INTRODUCTION

This booklet provides the details about our Personal Deposit Accounts and related products and services, including features, fees and policies, as well as our Personal Deposit Account Client Agreement and our Client Card Agreement.

If you have any questions or concerns, you may always reach us:

- at any RBC Royal Bank® branch, or
- by calling 1-800 ROYAL® 1-1 (1-800-769-2511), or
- online at www.rbcroyalbank.com.

Our Personal Deposit Accounts are offered by Royal Bank of Canada, Royal Bank Mortgage Corporation and Royal Trust Corporation of Canada (in Quebec, The Royal Trust Company).

A. DISCLOSURES

Terms You Need to Know

These terms are used with particular meanings throughout Part A. Disclosures of this booklet, *RBC Royal Bank Disclosures and Agreements related to Personal Deposit Accounts* (the “**Booklet**”). Please pay careful attention to them.

1. **You or your** means each person who has agreed to the terms and conditions governing the Account, as set out in this Booklet, and provided a specimen signature.
2. **We, us or our** means 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.
3. **Account** means any personal deposit account in your name with us.
4. **Assisted Debit Transaction** means a debit transaction made with the assistance of an RBC representative or agent and includes debit transactions made in person at an RBC Royal Bank branch, debit transactions made with the assistance of a Telephone Banking representative in Telephone Banking and cheques drawn against your Account.
5. **ATM** means automated teller (bank) machine.
6. **Debit Transaction** means a withdrawal of funds from an Account, such as a cash withdrawal, bill payment or fund transfer, and includes an Assisted Debit Transaction and an Electronic Self-Serve Debit Transaction.
7. **Electronic/Self-Serve Debit Transaction** means a Debit Transaction made without the assistance of an RBC representative, including Debit Transactions made at RBC ATMs, Online Banking and Mobile Banking Debit Transactions, Telephone Banking Debit Transactions through the automated system (without the assistance from a Telephone Banking representative), Debit Transactions made at non-RBC ATMs, Debit Transactions resulting from Point of Sale transactions (in person or online) and pre-authorized payments.
8. **Excess Debit Transaction Fee** is the fee we charge if you exceed the number of free of charge Debit Transactions included in the Monthly Fee of your Account.
9. **Mobile Banking** means access to certain services, features, functionality, content and information that is available through

Online Banking through our websites that are specifically designed for mobile use or through a downloadable application that we offer to access the services.

10. **Monthly Cycle** means the monthly period 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.
11. **Monthly Fee** means the basic fee we charge for the operation of your Account based on the Monthly Cycle.
12. **Online Banking** means our online banking service that you access via our website. It also includes access offered through our Mobile Banking website.
13. **Overdraft Interest** is the interest rate we apply to an overdraft balance if we allow you to overdraw your Account balance.
14. **Overdraft Protection** is an optional service available with most of our Accounts that allows you to overdraw your Account balance for a monthly fee. This fee may be waived or included in the Monthly Fee for some Accounts.
15. **Primary Owner** means the person we consider to be the main owner of the Account, if this is a joint account.
16. **Telephone Banking** means our banking services that you access via the telephone.

1. Your Account Options

Choosing Your Account

Get a Personal Deposit Account recommendation by using our Account Selector tool to find the right Account for you based on your banking activity:

- at any RBC Royal Bank branch, or
- by calling 1-800 ROYAL 1-1 (1-800-769-2511), or
- online at www.rbcroyalbank.com/products/deposits/selector.

Transferring Your Personal Account to RBC with CustomSwitch®

CustomSwitch is a service program that provides you with a convenient way to transfer your pre-authorized transactions and personal accounts to RBC Royal Bank from another financial institution.

We can help you by:

- transferring your pre-authorized payments from your Canadian financial institution (for example, automatic debit payments like utility bills, loan payments, Registered Retirement Savings Plans (RRSPs), insurance premiums, club memberships, etc.);
- providing the necessary form to transfer the direct deposit of your pay;
- sending automatic notification of your pre-authorized payments so you do not have to complete numerous account change forms;
- scheduling the changes so you can manage your cash flow during the process;
- sending a request to transfer the balance and close your old account once all direct deposit and pre-authorized payment changes are complete; and
- providing advice on what to expect throughout the process.

Visit your branch and we will complete and forward the CustomSwitch Authorization to the RBC Royal Bank CustomSwitch Centre on your behalf. During the process, a CustomSwitch Representative will call you at your pre-chosen date and time period to obtain your pre-authorized transaction information. Or you can choose to provide us your pre-authorized transaction information online or by calling us anytime at your convenience. Once everything is finalized, a letter of confirmation will be mailed to you.

It's just that simple.

RBC VIP Banking®

An all inclusive package with Monthly Fees waived on multiple Accounts. The RBC VIP Banking Account (known as the “VIP Operating Account”) allows you to choose up to two additional Canadian dollar Accounts and one U.S. dollar Account (each known as a “VIP Companion Account”) to a maximum of three VIP Companion Accounts from the following Accounts.

- RBC Day to Day Banking®
- RBC Day to Day Savings®
- RBC Enhanced Savings®
- U.S. Personal Account®

Note: The U.S. Personal Account is not insured by the CDIC.

All Accounts must be in the same geographic location or region.

RBC VIP Banking Features and Services					
	RBC VIP Banking VIP Operating Account	Eligible RBC VIP Companion Accounts – maximum of 3 Accounts: 2 Canadian dollar + 1 U.S. dollar			
		RBC Day to Day Banking	RBC Day to Day Savings	RBC Enhanced Savings	U.S. Personal Account
Managing Your Account					
Account currency	Canadian	Canadian	Canadian	Canadian	U.S.
Deposit interest paid on the Account	No	No	Yes See RATESetter	Yes See RATESetter	No
Monthly Fee	\$30.00	Waived	Waived	Waived	Waived
Number of Debit Transactions included in Monthly Fee per Monthly Cycle	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Eligible for MultiProduct Rebate® or Seniors Rebate	Yes	–	–	–	–
MultiProduct Rebate, if eligible	\$10.05	–	–	–	–
Monthly Fee after MultiProduct Rebate	\$19.95	–	–	–	–
Seniors Rebate, if eligible	\$7.50	–	–	–	–
Monthly Fee after Seniors Rebate	\$22.50	–	–	–	–
Overdraft Protection, optional	Overdraft Interest if used	Overdraft Interest if used	Overdraft Interest if used	Overdraft Interest if used	Overdraft Interest if used
Accessing Your Account					
Interac ⁺ access fee At a non-RBC Royal Bank ATM in Canada	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Not available
PLUS ⁺ System access fee At a non-RBC Royal Bank ATM in Canada and U.S.	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Not available

RBC VIP Banking Features and Services					
	RBC VIP Banking VIP Operating Account	Eligible RBC VIP Companion Accounts – maximum of 3 Accounts: 2 Canadian dollar + 1 U.S. dollar			
		RBC Day to Day Banking	RBC Day to Day Savings	RBC Enhanced Savings	U.S. Personal Account
PLUS System access fee At a non-RBC Royal Bank ATM outside Canada and U.S.	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Not available
<i>Interac</i> Debit including <i>Interac</i> Flash	Free	Free	Free	Free	Not available
Cross Border Debit	Free	\$1.00 each	\$1.00 each	\$1.00 each	Not available
<i>Interac</i> Online	Free	Free	Free	Free	Not available
RBC® Virtual Visa® Debit	Free	Free	Free	Free	Not available
Third-party payment	Free	Free	Free	Free	Not available
<i>Interac</i> e-Transfer	Unlimited	\$1.00 each	\$1.00 each	\$1.00 each	Not available
RBC International Money Transfer	\$13.50 each	\$13.50 each	\$13.50 each	\$13.50 each	Not available
Recordkeeping Options					
eStatement and eNotifications Requires Online Banking enrolment	Free	Free	Free	Free	Free
Paper statement	Free	Free	Free	Free	Free
Paper statement with cheque images	Free	Free	Free	Free	Free
Braille statement	Free	Free	Free	Free	Free
RBC Royal Bank ATM mini statement request	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card
RBC Royal Bank ATM full statement request	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card	Free with an RBC VIP Client Card

RBC VIP Banking Features and Services					
	RBC VIP Banking VIP Operating Account	Eligible RBC VIP Companion Accounts – maximum of 3 Accounts: 2 Canadian dollar + 1 U.S. dollar			
		RBC Day to Day Banking	RBC Day to Day Savings	RBC Enhanced Savings	U.S. Personal Account
Related Services					
Certified cheque When presented by the issuer (the Payor)	2 free per calendar year, \$20.00 each thereafter	\$20.00 each	\$20.00 each	\$20.00 each	\$20.00 each
Drafts, all currencies	12 free per calendar year, \$7.50 each thereafter	Must identify yourself as an RBC VIP Banking Operating or Companion Account owner using your RBC VIP Client Card in order to not be charged for the draft purchase			
Stop payment through Online Banking (Self-Serve)	Free	\$10.00 each	\$10.00 each	\$10.00 each	\$10.00 each
Stop payment at an RBC Royal Bank branch or through Telephone Banking with the assistance of an RBC representative (Assisted)	Free	\$20.00 each	\$20.00 each	\$20.00 each	\$20.00 each
Personalized cheques	Free RBC VIP style	Third-party supplier fees apply	Third-party supplier fees apply	Third-party supplier fees apply	Third-party supplier fees apply
Over-the-counter cheques Fee charged when the cheque clears the Account	Free	\$2.00 each	\$2.00 each	\$2.00 each	\$2.00 each
American Express ⁺ (AMEX) Travellers Cheques	Commission-free	Must identify yourself as an RBC VIP Banking Operating or Companion Account owner using your RBC VIP Client Card in order to not be charged for the purchase of AMEX Travellers Cheques			
Discount on 1 safe deposit box rental	\$45.00 annually	Not applicable			
Eligible for credit card rebate See RBC VIP Banking Note on Credit Cards – Special Conditions on Rebates on page 12	Yes	Not applicable			

RBC VIP Banking Note on Free Drafts: The RBC VIP Banking Account entitles you to a certain number of free drafts. If you own more than one Account that gives you free drafts, only one set of free drafts related to one Account will be automatically applied. To ensure that you receive all the free drafts to which you are entitled, please communicate with us at the time you purchase a draft.

RBC VIP Banking Note on Credit Cards – Special Conditions on Rebates:

As a sole or joint owner of an RBC VIP Banking Account and the primary cardholder of one of the eligible RBC Royal Bank credit cards listed below (each, an “Eligible VIP Credit Card”), the annual fee of that Eligible VIP Credit Card will be fully or partially rebated (depending on the Eligible VIP Credit Card you choose), every year, as long as your Eligible VIP Credit Card remains in good standing and you remain an RBC VIP Banking Account owner. The co-applicant and/or authorized users annual fee will also be fully or partially rebated (depending on the Eligible VIP Credit Card you choose), every year, as long as your Eligible VIP Credit Card remains in good standing and you remain an RBC VIP Banking Account owner.

If you already have an RBC VIP Banking Account, the rebate will be applied at the time you open your Eligible VIP Credit Card. If you open your RBC VIP Banking Account after you have opened your Eligible VIP Credit Card, the rebate will be applied at your next annual renewal and won’t be applied retroactively. Only one credit card annual fee rebate per RBC VIP Banking Account is allowed, which means that if you own a joint RBC VIP Banking Account and each co-owner is also the primary cardholder of an Eligible VIP Credit Card, only the Primary Owner of the RBC VIP Banking Account will be entitled to the credit card annual fee rebate.

If you are the Primary Owner of a joint RBC VIP Banking Account and you are the primary cardholder of more than one Eligible VIP Credit Cards, only one Eligible VIP Credit Card will benefit from the rebate, chosen first by ownership match, then by the card with the highest standard annual fee. If you are the Primary Owner of more than one RBC VIP Banking Accounts and the primary cardholder of only one Eligible VIP Credit Card, only one annual fee rebate will apply to that Eligible VIP Credit Card.

Rebates that apply to Eligible VIP Credit Cards are listed in order of highest standard annual fee to lowest standard annual fee:

- Partial rebate of \$120 for the primary cardholder and \$50 for the co-applicant on the annual fee of the following Eligible VIP Credit Card:
 - RBC® Avion® Visa Infinite Privilege⁺
- Annual fee fully rebated for the primary cardholder and the additional cardholders (co-applicant and authorized users) on any of the following Eligible VIP Credit Cards:

- RBC British Airways Visa Infinite⁺
- RBC Cathay Pacific Visa⁺ Platinum
- RBC Visa Infinite Avion
- RBC Visa Platinum Avion
- RBC Rewards® Visa Preferred
- WestJet RBC World Elite MasterCard⁺
- RBC U.S. Dollar Visa Gold

Eligible VIP Credit Cards are subject to credit approval. Royal Bank of Canada reserves the right to withdraw this offer at any time, even after acceptance by you.

Note: For information on automatic linking and privacy, please refer to Part 6: Automatic Linking and Privacy Rules, RBC VIP Banking.

Other Services with RBC VIP Banking	
It is your responsibility to identify yourself as an RBC VIP Banking Operating Account owner to benefit from these services.	
Service	Fee
Cheques cashed or deposited that are returned unpaid for any reason (Chargeback)	No fees
Post-dated cheque we hold for processing to your RBC VIP Banking Operating and/or Companion Account	Free
Search for cheques, deposits, names, Accounts and/or “certified true copy of transaction” images greater than 90 days old	4 free per calendar year, \$10.00 each thereafter
Mail confirmation of a transaction	Free
Fund transfer we make at your request	Free
Consolidated monthly paper statements	Free
Certificate of Account balance/loan interest paid – Bank form #1660 or personal typed letter (for tax purposes)	Waived fee
RBC Direct Investing™ quarterly maintenance fee Other conditions may apply. Contact RBC Direct Investing for details at 1-800-769-2560	Waived fee
Processing Fee for Residential Mortgage excluding Construction Draw Mortgages* <small>* One free processing fee is included with VIP banking over the lifetime of the Account. This applies to your primary residential home only. Construction draw mortgages are not eligible for the free processing fee.</small>	1 free processing fee
24/7 Priority Service: Call 1-800-769-2511 and enter your client card number to experience shorter wait times and connect with our most knowledgeable specialists	
Optional: Royal Credit Line®, minimum \$5,000 (based on normal credit approval)	

Banking Accounts

- RBC Signature No Limit Banking®
- RBC Day to Day Banking
- U.S. Personal Account
- RBC No Limit Banking®
- RBC Shoppers⁺/Pharmaprix Optimum⁺ Banking Account
- Note: the U.S. Personal Account is not insured by the CDIC.*

Banking Accounts Features and Services					
	RBC Signature No Limit Banking	RBC No Limit Banking	RBC Day to Day Banking	RBC Shoppers/ Pharmaprix Optimum Banking Account	U.S. Personal Account
Managing Your Account					
Account currency	Canadian	Canadian	Canadian	Canadian	U.S.
Deposit interest paid on the Account	No	No	No	No	No
Monthly Fee	\$14.95	\$10.95	\$4.00 ¹	\$10.95	\$2.00
Number of Debit Transactions included in Monthly Fee per Monthly Cycle	Unlimited	Unlimited	12 ²	Unlimited	6 ²
Additional free Debit Transactions per Monthly Cycle	Unlimited	Unlimited	1 per automated payroll credit to a maximum of 9 per Account	Unlimited	1 per automated payroll credit to a maximum of 9 per Account
Excess Debit Transaction Fee In excess of included and/or free Debit Transactions	Not applicable	Not applicable	\$1.00 each	Not applicable	\$1.00 each
Eligible for MultiProduct Rebate or Seniors Rebate	Yes	Yes	Yes	Yes	No
MultiProduct Rebate, if eligible	\$6.00	\$5.00	\$4.00	\$5.00	–
Monthly Fee after MultiProduct Rebate	\$8.95	\$5.95	\$0.00	\$5.95	–
Seniors Rebate, if eligible	\$4.00	\$4.00	\$4.00	\$4.00	–
Monthly Fee after Seniors Rebate	\$10.95	\$6.95	\$0.00	\$6.95	–
Overdraft Protection, optional	Overdraft Interest if used	\$4.00 per month plus applicable Overdraft Interest	\$4.00 per month plus applicable Overdraft Interest	\$4.00 per month plus applicable Overdraft Interest	\$4.00 per month plus applicable Overdraft Interest
Accessing Your Account					
<i>Interac</i> access fee At a non-RBC Royal Bank ATM in Canada	3 refunded per Monthly Cycle, \$1.50 each thereafter	\$1.50 each	\$1.50 each plus applicable Debit Transaction fee	\$1.50 each	Not available
PLUS System access fee At a non-RBC Royal Bank ATM in Canada and U.S.	\$3.00 each	\$3.00 each	\$3.00 each plus applicable Debit Transaction fee	\$3.00 each	Not available
PLUS System access fee At a non-RBC Royal Bank ATM outside Canada and U.S.	\$5.00 each	\$5.00 each	\$5.00 each plus applicable Debit Transaction fee	\$5.00 each	Not available
<i>Interac</i> Debit including <i>Interac</i> Flash	Free	Free	Free plus applicable Debit Transaction fee	Free	Not available
Cross Border Debit	5 free per Monthly Cycle, \$1.00 each thereafter	\$1.00 each	\$1.00 each plus applicable Debit Transaction fee	\$1.00 each	Not available
<i>Interac</i> Online	Free	Free	Free plus applicable Debit Transaction fee	Free	Not available

¹ **Day to Day Banking Account and Registered Disability Savings Plan Rebate:** Registered Disability Savings Plan (RDSP) beneficiaries are eligible to receive the Monthly Fee of the RBC Day to Day Banking Account fully rebated. Only one rebated RBC Day to Day Banking Account per RDSP beneficiary allowed. It is the responsibility of the RDSP beneficiary to inform us of their eligibility for the rebate. Proof of RDSP ownership must be provided and be satisfactory to us. The name of the beneficiary of the RDSP must match the name of the Primary Owner of the RBC

Day to Day Banking Account before the rebate will be applied. Any Monthly Fees paid before eligibility has been confirmed will not be refunded. ² **Debit Transactions in the Day to Day Banking and U.S. Personal Accounts:** All Debit Transactions, except RBC Virtual Visa Debit, from your RBC Day to Day Banking Account or U.S. Personal Account are counted as Debit Transactions towards the free monthly Debit Transactions included in the Account, and give rise to an Excess Debit Transaction Fee, if the total free monthly Debit Transactions are exceeded.

Banking Accounts Features and Services					
	RBC Signature No Limit Banking	RBC No Limit Banking	RBC Day to Day Banking	RBC Shoppers/ Pharmaprix Optimum Banking Account	U.S. Personal Account
RBC Virtual Visa Debit	Free	Free	Free	Free	Not available
Third-party payment	Free	Free	Free plus applicable Debit Transaction fee	Free	Not available
Interac e-Transfer	15 free per Monthly Cycle, \$1.00 each thereafter	10 free per Monthly Cycle, \$1.00 each thereafter	\$1.00 each plus applicable Debit Transaction fee	\$1.00 each	Not available
RBC International Money Transfer	\$13.50 each	\$13.50 each	\$13.50 each plus applicable Debit Transaction fee	\$13.50 each	Not available
Recordkeeping Options					
eStatement and eNotifications Requires Online Banking enrolment	Free	Free	Free	Free	Free
Paper statement	Free	Free	Free	Not available	Free
Paper statement with cheque images	Free	\$2.00 per Monthly Cycle Free with Seniors Rebate	\$2.00 per Monthly Cycle Free with Seniors Rebate	Not available	\$2.00 per Monthly Cycle
Braille statement	Free	Free	Free	Free	Free
RBC Royal Bank ATM mini statement request	\$0.75 each	\$0.75 each	\$0.75 each	\$0.75 each	\$0.75 each
RBC Royal Bank ATM full statement request	\$1.50 each	\$1.50 each	\$1.50 each	\$1.50 each	\$1.50 each
Related Services					
Certified cheque When presented by the issuer (the Payor)	\$20.00 each	\$20.00 each	\$20.00 each plus applicable Debit Transaction fee	\$20.00 each	\$20.00 each plus applicable Debit Transaction fee
Drafts, all currencies	6 free per calendar year, \$7.50 each thereafter	\$7.50 each	\$7.50 each plus applicable Debit Transaction fee if proceeds debited from the Account	\$7.50 each	\$7.50 each plus applicable Debit Transaction fee if proceeds debited from the Account
Stop payment through Online Banking (Self-Serve)	\$10.00 each	\$10.00 each	\$10.00 each	\$10.00 each	\$10.00 each
Stop payment at an RBC Royal Bank branch or through Telephone Banking with the assistance of an RBC representative (Assisted)	\$20.00 each	\$20.00 each	\$20.00 each	\$20.00 each	\$20.00 each
Personalized cheques	Free RBC standard style only	Third-party supplier fees apply	Third-party supplier fees apply	Third-party supplier fees apply	Third-party supplier fees apply
Over-the-counter cheques Fee charged when the cheque clears the Account	Free	\$2.00 each	\$2.00 each	\$2.00 each	\$2.00 each
American Express (AMEX) Travellers Cheques	Commission-free	Regular fees apply	Regular fees apply	Regular fees apply	Regular fees apply
Discount on 1 safe deposit box rental	\$12.00 annually	Regular fees apply	Regular fees apply	Regular fees apply	Regular fees apply
Eligible for credit card rebate See RBC Signature No Limit Banking Note on Credit Cards – Special Conditions on Rebates on page 18	Yes	Not available	Not available	Not available	Not available

RBC Signature No Limit Banking Note on Free Drafts: The RBC Signature No Limit Banking Account entitles you to a certain number of free drafts. If you own more than one Account that gives you free drafts, only one set of free drafts related to one Account will be automatically applied. To ensure that you receive all the free drafts to which you are entitled, please communicate with us at the time you purchase a draft.

RBC Signature No Limit Banking Note on Credit Cards – Special Conditions on Rebates: As a sole or joint owner of an RBC Signature No Limit Banking (also referred to as “SNL”) Account and the primary cardholder of one of the eligible RBC Royal Bank credit cards listed below (each, an “Eligible SNL Credit Card”), the annual fee of that Eligible SNL Credit Card will be fully or partially rebated (depending on the Eligible SNL Credit Card you choose), every year, as long as your Eligible SNL Credit Card remains in good standing and you remain an SNL Account owner. Additional cardholders (co-applicant and authorized users) do not qualify for the annual fee rebate, even if they are also owners of an SNL Account.

If you already have an SNL Account, the rebate will be applied at the time you open your Eligible SNL Credit Card. If you open your SNL Account after you have opened your Eligible SNL Credit Card, the rebate will be applied at your next annual renewal and won’t be applied retroactively. Only one credit card annual fee rebate per SNL Account is allowed, which means that if you own a joint SNL Account and each co-owner is also the primary cardholder of an Eligible SNL Credit Cards, only the Primary Owner of the SNL Account will be entitled to the credit card annual fee rebate.

If you are the Primary Owner of a joint SNL Account and you are the primary cardholder of more than one Eligible SNL Credit Cards, only one Eligible SNL Credit Card will benefit from the rebate, chosen first by ownership match, then by the card with the highest standard annual fee. If you are the Primary Owner of more than one SNL Accounts and the primary cardholder of only one Eligible SNL Credit Card, only one annual fee rebate will apply to that Eligible SNL Credit Card.

Rebates that apply to Eligible SNL Credit Cards are listed in order of highest standard annual fee to lowest standard annual fee:

- Partial rebate of \$35.00 for the primary cardholder on the annual fee of any of the following Eligible SNL Credit Cards:
 - RBC Avion Visa Infinite Privilege
 - RBC British Airways Visa Infinite
 - RBC Cathay Pacific Visa Platinum
 - RBC Visa Infinite Avion
 - RBC Visa Platinum Avion
 - RBC Rewards Visa Preferred

- WestJet RBC World Elite MasterCard
- RBC U.S. Dollar Visa Gold
- Annual fee of \$39.00 fully rebated for the primary cardholder of any of the following Eligible SNL Credit Cards:
 - Signature® RBC Rewards Visa
 - WestJet RBC MasterCard

Eligible SNL Credit Cards are subject to credit approval. Royal Bank of Canada reserves the right to withdraw this offer at any time, even after acceptance by you.

Note: For information on automatic linking and privacy, please refer to Part 6: Automatic Linking and Privacy Rules, RBC Signature No Limit Banking.

RBC Shoppers/Pharmaprix Optimum Banking Account – Special Conditions: The RBC Shoppers/Pharmaprix Optimum Banking Account (in this section referred to as the “**Shoppers Account**”) is our co-branded account with Shoppers Drug Mart Inc. (“SDM”).

To open this Shoppers Account, you must apply online at www.shoppersdrugmart.ca, except in Quebec where you must apply at www.pharmaprix.ca. Once the Shoppers Account is open, you agree to enrol in Online Banking to access the Shoppers Account and stay enrolled in Online Banking to use the features and services it offers.

To open this Shoppers Account, you must have enrolled in the rewards program owned and operated by SDM (known as Shoppers Optimum⁺ Program across Canada, except in Quebec where it is known as Pharmaprix Optimum⁺ Program, and referred to in this document as the “Optimum Program”), have become an Optimum Member and have an Optimum Card in good standing. You must provide us with an Optimum Card number that is valid to enable you to earn Optimum Points through purchases from the Shoppers Account. Upon the Shoppers Account opening, you authorize us to forward your Optimum Card number to SDM.

Only one Optimum Card number may be associated with a Shoppers Account. For multiple owner (joint) Shoppers Accounts, which will be limited to “any one to sign” ownership only, you must choose the Optimum Card number that will be used with the Shoppers Account and provide us with the number.

An RBC Royal Bank Client Card with the Shoppers/Pharmaprix Optimum brand (the “Co-Branded Client Card”) will be issued when this Shoppers Account is opened and designated as the Account in the primary chequing position of your RBC Client Card. If you do not already have another bank Account and an existing RBC Client Card with us, we will issue you a Co-Branded Client Card and automatically designate the Shoppers Account as the primary chequing account on your Co-Branded Client Card. If you already

have another bank Account or an existing RBC Client Card with us and wish to open this Shoppers Account, you will need to request that this Shoppers Account be placed in the primary chequing position in order to receive the Co-Branded Client Card. Your existing RBC Client Card will then be replaced with the new Co-Branded Client Card. You may make this change by visiting an RBC branch, or by calling 1-800-769-2511.

You will earn Optimum Points under the Optimum Program by making Point of Sale net purchases from the Shoppers Account in person at a terminal in Canada.¹ No Optimum Points will be earned for purchases paid from another deposit Account even if such funds are accessed using the Co-Branded Client Card. Your Shoppers Account, and any other accounts you may have with us, must be in good standing in order for you to earn ongoing and bonus Shoppers Optimum Points. Shoppers Optimum Points will be awarded as follows:

- **10 Shoppers/Pharmaprix Optimum Points**² for every dollar spent on a Point of Sale purchase from your RBC Shoppers/Pharmaprix Optimum Banking Account at the following retailers: Shoppers Drug Mart⁺ and Pharmaprix⁺ store locations.³
- **1 Shoppers/Pharmaprix Optimum Point**² for every dollar spent on a Point of Sale purchase in Canada (excluding the following retailers: Shoppers Drug Mart and Pharmaprix store locations) from your RBC Shoppers/Pharmaprix Optimum Banking Account.³

We will remit to SDM the Optimum Points awarded to you based on your Point of Sale transactions from the Shoppers Account on a daily basis. SDM will credit or debit the Optimum profile attributed to you with the Optimum Points⁺ we report. You authorize us to provide information on you and your purchases from the Shoppers Account to SDM, including your Optimum Card number, the number of Optimum Points awarded for each transaction and whether the transaction was made at an SDM location. SDM may award you additional Optimum Points for using their Optimum Card. The award of Optimum Points by SDM is entirely in their discretion and control.

You may also earn more Optimum Points in any campaign or promotion that we may have from time to time. We will tell you how those points may be earned in the promotional material that will be available at that time.

If we receive notice from SDM that you are no longer an Optimum member, we may convert the Shoppers Account to another Account and issue you a replacement RBC Client Card or close the Shoppers Account and cancel the Co-Branded Client Card.

If you have questions or concerns about the Shoppers Account or the Optimum Points information sent to SDM that were earned by the Optimum Program number we have on file for your Shoppers Account, please call us at 1-800-769-2511.

Your participation in the Optimum Program is governed by the terms and conditions of the Optimum Program, as amended by SDM from time to time, of which you are a member. Your participation in the Optimum Program is separate and apart from your Shoppers Account, the terms and conditions governing this Shoppers Account and your relationship with us. Information and questions on the accumulation and redemption of Optimum Points, as well as point balances and rewards, must be addressed exclusively to SDM.

The terms and conditions of the Shoppers Optimum Program and the Pharmaprix Optimum Program are available at www.shoppersdrugmart.ca and www.pharmaprix.ca.

We reserve the right, in our sole discretion and at any time, to change the terms and conditions governing the Shoppers Account, as well as to suspend or terminate our association with SDM that permits you to earn Optimum Points through transactions in your Shoppers Account, in which case we will provide you with 30 days prior notice.

¹ May include loss of Optimum Points for Point of Sale credits to the Shoppers Account (i.e.: for Point of Sale refunds).

² Total Optimum Points awarded will be rounded down to the next dollar (i.e.: on a Point of Sale transaction for \$10.50, you will be awarded Optimum Points on \$10.00).

³ Excludes internet/online purchases using *Interac* Online or any other purchases where the transaction was not completed in person at a Point of Sale terminal.

Savings Accounts

- RBC High Interest eSavings®
- RBC Enhanced Savings

- RBC Day to Day Savings
- RBC US High Interest eSavings®

Note: the RBC US High Interest eSavings Account is not insured by the CDIC.

Savings Accounts Features and Services				
	RBC High Interest eSavings	RBC Enhanced Savings	RBC Day to Day Savings	RBC US High Interest eSavings
Managing Your Account				
Account currency	Canadian	Canadian	Canadian	U.S.
Deposit interest paid on the Account	Yes See RATESetter	Yes See RATESetter	Yes See RATESetter	Yes See RATESetter
Number of Debit Transactions included per Monthly Cycle	1 cash withdrawal from an RBC Royal Bank ATM ¹	1 ¹	1 ¹	1 ¹
Excess Debit Transaction Fee In excess of included and/or free Debit Transactions	\$5.00 each	\$2.00 each	\$2.00 each	\$3.00 each
Overdraft Protection, optional	Not available	\$4.00 per month plus applicable Overdraft Interest	\$4.00 per month plus applicable Overdraft Interest	Not available
Accessing Your Account				
<i>Interac</i> access fee At a non-RBC Royal Bank ATM in Canada	\$1.50 each plus applicable Debit Transaction fee	\$1.50 each plus applicable Debit Transaction fee	\$1.50 each plus applicable Debit Transaction fee	Not available
PLUS System access fee At a non-RBC Royal Bank ATM in Canada and U.S.	\$3.00 each plus applicable Debit Transaction fee	\$3.00 each plus applicable Debit Transaction fee	\$3.00 each plus applicable Debit Transaction fee	Not available
PLUS System access fee At a non-RBC Royal Bank ATM outside Canada and U.S.	\$5.00 each plus applicable Debit Transaction fee	\$5.00 each plus applicable Debit Transaction fee	\$5.00 each plus applicable Debit Transaction fee	Not available
<i>Interac</i> Debit including <i>Interac</i> Flash	Free plus applicable Debit Transaction fee	Free plus applicable Debit Transaction fee	Free plus applicable Debit Transaction fee	Not available
Cross Border Debit	\$1.00 each plus applicable Debit Transaction fee	\$1.00 each plus applicable Debit Transaction fee	\$1.00 each plus applicable Debit Transaction fee	Not available
<i>Interac</i> Online	Free plus applicable Debit Transaction fee	Free plus applicable Debit Transaction fee	Free plus applicable Debit Transaction fee	Not available
RBC Virtual Visa Debit	Free	Free	Free	Not available
Third-party payment	Free plus applicable Debit Transaction fee	Free plus applicable Debit Transaction fee	Free plus applicable Debit Transaction fee	Not available
<i>Interac</i> e-Transfer	\$1.00 each plus applicable Debit Transaction fee	\$1.00 each plus applicable Debit Transaction fee	\$1.00 each plus applicable Debit Transaction fee	Not available
RBC International Money Transfer	Not available	\$13.50 each plus applicable Debit Transaction fee	\$13.50 each plus applicable Debit Transaction fee	Not available

¹ **Debit Transactions in Savings Accounts:** RBC Virtual Visa Debits, transfers to RBC investment accounts and electronic self-serve fund transfers from your savings Account to any Account in your name are free of charge. RBC investment account means those investment accounts offered at RBC Royal Bank branches in Canada and

excludes those offered by broker dealers, such as RBC Direct Investing and RBC Dominion Securities. All other Debit Transactions from any Savings Account, are counted as Debit Transactions in the Account and give rise to an Excess Debit Transaction Fee, if any free monthly Debit Transaction is exceeded.

Savings Accounts Features and Services				
	RBC High Interest eSavings	RBC Enhanced Savings	RBC Day to Day Savings	RBC US High Interest eSavings
Recordkeeping Options				
eStatement and eNotifications Requires Online Banking enrolment	Free	Free	Free	Free
Paper statement	Not available	Free	Free	Not available
Paper statement with cheque images	Not available	\$2.00 per Monthly Cycle	\$2.00 per Monthly Cycle	Not available
Braille statement	Free	Free	Free	Free
RBC Royal Bank ATM mini statement request	\$0.75 each	\$0.75 each	\$0.75 each	\$0.75 each
RBC Royal Bank ATM full statement request	\$1.50 each	\$1.50 each	\$1.50 each	\$1.50 each
Related Services				
Certified cheque When presented by the issuer (the Payor)	\$20.00 each plus applicable Debit Transaction fee	\$20.00 each plus applicable Debit Transaction fee	\$20.00 each plus applicable Debit Transaction fee	Not available
Drafts, all currencies	\$7.50 each plus applicable Debit Transaction fee if proceeds debited from the Account	\$7.50 each plus applicable Debit Transaction fee if proceeds debited from the Account	\$7.50 each plus applicable Debit Transaction fee if proceeds debited from the Account	\$7.50 each plus applicable Debit Transaction fee if proceeds debited from the Account
Stop payment through Online Banking (Self-Serve)	\$10.00 each	\$10.00 each	\$10.00 each	\$10.00 each
Stop payment at an RBC Royal Bank branch or through Telephone Banking with the assistance of an RBC representative (Assisted)	\$20.00 each	\$20.00 each	\$20.00 each	\$20.00 each
Personalized cheques	Third-party supplier fees apply	Third-party supplier fees apply	Third-party supplier fees apply	Not available
Over-the-counter cheques Fee charged when the cheque clears the Account	\$2.00 each	\$2.00 each	\$2.00 each	Not available

Youth and Student Banking Accounts

- RBC Leo's Young Savers Account®
- RBC No Limit Banking for Students®
- RBC Student Banking®

Youth and Students Banking Accounts Features and Services			
	RBC Leo's Young Savers Account	RBC No Limit Banking for Students	RBC Student Banking
Managing Your Account			
Account currency	Canadian	Canadian	Canadian
Deposit interest paid on the Account	Yes See RATEsetter	No	No
Monthly Fee	\$0.00	\$10.95	\$0.00
Number of Debit Transactions included in Monthly Fee per Monthly Cycle	15 ¹	Unlimited	25 ¹
Additional free Debit Transactions per Monthly Cycle	1 per automated payroll credit to a maximum of 9 per Account	Unlimited	1 per automated payroll credit to a maximum of 9 per Account
Excess Debit Transaction Fee In excess of included and/or free Debit Transactions	\$1.00 each	Not applicable	\$1.00 each
Eligible for MultiProduct Rebate	Not available	Yes	Not available
MultiProduct Rebate, if eligible	–	\$6.00	–
Monthly Fee after MultiProduct Rebate	–	\$4.95	–
Overdraft Protection, optional	Not available	\$4.00 per month plus applicable Overdraft Interest	\$4.00 per month plus applicable Overdraft Interest
Accessing Your Account			
<i>Interac</i> access fee At a non-RBC Royal Bank ATM in Canada	\$1.50 each plus applicable Debit Transaction fee	\$1.50 each	\$1.50 each plus applicable Debit Transaction fee
PLUS System access fee At a non-RBC Royal Bank ATM in Canada and U.S.	\$3.00 each plus applicable Debit Transaction fee	\$3.00 each	\$3.00 each plus applicable Debit Transaction fee
PLUS System access fee At a non-RBC Royal Bank ATM outside Canada and U.S.	\$5.00 each plus applicable Debit Transaction fee	\$5.00 each	\$5.00 each plus applicable Debit Transaction fee
<i>Interac</i> Debit including <i>Interac</i> Flash	Free plus applicable Debit Transaction fee	Free	Free plus applicable Debit Transaction fee
Cross Border Debit	\$1.00 each plus applicable Debit Transaction fee	\$1.00 each	\$1.00 each plus applicable Debit Transaction fee
<i>Interac</i> Online	Free plus applicable Debit Transaction fee	Free	Free plus applicable Debit Transaction fee
RBC Virtual Visa Debit	Free	Free	Free
Third-party payment	Free plus applicable Debit Transaction fee	Free	Free plus applicable Debit Transaction fee

¹ **Debit Transactions in RBC Leo's Young Savers Account and RBC Student Banking Account:** All Debit Transactions, except RBC Virtual Visa Debit, from the RBC Leo's Young Savers Account or RBC Student Banking Account are

counted as Debit Transactions towards the free monthly Debit Transactions included in the Account, and give rise to an Excess Debit Transaction Fee, if the total free monthly Debit Transactions are exceeded.

Youth and Students Banking Accounts Features and Services			
	RBC Leo's Young Savers Account	RBC No Limit Banking for Students	RBC Student Banking
Interac e-Transfer	\$1.00 each plus applicable Debit Transaction fee	10 free per Monthly Cycle, \$1.00 each thereafter	5 free per Monthly Cycle, \$1.00 each thereafter, plus applicable Debit Transaction fee
RBC International Money Transfer	\$13.50 each plus applicable Debit Transaction fee	\$13.50 each	\$13.50 each plus applicable Debit Transaction fee
Recordkeeping Options			
eStatement and eNotifications Requires Online Banking enrolment	Free	Free	Free
Paper statement	Free	Free	Free
Paper statement with cheque images	\$2.00 per Monthly Cycle	\$2.00 per Monthly Cycle	\$2.00 per Monthly Cycle
Braille statement	Free	Free	Free
RBC Royal Bank ATM mini statement request	\$0.75 each	\$0.75 each	\$0.75 each
RBC Royal Bank ATM full statement request	\$1.50 each	\$1.50 each	\$1.50 each
Related Services			
Certified cheque When presented by the issuer (the Payor)	\$20.00 each plus applicable Debit Transaction fee	\$20.00 each	\$20.00 each plus applicable Debit Transaction fee
Drafts, all currencies	\$7.50 each plus applicable Debit Transaction fee if proceeds debited from the Account	\$7.50 each	\$7.50 each plus applicable Debit Transaction fee if proceeds debited from the Account
Stop payment through Online Banking (Self-Serve)	\$10.00 each	\$10.00 each	\$10.00 each
Stop payment at an RBC Royal Bank branch or through Telephone Banking with the assistance of an RBC representative (Assisted)	\$20.00 each	\$20.00 each	\$20.00 each
Personalized cheques	Third-party supplier fees apply	Third-party supplier fees apply	Third-party supplier fees apply
Over-the-counter cheques Fee charged when the cheque clears the Account	\$2.00 each	\$2.00 each	\$2.00 each
American Express (AMEX) Travellers Cheques	Regular fees apply	Regular fees apply	Regular fees apply
Discount on 1 safe deposit box rental	Regular fees apply	Regular fees apply	Regular fees apply
Eligible for credit card rebate See Student Banking Accounts Note on Credit Cards – Special Conditions on Rebates on page 30	Not available	Yes	Yes

RBC Leo's Young Savers Account – Special Conditions: RBC Leo's Young Savers Account is a savings account especially designed for children and adolescents. When you reach the age of 19, your 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 you, or if this is a joint Account, we will notify all owners on the Account, in writing, of the upcoming changes. 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 the Account indicated.

RBC Leo's Young Savers Accounts linked to an RBC RateLink Essential® or RBC RateLink Preference® Account (which have been discontinued) will automatically be removed from the link upon conversion, and no interest will be paid on the RBC Day to Day Banking Account. Deposit 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.

A special note for parents and guardians: if you have joint ownership in the RBC Leo's Young Savers Account with a minor, you will continue to be responsible for all banking activity in the Account, even after it has been switched or converted to another Account, and even if the minor has reached the age of majority. This will include the repayment of overdraft fees and Overdraft Interest, no matter who created it.

Student Banking Accounts Note on Credit Cards – Special Conditions on Rebates: If you are a post secondary student and an owner or co-owner of an RBC Student Banking or RBC No Limit Banking for Students Account (each, an “Eligible Student Banking Account”) and the primary cardholder of one of the eligible RBC Royal Bank credit cards listed below (each, an “Eligible Student Credit Card”), the annual fee of your Eligible Student Credit Card, may be fully rebated, every year.

Rebates that apply to Eligible Student Credit Cards are listed in order of highest standard annual fee to lowest standard annual fee:

- Signature RBC Rewards Visa
- WestJet RBC MasterCard
- RBC Visa Cash Back

For the annual fee of an Eligible Student Credit Card to be fully rebated, every year, you must:

- i) complete the Student Information section of the credit card application form in full,
- ii) remain a student, and
- iii) be an owner or co-owner of an Eligible Student Banking Account throughout your studies.

The annual fee of your Eligible Student Credit Card will continue to be fully rebated:

- i) until you close your Eligible Student Banking Account, or
- ii) until the Expected Graduation Year you have provided at the opening of your Eligible Student Banking Account, whichever comes first.

Thereafter, the annual fee will no longer be rebated.

If, for some reason, the Expected Graduation Year you have provided at the opening of your Eligible Student Banking Account differs from the one you have indicated on your credit card application form, the Expected Graduation Year you have provided at the opening of your Eligible Student Banking Account will prevail and be used for determining the expiry of this offer.

Additional cardholders (co-applicant and authorized users) do not qualify for the annual fee rebate even if they are also owners of an Eligible Student Banking Account. Only one credit card annual fee rebate per Eligible Student Banking Account is allowed, which means that if you own a joint Eligible Student Banking Account, and each co-owner is also the primary cardholder of an Eligible Student Credit Card, only the Primary Owner of the Eligible Student Banking Account will be entitled to the credit card annual fee rebate.

If you already have an Eligible Student Banking Account, the rebate will be applied at the time you open your Eligible Student Credit Card. If you open your Account after you have opened your Eligible Student Credit Card, the rebate will be applied at your next annual renewal and won't be applied retroactively.

If you are the Primary Owner of a joint Eligible Student Banking Account and you are the primary cardholder of more than one Eligible Student Credit Cards, only one Eligible Student Credit Card will benefit from the rebate, chosen first by ownership match, then by the card with the highest standard annual fee. If you are the Primary Owner of more than one Eligible Student Banking Accounts and the primary cardholder of only one Eligible Student Credit Card, only one annual fee rebate will apply to that Eligible Student Credit Card.

Eligible Student Credit Cards are subject to credit approval. Royal Bank of Canada reserves the right to withdraw this offer at any time, even after acceptance by you.

Note: For information on automatic linking and privacy, please refer to Part 6: Automatic Linking and Privacy Rules, Student Banking Accounts.

Student Banking Accounts – Special Conditions: If you are a full-time student, you may obtain an RBC Student Banking Account 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 a branch each year in order 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 an appropriate Account depending on their account activity and product holdings, unless they confirm their full-time student status within 60 days or before the day indicated in the notice.

Students enrolled in our National Program for Medical and Dental Students will receive notices that their RBC Student Banking Accounts will be converted to RBC VIP Banking unless they confirm their full-time student status within 60 days or before the day indicated in the notice.

We will notify you, or if this is a joint account, we will notify all co-owners on the Account, in writing, of the upcoming conversion and will recommend an appropriate Account. If we do not hear from you by the date stated in the notice, your Account will be automatically changed to the Account indicated in your notice.

2. Managing Your Account

Deposit Interest

Deposit interest information for your Account may be found on our RATEsetter sheet, which is provided to you at the time you receive this Booklet. Deposit interest information is also available at our RBC Royal Bank branches and on our website at www.rbcroyalbank.com/rates. Interest rates are subject to change at any time and without notice.

For interest-bearing Accounts opened through our online application on our website at www.rbcroyalbank.com, you must complete the Account opening process, which includes completing the identification requirements and providing us your signed Signature Specimen Form, before interest may be earned on any eligible deposit(s).

Deposit interest is earned in the currency of the Account.

The interest rate is an annual interest rate and is a simple interest calculation. Interest is calculated daily on the closing credit balance. Deposit interest is paid monthly on the second business day of the following calendar month, backdated to the previous business day.

When an interest-bearing Account is closed during the calendar month or the interest-bearing Account is switched or converted to another Account package, the interest is calculated from the first day of the month to and including the day before the Account is closed, switched or converted. The interest is paid to the Account on the day the Account is closed, switched or converted.

Service Fees

As a general rule, the service fees disclosed in this Booklet 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 and collected on the same day as the Monthly Fees are collected, with the exception of the RBC High Interest eSavings and RBC US High Interest eSavings Accounts, for which service fees are collected at the end of each business day.

Monthly Fee

The Monthly Fee is the fee charged on a monthly basis on some of our Accounts for the operation of your Account, its features and services.

The Monthly Fee covers the period from the first to the last day of your Account's Monthly Cycle; it is charged and collected on the last business day of the Monthly Cycle. When the last day of the Monthly Cycle is a non-business day, the Monthly Fee is charged and collected the previous business day. However, when the last day is a non-business day and falls at the beginning of a calendar month, the Monthly Fee will be charged and collected on the next business day.

Monthly Cycle: Refers to the monthly period that we assign to your Account. The first day of an account's Monthly Cycle is determined by the account owner's last name (or the last name of the Primary Owner for joint ownership accounts):

Monthly Cycle Start Date for Accounts																	
Last Name Starts with	Aa-Bd	Be-Bt	Bu-Cn	Co-Dh	Di-Fk	FL-Go	Gp-Hm	Hn-Kd	Ke-Le	Lf-Mb	Mc-Mt	Mu-Pd	Pe-Rh	Ri-Sg	Sh-Sz	Ta-Vz	Wa-Zz
Monthly Cycle Calendar Date	2	3	5	6	8	9	11	12	14	15	17	18	20	21	23	24	25

Partial Monthly Cycle: Refers to an incomplete Monthly Cycle, which occurs when an Account is opened, closed or changed (for example, if the charges and/or interest rate of the account are changed in an Account switch or Account conversion during the course of a Monthly Cycle).

During a Partial Monthly Cycle, the Monthly Fee is prorated to the number of days the Account is open and is charged and collected on the last day of the Partial Monthly Cycle.

In the case of an Account closing, switch or conversion, the Monthly Fee covers the period from the day after the fees were last collected, up to and including the day before the closing, switch or conversion. The Monthly Fee will be charged and collected on the day the Account is closed, switched or converted.

Debit Transactions

Some Accounts include a certain number of free of charge Debit Transactions per Monthly Cycle or other services that must be used in a calendar year. The number of Debit Transactions or services included in your Account must be used within a Monthly Cycle or calendar year, as applicable, and cannot be carried over to the next Monthly Cycle or calendar year if not used. When applicable, the free/included Debit Transactions are first allocated to the most expensive Debit Transactions within the Monthly Cycle.

If you exceed the number of free of charge Debit Transactions included in the Monthly Cycle of your Account, you will be charged an Excess Debit Transaction Fee. Refer to your specific Account features and services for the information on the Debit Transaction fee(s) that may be charged.

MultiProduct Rebate on Monthly Fee

If you have an eligible banking Account and two or more qualifying, eligible RBC products in the same geographic location (region), you may receive a partial or full rebate on your Monthly Fee. You are entitled to receive only one MultiProduct Rebate. The MultiProduct Rebate cannot be combined with other rebates on the Monthly Fee.

Qualifying RBC Products Required for MultiProduct Rebate Eligibility						
Qualifying Banking Account	Qualifying Active RBC Royal Bank Credit Card Required ¹	Qualifying Active RBC Investment Required ²	Qualifying RBC Royal Bank Home Equity Financing Product Required ³	MultiProduct Rebate in a Monthly Cycle	Monthly Fee after MultiProduct Rebate	MultiProduct Rebate in a Partial Monthly Cycle (% of Prorated Monthly Fee)
RBC VIP Banking	Yes	Yes	Yes	\$10.05	\$19.95	30%
RBC Signature No Limit Banking	Yes	Yes	Yes	\$6.00	\$8.95	40%
RBC No Limit Banking	Yes	Yes	No	\$5.00	\$5.95	40%
RBC Shoppers/Pharmaprix Optimum Banking Account	Yes	Yes	No	\$5.00	\$5.95	40%
RBC No Limit Banking for Students	Yes	Yes	No	\$6.00	\$4.95	50%
RBC Day to Day Banking	Yes	Yes	No	\$4.00	\$0.00	100%

¹ Qualifying Active RBC Royal Bank Credit Card means:

- an RBC Royal Bank Credit Card with an annual fee or
- a no annual fee RBC Royal Bank Credit Card with at least one transaction (purchase, balance transfer, cash advance or interest charged to the account) within the last 90 days.

² Qualifying Active RBC Investment:

- includes investments, such as RBC Guaranteed Investment Certificates (GICs) or RBC mutual funds and accounts held at RBC Direct Investing;
- excludes the RBC Investment Savings[®] Account and investments held through RBC Dominion Securities Inc. or other investment brokers, dealers or investment counsellors;

- requires either the set-up of a regular recurring pre-authorized contribution (PAC) from any banking Account to the investment account – or – the maintenance of a minimum balance of \$500 market value in the investment account on the last business day of the Monthly Cycle of the banking Account. The PAC or minimum balance requirement does not apply to investments held in RBC Direct Investing,

- where the balance must be greater than \$0; and
- other conditions and exclusions may apply. For further details, please visit any RBC Royal Bank branch or call 1-800 ROYAL 1-1.

³ Qualifying RBC Royal Bank Home Equity Financing Product includes residential mortgages and RBC Homeline Plan.

Information on qualifying RBC credit cards, investments and home equity financing products may be obtained:

- at any RBC Royal Bank branch, or
- by calling 1-800 ROYAL 1-1 (1-800-769-2511), or
- online at www.rbcroyalbank.com/products/deposits/multi-product-rebate.

Qualifying RBC products for the MultiProduct Rebate may be added or changed without notice.

Subject to the exceptions described below, if you qualify for the MultiProduct Rebate, it will automatically be applied to your Account and your rebate will appear on your Account statement each month for which you hold the eligible products.

However, if you hold an RBC Direct Investing Inc. account as one of your qualifying products, MultiProduct Rebate may not be applied automatically to your Monthly Fees. If your rebate does not appear on your Account statement at the end of any Monthly Cycle in which you hold the RBC Direct Investing Inc.

account as an eligible product, please notify us immediately by visiting a branch or by calling us at 1-800 ROYAL 1-1 and we will arrange for the rebate to be applied. We will not be liable for any MultiProduct Rebate for which you may have been eligible before you notified us.

If the Account and the eligible products are held with another party in joint ownership, and the joint ownership of the Account and eligible products is the same, the MultiProduct Rebate will also be applied automatically. The MultiProduct Rebate does not automatically apply when ownership of the Account and qualifying products differ. Then you must apply for the MultiProduct Rebate to determine if you qualify by visiting a branch or calling us at 1-800 ROYAL 1-1.

When the Account is held in joint ownership and any of the eligible products are held in the name of only one of the co-owners, then the co-owner who holds the product alone must consent to the application of the MultiProduct Rebate.

The rebate is calculated and credited on the last day of the Account's Monthly Cycle based on the eligible RBC products active on that day. The Account will only be rebated if a Monthly Fee has been charged to and collected from the Account. If the Monthly Fee for your Account has been prorated, you will be rebated a percentage of the prorated Monthly Fee, as indicated in the table above.

Other conditions may apply. Please contact us for details.

Seniors Rebate on Monthly Fee

At RBC Royal Bank, we offer a Seniors Rebate on the Monthly Fee on eligible banking Accounts for customers aged 65 and over.

If you qualify for the Seniors Rebate, it will automatically be applied to your Account and your rebate will appear on your Account statement each month for which you hold the eligible Account. The Seniors Rebate cannot be combined with other rebates on the Monthly Fee. If you qualify for both the MultiProduct Rebate and the Seniors Rebate, you will automatically receive the greater of the two rebates.

The rebate is calculated and credited on the last day of the Account's Monthly Cycle based on the eligible RBC products active on that day. The Account will only be rebated if a Monthly Fee has been charged to and collected from the Account. If the Monthly Fee for your Account has been prorated, resulting from a Partial Monthly Cycle, you will be rebated 25% of the prorated Monthly Fee, with the exception of the RBC Day to Day Banking Account, where you will be prorated 100% of the prorated Monthly Fee. When an Account is opened after the last business day of the calendar month and the first Monthly Cycle ends in the following calendar month, the Seniors Rebate will not be available during the partial monthly cycle that follows the Account opening. Clients are entitled to receive only one Seniors Rebate even though they may have more than one Banking Account.

Other conditions may apply. Please contact us for details.

RBC Accounts Eligible for Seniors Rebate			
Banking Account Eligible for Seniors Rebate	Seniors Rebate in a Monthly Cycle	Monthly Fee after Seniors Rebate	Seniors Rebate in a Partial Monthly Cycle (% of Prorated Monthly Fee)
RBC VIP Banking	\$7.50	\$22.50	25%
RBC Signature No Limit Banking	\$4.00	\$10.95	25%
RBC No Limit Banking	\$4.00	\$6.95	25%
RBC Shoppers/Pharmaprix Optimum Banking Account	\$4.00	\$6.95	25%
RBC Day to Day Banking	\$4.00	\$0.00	100%

Overdraft Protection

Subject to credit approval, Overdraft Protection is an optional service available on most of our Accounts. You must be of the age of majority in the province where you live in order to apply for Overdraft Protection on your Account.

You must qualify through a credit application, after which we will set your overdraft limit, based on your credit score with any credit reporting agency and your credit performance with us. If this is a joint Account, the overdraft limit will be determined by us based on the credit score and performance of any co-owner. Once your application has been approved, Overdraft Protection will come into effect automatically, up to your approved limit, whenever your Account is overdrawn for so long as your Account is open. However, Overdraft Protection services are at our complete discretion and control. Please note, even if you have been approved for Overdraft Protection and not exceeded your Overdraft Limit, we may still refuse to pay a cheque or payment item, or honour a withdrawal request, if there are insufficient available funds in the Account.

When you are accepted for Overdraft Protection, you will be charged a \$4.00 per month service fee plus applicable Overdraft Interest when the service is used. If the Overdraft Protection service fee is included in the Monthly Fee for your Account, you will only be charged the Overdraft Interest. The interest rate (Overdraft Interest) on overdraft balances is 22% per year.

Overdraft Interest is calculated on the daily closing overdraft balance. The interest is calculated from the 16th calendar day of the month up to and including the 15th day of the following month. If there are non-business days (weekends and statutory holidays) between the 15th calendar date and the next business day, the Overdraft Interest calculation period is extended to include the non-business days. Overdraft Interest and the Overdraft Protection service fee (if applicable) are collected from the Account on the second business day after the 15th calendar date of the month.

If you close your Account at any time before the Overdraft Interest has been calculated and collected, Overdraft Interest will be calculated up to the day before the Account is closed and charged on the day it is closed.

You will pay us interest on the overdraft amount at the Overdraft Interest rate indicated. As soon as you make a deposit to your Account, it will automatically be applied to your overdrawn balance. 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.

Even if you do not have Overdraft Protection, we may allow you to overdraw an Account or, if you have Overdraft Protection, we may allow you to exceed your approved overdraft limit at our complete discretion. If we do, we may also stop offering you these services at any time, without notice to you. If

you do not have Overdraft Protection and we have allowed you to overdraw your Account, or if you have been approved for Overdraft Protection and we have allowed you to exceed your approved overdraft limit, you agree to repay the overdrawn amount in the first instance, or the amount in excess of the overdraft limit, in the second instance, within 90 days. A \$5.00 **overdraft handling fee** will apply for each item we pay when your overdraft limit is exceeded or, if you do not have Overdraft Protection and your Account is overdrawn. We will also charge you the Overdraft Interest.

You will pay us, when we ask you, the amount of any overdraft(s) and the Overdraft Interest on the amount of the overdraft(s). You will pay us these amounts even if you have been paying interest and making monthly deposits to the Account as required.

You may cancel Overdraft Protection at any time by visiting your branch; or by calling us toll-free at 1-800 ROYAL 1-1 (1-800-769-2511). The cancellation will be in effect for the next Monthly Cycle of your Account.

Account Switches and Conversions

If the interest rate and/or fee components of your Account are changed during the course of a Monthly Cycle (referred to as a switch or conversion), the terms and conditions governing the new interest rate and fees will apply as of the date of the switch or conversion. If you introduce or change a Seniors Rebate or the MultiProduct Rebate applicable to your Account, this rebate or change to the rebate will also apply as of the date the rebate is introduced or changed.

3. Accessing Your Account

RBC Royal Bank Client Card

Your RBC Royal Bank Client Card (RBC Client Card) provides access to your accounts and payment needs through RBC Royal Bank branches and RBC Royal Bank ATMs and non-RBC ATMs (within and outside of Canada and the U.S.); to Telephone Banking, Online Banking (including Mobile Banking) services; at Point of Sale terminals – in person and online, within and outside of Canada and the U.S.

You may use your RBC Client Card:

- to help identify yourself when you are requesting a service from us or to authorize the transactions you do with us at our branches and/or through our Telephone, Online and Mobile Banking services;
- to make cash withdrawals, bill payments, deposits, a transfer of funds from one account to another at a banking machine (ATM);
- to pay for goods and services at a store or merchant that has Point of Sale (POS) or other designated debit card terminals that accept debit card payments.

RBC Client Card Access Limits: If you agreed to a consumer credit bureau report when you opened your Account with us, we will obtain this report and use the information on it to establish your access limits for an RBC Client Card with us. RBC Client Card access limits and changes to them are based on the individual Account owner. For a joint Account, RBC Client Card limits and changes to them are determined for each co-owner alone, and do not require notice to or consent of other co-owners. Some features, benefits and access limits of your RBC Client Card may be established by the Account(s) you own.

RBC Royal Bank Branches and RBC Royal Bank Automated Teller Machines (ATMs)

With branches across Canada and one of the largest banking machine networks in the country, you will always have quick and convenient access to your accounts and our wide array of banking services.

Non-RBC Royal Bank ATMs

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. A system access fee may be charged by others for the use of these networks. Depending on your Account, you may already have this service included and/or some of the fees refunded to your Account. Refer to your specific Account features and services for details.

- **Interac access fee:** \$1.50 for Debit Transactions made at a non-RBC Royal Bank ATM displaying the *Interac* logo in Canada or the U.S. (plus applicable Debit Transaction fee).
- **PLUS System access fee (in Canada and the U.S.):** \$3.00 for Debit Transactions made at a non-RBC Royal Bank ATM displaying the PLUS System logo in Canada and the U.S. including Alaska and Hawaii (plus applicable Debit Transaction fee).
- **PLUS System access fee (outside of Canada and the U.S.):** \$5.00 for Debit Transactions made at a non-RBC Royal Bank ATM displaying the PLUS System logo outside Canada and the U.S. (plus applicable Debit Transaction fee).

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

Each Debit Transaction from a Canadian dollar Account you make at a non-RBC Royal Bank ATM outside Canada displaying the PLUS System logo and any fees that may be imposed by any third party for using the ATM are converted to Canadian dollars no later than the date we post the transaction to your Account at our exchange rate that is 2.5% over a benchmark rate set by Visa International, a subsidiary of Visa Inc., and that Royal Bank of Canada pays on the date of conversion. Since exchange rates fluctuate, the rate applied will usually differ from a posted exchange rate at the time of your Debit Transaction.

Interac Debit

You may use your RBC Client Card to make purchases, in person, at retailers in Canada that accept *Interac* Debit. Instead of paying with cash or a credit card, *Interac* Debit allows you to pay for your purchase with your RBC Client Card and the amount of the purchase is electronically debited, or withdrawn, from your Account.

Some merchants/operators may apply a surcharge (also known as a “convenience fee”) for use of this Point of Sale service. The convenience fee is not an RBC Royal Bank fee. It is added directly to the amount of your Point of Sale Debit Transaction. All clients who use this service will be charged the convenience fee regardless of the type of Account they hold.

Chip and PIN: Chip technology provides enhanced protection for you against counterfeiting and card fraud because the embedded microchip is encrypted and virtually impossible to replicate. While magnetic stripe technology is extremely secure, chip cards and chip card terminals work together to make a highly secure transaction system even more secure by electronically validating both the card and the cardholder.

Used in combination with a Personal Identification Number (PIN) for transaction authorization, your RBC chip Client Card will provide you with an even higher level of security and peace of mind. Using your RBC chip Client Card is similar to using a non-chip Client Card. At a store or Point of Sale terminal that is chip-enabled, instead of the merchant swiping your card, you will insert it into the terminal and leave it there for the duration of the transaction.

Interac Flash*: This is a contactless feature on both *Interac* Flash-enabled RBC Client Cards and any Mobile *Interac* Flash debit card within the RBC Wallet powered by RBC Secure Cloud™. *Interac* Flash allows you to make Point of Sale purchases/Debit Transactions from your Account quickly and securely at locations that have an *Interac* Flash-enabled reader at a Point of Sale terminal at merchants within Canada.

There are three merchant categories that will have separate Point of Sale limits attached to them. The merchant categories are gas, groceries and other. For information on your *Interac* Flash limits, please refer to the information you received with your RBC Client Card, visit a branch or call us at 1-800-769-2511.

For added security, after every \$200 in contactless Point of Sale purchases and/or Debit Transactions you make with your RBC chip Client Card, you will be asked to swipe/insert your card and enter your PIN. This validates that you are the owner of the RBC chip Client Card, re-establishes your contactless Point of Sale limits and allows you to continue using the *Interac* Flash feature on your RBC chip Client Card.

Similarly, for Mobile *Interac* Flash transactions, you will need to enter your passcode prior to completing your purchase if you have exceeded \$200 in mobile debit transactions.

The *Interac* Flash feature can be de-activated from your RBC Client Card or your mobile device. To do so, visit a branch or call 1-800-769-2511.

Cross Border Debit

You can use your RBC Client Card to make debit purchases at retailers and businesses throughout the United States.

RBC's cross border debit service is an easy and secure alternative to carrying large amounts of cash when you travel. All you need is your RBC Client Card and Personal Identification Number (PIN) to access your primary Canadian banking or savings Account and make purchases at over two million merchants in the U.S. that use the NYCE network. Look for the NYCE logo.

A cross border debit costs \$1.00 per transaction plus applicable Debit Transaction Fee, but depending on your Account, you may already have this service. Refer to your specific Account's features and services for details.

U.S. dollar purchases paid by a Debit Transaction 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.

Interac Online

Interac Online is a secure and easy-to-use online payment option that allows you to shop online and pay for purchases through Online Banking directly from your bank Account with RBC. There are no additional transaction fees that apply for using Interac Online other than those fees ordinarily applicable to your Account for Debit Transactions made from your Account.

Full details and information about Interac Online may be obtained:

- at any RBC Royal Bank branch, or
- by calling 1-800 ROYAL 1-1 (1-800-769-2511), or
- online at www.rbcroyalbank.com/products/deposits/interac-online.html.

RBC Virtual Visa Debit

RBC Virtual Visa Debit is an optional feature that gives you another way to access funds from your Account when shopping online, by telephone or through mail order merchants/retailers around the world. It also allows you to set up pre-authorized payments on your Account. It is available to clients fourteen (14) years of age and older.

To use this service, we will send you a reference card with your "RBC Virtual Visa Debit Number," a 16-digit Virtual Visa Debit number to be used alone or in combination with the expiry date and/or the CVV2 code, also indicated on the reference card. This gives you all the information required to make purchases at any U.S./international retailer that accepts Visa, and any Canadian retailer that accepts Visa Debit. The reference card cannot be used at ATMs, branches or any Point of Sale or other designated debit card

terminals. It may not be used to identify you at our branches when you are requesting a service from us or to authorize the transactions you do with us at our branches.

RBC Virtual Visa Debit Transactions are processed by way of a two-step method known as authorization and settlement.

- 1. Authorization:** The merchant performs an authorization on your Account at the time of the purchase and payment is immediately debited from that Account. The Account accessed will be your primary chequing Account that you access with your Client Card.
- 2. Settlement:** Settlement follows, typically two to three days after authorization. It finalizes the amount paid to the merchant and reflects any credit or debit adjustments after the initial authorization. Adjustments may occur for various reasons, such as changes in the price of the goods ordered or fluctuations in foreign exchange rates.

When you use Virtual Visa Debit for a transaction in a currency other than Canadian dollars, we will convert the transaction amount into Canadian dollars at an exchange rate that is 2.5% over a benchmark rate Royal Bank of Canada pays Visa International, a subsidiary of Visa Inc., on the date of the conversion. For most transactions, the authorization amount debited by the merchant at the time of the purchase will be adjusted to Account for variances in the exchange rate while the transaction is processed.

We do not charge network access fees for Debit Transactions made using your RBC Virtual Visa Debit Number. Other Account fees may apply. The network access provider, any merchant and any third party may charge fees for use of the Visa network. When you use your RBC Virtual Visa Debit Number, you agree to pay any applicable service fee for network use. Debit Transactions made using your RBC Virtual Visa Debit Number do not count against the monthly Debit Transaction limits applicable to your Account.

RBC Royal Bank Telephone Banking

Easily access your accounts, updated information and management services 24 hours a day, 7 days a week. Take advantage of our helpful interactive voice prompts to pay bills, transfer funds and review account activity. Or for help at any time during the voice prompts, simply dial 0 to speak to an available Telephone Banking representative. Access to Telephone Banking is free with your account.

For more details and/or to enrol, call:

- in Canada and continental United States, 1-800 ROYAL 1-1 (1-800-769-2511)
- worldwide (collect calls accepted), 1-506-864-2275
- for TTY/teletypewriter users only, 1-800-661-1275

RBC Royal Bank Online Banking

All you need is an internet connection to access a wide range of financial services and products from anywhere, 24 hours a day, 7 days a week. All activity conducted through Online Banking is safe and secure. Access to Online Banking is free with your account. For more details and/or to enrol, you may:

- go online to www.rbcroyalbank.com/online, or
- visit an RBC Royal Bank branch, or
- call, within Canada and continental United States, 1-800-769-2555; worldwide (collect calls accepted), 506-864-1555; or for TTY, 1-800-661-1275.

RBC Royal Bank Mobile Banking

Mobile Banking allows you to check your balances and account history, transfer funds between RBC accounts or to another RBC client, send *Interac* e-Transfers, pay bills, and much more through your mobile device. Access to the Mobile Banking service is free of charge. It is your responsibility to check with your network provider for any potential data charges.

Online Banking customers are automatically eligible for Mobile Banking by going to www.rbc.mobi or downloading and installing the RBC Mobile or RBC Canada apps (software application) on eligible mobile and tablet devices. To access Mobile Banking use the same RBC Client Card/username and password combination you use for Online Banking. For more details or to download the RBC Mobile or RBC Canada app to your mobile or tablet device, visit www.rbcroyalbank.com/mobile or visit your device's app store.

RBC Wallet powered by RBC Secure Cloud is a mobile payment service within the RBC Mobile app for eligible mobile devices. For more information on RBC Wallet powered by RBC Secure Cloud, please visit us at www.rbcroyalbank.com/mobile or contact us at 1-800-769-2555.

Third-Party Payment

This service enables you to send real-time payments in Canadian funds to other RBC Royal Bank customers. You can also receive payments from other RBC Royal Bank customers. There are no additional transaction fees that apply for using Third-Party Payments, other than those fees that are applicable to your Account.

Funds deposited by way of Third Party Payment into your Account are subject to return if there is a fraud claim against the funds or if we believe the payment was made as the result of any fraudulent, unlawful or improper activity. If we believe these funds should be returned for any reason whatsoever, we will debit the amount of the Third Party Payment from your Account even if the adjustment creates an Overdraft or results in your

Account being overdrawn in excess of your Overdraft Limit.

Full details and information about Third Party Payments may be obtained:

- at any RBC Royal Bank branch, or
- by calling 1-800 ROYAL 1-1 (1-800-769-2511), or
- online at www.rbcroyalbank.com/products/deposits/third-party-payment.html.

Interac e-Transfer

This service enables you to send Canadian funds immediately to individuals or small businesses that have a Canadian bank account at another financial institution. All you need is their email address or mobile phone number plus a security question and answer that are only shared with the recipient. You can also send e-Transfers to your Facebook friends from your iPhone, iPad or Android device. The money is transferred securely through Online Banking and the *Interac* network, not by email. The shared security question you create with the recipient means only they may access the money you send.

Note: *Interac* keeps on file only one question and answer per recipient. If you change the question or answer for a recipient and there are outstanding (not yet completed) *Interac* e-Transfers for that recipient, the new question and answer will override any previous questions and answers provided and apply to those outstanding *Interac* e-Transfers as well. The new question and answer will enable the recipient to accept all outstanding *Interac* e-Transfers from the sender that have not yet been cancelled. If there is an outstanding *Interac* e-Transfer you do not wish the recipient to receive, you must cancel it via Online or Mobile Banking before it is accepted.

Recipients are notified of transfers via email or text message and can deposit the money immediately through their online banking service with RBC or at another Canadian financial institution. If sending to a Facebook friend, the recipient will be notified via Facebook Messenger. If the recipient does not use online banking, the funds may be deposited into their account within three to five business days for an additional fee (fee charged by Acxsys Corporation).

Sending an *Interac* e-Transfer costs \$1.00 (non-refundable) plus any applicable Debit Transaction Fee. Some Accounts include a number of free *Interac* e-Transfers in the Monthly Fee. Refer to your specific Account's features and services for details.

Receiving and depositing an *Interac* e-Transfer in Online Banking is free, subject to any potential data charges by your network provider.

***Interac* e-Transfer Reclaim Fee:** A \$5.00 fee is charged when the recipient of an *Interac* e-Transfer does not accept it before it expires and the sender fails to reclaim the funds within the **Self-Cancellation Window** timeframe.

The Self-Cancellation Window is the period of 15 calendar days from the expiry date of an *Interac* e-Transfer during which the funds may be reclaimed via Online or Mobile Banking.

Expired e-Transfer Notification: Notifications for expired e-Transfers are sent to your Online Banking Message Centre with instructions to reclaim the funds. If you have provided RBC with your personal email address and have agreed to be notified, RBC will forward a copy of the Expired Notification to the email address you provided. Please ensure you review your Online Banking Message Centre periodically and that you reclaim the funds for the expired e-Transfer to avoid being charged the Reclaim Fee.

Funds deposited by way of *Interac* e-Transfer into your Account are subject to return if there is a fraud claim against the funds or if we believe the transfer was made as the result of any fraudulent, unlawful or improper activity. If we believe these funds should be returned for any reason whatsoever, we will debit the amount of the *Interac* e-Transfer from your Account even if the adjustment creates an Overdraft or results in your Account being overdrawn in excess of your Overdraft Limit.

Full details and information about *Interac* e-Transfer may be obtained:

- at any RBC Royal Bank branch, or
- by calling 1-800 ROYAL 1-1 (1-800-769-2511), or
- online at www.rbcroyalbank.com/products/deposits/interac-e-transfer.html.

RBC International Money Transfer

This service enables you to send funds abroad to over 120 countries worldwide from anywhere you have internet access. Eligible countries and available currencies are subject to change at our discretion and without notice. RBC International Money Transfer is available to most personal clients enrolled in Online Banking.

Funds can be sent from any eligible Canadian dollar Account, except from the RBC High Interest eSavings Account. You can send up to \$2,500 Canadian dollars per calendar day in one or more remittance transactions, provided there are funds in the Account. The standard fee for the service is \$13.50 per International Money Transfer transaction (plus any applicable Debit Transaction Fees). The service fee is not included as part of the daily limit.

Typically, the funds may be available to the recipient within two to five business days. Some countries may convert the funds into local currency (conversion fees may apply). While RBC does not charge the recipient any fees for receiving money, any intermediary financial institution or the recipient's financial institution may levy additional fees or service charges.

Full details and information about RBC International Money Transfer may be obtained:

- at any RBC Royal Bank branch, or
- by calling 1-800 ROYAL 1-1 (1-800-769-2511), or
- online at www.rbcroyalbank.com/international-money-transfer/index.html.

4. Recordkeeping Options

You may select only one of the following recordkeeping options for each Account. Please refer to your specific Account features and services for details:

- **eStatements and eNotifications:** An electronic Account Statement (eStatement) and electronic Notification (eNotification) that are delivered to you in Online Banking. This option requires you, or if this is a joint Account at least one co-owner, to be enrolled and stay enrolled in Online Banking and includes free viewing of transaction images in Online Banking.
- A **paper statement** (without cheque images) mailed to the address requested by you.
- A **paper statement with cheque images** mailed to the address requested by you, including the image of the front of your cheques.
- **Braille statement**, which will be mailed to the address requested by you.
“Notifications” means the notices of changes to Account agreements, increases in fees and the introduction of new fees applicable to a Personal Deposit Account, including new disclosures related to the Account from an Account switch or conversion. eNotifications will be sent electronically to your Online Banking Message Centre instead of mailed to your home. You agree, and if this is a joint Account at least one co-owner must agree, to enrol and stay enrolled in Online Banking to receive these documents electronically. To request a paper copy of an eNotification sent to you in your Online Banking Message Centre, call us at 1-800-769-2511 or send us a message through your Online Banking Message Centre.

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

If you choose to receive 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 notifications telling you of upcoming changes to your Account will also be mailed to the address

of the Primary Owner unless you have given us other instructions.

If we mail a paper statement or notification to the last address provided and it is returned to us as undelivered, we will not mail documents to that address again. The onus is on you to tell us if you have not received an Account statement or notification. It is your responsibility to keep your mailing address current with us.

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 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 applicable monthly recordkeeping 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.

Viewing Transaction Images in Online Banking: If you have and are enrolled in Online Banking, you can view digital images of the front and back of your cheques, any other available Debit Transactions and a voucher that corrects an ATM deposit for free. Only items less than 90 days can be viewed online.

Upon viewing the digital image, you can either choose to download and print a copy of your cheque or ATM deposit for free of charge, and/or request a paper copy of the item mailed to you (for Debit Transaction items only) at a fee of \$5.00 per item. The \$5.00 fee for having a paper a copy mailed to you will be charged regardless of your recordkeeping option for your Account.

For transaction images that are 90 days or older, you may request a paper copy be mailed to you for a fee of \$10.00 per item. This fee is waived for eStatement Accounts.

Other Recordkeeping Services: You may also request the following recordkeeping services and, depending on your Account, you may be entitled to some of these services for free or at a discount. Refer to your specific Account features and fees for details.

- RBC Royal Bank ATM mini statement
- RBC Royal Bank ATM full statement

5. Related Services

Other Services

This section provides information on a variety of additional services and fees. Some of these services may be included with your Account. Refer to your specific Account features and services for details.

Service	Fee
Certified cheques	\$20.00 each When presented by the issuer (the Payor)
	\$30.00 each When presented by a non-issuer who is an RBC client; fee is paid by non-issuer (Payee)
	\$40.00 each When presented by a non-issuer who is not an RBC client; fee is paid by non-issuer (Payee)
Drafts, all currencies	\$7.50 each
Stop payment	\$10.00 each cheque or pre-authorized payment Requested through Online Banking (Self-Serve)
	\$20.00 each cheque or pre-authorized payment Requested and processed at an RBC Royal Bank branch or through Telephone Banking with the assistance of an RBC representative (Assisted)
Personalized cheques	Third-party supplier fees apply
Over-the-counter cheques	\$2.00 per cheque Fee is charged when the cheque clears through your Account
Not sufficient funds (NSF) fee	\$45.00 each
Overdraft handling fee	\$5.00 each Plus applicable Debit Transaction Fee and Overdraft Interest
Transfer of funds you request us to do from time to time	Free Applicable in-branch funds transfer fee may apply
Automated pre-arranged funds transfer set up at your request (RBC Royal Bank Form #3277 signed by you)	Free Applicable in-branch funds transfer fee may apply
Certificate of Account balance/ loan interest paid	\$5.00 each on RBC Royal Bank Form #1660
	\$15.00 each for a personalized typed letter
Cheque written in currency other than that of the Account	\$20.00 each In the currency of the Account from which the cheque is drawn
Cheque not MICR encoded with the complete branch transit and Account number	\$5.00 each
Cheques (and/or other items) cashed or deposited that are returned unpaid for any reason (Chargeback)	\$7.00 each
Post-dated cheque we hold for processing to your Account	\$5.00 each transaction deposited to the Account

Mail confirmation of any transaction	\$3.00 each
American Express Travellers Cheques	
Service	Fee
Purchases	1.25% of total purchase 3.00% of total purchase for Canadian dollar gift cheques
Encashment	Commission waived for American Express Travellers Cheques
Encashment of travellers cheques from other issuers	\$3.00 each
Safe Deposit Box	
Service	Fee
Rentals	Starting at \$45.00 annually, plus applicable taxes
Fees for the replacement of 1 lost key	\$25.00, plus applicable taxes
Fees for the replacement of 2 lost keys and the drilling of the lock	\$200.00, plus applicable taxes
Safe deposit box discount	<p>For Accounts that are eligible for a safe deposit box discount (the "Discount") (refer to your specific Account features and services for eligibility), the Discount is applied against the standard annual rental fee for one safe deposit box that you designate.</p> <p>The annual rental fee for the safe deposit box less the Discount will be debited from the Account that entitles you to the Discount in January of each calendar year, for the upcoming year, unless you select a different Account or method of payment.</p> <p>Applicable taxes (GST, HST, QST) will be added to the net rental fee.</p> <p>If you open, switch or are converted to an Account that is eligible for a Discount at any time after the safe deposit box fees have been collected that year, the Discount will not be prorated and applied to the fees of the partial year. The Discount will start in the following year and be applied to the fees billed in January of the following year.</p> <p>You are entitled to only one 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.</p> <p>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 (joint ownership), there may be a variety of ways in which a Discount may be applied. It is your duty to 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. Please contact us for details.</p>

Search for Cheques, Deposits, Names, Accounts and/or Certified True Copy of Transaction Images	
Service	Fee
Less than 90 days old	\$5.00 per item
90 days old and greater	\$10.00 per item
Multiple items and/or lengthy search	\$40.00 per hour; \$20.00 minimum
Copy of a Personal Account History Statement	
Note: Personal Account history statements are produced by calendar month only (not by Monthly Cycle). One request may cover one or several months.	
Service	Fee
Less than 90 days old	\$5.00 per request
90 days old and greater	\$10.00 per request
Collections	
Service	Fee
Domestic collection (incoming or outgoing) The item must have a minimum value of \$100.00 to be submitted for domestic collection. Other fees charged by the other financial institutions may also apply.	\$30.00 for cheques \$10,000 and less 0.30% for cheques over \$10,000; maximum \$150.00 fee
International collection	Please contact an RBC Royal Bank branch
Account Closing at Your Request	
Service	Fee
Account closing within 15 days of opening	Free
Account closing after 15 days from the Account opening	\$20.00 per Account Free if closed in person at the branch or if the balance is transferred to another RBC Royal Bank Account or product
RBC International Money Transfer Tracing and Investigations	
Inquiries and traces are subject to fees other than those collected by us and disclosed below. If we need to contact any other bank, add an additional fee of \$25.00, plus applicable taxes.	
Service	Fee
Not delivered as instructed	Free
Delivered as instructed	Starting at \$25.00 per request, plus applicable taxes Note: Where the investigation involves five (5) or more transactions and/or where lengthy research will be required: \$100.00 per hour; minimum \$200.00. When another Financial Institution needs to be contacted to complete the investigation, add an additional \$25.00 plus applicable taxes.
Cancellation or amendment of outgoing RBC International Money Transfer	Not permitted

Outgoing Wire Payments	
Note: 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 any intermediaries.	
Destination	Fee
Outgoing payment within Canada or to other countries (most currencies)	Starting at \$20.00. Ask for further details.
If an International Bank Account Number (IBAN) is not provided for a wire payment going to a country which uses IBANs	Add an additional \$35.00
Outgoing Wire Payments Inquiries and Tracing	
Note: 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 \$25.00, plus applicable taxes.	
Type	Fee
Not delivered as instructed	Free
Delivered as instructed	Starting at \$25.00 per request, plus applicable taxes Note: Where the investigation involves five (5) or more transactions and/or where lengthy research will be required: \$100.00 per hour; minimum \$200.00.
Cancellation or amendments of outgoing wire payments	Starting at \$25.00. Ask us for further details.
Incoming Wire Payments	
Source	Fee
Incoming wire payment from an RBC Royal Bank unit located in Canada	Free
Incoming Wire Payments from Another Financial Institution Located Anywhere in the World	
Service	Fee
Less than or equal to \$50.00 Canadian/U.S.	Free
Greater than \$50.00 Canadian /U.S.	\$15.00 Canadian or U.S. Depending on the currency of the incoming wire payment
Credit Advice of Incoming Wire Payments and Debit Advice/ Receipt of Outgoing Wire Payment	
Service	Fee
Mail	\$3.00 per item
Advice by telephone/fax	\$5.00 per item

Inactive Accounts (Dormant Accounts)

If you have not transacted on your Account for 24 months (two years) or more, your Account will become inactive. You may choose to reactivate or close your Account to avoid the Inactive Account Fees. When an Account has been inactive for periods of two years, five years and nine years, we are required by law to notify you in writing by sending you an Inactive Account Notice. We do not send notices in the third, fourth, fifth, sixth, seventh and eighth years of inactivity.

- **Two- and Five-Year Inactive Account Notice Fee:** \$20.00 (waived for RBC Leo's Young Savers Account). The fee will be waived if the notice is acknowledged or if the Account is reactivated within a specified time period.
- **Third, Fourth, Sixth, Seventh and Eighth Year Your Account Is Inactive:** \$20.00 each year your Account remains inactive (waived for RBC Leo's Young Savers Account). An Inactive Account Notice will not be sent.
- **Nine-Year Inactive Account Notice Fee:** \$40.00 (waived for RBC Leo's Young Savers Account). The fee will be waived if the notice is acknowledged or if the Account is reactivated within a specified time period.

If your Account remains inactive and the balance reaches zero at any time after we send you the two-year Inactive Account Notice, we will close your Account without further notice to you. If your Account remains inactive and the balance is still unclaimed after the nine-year Inactive Account Notice is sent, we will close your Account. Deposit interest, if applicable to your Account, will be paid until the Account is closed. 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 the Bank of Canada at:

Bank of Canada – Unclaimed Balances Services

234 Laurier Avenue West

Ottawa, ON K1A 0G9

Telephone: 1-800-303-1282

Email: info@bankofcanada.ca

Website: www.bankofcanada.ca/unclaimed-balances

6. Automatic Linking and Privacy Rules

RBC VIP Banking

1. a) If you hold an RBC VIP Banking Operating Account (hereinafter, an **“Operating Account”**) in sole ownership or jointly with up to two (2) other co-owners and any eligible RBC VIP Banking Companion Accounts (hereinafter, a **“Companion Account”**) in sole ownership or jointly with other co-owners, the Companion Accounts will be automatically linked to the Operating Account. As a result, the Companion Accounts will have their Monthly Fees automatically waived, which means your ownership of these Companion Accounts may be disclosed to any co-owners of the Operating Account.
 - b) If you hold an Operating Account in sole ownership or jointly with one (1) co-owner and one (1) Eligible VIP Credit Card as primary cardholder, the Eligible VIP Credit Card will be automatically linked to the Operating Account. If you hold an Operating Account in sole ownership or jointly with one (1) co-owner and more than one (1) Eligible VIP Credit Cards as primary cardholder, only one (1) Eligible VIP Credit Card, chosen first by ownership match, then by the card with the highest standard annual fee, will be automatically linked to the Operating Account. As a result, this Eligible VIP Credit Card will have its annual fee automatically rebated, which means your ownership of the Eligible VIP Credit Card may be disclosed to any co-owners of the Operating Account.
 - c) If you hold an Operating Account and a safe deposit box alone or jointly with others, we will link the safe deposit box to the Operating Account based on factors such as common ownership, highest box rentals and others. As a result, the safe deposit box will have its fees discounted, which means your ownership of the safe deposit box may be disclosed to any co-owners of the Operating Account.
 - d) If you make a transaction on the Operating Account at any time after the addition of co-owner(s) to that Operating Account, it will mean that you have read and understood this disclosure and have agreed to disclose your ownership of these Companion Accounts, Eligible VIP Credit Card and safe deposit box in the RBC VIP Banking package to any co-owners of the Operating Account.
2. a) If you hold an Operating Account jointly with more than two (2) other co-owners, then the eligible Companion Accounts, whether held in sole or joint ownership, will not be automatically linked to the Operating Account. This means the Companion Accounts will not have their Monthly Fees waived automatically. You must call or visit a branch to find out if the Companion Accounts are eligible to be manually linked for waived Monthly Fees. If they are eligible and are linked, the Companion Accounts will have their Monthly Fees waived, which means your ownership of these Companion Accounts may be disclosed to the co-owners of the Operating Account.
 - b) If you hold an Operating Account jointly with more than one (1) co-owner and one (1) or more Eligible VIP Credit Cards as primary cardholder, then an Eligible VIP Credit Card cannot be automatically linked by our systems to the Operating Account. This means an Eligible VIP Credit Card will not have its fees rebated automatically. You must call or visit your branch to have us manually link one (1) Eligible VIP Credit Card that you designate to the Operating Account, and the annual fees of that Eligible VIP Credit Card will be rebated as of the date of the request. This means your ownership of the Eligible VIP Credit Card may be disclosed to any co-owners of the Operating Account.
 - c) If you hold an Operating Account alone or jointly with others and a safe deposit box alone or jointly with others and we have not found a suitable match between them, we will not link the safe deposit box to the Operating Account. This means this safe deposit box will not have its fees discounted. You must call or visit a branch to find out if the safe deposit box is eligible to be manually linked for discounted fees. If it is eligible and is linked, the safe deposit box will have its fees discounted, which means your ownership of the safe deposit box may be disclosed to any co-owners of the Operating Account.
 - d) If you make a request for the Operating Account to be manually linked to the Companion Accounts, Eligible VIP Credit Card you specify or safe deposit box, it means you have read and understood this disclosure and have agreed to disclose your ownership of these Companion Accounts, Eligible VIP Credit Card or safe deposit box to the Operating Account co-owners.
3. a) If you hold an Operating Account in sole or joint ownership and
 - i) any eligible Companion Accounts in joint ownership with other co-owner(s),
 - ii) an Eligible VIP Credit Card as the primary cardholder with a co-applicant, and/or
 - iii) a safe deposit box jointly with other co-tenant(s),
 and the Companion Accounts, Eligible VIP Credit Card and/or safe deposit box have been linked to the Operating Account, then the Companion Accounts, Eligible VIP Credit Card and safe deposit box will have their fees waived, rebated or discounted, which means your ownership of the Operating Account may be disclosed to the co-owners of the Companion Accounts, co-applicant of the Eligible VIP Credit Card or co-tenant(s) of the safe deposit box.

- b) If you make a transaction on the Operating Account at any time after the addition of any co-owner to the Companion Accounts, co-applicant to the Eligible VIP Credit Card and co-tenant to the safe deposit box, it will mean that you have read and understood this disclosure and have agreed to disclose your ownership of the Operating Account to the co-owners of the Companion Accounts, co-applicant of the Eligible VIP Credit Card and co-tenant of the safe deposit box.
4. At any time, you can request, either by calling or visiting the branch, to have a Companion Account, Eligible VIP Credit Card or a safe deposit box manually unlinked from the Operating Account. This means the Companion Account, Eligible VIP Credit Card or the safe deposit box will no longer have its fees waived or rebated or discounted, and regular fees will apply as of the date the request to unlink is made.

RBC Signature No Limit Banking

1. a) If you hold an RBC Signature No Limit Banking Account in sole ownership or jointly with one (1) co-owner and one (1) Eligible SNL Credit Card as primary cardholder, the Eligible SNL Credit Card will be automatically linked to the RBC Signature No Limit Banking Account. If you hold an RBC Signature No Limit Banking Account in sole ownership or jointly with one (1) co-owner and more than one (1) Eligible SNL Credit Card as primary cardholder, only one (1) Eligible SNL Credit Card, chosen first by ownership match, then by the card with the highest standard annual fee, will be automatically linked to the RBC Signature No Limit Banking Account. As a result, this Eligible SNL Credit Card will have its annual fee automatically rebated, which means your ownership of the Eligible SNL Credit Card may be disclosed to any co-owners of the RBC Signature No Limit Banking Account.
- b) If you hold an RBC Signature No Limit Banking Account and a safe deposit box alone or jointly with others, we will link the safe deposit box to the banking Account based on factors such as common ownership, highest box rentals and others. As a result, the safe deposit box will have its fees discounted, which means your ownership of the safe deposit box may be disclosed to any co-owners of the RBC Signature No Limit Banking Account.
- c) If you make a transaction on the RBC Signature No Limit Banking Account at any time after the addition of a co-owner to that RBC Signature No Limit Banking Account, it will mean that you have read and understood this disclosure and have agreed to disclose your ownership of the Eligible SNL Credit Card or safe deposit box to any co-owners of the RBC Signature No Limit Banking Account.
2. a) If you hold an RBC Signature No Limit Banking Account jointly with more than one (1) co-owner and one (1) or more Eligible SNL Credit Card as primary cardholder, then an Eligible SNL Credit Card cannot be automatically linked by our systems to the RBC Signature No Limit Banking Account. This means an Eligible SNL Credit Card will not have its fees rebated automatically. You must call or visit your branch to have us manually link one (1) Eligible SNL Credit Card that you designate to the RBC Signature No Limit Banking Account, and the annual fees of that Eligible SNL Credit Card will be rebated as of the date of the request. This means your ownership of that Eligible SNL Credit Card may be disclosed to any co-owners of the RBC Signature No Limit Banking Account.
- b) If you hold an RBC Signature No Limit Banking Account alone or jointly with others and a safe deposit box alone or jointly with others and we have not found a suitable match between them, we will not link the safe deposit box to the RBC Signature No Limit Banking Account. This means this safe deposit box will not have its fees discounted. You must call or visit your branch to find out if the safe deposit box is eligible to be manually linked for discounted fees. If it is eligible and is linked, the safe deposit box will have its fees discounted, which means your ownership of the safe deposit box may be disclosed to any co-owners of the RBC Signature No Limit Banking Account.
- c) If you make a request for the RBC Signature No Limit Banking Account to be manually linked to the Eligible SNL Credit Card you specify or safe deposit box, it means you have read and understood this disclosure and have agreed to disclose your ownership of the Eligible SNL Credit Card or safe deposit box to any co-owners of the RBC Signature No Limit Banking Account.
3. a) If you hold an RBC Signature No Limit Banking Account in sole or joint ownership and
- i) an Eligible SNL Credit Card as the primary cardholder with a co-applicant and/or
 - ii) a safe deposit box jointly with other co-tenants,
- and if the Eligible SNL Credit Card and safe deposit box have been linked to the RBC Signature No Limit Banking Account, then the Eligible SNL Credit Card and safe deposit box will have their fees rebated, which means your ownership of the RBC Signature No Limit Banking Account may be disclosed to the co-applicant of the Eligible SNL Credit Card or co-tenant(s) of the safe deposit box.

- b) If you make a transaction in the RBC Signature No Limit Banking Account at any time after the addition of a co-applicant to the Eligible SNL Credit Card or co-tenant to the safe deposit box, it will mean that you have read and understood this disclosure and have agreed to disclose your ownership of the RBC Signature No Limit Banking Account to the co-applicant of the Eligible SNL Credit Card or co-tenant of the safe deposit box.
4. At any time, you can request, either by calling or visiting the branch, to have an Eligible SNL Credit Card or safe deposit box manually unlinked from the RBC Signature No Limit Banking Account. This means the Eligible SNL Credit Card or safe deposit box will no longer have its fees rebated or discounted and regular fees will apply as of the date the request to unlink is made.

Student Banking Accounts

1. a) If you hold an Eligible Student Banking Account in sole ownership or jointly with one (1) co-owner and one (1) Eligible Student Credit Card as primary cardholder, the Eligible Student Credit Card will be automatically linked to the Eligible Student Banking Account. If you hold an Eligible Student Banking Account in sole ownership or jointly with one (1) co-owner and more than one (1) Eligible Student Credit Card as primary cardholder, only one (1) Eligible Student Credit Card, chosen first by ownership match, then by the card with the highest standard annual fee, will be automatically linked to the Eligible Student Banking Account. As a result, this Eligible Student Credit Card will have its annual fee automatically rebated, which means your ownership of the Eligible Student Credit Card may be disclosed to any co-owners of the Eligible Student Banking Account.
- b) If you make a transaction on the Eligible Student Banking Account at any time after the addition of a co-owner to that Eligible Student Banking Account, it will mean that you have read and understood this disclosure and have agreed to disclose your ownership of that Eligible Student Credit Card to any co-owners of the Eligible Student Banking Account.
2. a) If you hold an Eligible Student Banking Account jointly with more than one (1) co-owner and one (1) or more Eligible Student Credit Card(s) as primary cardholder, then an Eligible Student Credit Card cannot be automatically linked by our systems to the Eligible Student Banking Account. This means an Eligible Student Credit Card will not have its fees rebated automatically. You must call or visit your branch to have us manually link one (1) Eligible Student Credit Card that you designate to the Eligible Student Banking Account, and the annual fees of that Eligible Student Credit Card will be rebated as of the date of the request. This means your ownership of that Eligible Student Credit Card may be disclosed to any co-owners of the Eligible Student Banking Account.
- b) If you make a request for the Eligible Student Banking Account to be manually linked to the Eligible Student Credit Card you specify, it means you have read and understood this disclosure and have agreed to disclose your ownership of the Eligible Student Credit Card to any co-owners of the banking Account.
3. a) If you hold an Eligible Student Banking Account in sole or joint ownership and an Eligible Student Credit Card as the primary cardholder with a co-applicant, if the Eligible Student Credit Card has been linked to the Eligible Student Banking Account, then the Eligible Student Credit Card will have its fees rebated, which means your ownership of the banking Account may be disclosed to the co-applicant of the Eligible Student Credit Card.
- b) If you make a transaction in the Eligible Student Banking Account at any time after the addition of a co-applicant to the Eligible Student Credit Card, it will mean that you have read and understood this disclosure and have agreed to disclose your ownership of the banking Account to the co-applicant of the Eligible Student Credit Card.
4. At any time, you can request, either by calling or visiting a branch, to have a credit card manually unlinked from the banking Account. This means the Eligible Student Credit Card will no longer have its fees rebated and regular fees will apply as of the date the request to unlink is made.

B. PERSONAL DEPOSIT ACCOUNT CLIENT AGREEMENT

1. What the Words Mean:

In this Agreement, please remember that

“you” and **“your”** means each person who has consented to this Agreement, the Disclosures and any other terms and conditions governing the Account and provided a specimen signature;

“we”, “us” and **“our”** means 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;

“Agreement” means this Personal Deposit Account 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 where the Account is opened;

“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 under the Client Card Agreement;

“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 terms and conditions governing the Account that we make in this booklet, *RBC Royal Bank Disclosures and Agreements related to Personal Deposit Accounts*, 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 and Third Party Services (as defined in the Electronic Access Agreement), together with any terms, conditions or disclaimers provided in the Services;

“Electronic Access Device” means a personal computer, telephone, cell phone, smart phone, mobile device, wireless device, tablet device or any other electronic device that we allow you to use to access the Services;

“Electronic Communication” means any communication by an Electronic Access Device;

“Expenses” means all costs, charges, fees, legal expenses and out-of-pocket expenses (together with any goods and services tax or other applicable taxes) incurred from time to time in relation to the Account;

“Instrument” means a bill of exchange (including a cheque, draft or money order), promissory note or other order for the payment of money given verbally or in paper or electronic form, clearing item, payment item or other value item (including any automated clearing house payment, pre-authorized deposit or debit payment), including any image or reproduction of the foregoing. Any such item will be considered an Instrument whether or not you are a party to it and whether it is in Canadian or another currency;

“Mobile Banking” means access to certain services, features, functionality, content and information that is available through Online Banking through our websites that are specifically designed for mobile use or through a downloadable application that we offer to access the Services;

“Notification” means documents that we are required to send you in connection with your Account, including, without limitation, amendments to the Disclosures, this Agreement and any other agreements that you have entered into with us, as well as notices on the increase in fees and the introduction of new fees applicable to your Account;

“Online Banking” means our online banking service and includes Mobile Banking;

“Overdraft Protection” means an optional service for which you must apply, available on most Accounts and subject to credit approval, whereby we extend credit to you in order for you to make a payment, transfer or withdrawal from your Account up to an approved Overdraft Limit, when the Account has insufficient funds;

“Overdraft Limit” means the maximum amount that we have set for you to overdraw your Account, if your application for Overdraft Protection has been approved;

“Primary Owner” means the person we consider to be the main owner of the Account, if this is a joint account;

“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);

“Services” means the services and features that we offer through each or all of Online Banking, Telephone Banking and Mobile Payments (as defined in the Electronic Access Agreement) and that may be accessed by certain Electronic Access Devices;

“Statement” means the monthly statement that shows the transactions and balances during the Monthly Cycle of an Account, which we deliver or made available to you, whether by mail or electronically, if you have chosen this record keeping option; and

“Telephone Banking” means the telephone banking service offered by us.

2. General Agreement to Terms:

- a) Specimen Signature:** This Agreement applies to each Account. It replaces all prior agreements between you and us for an Account. If you sign a Specimen Signature form 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 Specimen Signature form.
- b) Account Switch or Conversion:** If you change the interest and fee components of your Account in an Account switch or conversion 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.
- c) Signing Authorities:** If you are opening a joint Account, you will sign additional forms setting out the Signing Authorities for the Account (Signing Authorities for Joint Personal Deposit Accounts). If you add an owner to an Account, you will sign a form authorizing the addition of a co-owner to the Account (Authorization to Add a Joint Owner to an Existing Personal Deposit Account). If this is an estate account with more than one testamentary executor or liquidator, you must also sign these forms setting out the Signing Authorities for the Account, in which case the provisions governing joint account owners will be adapted to the extent possible to multiple testamentary executors or liquidators, but the provisions on survivorship upon the death of any joint owner will not apply.
- d) Payments:** Unless we agree otherwise, you must make all payments under this Agreement in money that is legal tender at the time of payment.

3. Fees and Expenses:

- a) Account 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.
- b) Expenses and Legal Fees:**
- i) You agree to fully indemnify us for any Expenses we incur in collecting or attempting to collect amounts you owe us, including Expenses related to the use of a collection agency.

- ii) If there is a dispute about the funds in an Account or the ownership of an Account, we may freeze the funds in the Account until such time as the dispute is resolved, apply to the court for directions or pay the funds into court, for which payment shall be in Canadian dollars with the conversion occurring on the date of payment at a currency conversion rate established by us. In any case, we shall fully recover any Expenses incurred by us from the funds in the Account.
- iii) In the event of any executions of third party demands or claims against or related to the Account, we may fully recover any Expenses incurred by us, and all such payments made under this subsection shall be in Canadian dollars, with the conversion to occur on the date of payment at a currency conversion rate established by us.

4. Overdrafts:

- a)** Once you have been approved for Overdraft Protection, you may overdraw your Account at any time up to the Overdraft Limit. However, overdraft protection services are at our complete discretion and control. We may refuse to pay a cheque or payment item, or honour a withdrawal request made against an Account at any time, if there are insufficient available funds, even if you have been approved for Overdraft Protection and not exceeded the Overdraft Limit.
- b)** Even if you do not have Overdraft Protection, we may allow you to overdraw an Account or, if you have been approved for Overdraft Protection, we may allow you to exceed your approved Overdraft Limit from time to time at our complete discretion. But if we do, we may stop allowing 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, in the first instance, or exceed your Overdraft Limit, in the second instance.
- 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.
- d)** If you do not have Overdraft Protection and we have allowed you to overdraw your Account, or if you have been approved for Overdraft Protection and we have allowed you to exceed your approved Overdraft Limit, you agree to repay the overdrawn amount in the first instance, or the amount in excess of the Overdraft Limit, in the second instance, within 90 days.
- e)** Notwithstanding sub-sections c) and d) 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.

f) You may cancel Overdraft Protection at any time by visiting your Branch; or by calling us toll-free at 1-800 ROYAL 1-1 (1-800-769-2511). The cancellation will be in effect for the next Monthly Cycle of your Account.

5. Access to Your Account: We will determine how you may access your Account, including ways to identify you when you require our services. We may issue you a Client Card and require it to be used in certain channels to gain access to your Account. If we do, we will provide you with the rules governing its use in a the Client Card Agreement. Your Client Card is a separate product from 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.
- 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 at an ATM, merchant location or other designated debit card terminals, your transactions will also be governed by the terms of the Client Card Agreement.
 - ii) If an Account is accessed via Electronic Access Device, your transactions will also be governed by the terms of the Electronic Access Agreement.
 - iii) If the Account is accessed using an RBC Virtual Visa Debit Number, your transactions will also be governed by the terms of the RBC Virtual Visa Debit 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 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 of 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 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:

- Four (4) Business Days after the day of deposit for cheques and other negotiable items in Canadian dollars deposited to a personal deposit account in person with an employee at one of our branches or points of service and drawn on a Canadian branch of a Canadian financial institution;
- Five (5) Business Days after the day of deposit for cheques and other negotiable items in Canadian dollars deposited in any other manner (such as at an ATM) drawn on a Canadian branch of a Canadian financial institution;
- Five (5) Business Days for cheques and other negotiable items in United States dollars 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 an Instrument is dishonoured, not paid or paid but subsequently returned for any reason whatsoever. We may also adjust an Account to correct amounts that we believe were credited to an Account by mistake or that we suspect could be the result of any fraudulent, unlawful or improper activity 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 Instruments requiring such action.

8. Instruments:

a) General: All Instruments must comply with applicable laws and any other specifications we may provide from time to time. We may present and deliver Instruments for payment, clearing, collection, acceptance or otherwise through any financial or other institution, and in any manner, as we deem appropriate. We may also accept and deliver any form of settlement or payment for any Instrument as we deem appropriate.

Instruments are subject to the applicable laws of each jurisdiction in which they are processed, including any intermediary jurisdiction in which they are processed through, and you are responsible to ensure all Instruments comply with such applicable laws. We are not responsible for any losses relating to an Instrument which contravenes applicable laws.

b) Other Financial Institutions and Beneficiaries: The beneficiary of an Instrument may not receive the funds on the date the funds are debited from your Account. We are not responsible for the actions or omissions of any third parties, including beneficiaries or other financial institutions sending, receiving, or processing Instruments in connection with our services, or for any losses arising out of, or incidental to, any of the foregoing. You are responsible for notifying applicable persons when an Instrument is sent, and of the delivery methods used to send the Instrument. You are responsible for confirming each Instrument is accessed, sent, received, accepted, and processed as intended. Other institutions or persons may set limits, requirements, and restrictions on the sending, receiving, or processing of the Instrument, including on the amount, currency, or legitimacy of the Instrument, and you are responsible for adherence to such limits, requirements, and restrictions.

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

d) Stop Payments: You will ensure that the cheque or debit to be stopped has not already been paid or processed through the Account. The following information must be provided for each cheque or debit to be stopped: (i) amount; (ii) date; (iii) payee name; (iv) serial number (note that the MICR encoded serial number is required in order for the system to capture it); and (v) reason for the stop payment. To stop a series of pre-authorized debits, stop payment instructions must be submitted for each debit in the series. Any stop payment instruction will remain in place for only one (1) year from the date we accept the instruction. It is your responsibility to follow up on all stop payment instructions, and to ensure the payee has been notified that a stop payment instruction has been given. The issuance and processing of a stop payment instruction may not affect the legal obligation to the payee or any other person. The payee must be contacted directly to cancel any contract with the payee as required. We will process all stop payment instructions on a best effort basis, but we do not guarantee a cheque or debit will be stopped even if a stop payment instruction has been processed. We are not responsible for any losses arising as a result of a stop payment instruction.

9. Joint Accounts: If you have agreed to be a co-owner of a joint Account with one or more individuals who have also agreed to be co-owners of the joint Account and all co-owners have provided the required consents, then the following provisions apply:

a) Liability: 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. This means the funds deposited by one co-owner into a joint Account will be subject to creditor's rights or other claims that might exist against the other co-owner(s).

b) Rights of Co-Owners: Any one of you may (even if you have set up signing authorities to the contrary under subsection (d) below):

- i) Make deposits to the Account payable to all or any one of you. We may also endorse any Instruments received from or for any one or more of you;
- ii) Provide instructions to remove Overdraft Protection or to stop payment on any Instrument drawn on a joint Account;
- iii) Receive Account Statements, Notifications 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 co-owner may change the mailing address for paper Account Statements and Notifications or switch to receive electronic

Account Statements and Notifications instead of paper Account Statements and Notifications or change the interest and fee components of the Account (in an Account switch or conversion). If you make any of these changes, you agree to notify your co-owner(s) of them. For clarity, removing or adding a co-owner is not considered an administrative decision.

c) Access to Account History: 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) Signing Authorities: You may choose to set up the signing authorities for the joint Account (as designated on the required Bank documents) in the manner specified below.

We may honour an 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). This means any one of the Account co-owners may use the funds in the Account for any purpose without obtaining the consent of the other co-owner(s);
- ii) “*All To Sign*”, only if it has been signed by all of you. This means all co-owners of the Account must use the funds in the Account only with the consent of all the other co-owners;
- iii) “*Other (specify)*”, only by you, or the agreed number of you, identified on the required Bank documents. This means only the co-owner(s) you have identified must use the funds in the Account with the consent of the other co-owner(s) you have identified.

If you do not choose any signing authorities for the joint Account, we will set it up under option (i) above: Any One To Sign.

e) Adding a Co-Owner: you agree that by adding one or a number of co-owner(s) to the joint Account, the added co-owner(s) will also have access to the complete previous Account history and transaction details for the Account, and you agree to this access being provided.

f) Removing a Co-Owner: you agree that if one or a number of co-owners are removed from the joint Account, the joint Account will be closed.

g) Paper Records:

- i) If your recordkeeping option for the Account is paper (Statements or bankbook), the first co-owner entered in our records will be the Primary Owner of the Account
- ii) If you have chosen paper Account Statements and Notifications as your record keeping option, we will mail one copy of the paper Account

Statements and Notifications to the mailing address of the Primary Owner of the Account, unless you have given us other instructions.

- iii) Any co-owner who receives the paper Statements and Notifications for the Account is charged with the duty of making copies available to the other co-owners;
- iv) If any co-owner changes the mailing address of the Account to that of another co-owner, they are bound to notify their co-owners of the change.
- v) Any delivery of paper Account Statements or Notifications made to the last address designated to receive paper Statements and Notifications for the Account is considered a delivery to each co-owner. It is the duty of each co-owner to keep the mailing address of the Account current.

h) Electronic Records:

- i) If your recordkeeping option for the Account is electronic, electronic Account Statements will be delivered by way of links in messages to the Message Centre in Online Banking of the co-owner who chose electronic Statements and Notifications as the record keeping option for the Account. But a copy of the electronic Statements will be made available to all co-owners who have access to Online Banking. Electronic Notifications may appear on an electronic Account Statement or will be delivered by way of message to the Message Centre or links in messages to the Message Centre in Online Banking of all co-owners who have access to Online Banking.
- ii) Only the requester (the initiator of the change to electronic Account Statements and Notifications) will be notified by way of message to the Message Centre for making the change from paper to electronic Account Statements and Notifications.
- iii) The requester is charged with the duty of advising the other co-owner(s) of the change to electronic documents. Similarly, the requester is charged with the duty of advising the other co-owners, in the event they opt for paper Statements and Notifications.
- iv) If any co-owner does not have access to Online Banking, then the co-owner who initiated the change to electronic Account Statements and Notifications is charged with the duty of delivering copies of any Account Statements and Notifications to the co-owner(s) who do not have access to Online Banking.
- v) If you have chosen to receive electronic Account Statements and Notifications for the Account, then at least one co-owner will enrol in Online Banking and at least one co-owner will stay enrolled in Online Banking during the time that your Account Statement or Notification delivery option is electronic.

i) Survivorship: Your joint Account has the right of survivorship, which means it is your intention that, on your death, all your debts owing to us incurred prior to your death be paid first and the balance of your joint Account shall not be treated as an estate asset and be paid to the surviving joint account holder(s), subject to any applicable laws on the period of survivorship. This shall constitute your irrevocable direction to us, upon receipt of a demand from the surviving joint account holder(s) requesting the balance of the account to be paid to the surviving account holder(s), to act in accordance with such request. We shall be entitled to pay the joint account holder(s) as requested without inquiring whether the surviving joint account holder(s) has, as between the surviving joint account holder(s) and your heirs, executors, administrators, assigns or any third party the beneficial right to the monies so directed and without recognizing any claim of any third parties. However, it does not release the deceased Account co-owner or their estate from liability for debts or overdrafts owing to us and incurred prior to the deceased Account co-owner's death. Once the Bank receives evidence acceptable to us of the death, we will remove the deceased Account co-owner's name from the Account, subject to the payment of any debt owed by the deceased Account co-owner. Upon such removal, we will be fully discharged respecting the deceased Account co-owner and their estate's interest in the Account. 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 co-owner, the surviving Account co-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 attorneys 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. Payment Instructions:

- a) You will give us payment instructions in person at the branch, by telephone, in Online Banking or in any other way we may authorize. We may allow you to give payment instructions by mail, provided you accept any additional terms and conditions which we may impose.
- b) If you give us instructions to make payments or transfer funds to payees, 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 payees 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 disputes with the payee, such as a payee not crediting you for a payment for any reason (even if that payee is no longer included on your payee list), charging you late fees or interest penalties or not supplying goods or services purchased or the goods or services not being suitable. You agree to settle your dispute directly with that payee.
- c) 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 payee is accurate at all times.
- d) We may, without notice, update your payee information, including account numbers, payee names or email addresses, if informed of a change by that payee or if we think it necessary. We may in our discretion, and without notice to you, remove a payee from the list of payees to whom you may make a payment through us.
- e) We may, in our complete discretion, and without notice to you, decline or refuse to act on an instruction that appears to be given by you, including instructions relating to post-dated payments, or if we believe that you, the recipient of any payment or any other party standing to benefit, is engaging in fraudulent, unlawful or improper activity or that an error or mistake has occurred.

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 or to another account held with us, an RBC company or another institution, you acknowledge that there may be processing delays that apply to the payment or transfer. 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, damages or inconvenience suffered

by you resulting from a delay in the transaction, whether such delay is caused by systems or human error or failure or for any other reason, subject to the liability for damages provision in section 23 below.

13. Digital Images or Electronic Representations: You acknowledge that digital images or electronic representations of 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 they were paper items. We may reject any 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 or bankbook. 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, irregularities, omissions, unauthorized transactions or forgeries related to or in the Account transaction information within 45 days from the date of your Account Statement or for any Account in which you have chosen a bankbook 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.

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. If your Account remains inactive and the balance is still unclaimed after the nine-year inactive notice is sent, we will close your Account. Interest, if applicable to your Account, will be paid until the Account is closed. After 10 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 recordkeeping 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.
- c) We reserve the right to prevent your Account from being used for certain types of transactions as determined by us, including transactions connected to internet/online gambling, noting that non-permissible transactions exclude internet/online gambling related transactions originating from an internet/online gambling website which is offered through a lawfully established provincially run lottery corporation in Canada.

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. We may also apply the funds in any account you may have with us or with any of our subsidiaries against a debt or obligation you owe related to an Account. 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 fees 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) or separately 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.
- e) 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 requested.

- a) If you have requested communication by ordinary mail, we will send you mail to the last address provided. If any communication is returned as undelivered, we will not mail anything further to that address again. The onus is on you to tell us if you have not received an Account Statement or Notification. It is your responsibility to keep your address with us current.
- b) If you have requested Electronic Communication, you must fulfill any applicable eligibility criteria and provide any proper authorizations we may require from time to time. If you have requested to receive electronic Account Statements and Notifications, you acknowledge that paper Account Statements and Notifications will be replaced with electronic Account Statements and Notifications.
- c) 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:
 - i) 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
 - ii) 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.
- d) You acknowledge and agree that if you choose to use, or instruct us to use, any means of any unsecure communication, such as by mail, or by Electronic Communication that is not encrypted, including without limitation, non-secure dedicated or internet connections, or any fax or unencrypted email 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.

If you communicate with us using an unsecure channel of communication, we may at our complete discretion choose not to act upon the content if we have doubts as to its authenticity.

- e) If you asked to communicate with us in an unsecure channel and we choose to act on an unsecure communication that we receive from you or in your name, it 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 we will be entitled to rely upon any signature appearing on a paper document or on a facsimile transmission that purports to be your signature, or that of your representative, and we will not be liable for any loss, damage, expense or inconvenience that results.
- f) You will keep the originals of all Electronic Communications and produce them to us on request.
- g) You acknowledge that we do not need to constantly monitor our facsimile machines or other electronic channels and will only be required to use reasonable efforts to determine if an Electronic Communication has been received.

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. For further clarity, we may fully recover from the Account any Expenses for the translation of any documentation provided in connection with the release of the funds. With respect to joint Accounts, we are authorized to release any information about the Account to the estate representative of the deceased Account co-owner up to the date of the death, except in Quebec where the liquidator is entitled to all Account information up to or after the death of a co-owner.

21. Currency of Payment and Conversion: 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. If an Instrument is in a currency other than the currency of the Account, and the Instrument is to be credited to or debited from the Account, you agree that we may convert the Instrument at the applicable currency conversion rate established by us in our discretion for such purpose. We are not responsible for any losses related to foreign currency conversions, including those resulting from a change to our currency conversion rates between the date an Instrument is converted by us and the date the Instrument is processed or returned. The conversion rate in effect at the time you request a service may be different from the rate in effect at the time your transaction takes place that we apply. You are solely responsible for any losses related to foreign currency conversions in connection with our services, including those resulting from a change to our currency conversion rates and any loss in the value or amount of an Instrument due to an adverse change to such rates.

22. Account Closure: Any funds on deposit in a joint Account you close may only be withdrawn by a cheque or other withdrawal signed as required by subsection 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 U.S. dollar account and information is shared with and used by our U.S. 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

- a) to manage our risks and operations and those of RBC companies;
- b) 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
- c) 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, that 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 that 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 “Financial fraud prevention and privacy protection” brochure, by calling us at the toll-free number shown above or by visiting our website at www.rbc.com/privacysecurity.

26. Complaint or Compliment: If you have a problem or concern, you may telephone or visit your Branch.

If your problem is not resolved to your entire satisfaction, we encourage you to contact:

Client Care Centre

P.O. Box 1, Royal Bank Plaza
Toronto, Ontario M5J 2J5

Telephone: 1-800-769-2540, please choose language option,
then option 2

Fax: 416-974-3561

Email: clientcarecentre@rbc.com

If you are still not satisfied, you may refer the matter to:

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

Email: ombudsman@rbc.com

Should all of our efforts to resolve a dispute fail, you may turn to:

ADR Chambers Banking Ombuds Office

P.O. Box 1006

31 Adelaide Street East

Toronto, Ontario M5C 2K4

Telephone: 1-800-941-3655

Fax: 1-877-803-5127

Email: contact@bankingombuds.ca

Website: www.bankingombuds.ca

If you have a regulatory complaint, you may contact:

Financial Consumer Agency of Canada

6th Floor, Enterprise Building

427 Laurier Avenue West

Ottawa, Ontario K1R 1B9

English: 1-866-461-3222

Fax: 1-866-814-2224

Website: 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. Deposit Insurance: The Bank, Royal Trust and RBMC are members of Canada Deposit Insurance Corporation (CDIC). A deposit with any of these institutions is eligible for CDIC deposit insurance coverage, provided it is made in Canadian dollars and payable in Canada and the total deposits you hold do not exceed \$100,000 per institution per insurance category – for more information contact CDIC directly at info@cdic.ca or 1-800-461-2342.

28. Assigning the Agreement: We reserve the right to assign this Agreement to any of our deposit-taking affiliates at any time.

29. Severance: If any part of this Agreement is held unenforceable for any reason, the unenforceable portion of this Agreement will not affect the enforceability of the remainder of the Agreement, which will continue in full force and effect as if this Agreement had been executed without the unenforceable portion.

30. Jurisdiction: This Agreement and all services related to the operation of the Account will be governed by the laws of Canada and by the laws of the province in which the Branch of the Account is located. You agree to submit to and be bound by those laws and the courts of that province.

31. 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.*

C. CLIENT CARD AGREEMENT

What this Agreement covers

This Agreement sets out the terms that apply when you use your RBC Royal Bank® Client Card, whether or not it is used 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 and your PIN. It tells you about your rights and duties. You should read it carefully.

Selecting a PIN or 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.

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

“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 use of your card number.

“Losses” means any loss to you or to us that results from the unauthorized use of your Client Card, 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

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 help identify you when you are requesting a service from us or to authorize the transactions you do with us at our branches, and/or through our telephone, online and mobile banking services.

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. For certain transactions, we may allow you to use your Client Card without providing us with your PIN. For these transactions, you will have the same rights and responsibilities as if you had used your Client Card with your PIN.

Your Electronic Access Agreement governs the use of your Client Card number with your RBC Royal Bank Online Banking password for Online and Mobile transactions.

Personal identification number

We will advise you on how to select your PIN and how to change it. We will also advise you on 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 that 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 enabling 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 for taking 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 separately 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. We may change any of these limits, with or without notice to you. 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.

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

- You authorize someone else to use your Client Card;
- 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 such as when 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 that occur because of your unintentional contribution to someone else's unauthorized use of your Client Card;
- Losses that 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 those 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 the Personal Identification Number section of this Agreement);
- Keeping a poorly disguised written record of your PIN on or near your Client Card (see the 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.

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.

Verification and records

All use of your Client Card and PIN is subject to our verification and acceptance. This may take place on a date later than the date you use the Client Card and will be in effect 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 for a POS transaction. We are also not responsible for any problems you have with the Biller when you use your Client Card 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 for ensuring 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 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 for any reason, including where we cancel or temporarily de-activate your Client 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 or PIN are set out in your Client Agreement – Personal Deposit Account or other applicable Account Agreement. When you use your Client Card, 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® 1-1 (1-800-769-2511). 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: *How to make 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 your Client Card has 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 posting notice on 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 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 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 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 no later than the date we post the transaction to your Account at our exchange rate that is 2.5% over a benchmark rate set by Visa International, a subsidiary of Visa Inc., and which Royal Bank of Canada pays on the date of conversion. This rate may be different from the rate in effect for the date your ATM withdrawal occurred or 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

Section 25 of the Personal Deposit Account Client Agreement in Part B applies here in its entirety.

In Quebec

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.*



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