# Royal Bank of Canada Second Quarter Results

May 24, 2018

All amounts are in Canadian dollars unless otherwise indicated and are based on financial statements prepared in compliance with International Accounting Standards 34 *Interim Financial Reporting*, unless otherwise noted. Our Q2 2018 Report to Shareholders and Q2 2018 Supplementary Financial Information are available on our website at <a href="mailto:recom/investorrelations">recom/investorrelations</a>.



# Caution regarding forward-looking statements



From time to time, we make written or oral forward-looking statements within the meaning of certain securities laws, including the "safe harbour" provisions of the *United States Private Securities Litigation Reform Act of 1995* and any applicable Canadian securities legislation. We may make forward-looking statements in this presentation, in filings with Canadian regulators or the Securities and Exchange Commission, in reports to shareholders and in other communications. Forward-looking statements in this presentation include, but are not limited to, statements relating to our financial performance objectives, vision and strategic goals. The forward-looking information contained in this document is presented for the purpose of assisting the holders of our securities and financial analysts in understanding our financial position and results of operations as at and for the periods ended on the dates presented, as well as our financial performance objectives, vision and strategic goals, and may not be appropriate for other purposes. Forward-looking statements are typically identified by words such as "believe", "expect", "foresee", "forecast", "anticipate", "intend", "estimate", "goal", "plan" and "project" and similar expressions of future or conditional verbs such as "will", "may", "should", "could" or "would".

By their very nature, forward-looking statements require us to make assumptions and are subject to inherent risks and uncertainties, which give rise to the possibility that our predictions, forecasts, projections, expectations or conclusions will not prove to be accurate, that our assumptions may not be correct and that our financial performance objectives, vision and strategic goals will not be achieved. We caution readers not to place undue reliance on these statements as a number of risk factors could cause our actual results to differ materially from the expectations expressed in such forward-looking statements. These factors – many of which are beyond our control and the effects of which can be difficult to predict – include: credit, market, liquidity and funding, insurance, operational, regulatory compliance, strategic, reputation, legal and regulatory environment, competitive and systemic risks and other risks discussed in the risk sections of our 2017 Annual Report and the Risk management section of our Q2 2018 Report to Shareholders; including global uncertainty and volatility, elevated Canadian housing prices and household indebtedness, information technology and cyber risk including the risk of cyber-attacks or other information security events at or impacting our service providers or other third parties with whom we interact, regulatory change, technological innovation and non-traditional competitors, global environmental policy and climate change, changes in consumer behaviour, the end of quantitative easing, the business and economic conditions in the geographic regions in which we operate, the effects of changes in government fiscal, monetary and other policies, tax risk and transparency and environmental and social risk.

We caution that the foregoing list of risk factors is not exhaustive and other factors could also adversely affect our results. When relying on our forward-looking statements to make decisions with respect to us, investors and others should carefully consider the foregoing factors and other uncertainties and potential events. Material economic assumptions underlying the forward-looking statements contained in this presentation are set out in the Overview and Outlook section and for each business segment under the Strategic priorities and Outlook headings in our 2017 Annual Report, as updated by the Overview and Outlook section of our Q2 2018 Report to Shareholders. Except as required by law, we do not undertake to update any forward-looking statement, whether written or oral, that may be made from time to time by us or on our behalf.

Additional information about these and other factors can be found in the risk sections of our 2017 Annual Report and in the Risk management section of our Q2 2018 Report to Shareholders.

Information contained in or otherwise accessible through the websites mentioned does not form part of this presentation. All references in this presentation to websites are inactive textual references and are for your information only.

# **Overview**

Dave McKay

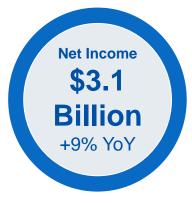
President and Chief Executive Officer



# Strong Q2/2018 with EPS up 11% and ROE of 18.1%









#### **Stable Revenue**

- Strong revenue growth in Personal & Commercial Banking, Wealth Management and I&TS
- Lower market related revenues

## **Strong Earnings**

Diluted EPS of \$2.06, up 11% YoY

## **Robust Capital and Premium ROE**

ROE of 18.1%





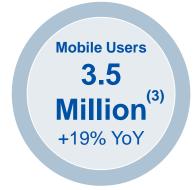
## **Strong Credit Quality**

- Total PCL of \$274 million, down 18% QoQ
- PCL ratio on impaired loans of 22 bps, down 1 bp QoQ
- GIL ratio of 47 bps, up 2 bps QoQ



### **Investing to Drive Growth**

 Continued investments to support business growth, including technology and digital initiatives



#### **Increased Mobile Adoption**

- 6.5 million active digital users<sup>(3)</sup>
- Digital adoption rate of 49%, up 390 bps YoY (see slide 19)

## Helping clients thrive and communities prosper is our purpose



#### Our clients are at the centre of everything we do









#### Our people are our greatest asset















### We are a leader in corporate citizenship











# **Financial Review**

Rod Bolger Chief Financial Officer



## **Strong earnings and EPS growth**



		YoY	QoQ	
(\$ millions, except for EPS and ROE)	Q2/2018	Reported	Reported	
Revenue	\$10,054	(3%)	(7%)	
Revenue Net of Insurance Fair Value Change (1)	\$10,228	2%	(5%)	
Non-Interest Expense	\$5,482	3%	(2%)	
PCL	\$274	(9%)	(18%)	
Income Before Income Taxes	\$3,877	5%	(4%)	
Net Income	\$3,060	9%	2%	
Diluted Earnings per Share (EPS)	\$2.06	11%	2%	
Return on Common Equity (ROE) <sup>(2)</sup>	18.1%	5%	4%	

#### **Earnings**

- Net income of \$3.1 billion up 9% YoY; diluted earnings per share (EPS) of \$2.06, up 11% YoY
- Strong ROE of 18.1%, up 90 bps from last year

#### Revenue

- Strong revenue growth in Personal & Commercial Banking, Wealth Management and I&TS
- Lower market related revenue in certain businesses

#### **Expenses**

Continued investments to support business growth including technology and digital initiatives

#### **Total PCL**

- Benign credit environment; lower PCL YoY due to improved credit quality and the adoption of IFRS 9
- Lower PCL on performing and impaired loans QoQ

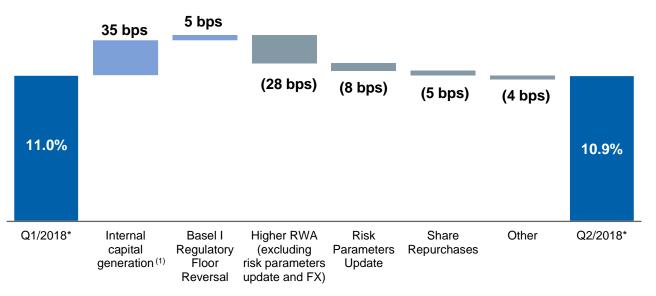
#### **Taxes**

- Prior guarter included a one-time tax write-down related to the U.S. Tax Reform
- We expect an annual benefit of \$200 \$250 million from the U.S. Tax Reform and estimate an ongoing effective tax rate at the low end of our 21-23% range, based on anticipated earnings mix

## Strong capital and earnings growth continue to drive shareholder return

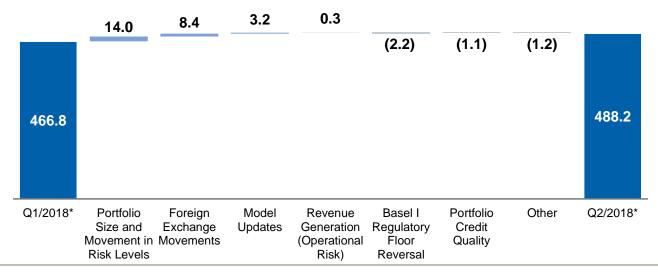


#### **CET1 Movement**



- CET1 ratio of 10.9%, down 10 bps QoQ, mainly reflecting higher RWA due to business growth and an update to retail lending risk parameters, partially offset by internal capital generation
  - Reversal of the Basel I regulatory floor adjustment improved CET1 ratio by +5 bps
- Repurchased 2.3 million shares for \$224 million in Q2/2018
  - Year to date we repurchased
     11.6 million shares for \$1.1 billion

#### **CET1 Capital RWA Movement (\$ billions)**



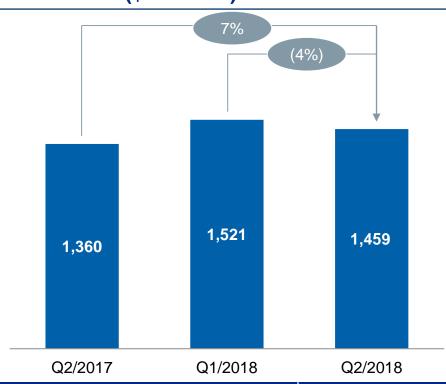
- CET1 Capital RWA increased \$21 billion during the quarter primarily reflecting business growth, the impact of FX translation, and an update to our retail lending risk parameters, partially offset by the reversal of the Basel I regulatory floor adjustment
  - Effective Q2/2018, RBC is managing regulatory floor under the Basel II standardized approach – no impact from this Basel II approach in Q2

<sup>\*</sup> Represents rounded figures. For more information, refer to the Capital management section of our Q2/2018 Report to Shareholders. (1) Internal capital generation represents net income available to shareholders, less common and preferred shares dividends.

# Solid volume and NIM growth in Personal & Commercial Banking



### **Net Income (\$ millions)**



Canadian Banking	Q2/2018
Net Income (YoY)	8%
Revenue (YoY)	9%
Assets Under Administration (YoY)	5%
Operating Leverage	0.7%

### Q2/2018 Highlights

#### **Canadian Banking**

- Net income of \$1,426 million, up 8% YoY
- Strong 9% revenue growth on loan and deposit growth of 6% and 5% YoY respectively (see slide 18)
  - Solid mortgage growth of 6%
  - Strong business loan growth of 13%
  - NIM of 2.74%, up 6 bps QoQ and 12 bps YoY
  - Higher card service revenue resulting from higher purchase volumes and higher AUA balances driving higher mutual fund distribution fees YoY
- Total PCL up YoY due to adoption of IFRS 9 in Q1/18
  - PCL ratio on impaired loans<sup>(1)</sup> of 26 bps, relatively stable QoQ and YoY
- Non-interest expense up 8% YoY with continued investments in talent and technology to support business growth and digital initiatives
- Year-to-date operating leverage of 2.1% after excluding gains related to the reorganization of Interac and the sale of Moneris<sup>(2)</sup> (reported YTD operating leverage is -0.6%)

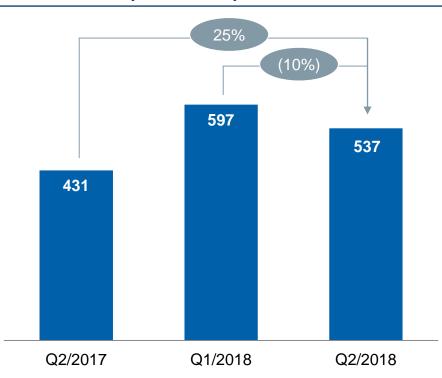
#### Caribbean & U.S. Banking

 Net income of \$33 million, down \$11 million YoY largely due to unfavourable FX translation and higher PCL

## Double-digit earnings growth in Wealth Management



## **Net Income (\$ millions)**



	YoY	QoQ
Assets Under Administration	1%	1%
Assets Under Management	8%	1%

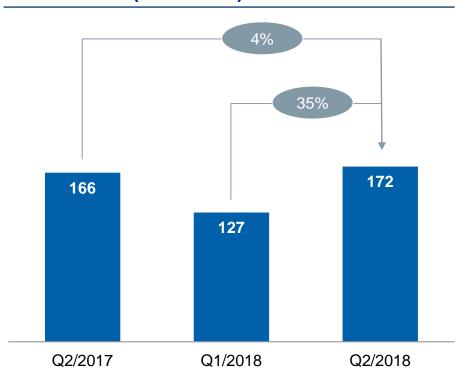
#### Q2/2018 Highlights

- Net income of \$537 million, up 25% YoY our second highest quarter on record, with strong operating leverage
  - Growth in average fee-based assets reflecting net sales and capital appreciation
  - Higher net interest income reflecting higher interest rates and volume growth
  - Operating leverage was strong, even with higher costs to support business growth, and higher regulatory costs in the U.S.
  - Lower effective tax rate reflected benefits from the U.S. Tax Reform
- Net income down 10% QoQ, impacted by a less favourable market environment and fewer days in the current quarter
  - Lower transaction and performance fee revenue and a net change in the fair value of our U.S. sharebased compensation plan impacted earnings
  - Prior quarter included a favourable accounting adjustment related to City National (CNB)

## **Solid results in Insurance**



## **Net Income (\$ millions)**



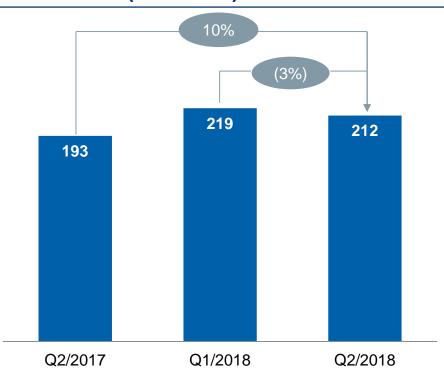
## **Q2/2018 Highlights**

- Net income of \$172 million, up 4% YoY
  - Favourable investment-related experience
  - Partially offset by:
    - Higher claims volumes in life retrocession and disability
- Net income up 35% QoQ
  - Favourable investment-related experience
  - Lower disability claims volumes in Canada

# Strong earnings growth in Investor & Treasury Services



### **Net Income (\$ millions)**



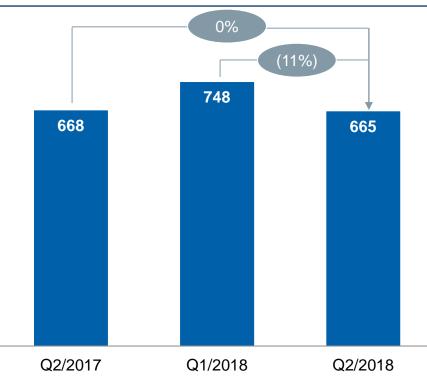
## Q2/2018 Highlights

- Net income of \$212 million, up 10% YoY
  - Higher revenue from asset services business including custody
  - Improved margins driven by rate hikes
  - Growth in client deposits
  - Partially offset by:
    - Lower funding and liquidity revenue
    - Higher investment in client-focused technology initiatives
- Net income down 3% QoQ
  - Decreased funding and liquidity revenue including lower gains from the disposition of certain securities
  - Partially offset by:
    - Increased revenue from asset services business including custody driven by higher client activity and market volatility
    - Improved margins

# Stable earnings in Capital Markets amid challenging market conditions



## **Net Income (\$ millions)**



Revenue	YoY	QoQ
Corporate and Investment Banking	(5%)	(3%)
Global Markets	(6%)	(11%)

### Q2/2018 Highlights

- Net income of \$665 million, flat YoY our third highest quarter on record
  - A lower effective tax rate
  - Higher Municipal Banking revenue, higher European Investment Banking revenue, and increased revenue in lending business in Canada and Europe
  - Lower PCL
  - Offset by:
    - Lower revenue in Global Markets and Corporate and Investment Banking (C&IB) mainly in the U.S.
    - Negative impact of FX translation
- Net income down 11% QoQ
  - Lower equity originations mainly in North America and lower equity trading in the U.S. reflecting lower market activity
  - Decreased fixed income trading revenue
  - Partially offset by:
    - Higher European Investment Banking revenue
    - Lower variable compensation on decreased results
    - Lower PCL
    - Higher municipal banking activity

# **Risk Review**

**Graeme Hepworth Chief Risk Officer** 



# **Credit quality remains strong**



	IAS 39 <sup>(1)</sup>	IFRS 9 <sup>(2)</sup>					IFRS 9 <sup>(2)</sup>	
PCL Breakdown			Q1/18			Q2/18		
(\$ MM)	Q2/17	Stage 1+2	Stage 3	Total	Stage 1+2	Stage 3	Total	
Personal & Commercial Banking PCL Ratio on Loans (bps)	\$ 262 27 bps	\$ 36	\$ 276 26 bps	\$ 312 <i>30 bps</i>	\$ 24	\$ 282 28 bps	\$ 306 30 bps	
Canadian Banking PCL Ratio on Loans (bps)	\$ 256 27 bps	\$ 34	\$ 268 26 bps	\$ 302 29 bps	\$ 30	\$ 261 26 bps	\$ 291 29 bps	
Wealth Management PCL Ratio on Loans (bps)	\$ 15 12 bps	(\$ 7)	\$ 5 4 bps	(\$ 2) (1) bp	(\$ 21)	\$ 1 1 bp	(\$ 20) (15) bps	
Capital Markets PCL Ratio on Loans (bps)	\$ 24 12 bps	(\$ 20)	\$ 45 22 bps	\$ 25 12 bps	(\$ 23)	\$ 14 7 bps	(\$ 9) <i>(5) bp</i> s	
Total PCL on Loans & Acceptances (3)	\$ 302	\$9	\$ 325	\$ 334	(\$ 20)	\$ 298	\$ 278	
PCL Ratio on Loans (bps)	23 bps	1 bp	23 bps	24 bps	(2) bps	22 bps	20 bps	
PCL on Other Financial Assets	n/a			\$ 0			(\$ 4)	
Total PCL	\$ 302			\$ 334			\$ 274	

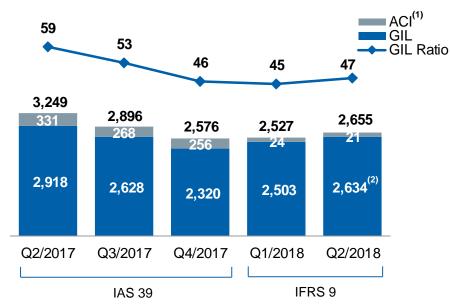
#### **QoQ Movement:**

Personal & Commercial Banking	<ul> <li>Canadian Banking:         <ul> <li>Lower PCL on performing loans (Stages 1+2), mainly in Personal Banking</li> <li>Lower PCL on impaired loans (Stage 3) mainly due to lower PCL in our Commercial and Personal Lending portfolios, partially offset by higher PCL in our Cards portfolio</li> </ul> </li> <li>Caribbean &amp; U.S. Banking:         <ul> <li>Higher total PCL in Caribbean Banking</li> </ul> </li> </ul>
Wealth Management	<ul> <li>Lower total PCL primarily due to lower provisions on performing loans (Stages 1+2) in City National and lower PCL on impaired loans (Stage 3)</li> </ul>
Capital Markets	<ul> <li>Lower PCL primarily due to lower provisions on impaired loans (Stage 3) across multiple sectors</li> </ul>

## **Gross Impaired Loans remain relatively stable**



#### **Gross Impaired Loans (\$ millions)**



### Q2/2018 Impaired Formations (\$ millions)

Segments	New Fo	Net (2)	
	Q2/2018	QoQ	Formations <sup>(3)</sup>
Personal & Commercial Banking	402	(58)	42
Canadian Banking	345	(56)	12
Caribbean & U.S. Banking	57	(2)	30
Wealth Management	47	(8)	(45)
Capital Markets	145	(34)	131
Total GIL <sup>(4)</sup>	594	(100)	128

#### **Key Drivers of Gross Impaired Loans (GIL)**

#### **Personal & Commercial Banking**

- Caribbean Banking GIL increased \$32 million QoQ primarily in our Commercial and Residential Mortgages portfolios
- Canadian Banking GIL increased \$12 million QoQ reflecting higher impaired loans in our Canadian Business Banking portfolios
- U.S. Banking GIL decreased \$2 million QoQ

#### **Wealth Management**

- GIL decreased \$45 million mainly reflecting:
  - \$30 million decrease due to repayment from one account
  - \$15 million decrease in CNB, as loans returned to performing status

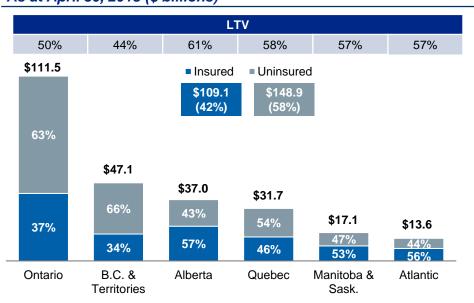
#### **Capital Markets**

 GIL increased \$131 million QoQ due to additional impairments on a few oil and gas loans

# Canadian Banking – strong underlying credit quality



# Canadian Residential Mortgage Portfolio<sup>(1)</sup> As at April 30, 2018 (\$ billions)



#### Loans 90+ Days Past Due

Delinquencies largely stable across our retail portfolios

Loan 90+ Days Past Due by Product						
	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	
Residential Mortgages	0.22%	0.20%	0.19%	0.19%	0.19%	
Personal Lending	0.28%	0.26%	0.26%	0.28%	0.28%	
Credit Cards	0.77%	0.66%	0.70%	0.80%	0.76%	
Small Business Loans	1.03%	0.87%	0.84%	0.95%	0.91%	

# Canadian Banking Residential Lending Portfolio<sup>(2)</sup> As at April 30, 2018

	Total (\$275.5BN)	Uninsured (\$189.4BN)
Mortgage	\$235.0BN	\$148.9BN
HELOC	\$40.5BN	\$40.5BN
LTV (2)	52%	51%
GVA	42%	41%
GTA	48%	48%
Average FICO Score <sup>(2)</sup>	788	796
90+ Days Past Due(2)(3)	19 bps	16 bps
GVA	4 bps	3 bps
GTA	6 bps	6 bps

### PCL on Impaired Loans (Stage 3)(3)(4)

 Seasonally higher PCL QoQ in credit cards, following a seasonal uptick in 90+ day delinquencies last quarter

	IAS 39 <sup>(5)</sup>			IFRS 9 <sup>(6)</sup>	
PCL Ratio by Product					
	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
Residential Mortgages	0.02%	0.01%	0.02%	0.02%	0.01%
Personal Lending	0.50%	0.49%	0.50%	0.55%	0.54%
Credit Cards	2.73%	2.47%	2.33%	2.39%	2.77%
Small Business Loans	0.90%	0.63%	0.85%	0.64%	0.67%

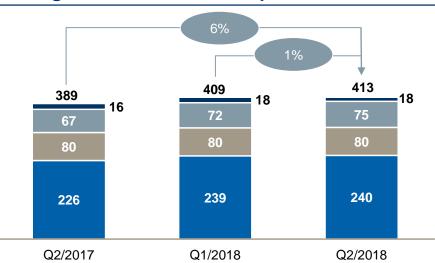
# **Appendices**



# Canadian Banking benefitted from volume growth and higher spreads

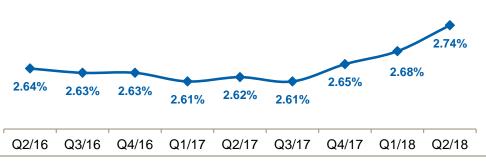


#### Average Gross Loans & Acceptances<sup>(1)</sup> (\$ billions)

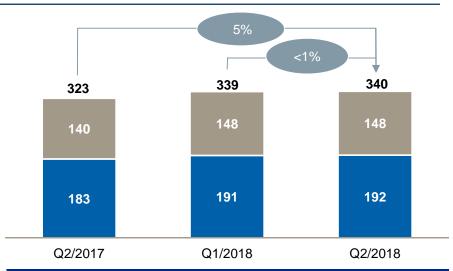


Percentage Change <sup>(1)</sup>	YoY	QoQ
Residential Mortgages	6.4%	0.7%
Personal Lending	(0.1%)	(0.4%)
Credit Cards	7.3%	(1.1%)
Business (Including Small Business)	12.8%	3.7%

#### **Net Interest Margin**

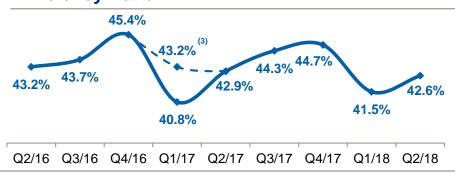


#### Average Deposits(1) (\$ billions)



Percentage Change <sup>(1)</sup>	YoY	QoQ
Personal Deposits	4.8%	0.4%
Business Deposits	5.3%	(0.1%)

#### Efficiency Ratio<sup>(2)</sup>

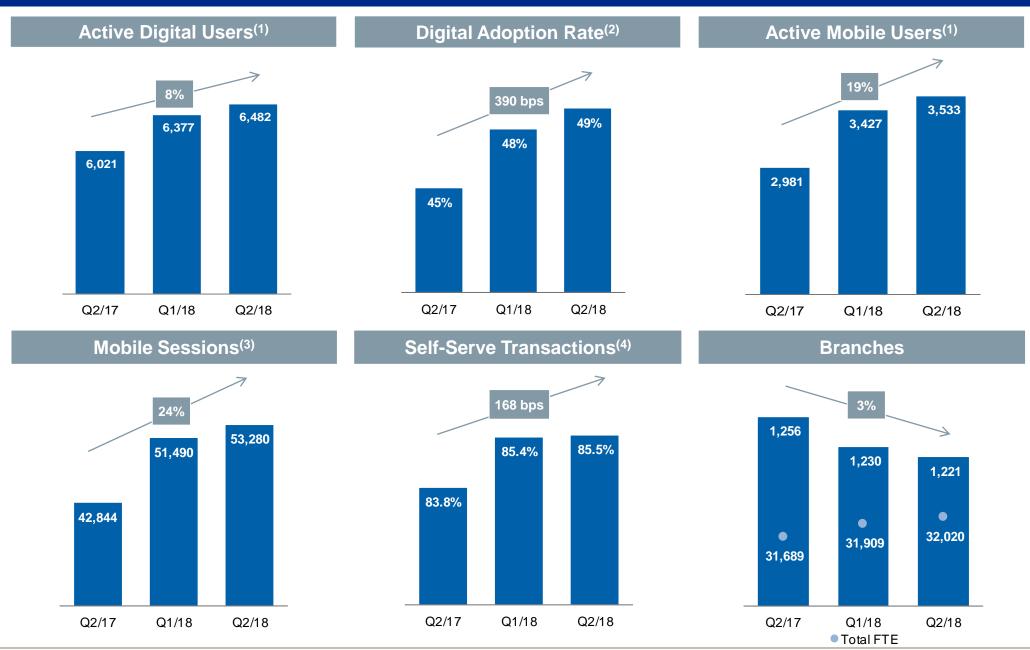


#### Second Quarter 2018 Results

(1) Totals may not add and percentage change may not reflect actual change due to rounding. (2) Effective Q4/2017, service fees and other costs incurred in association with certain commissions and fees earned are presented on a gross basis in non-interest expense. Comparative amounts have been reclassified to conform with this presentation. (3) Efficiency ratio: Non-interest expense as a percentage of total revenue. Adjusted efficiency ratio excludes our share of a gain related to the sale of the U.S. operations of Moneris Solutions Corporation (Moneris gain on sale). This is a non-GAAP measure. For more information and a reconciliation, see slides 25 and 26.

# Transforming the distribution network in Canadian Banking





# Continued momentum in U.S. Wealth Management (including CNB)



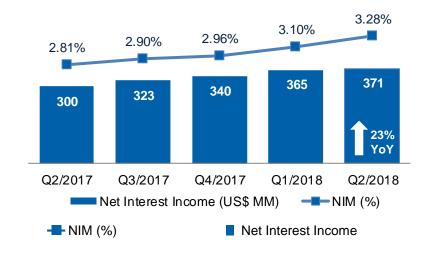
Select Financial Items	Q2/2018 (US\$ millions)	YoY	Q2/2018 Highlights	
Revenue – U.S. Wealth Management (incl. CNB)	\$977	9%	<ul> <li>Higher net interest income reflecting the impact from volume growth and higher U.S. interest rates, higher average fee-based assets reflecting net sales and capital appreciation, and higher transaction revenue</li> </ul>	
CNB Contribution:			CNB: Net income of US\$111 million	
Revenue	\$483MM	20%	<ul> <li>US\$140 million<sup>(1)</sup> excluding amortization of intangibles and integration costs of US\$29 million after-tax</li> </ul>	
Expenses	\$381MM	15%	<ul> <li>NIM of 3.28%, up 18 bps QoQ largely due to the impact of higher U.S. interest rates and a shift in portfolio mix toward higher yielding loans vs. securities</li> </ul>	
Net Income	\$111MM	93%		
Loans	\$32BN	15%	<ul> <li>Strong double-digit loan growth of 15% driven by expansion in new and existing markets, continued investment in sales colleagues, and synergies with other RBC platforms</li> </ul>	
Deposits	\$42BN	5%		

#### **CNB Net Income (US\$ millions)**

#### 145<sup>(1)</sup> **140**<sup>(1)</sup> 31 29 **107**<sup>(1)</sup> 108<sup>(1)</sup> 114 111 **83**<sup>(1)</sup> 28 29 26 79 79 57 Q2/2017 Q3/2017 Q4/2017 Q1/2018 Q2/2018 ■ City National Net Income ■ Amortization of Intangibles and

Integration Costs

### **CNB NIM & Net Interest Income (US\$ millions)**



# Stable growth in Canadian retail assets under management



## **Assets Under Management (\$ billions)**

### **Net Sales (\$ billions)**



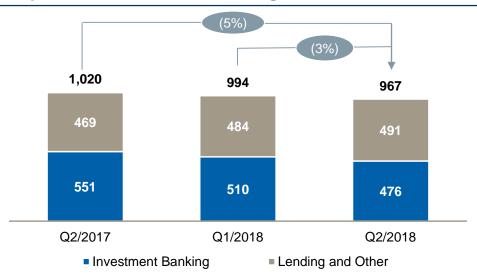


- RBC Global Asset Management (GAM) ranks #1 in market share by AUM with 15.1% of all-in<sup>(1)</sup> share; amongst the bank fund companies, RBC has market share of 32.8%
- RBC GAM captured on average 25.2% of total industry net sales for the past 12 months<sup>(1)</sup>

## Capital Markets revenue breakdown by business



#### Corporate & Investment Banking Revenue Breakdown by Business (\$ millions)



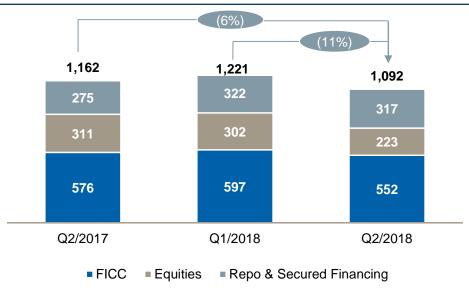
#### YoY:

- Lower equity origination and loan syndication activity in North America and lower M&A and debt origination fees in the U.S. given lower global fee pools, as well as the impact of FX translation
- Partially offset by higher municipal banking revenue, stronger European Investment Banking revenue, and increased revenue in our lending business in Canada and Europe

#### QoQ:

- Lower global fee pools led to lower equity originations mainly in North America and decreased M&A and debt originations mainly in the U.S.
- Partially offset by stronger M&A activity in Canada and Europe, increased municipal banking revenue and the impact of FX translation

### Global Markets Revenue Breakdown by Business (\$ millions)



#### YoY:

- Lower equity and debt origination activity largely in the U.S., lower fixed income trading revenue in Europe and the U.S. and lower foreign exchange trading mainly in Canada given softer market conditions and lower global fee pools, as well as the impact of FX translation
- Offset by strong fixed income trading in Canada and gains from the disposition of certain securities

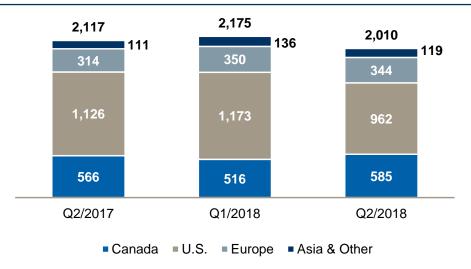
#### QoQ:

- Lower fixed income trading across all regions, lower equity trading in the U.S. and lower equity originations mainly in North America
- Partially offset by the impact of FX translation and increased equity trading in Canada

## Capital Markets revenue and loan breakdown by geography

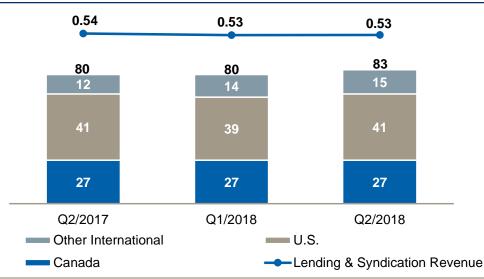


#### Capital Markets Revenue Breakdown by Geography (\$ millions)



- Canada: Up YoY driven by strong revenue in lending business, fixed income trading, and gains from the disposition of certain securities, partially offset by lower equity underwriting and foreign exchange trading
- U.S.: Down YoY due to lower investment banking fees across all products, the impact of FX translation, lower lending revenues, and lower fixed income trading, partially offset by higher municipal banking revenue
- Europe: Up YoY due to higher M&A fees, the impact of FX translation, strong lending revenues, and higher equities trading, partially offset by weaker fixed income trading
- Asia & Other: Up YoY from higher fixed income trading, offset partially by lower debt origination fees

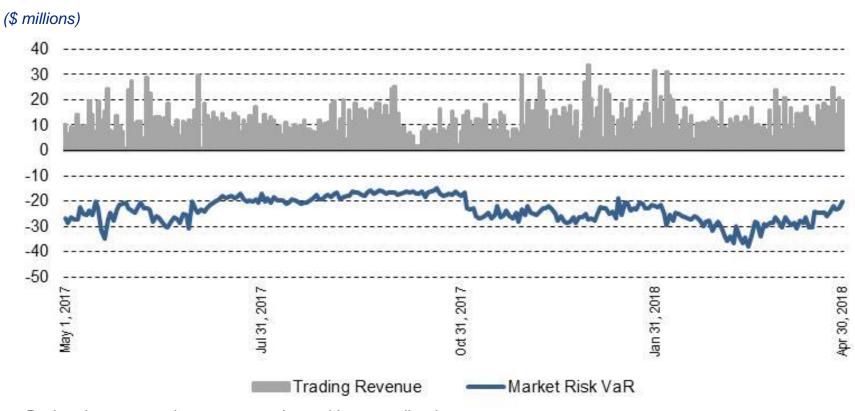
## Capital Markets Lending & Syndication Revenue and Average Loans and Acceptances by Geography (1) (\$BN)



- Continue to deepen and optimize client relationships
- Diversification driven by strict limits on a single name basis, country, industry and product levels across all businesses, portfolios, transactions and products
- Consistent lending standards throughout the cycle
- Approximately 58% of our total Capital Markets exposure<sup>(2)</sup> is investment grade

# Market risk trading revenue and VaR





- During the quarter, there were no days with net trading losses
- Average market risk VaR of \$28 million increased \$3 million YoY, largely due to the change in classification of certain equity and interest rate-sensitive portfolios from available-for-sale to FVTPL<sup>(1)</sup> as a result of adopting IFRS 9. Growth in certain fixed income portfolios, and higher average equity exposures mainly attributable to increased market volatility also contributed to the increase
  - Average market risk VaR of \$28 million increased \$3 million QoQ, largely driven by growth in certain fixed income portfolios as reflected in our interest rate VaR

# Items impacting 2017 and 2018 results



Specified Item: Moneris Gain on Sale (\$ millions, except for EPS and percentages)	Reported	Moneris Gain on Sale <sup>(1)</sup>	Adjusted <sup>(2)</sup>
Q1/2017			
Consolidated			
Net Income	\$3,027	(\$212)	\$2,815
Basic EPS	\$1.98	(\$0.14)	\$1.84
Diluted EPS	\$1.97	(\$0.14)	\$1.83
ROE	18.0%		16.7%

Other Items (\$ millions, except for EPS)	Segments	After-Tax	Diluted EPS
Q1/2018			
U.S. Tax Reform Write-down	Corporate Support	(\$178)	(\$0.12)
Interac Gain	Personal & Commercial Banking	\$27	\$0.02
Favourable Accounting Adjustment Related to CNB	Wealth Management	\$23	\$0.02
		(\$128)	(\$0.08)

### Note to users



We use a variety of financial measures to evaluate our performance. In addition to generally accepted accounting principles (GAAP) prescribed measures, we use certain key performance and non-GAAP measures we believe provide useful information to investors regarding our financial condition and result of operations. Readers are cautioned that key performance measures, such as ROE and non-GAAP measures, including results excluding our share of a gain related to the sale of the U.S. operations of Moneris Solutions Corporation (Moneris gain on sale), results excluding the impact of the Tax Cuts and Jobs Act, results excluding the gain related to the reorganization of Interac, revenue net of Insurance fair value change of investments backing our policyholder liabilities, adjusted City National results and NIM excluding acquired credit-impaired loans do not have any standardized meanings prescribed by GAAP, and therefore are unlikely to be comparable to similar measures disclosed by other financial institutions.

Additional information about our ROE and non-GAAP measures can be found under the "Key performance and non-GAAP measures" sections of our Q2 2018 Report to Shareholders and our 2017 Annual Report.

Definitions can be found under the "Glossary" sections in our Q2 2018 Supplementary Financial Information and our 2017 Annual Report.

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