Royal Bank of Canada
2019 and Fourth Quarter Results

December 4, 2019

All amounts are in Canadian dollars and are based on our audited Annual and unaudited Interim Consolidated Financial Statements for the year and quarter ended October 31, 2019 and related notes prepared in accordance with International Financial Reporting Standards (IFRS). Our 2019 Annual Report (which includes our audited Annual Consolidated Financial Statements and accompanying Management's Discussion & Analysis), our 2019 Annual Information Form and our Supplementary Financial Information are available on our website at: http://www.rbc.com/investorrelations.

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 other filings with Canadian regulators or the SEC, in other reports to shareholders, and in other communications. Forward-looking statements in this document include, but are not limited to, statements relating to our financial performance objectives, vision and strategic goals, and include our President and Chief Executive Officer’s statements. The forward-looking information contained in this presentation 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 Annual Report for the fiscal year ended October 31, 2019 (the 2019 Annual Report); including information technology and cyber risk, privacy, data and third party related risk, geopolitical uncertainty, Canadian housing and household indebtedness, regulatory changes, digital disruption and innovation, climate change, 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 Economic, market and regulatory review and outlook section and for each business segment under the Strategic priorities and Outlook headings in our 2019 Annual Report. 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 2019 Annual Report.

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 performance in fiscal 2019

Revenue
$46.0 Billion
+8% YoY

+5% YoY[1]
net of Insurance fair value change

Record Revenue

- Strong revenue growth in Personal & Commercial Banking (+6%) and Wealth Management (+11%) YoY

Net Income
$12.9 Billion
+4% YoY

Strong Earnings Growth

- Diluted EPS of $8.75, up 5% YoY
  - Adjusted diluted EPS of $8.89, up 4%[2] YoY

CET1 Ratio
12.1%
+60 bps YoY

Robust Capital & Leading ROE

- ROE of 16.8%[3]
- $6.9BN of capital returned[4], including $5.8BN in dividends
  - 46% dividend payout ratio

PCL Ratio on Loans[5]
31 bps
+8 bps YoY

PCL Normalized in 2019

- PCL ratio on impaired loans of 27 bps, up 7 bps YoY
- GIL ratio of 46 bps, up 9 bps YoY

Expenses
$24.1 Billion
+6% YoY

Investing for Long-Term Growth

- Generated positive operating leverage in both Personal & Commercial Banking and Wealth Management

Mobile Users
4.5 Million[6]
+16% YoY

Increased Digital Adoption

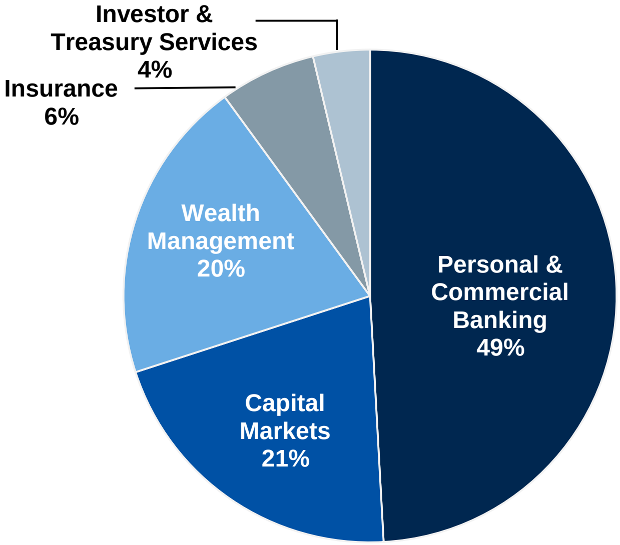
- 7.2 million active digital users[6]
- Digital adoption rate of 52%, up 230 bps YoY (see slide 23)

(1) Revenue net of Insurance Fair Value Change of investments of (2019: $987MM; 2018: -$435MM) is a non-GAAP measure. For more information, see slide 31. (2) This is a non-GAAP measure. For more information, see slide 31. (3) ROE does not have a standardized meaning under GAAP and may not be comparable to similar measures disclosed by other financial institutions. For more information, see slide 31. (4) Capital return includes common share buybacks and dividends. (5) PCL ratio on loans is calculated using PCL on loans as a percentage of average net loans and acceptances. (6) These figures represent the 90-Day Active customers in Canadian Banking only.

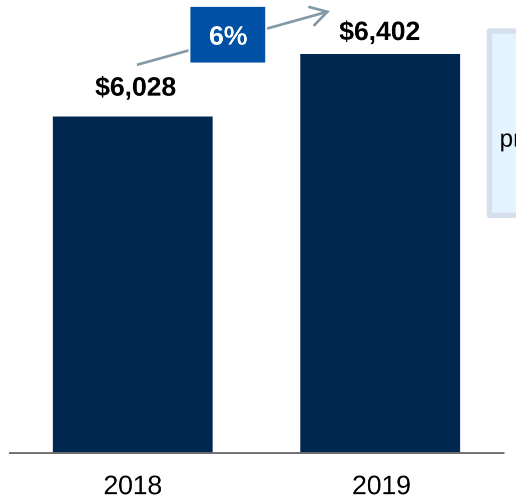
Higher earnings across most business segments in 2019

Net Income ($ millions)

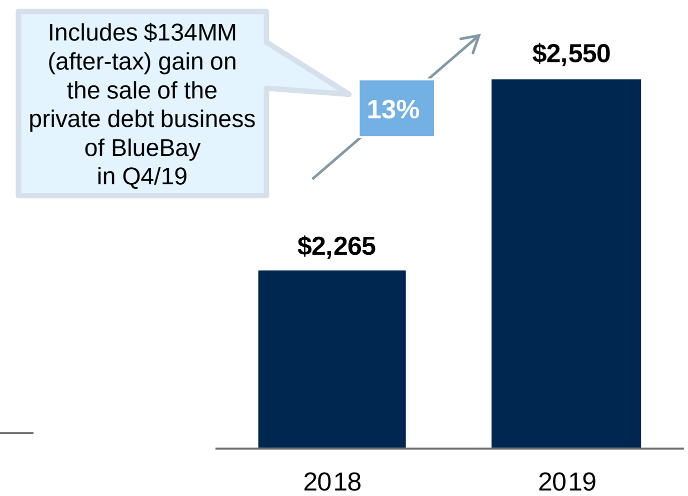
Diversified Business Model[1]



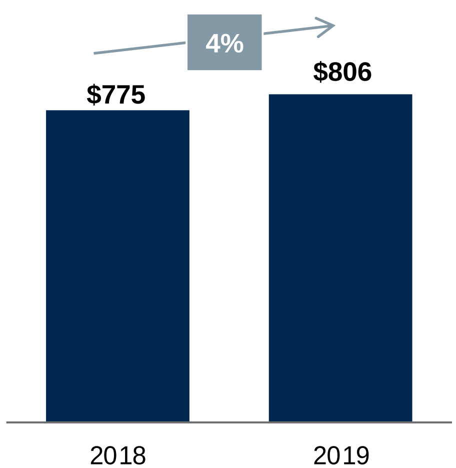
Personal & Commercial Banking



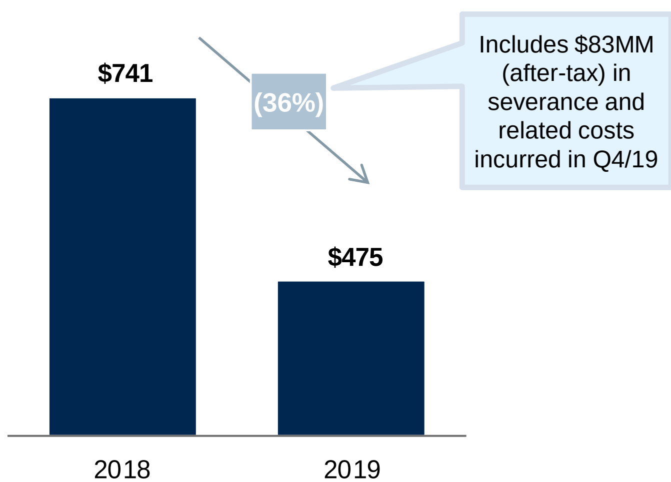
Wealth Management



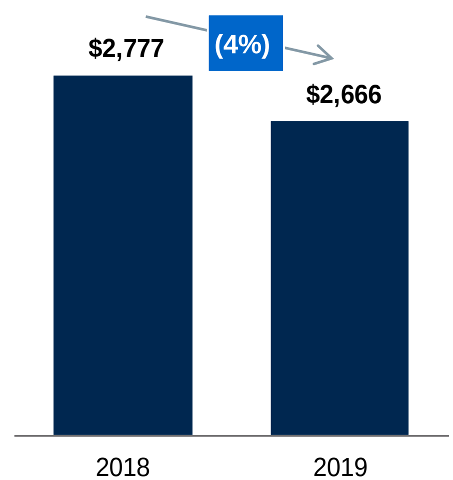
Insurance



Investor & Treasury Services



Capital Markets



(1) Amounts exclude Corporate Support. These are a non-GAAP measures. For more information, see slide 31. Note: Our 2018 and 2019 net income includes other items impacting results as noted on slide 30.

Helping clients thrive and communities prosper

Our Vision

To be among the world's most trusted and successful financial institutions

Our Goals

CANADA

To be the undisputed leader in financial services

UNITED STATES

To be the preferred partner to corporate, institutional and high net worth clients and their businesses

SELECT GLOBAL FINANCIAL CENTRES

To be a leading financial services partner valued for our expertise

Our Strategy

- Sustainable Growth
- Exceptional Client Experience
- Best Talent
- Simplify. Agile. Innovate.
- Community and Social Impact

Financial Review

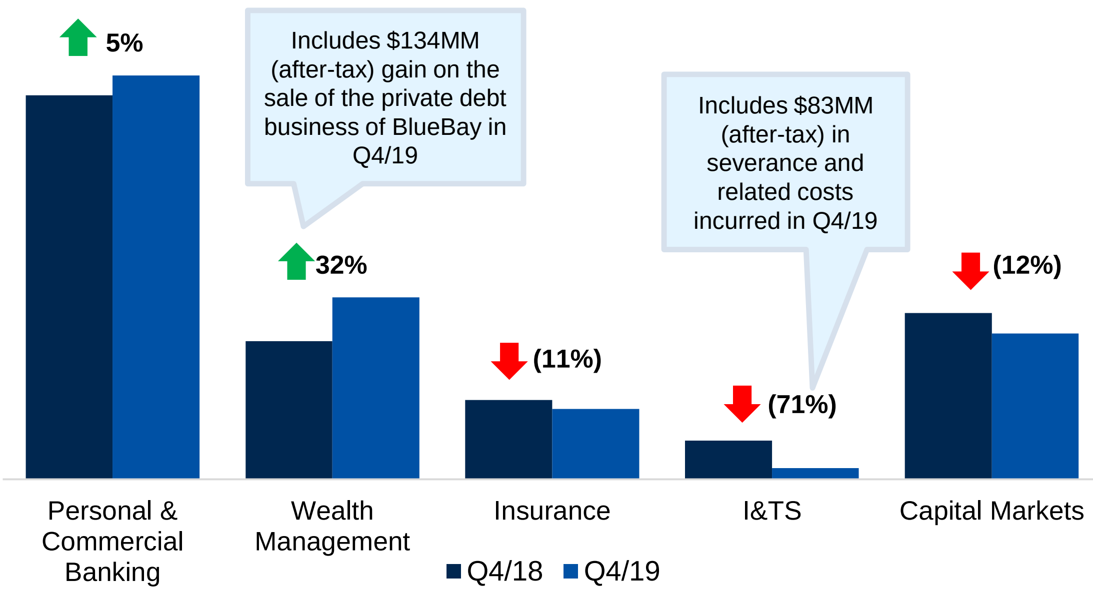
Rod Bolger

Chief Financial Officer

Solid performance in Canadian Banking and Wealth Management

($ millions, except for EPS and ROE)	Q4/2019	Reported	
		YoY	QoQ
Revenue	$11,370	7%	(2%)
Revenue Net of Insurance FV Change[1]	11,398	4%	2%
Non-Interest Expense	6,319	7%	5%
Insurance PBCAE	654	32%	(37%)
Pre-Provision, Pre-Tax Earnings[2]	**4,397**	**2%**	**(2%)**
Provisions for Credit Losses	499	41%	17%
Income Before Income Taxes	**3,898**	**(1%)**	**(4%)**
Net Income	**3,206**	**(1%)**	**(2%)**
Diluted Earnings per Share (EPS)	**$2.18**	**(1%)**	**(2%)**
Return on Common Equity (ROE)[3]	**16.2%**	**(140 bps)**	**(50 bps)**

Net Income ($ millions)



Earnings

- Q4/2019 net income of $3.2 billion, down 1% YoY; diluted earnings per share (EPS) of $2.18, down 1% YoY
  - Adjusted diluted EPS of $2.22[4], down 1% YoY
- ROE%[3] of 16.2%, down 140 bps from last year

Revenue

- Net interest income up 10% YoY, driven by strong volume growth in Canadian Banking and U.S. Wealth Management (including City National)
- Non-interest income up 4% YoY
  - Non-interest income net of Insurance fair value change down 1% YoY[1] with strong growth in Wealth Management, including a gain on sale, offset by lower revenue in Capital Markets, Insurance and Investor & Treasury Services

Non-Interest Expense

- Up 7% YoY largely due to higher staff-related costs, including severance costs in I&TS, and investments in technology to support long-term business growth

Provisions for Credit Losses

- PCL ratio on loans[5] of 32 bps, up 9 bps YoY (up 5 bps QoQ) from cyclical lows of 2017 and 2018
  - PCL ratio on impaired loans of 27 bps, up 7 bps YoY (up 2 bps QoQ) largely due to higher provisions in P&CB, Capital Markets and Wealth Management

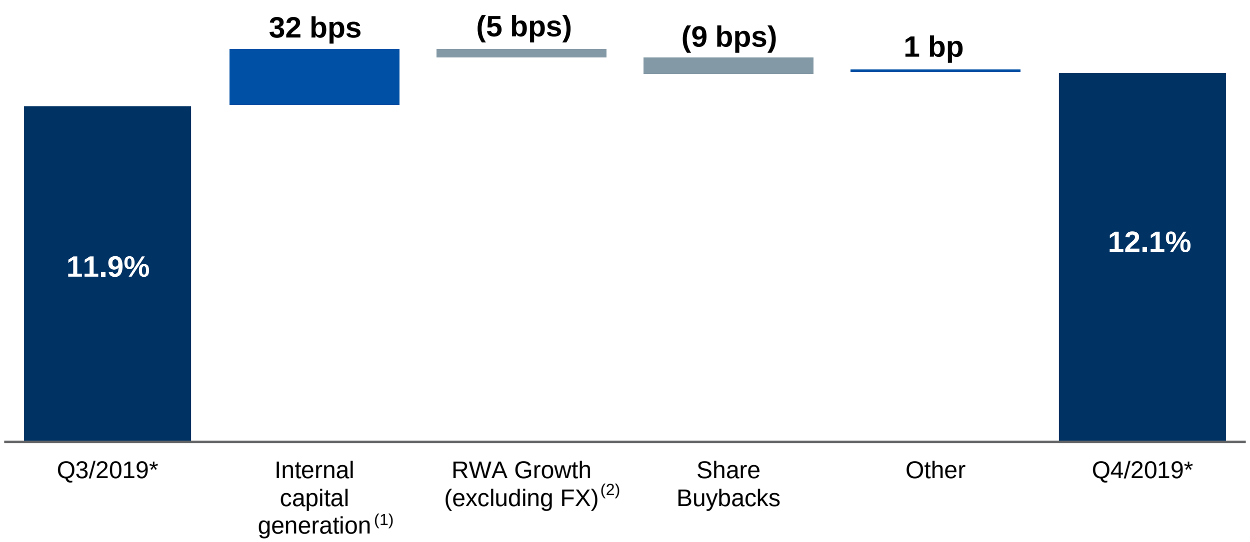
Tax Rate

- Effective tax rate of 17.8%, up 30 bps from last year
  - Effective tax rate (adjusted for TEB) of 20.0%, down 40 bps from last year

(1) Revenue and non-interest income net of Insurance fair value change of investments backing policyholder assets (Q4/19: -$28MM; Q3/19: $385MM; Q4/18: -$342MM) is a non-GAAP measure. For more information, see slide 31. (2) Pre-provision, pre-tax earnings is revenue net of PBCAE and non-interest expenses. This is a non-GAAP measure. For more information, please refer to slide 31. (3) ROE does not have a standardized meaning under GAAP and may not be comparable to similar measures disclosed by other financial institutions. For more information, see slide 31. (4) Q4/19 adjusted diluted EPS calculated by adding back the after-tax effect of amortization of other intangibles (Q4/19: $48MM; Q3/19: $49MM; Q4/18: $55MM) and dilutive impact of exchangeable shares (Q4/19: $4MM; Q3/19: $4MM; Q4/18: $4MM). This is a non-GAAP measure, for more information, see slide 31. (5) PCL ratio on loans is calculated using PCL on loans as a percentage of average net loans and acceptances.

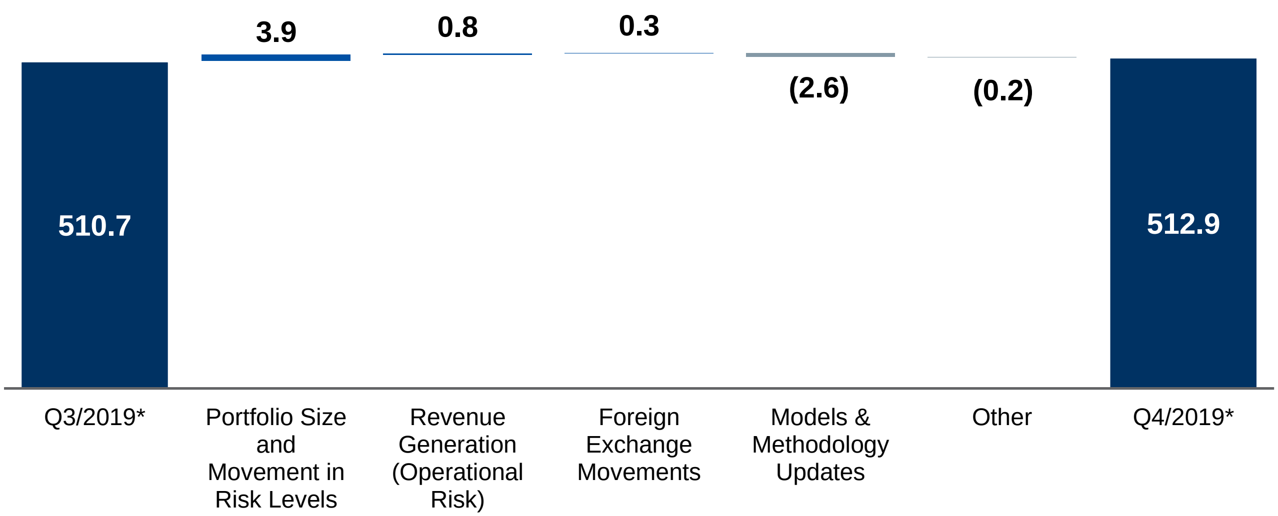
Strong capital and earnings growth continue to drive shareholder returns

CET1 Movement



- Strong CET1 ratio of 12.1%, up 20 bps QoQ, mainly reflecting continued internal capital generation, partially offset by:
  - Organic RWA business growth
  - Share buybacks of $474 million in Q4/2019
    - In 2019, we repurchased 10.3 million shares for $1 billion
- Strong capital ratio in anticipation of absorbing regulatory impact of 25-30 bps in Q1/2020

CET1 Capital RWA Movement ($ billions)

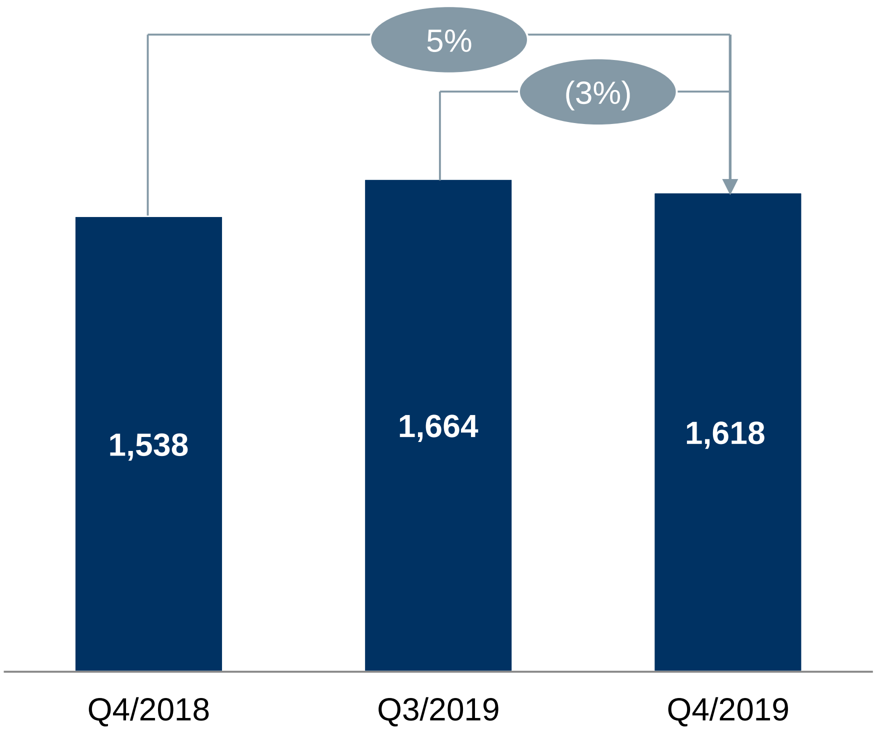


- CET1 RWA increased $2.2 billion QoQ, primarily reflecting strong business growth in wholesale and retail lending
- Models and methodology updates include a portfolio conversion from standardized to AIRB in Canadian Banking

** Represents rounded figures. For more information, refer to the Capital management section of our 2019 Annual Report.*
(1) Internal capital generation represents net income available to shareholders, less common and preferred shares dividends. (2) Organic RWA business growth of -11 bps, partially offset by model updates impact of +6 bps.

Strong volume growth and operating leverage in Personal & Commercial Banking

Net Income ($ millions)



Canadian Banking	Q4/2019
Net Income (YoY)	**6%**
Revenue (YoY)	5%
Assets Under Administration (YoY)[1]	7%
Operating Leverage	4.3%

Q4/2019 Highlights

Canadian Banking

- Net income of $1,555 million, up 6% YoY
  - Pre-provision, pre-tax earnings growth of 8% YoY[2]
- Solid revenue growth of 5% YoY
  - **Strong volume growth:** Average YoY loan and deposit growth of 6% and 10%, respectively (see slide 21)
  - **Lower margins:** NIM of 2.76%, down 1 bp YoY (down 4 bps QoQ) as higher interest rates were offset by the impact of competitive pricing pressures
- PCL on impaired loans ratio[3] of 31 bps was up 5 bps YoY (up 3 bps QoQ)
  - PCL on performing loans ratio of 4 bps was down 3 bps YoY (up 2 bps QoQ)
- **Strong operating leverage of 4.3%:** Non-interest expense was relatively flat YoY
  - 2019 operating leverage was 2.0%, or 2.2% after excluding last year's gain related to the reorganization of Interac[4]

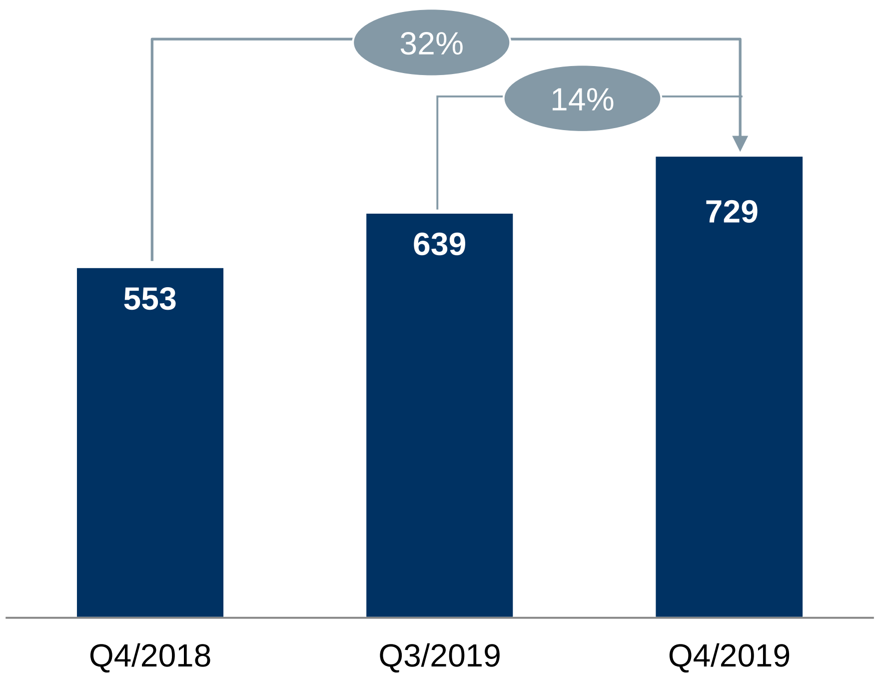
Caribbean & U.S. Banking

- Net income of $63 million, down $12 million YoY, largely due to higher PCL

(1) Spot balances. (2) Pre-provision, pre-tax earnings is the difference between revenue and non-interest expense. This is a non-GAAP measure. For more information, please refer to slide 31. (3) PCL on impaired loans ratio is calculated using PCL on Stage 3 loans and acceptances as a percentage of average net loans and acceptances. (4) For the three months ended January 31, 2018, our results included a gain of $27MM after-tax ($31MM before-tax) related to the reorganization of Interac. Results excluding this gain are non-GAAP measures. For more information, please refer to slide 31.

Strong earnings growth YoY in Wealth Management

Net Income ($ millions)



Efficiency Ratio	**Q4/2019**	**YoY**
Wealth Management	71.0%	(4.2 pts)
Wealth Management (Non-U.S.)	60.8%	(7.9 pts)

Client assets [2]	**YoY**	**QoQ**
Assets Under Administration	9%	1%
Assets Under Management	14%	2%

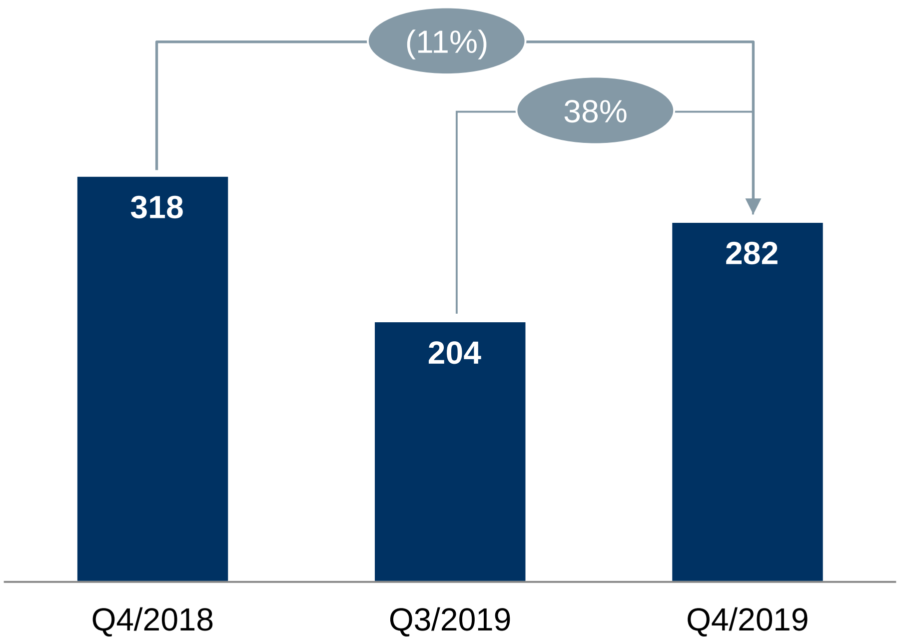
Q4/2019 Highlights

- Net income of $729 million, up 32% YoY or 8% YoY[1] excluding the $134 million (after-tax) gain on the sale of the private debt business of BlueBay
  - Higher average fee-based client assets reflecting market appreciation and net sales
  - Higher net interest income driven by 15% average loan growth, partially offset by lower spreads
  - Wealth Management (Non-U.S.) efficiency ratio improved 790 bps, or 220 bps[1] excluding the gain on the sale of the private debt business of BlueBay
- Net income up 14% QoQ
  - Gain on the sale of the private debt business of BlueBay (excluding this gain, net income was down 7% QoQ[1])
  - Higher average fee-based client assets reflecting market appreciation and net sales
  - Partially offset by:
    - Decrease in net interest income driven by lower spreads
    - Increased costs in support of business growth
    - Higher variable compensation commensurate with revenue growth

(1) Excludes $134MM after-tax ($142MM before-tax) gain on the sale of the private debt business of BlueBay in Q4/2019. This is a non-GAAP measure. For more information, see slide 31 (2) Spot balances.

Solid results in Insurance

Net Income ($ millions)

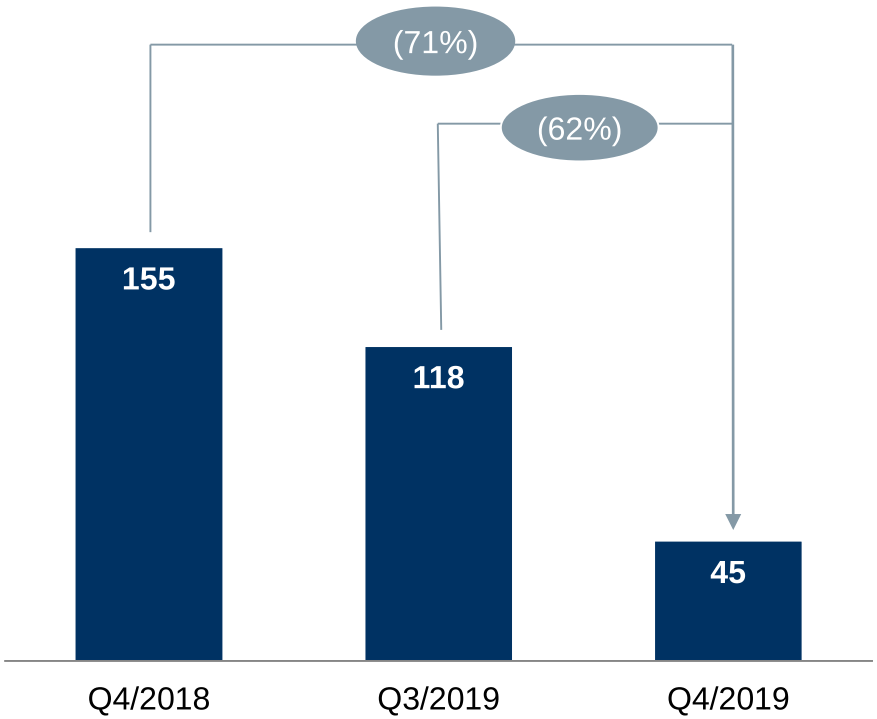


Q4/2019 Highlights

- Net income of $282 million, down 11% YoY
  - Lower favourable reinsurance contract renegotiations
  - Lower favourable annual actuarial assumption updates
  - Higher claims costs
  - Lower favourable investment-related experience
  - Partially offset by the impact of new longevity reinsurance contracts
- Net income up 38% QoQ
  - New longevity reinsurance contracts
  - Favourable reinsurance contract renegotiations
  - Partially offset by lower favourable investment-related experience

I&TS results impacted by repositioning of the business and challenging markets

Net Income ($ millions)



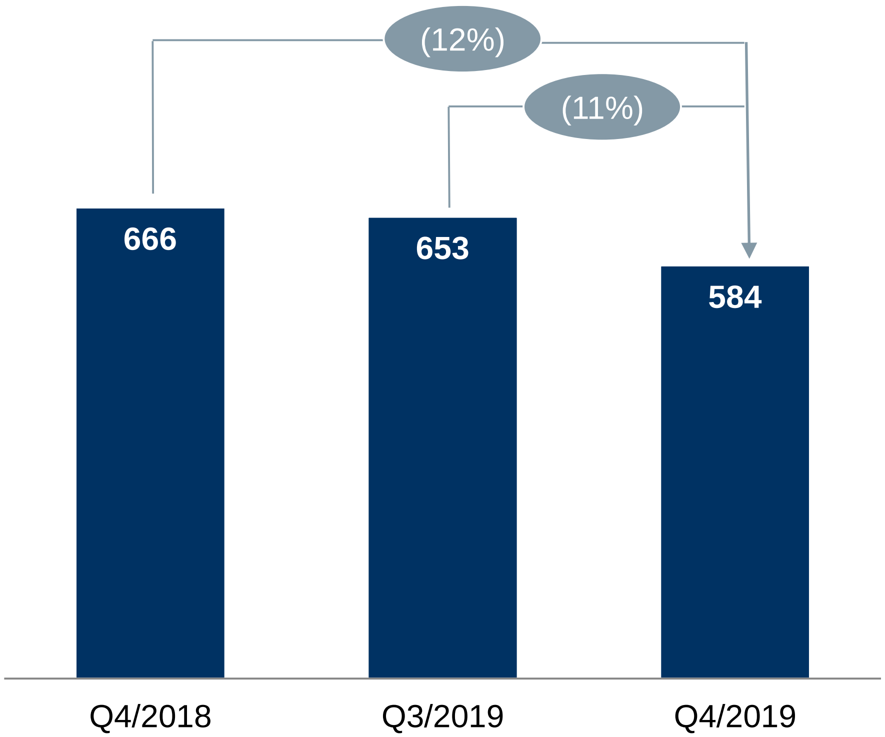
Q4/2019 Highlights

- Net income of $45 million, down 71% YoY or 17% YoY(1) excluding the $83 million (after-tax) in severance and related costs associated with repositioning of the business
  - Lower funding & liquidity revenue, primarily driven by the short-term rate environment and lower gains from the disposition of certain securities
  - Lower asset services revenue due to reduced client activity
  - Lower client deposit revenue largely driven by margin compression reflecting spread tightening
- Net income down 62% QoQ
  - Severance and related costs associated with repositioning of the business (excluding these costs, net income was up 8% QoQ(1))

(1) Excludes $83MM after-tax ($113MM before-tax) in severance and related costs associated with repositioning of the business. This is a non-GAAP measure. For more information, see slide 31.

Capital Markets results impacted by challenging market conditions

Net Income ($ millions)



Revenue	YoY	QoQ
Corporate and Investment Banking	(14%)	(3%)
Global Markets	6%	(1%)

Q4/2019 Highlights

- Net income of $584 million, down 12% YoY
  - Lower Corporate and Investment Banking revenue due to lower M&A activity across all regions and timing of deal closings
  - Lower equities trading revenue, primarily in the U.S., due to a challenging market environment
  - Higher PCL on impaired loans
  - Partially offset by:
    - A lower effective tax rate, largely reflecting changes in earnings mix
    - Higher revenue in Global Markets driven by higher fixed income trading revenue, largely in North America
- Net income down 11% QoQ
  - Lower M&A revenue, primarily in the U.S., and lower equity origination, largely in the U.S. and Europe as a result of lower industry-wide activity

Medium-term financial performance objectives and updates

Medium-term Objectives				Average[7] 3 Years	Average[7] 5 Years
Profitability	Diluted EPS growth	7%+	✓	9%	8%
	ROE[1]	16%+	✓	17.1%	17.3%
Capital Management	Capital ratios (CET1 ratio)	Strong	✓	11.5%	11.2%
	Dividend payout ratio	40% – 50%	✓	46%	46%

Performance Updates			Full Year 2019	YoY Change
Profitability	**Canadian Banking** efficiency ratio	<40% by 2021	41.8%	(70 bps) *(80 bps)[2]*
	Wealth Management (Non-U.S.) efficiency ratio	<65% by 2021 *Dependent on market performance*	65.5% *67.1% adj.[3]*	(260 bps) *(100 bps)[3]*
	U.S. Wealth Management pre-tax income[4]	US$1.30 to US$1.45BN by 2020[4]	US$1.0BN[5]	(3%)
Growth	**Canadian Banking** net new clients[6]	+2.5MM by 2023	~300k	~600k cumulative 2018-19

(1) ROE does not have a standardized meaning under GAAP and may not be comparable to similar measures disclosed by other financial institutions. For more information, see slide 31. (2) For the three months ended January 31, 2018, our results included a gain of $27MM after-tax ($31MM before-tax) related to the reorganization of Interac. Results excluding this gain are non-GAAP measures. For more information, please refer to slide 31.(3) Excludes $142MM before-tax (revenue – $151MM) gain on the sale of the private debt business of BlueBay in Q4/2019. This is a non-GAAP measure. For more information, see slide 31. (4) Forecast does not include the impact of CNB's amortization of intangibles and integration costs. This is a non-GAAP measure, for more information, see slide 31. (5) Excludes CNB's amortization of intangibles and integration costs of US$149MM in FY2019 (US$172MM in FY2018) on a before-tax basis. This is a non-GAAP measure, for more information, see slide 31. (6) Personal and Business client relationships are counted for separately. (7) For diluted EPS growth, average represents compound annual growth rate.

Risk Review

Graeme Hepworth
Chief Risk Officer

Provisions for credit losses up from cyclical lows of 2017 and 2018

PCL Breakdown by Segment and Stage ($ millions)

	Q4/18	Q3/19	Q4/19
PCL on Loans			
Personal & Commercial Banking	**$297**	**$345**	**$393**
Performing	$30	$17	$54
Impaired	$267	$328	$339
Canadian Banking	**$352**	**$329**	**$400**
Performing	$73	$15	$51
Impaired	$279	$314	$349
Wealth Management	**$4**	**$27**	**$34**
Performing	($3)	$10	($1)
Impaired	$7	$17	$35
Capital Markets	**$32**	**$56**	**$78**
Performing	$17	$3	$18
Impaired	$15	$53	$60
Total PCL on Loans(1)	**$333**	**$429**	**$505**
Performing	$44	$30	$71
Impaired	$289	$399	$434
PCL on Other Financial Assets	**$20**	**($4)**	**($6)**
Performing	($5)	($2)	($4)
Impaired	$25	($2)	($2)
Total PCL	**$353**	**$425**	**$499**

Key Drivers of PCL (QoQ)

- Total PCL on loans of $505 million, or 32 bps increased $76 million, or 5 bps QoQ

PCL on Performing Loans

- Increased $41 million QoQ, mainly driven by unfavourable changes in portfolio mix, partially offset by favourable changes in macroeconomic factors and model updates

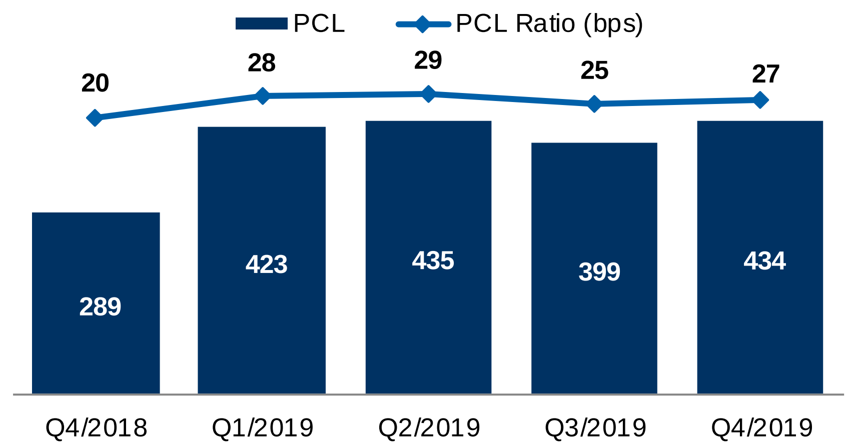
PCL on Impaired Loans

- **Personal & Commercial Banking:** PCL up $11 million QoQ
  - **Canadian Banking:** PCL up $35 million QoQ, due to higher provisions in personal lending and credit cards, as well as a few commercial accounts
  - **Caribbean & U.S. Banking:** PCL down $24 million QoQ, due to lower PCL in our mortgage portfolio
- **Wealth Management:** PCL up $18 million QoQ, primarily due to one account in the consumer discretionary sector at City National
- **Capital Markets:** PCL up $7 million QoQ, mainly due to higher provisions across a few sectors

(1) In addition to the segments above, PCL on loans also includes Caribbean and U.S. Banking, Investor & Treasury Services, Insurance and Corporate Support.

Lower Gross Impaired Loans

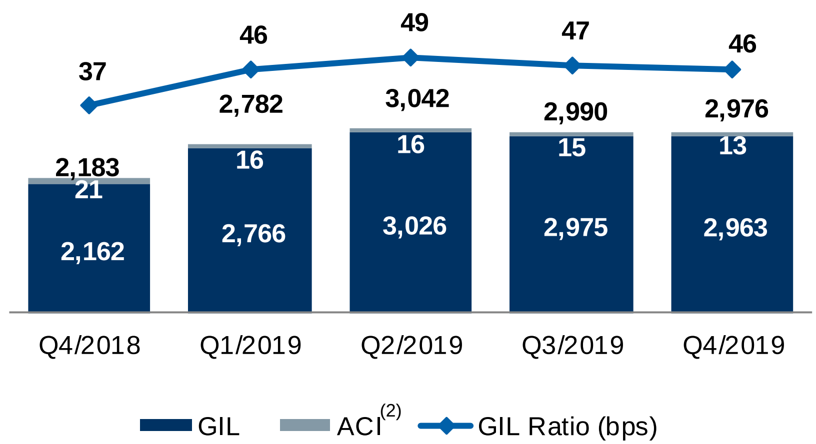
PCL Ratio on Impaired Loans ($ millions)



PCL Ratio on Impaired Loans by Segment

PCL Ratio on Impaired Loans (bps)	Q4/18	Q1/19	Q2/19	Q3/19	Q4/19
Canadian Banking	26	27	34	28	31
Wealth Management	4	7	12	11	21
Capital Markets	7	41	19	21	24
PCL Ratio on Impaired Loans[1]	**20**	**28**	**29**	**25**	**27**
PCL Ratio on Performing Loans	**3**	**6**	**0**	**2**	**5**

Gross Impaired Loans ($ millions)



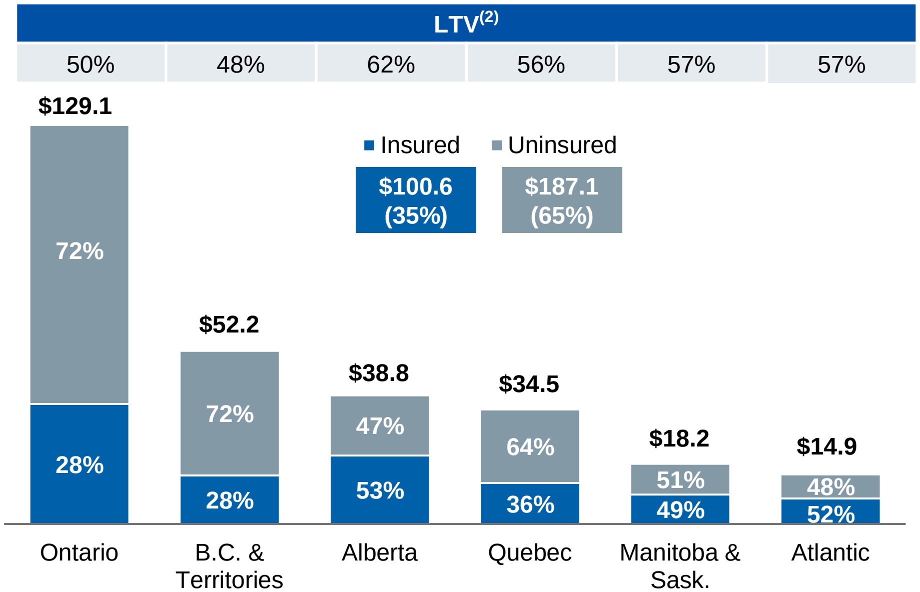
Impaired Formations ($ millions)

Segments	New Formations		Net Formations (3)
	Q4/2019	QoQ	
Personal & Commercial Banking	539	94	8
Canadian Banking	512	105	55
Caribbean & U.S. Banking	27	(11)	(47)
Wealth Management	65	2	8
Capital Markets	164	(14)	(30)
Total GIL[4]	**768**	**82**	**(14)**

(1) In addition to the items above, PCL on impaired loans also includes Caribbean and U.S. Banking, Investor & Treasury Services, Insurance and Corporate Support. (2) ACI: Acquired Credit Impaired. (3) Includes loan write-offs, new impaired loans, loan repayments, loans returning to performing, foreign exchange and other. (4) Total GIL also includes Insurance, Investor and Treasury Services and Corporate Support.

Canadian residential portfolio has strong underlying credit quality

Canadian Residential Mortgage Portfolio[1]
As at October 31, 2019 ($ billions)



Q4/2019 Highlights

- Average remaining amortization on mortgages of 18 years
- Strong underlying quality of uninsured residential mortgage portfolio[2]
  - 49% of uninsured portfolio have a FICO score >800
- Greater Toronto Area and Greater Vancouver Area average FICO scores are above the Canadian average
- Condo exposure is 10.5% of residential lending portfolio

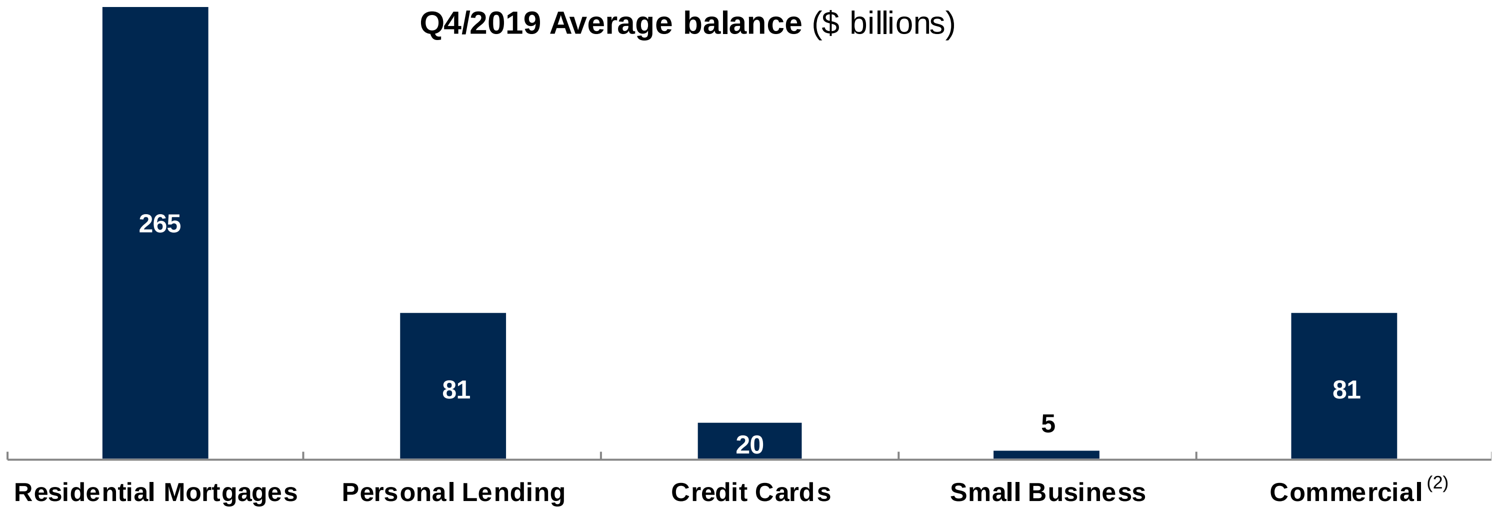
Canadian Banking Residential Lending Portfolio[2]
As at October 31, 2019

	Total ($302BN)	Uninsured ($226BN)
Mortgage	**$263.0BN**	**$187.1BN**
HELOC	**$38.8BN**	**$38.8BN**
LTV [2]	**53%**	**51%**
GVA	47%	47%
GTA	48%	48%
Average FICO Score[2]	**791**	**797**
90+ Days Past Due[2][3]	**19 bps**	**16 bps**
GVA	9 bps	7 bps
GTA	8 bps	8 bps

(1) Canadian residential mortgage portfolio of $288BN comprised of $263BN of residential mortgages, $7BN of mortgages with commercial clients ($4BN insured) and $18BN of residential mortgages in Capital Markets held for securitization purposes. (2) Based on $263BN in residential mortgages and HELOC in Canadian Banking ($38.8BN). Based on spot balances. Totals may not add due to rounding. (3) The 90+ day past due rate includes all accounts that are either 90 days or more past due or are in impaired status.

Higher retail PCL in Canadian Banking

PCL on Impaired Loans Across our Canadian Banking Business Lines



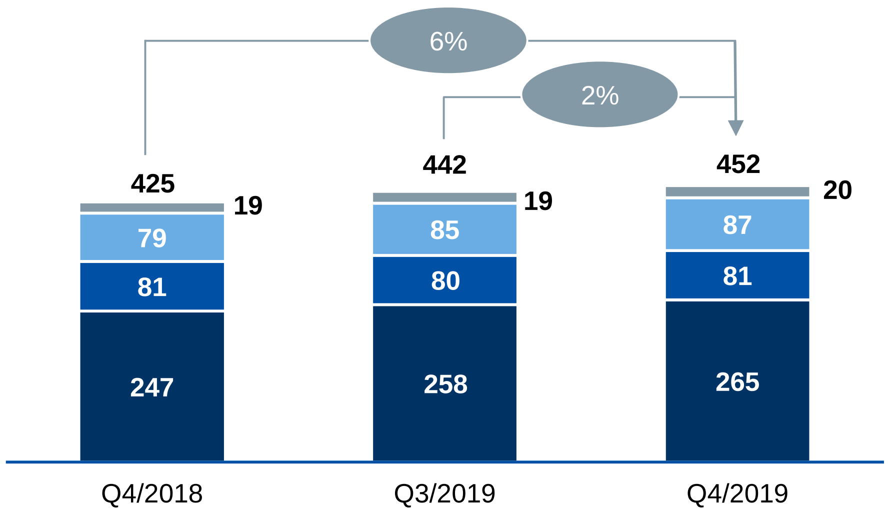
	Residential Mortgages			Personal Lending			Credit Cards			Small Business			Commercial (2)		
	Q4/18	Q3/19	**Q4/19**	Q4/18	Q3/19	**Q4/19**	Q4/18	Q3/19	**Q4/19**	Q4/18	Q3/19	**Q4/19**	Q4/18	Q3/19	**Q4/19**
PCL on Impaired Loans ($MM)	$17	$7	**$9**	$121	$118	**$133**	$115	$128	**$139**	$6	$11	**$11**	$20	$50	**$57**
PCL on Impaired Loans (bps)(1)	3	1	**1**	59	57	**65**	244	262	**283**	53	79	**80**	11	25	**28**
90+ Days Past Due (bps)	17	17	**18**	30	29	**31**	65	70	**69**	91	96	**105**	50	66	**64**

(1) Calculated using average net of allowance on impaired loans. (2) Commercial excludes Small Business.

Appendices

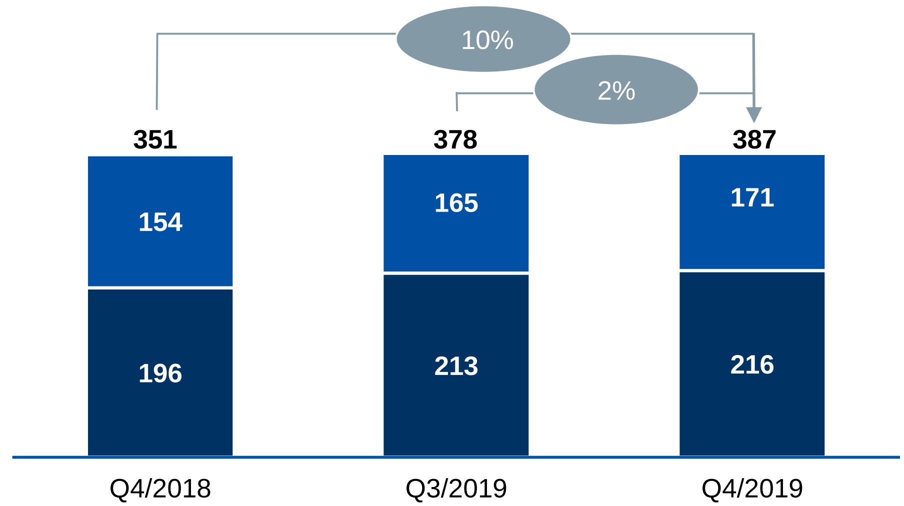
Canadian Banking benefitted from strong volume growth

Average Gross Loans & Acceptances[1] *($ billions)*



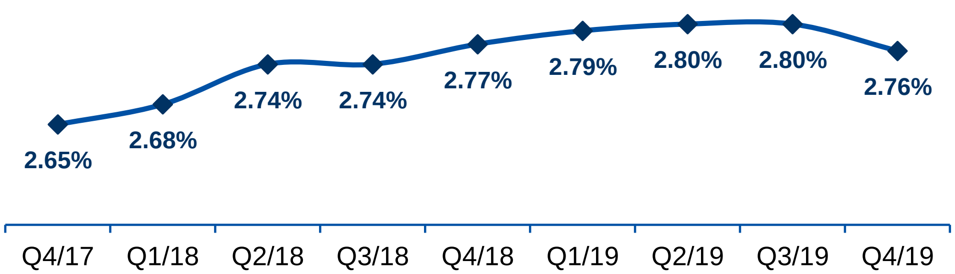
Percentage Change[1]		YoY	QoQ
Residential Mortgages	■	7.3%	2.9%
HELOC	■	(2.5%)	(0.8%)
Other Personal	■	2.0%	1.5%
Credit Cards	■	4.8%	1.6%
Business (Including Small Business)	■	9.6%	1.3%

Average Deposits[1] *($ billions)*

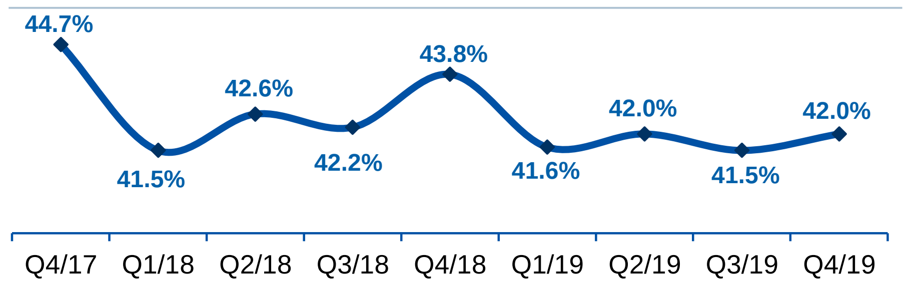


Percentage Change[1]		YoY	QoQ
Personal Deposits	■	10.3%	1.5%
Business Deposits	■	10.7%	3.7%

Net Interest Margin

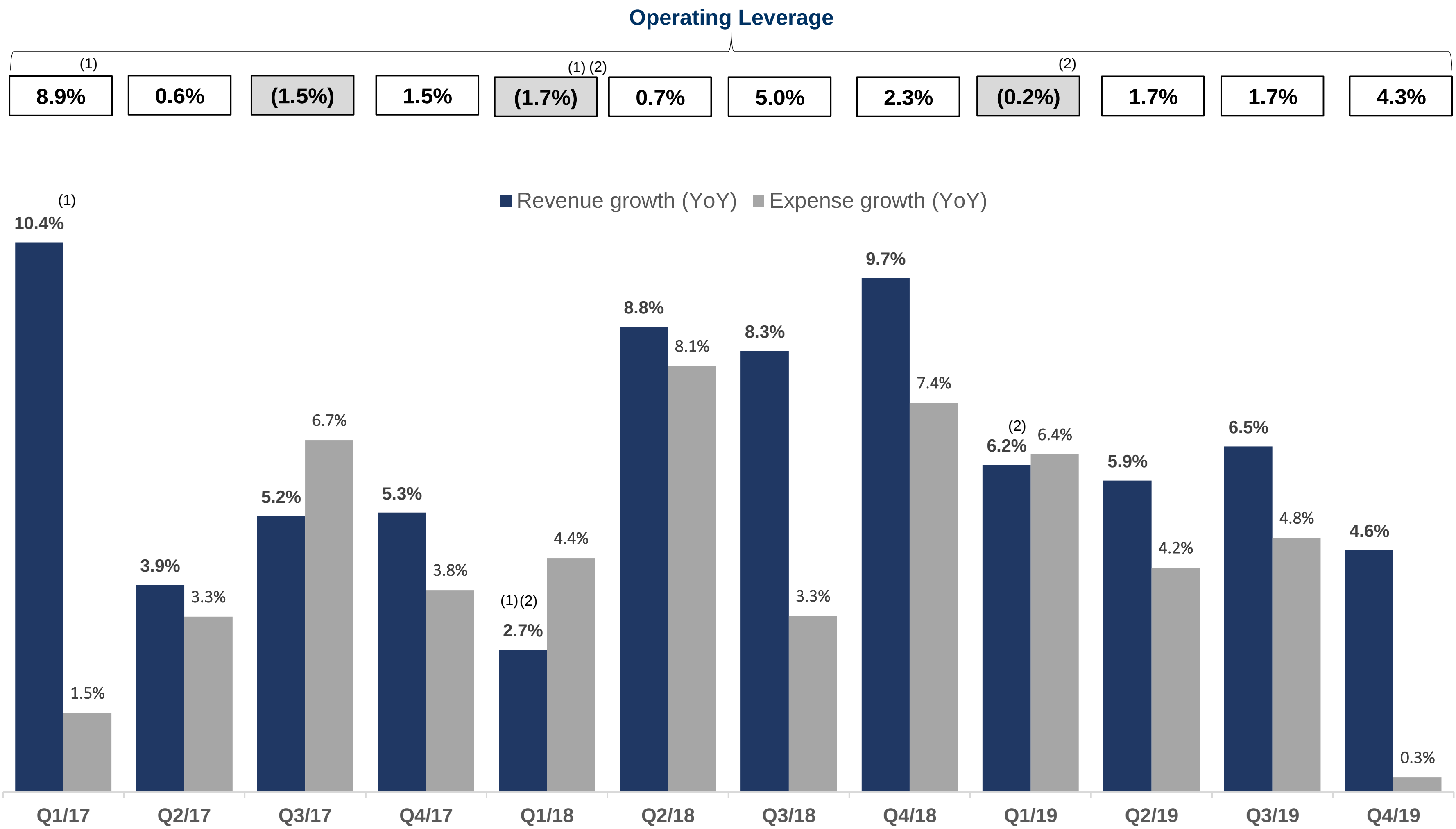


Efficiency Ratio



(1) Totals may not add and percentage change may not reflect actual change due to rounding.

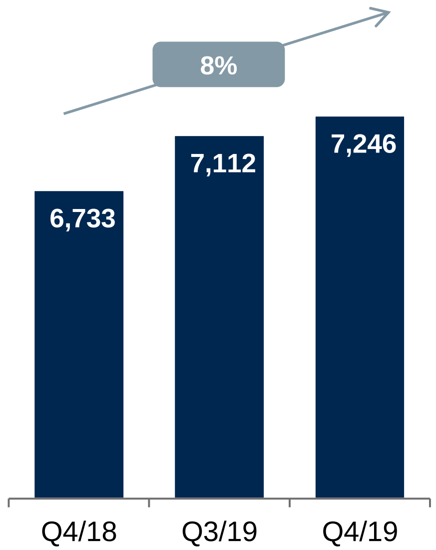
Canadian Banking: Expense growth trends with revenue growth



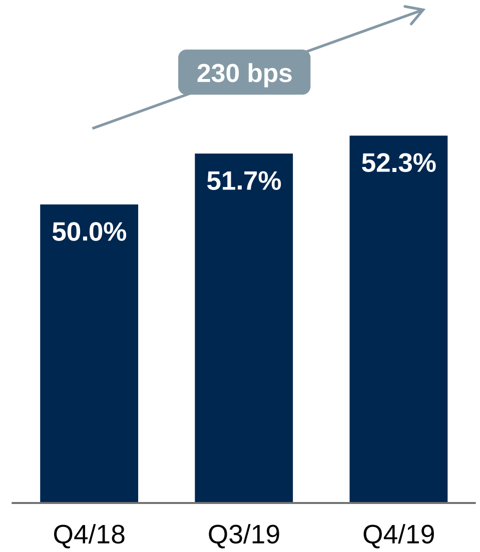
(1) For three months ended January 31, 2017, our results included our share of a gain of $212MM (before-and after-tax) related to the sale of the U.S. operations of Moneris Solutions Corporation. Results excluding this gain are non-GAAP measures. For more information, please refer to slide 31. (2) For the three months ended January 31, 2018, our results included a gain of $27MM after-tax ($31MM before-tax) related to the reorganization of Interac. Results excluding this gain are non-GAAP measures. For more information, please refer to slide 31.

Transforming the distribution network in Canadian Banking

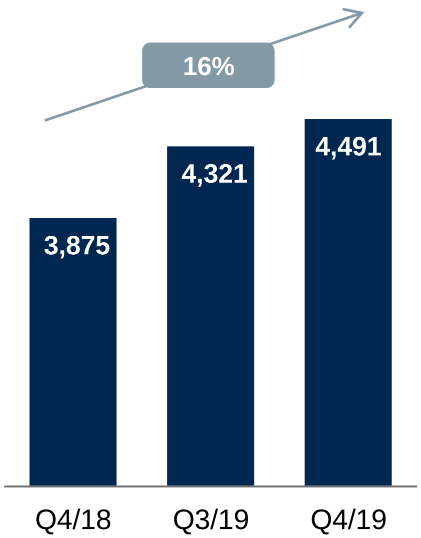
Active Digital Users[(1)]



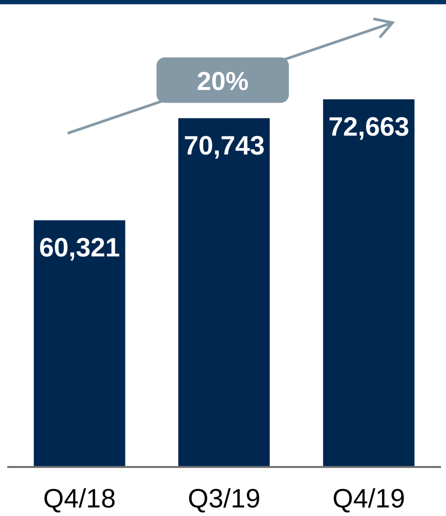
Digital Adoption Rate[(2)]



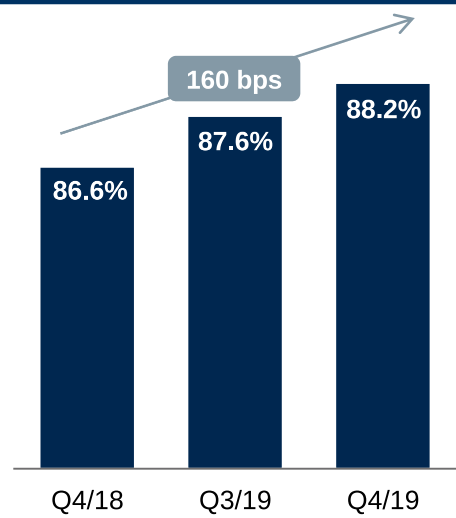
Active Mobile Users[(1)]



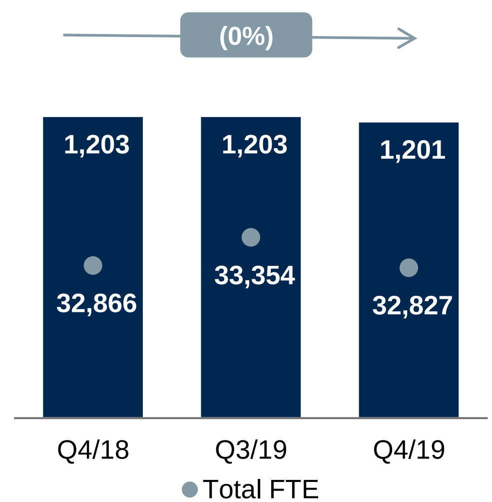
Mobile Sessions[(3)]



Self-Serve Transactions[(4)]



Branches

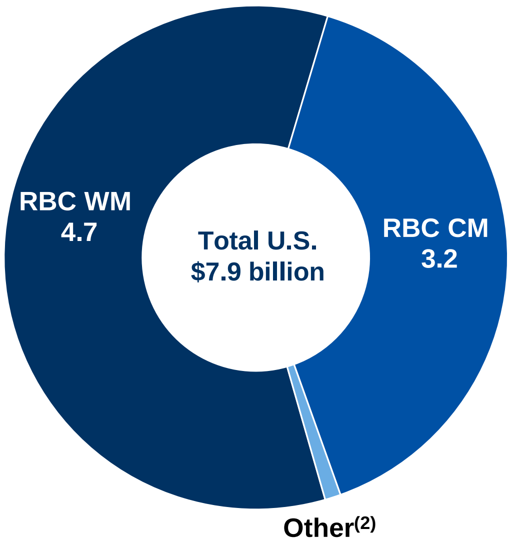


(1) These figures (in 000s) represent the 90-Day Active customers in Canadian Banking only and are spot values. (2) Digital Adoption rate calculated using 90-day active users. (3) These figures (in 000s) represents the total number of application logins using a mobile device. (4) Financial transactions only.

U.S. operations

U.S. Operations Revenue (US$ millions)[1]

Last 12 months ended October 31, 2019



U.S. Operations Condensed Income Statement

US$ millions (unless otherwise stated)	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Revenue	1,833	1,972	2,021	1,952	1,936
Provisions For Credit Losses	29	105	39	18	50
Net Income	**366**	**387**	**426**	**416**	**322**
Adjusted Net Income[3]	365	415	454	444	350
Net Income (C$ millions)	**477**	**515**	**568**	**551**	**427**
Adj. Net Income (C$MM)[3]	476	552	605	588	464

Q4/2019 Highlights

- The U.S. represented 17%, or over $2 billion, of total bank net income over the last 12 months[1][4]
  - Q4/2019 U.S. earnings were down 12% YoY and 23% QoQ
- The U.S. represented 23% of total bank revenue in the last 12 months[1][4]
  - Q4/2019 U.S. revenue was up 6% YoY, but down 1% QoQ
- U.S. PCL ratio on loans of 27 bps, up 10 bps YoY due to one account in the consumer discretionary sector at City National and higher provisions in the oil and gas sector in Capital Markets

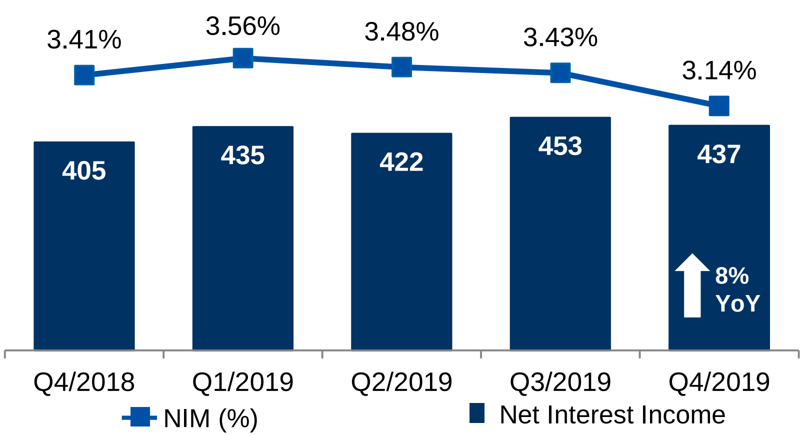
(1) Excludes Corporate Support. Revenue is on a Tax Equivalent Basis (TEB). These are non-GAAP measures. For more information, see slide 31. (2) Other revenue includes U.S. portions of U.S. Banking, Insurance and I&TS. (3) Adjusted net income for every quarter excludes CNB's amortization of intangibles and integration costs, which were US$28MM/C$37MM after-tax (US$37MM/C$50MM before-tax) in Q4/2019. Q4/2018 also excludes a US$31MM/C$41MM tax benefit associated with our U.S. tax filings. These are non-GAAP measures. For more information, see slide 31. (4) Based on C$ figures.

Strong double-digit volume growth in U.S. Wealth Management (incl. CNB)

U.S. Wealth Management (including CNB)(1)

US$ millions (unless otherwise stated)	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Revenue	1,031	1,103	1,155	1,168	1,175
Provisions For Credit Losses	2	20	23	20	25
Expenses	845	868	925	906	959
Net Income	**180**	**187**	**178**	**203**	**169**
Adjusted Net Income(2)	187	215	206	231	197
AUA ($BN)	367.1	378.0	400.9	408.1	412.6
AUM ($BN)	102.9	107.3	113.5	117.2	123.7
CNB Loans ($BN)	33.6	35.3	36.4	38.1	39.9
CNB Deposits ($BN)	42.2	42.1	41.1	44.2	48.1
CNB Net Income	**126**	**104**	**90**	**115**	**95**
CNB Adjusted Net Income(2)	134	132	118	143	**123**

CNB NIM and Net Interest Income (US$ millions)



Q4/2019 Highlights (US$)

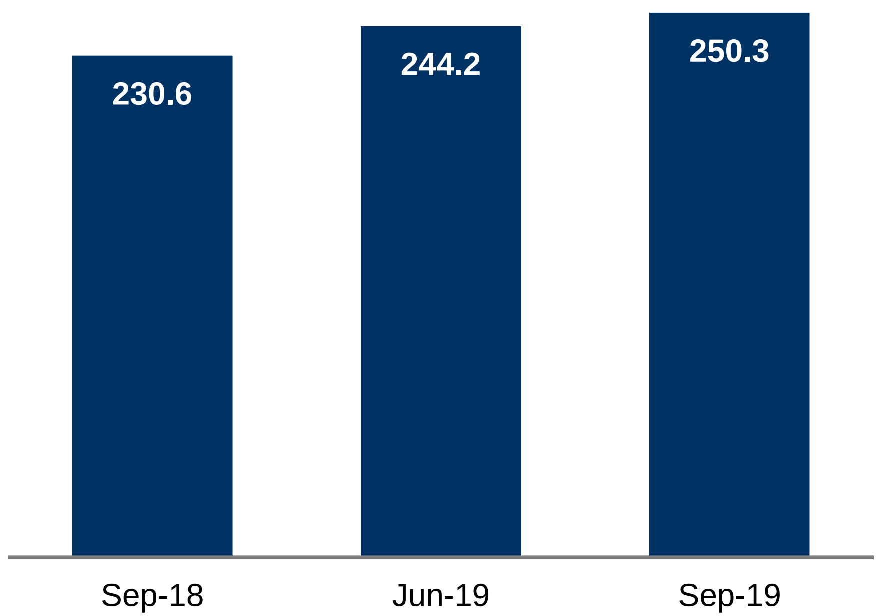
- Net income down 6% YoY, or up 5% on an adjusted basis(2)
- Higher CNB net interest income (up 8% YoY), reflecting strong volume growth
  - Strong double-digit YoY loan growth of 19% and deposit growth of 14% at CNB
  - CNB's NIM down 29 bps QoQ, mainly driven by lower spreads
- Higher average fee-based client assets reflecting market appreciation and net new sales
  - AUM growth of 20% YoY
  - AUA growth of 12% YoY
- Higher costs related to business growth and technology initiatives as we continue to invest for the future
- PCL increased $23 million YoY due to higher provisions on impaired loans, mainly in a few accounts

(1) All balance sheet figures represent average balances. (2) Adjusted net income for every quarter excludes CNB's amortization of intangibles and integration costs, which were US$28MM after-tax (US$37MM before-tax) in Q4/2019. Q4/2018 also excludes a US$23MM tax benefit associated with our U.S. tax filings. These are non-GAAP measures. For more information, see slide 31.

Leading market share in Canadian retail assets under management

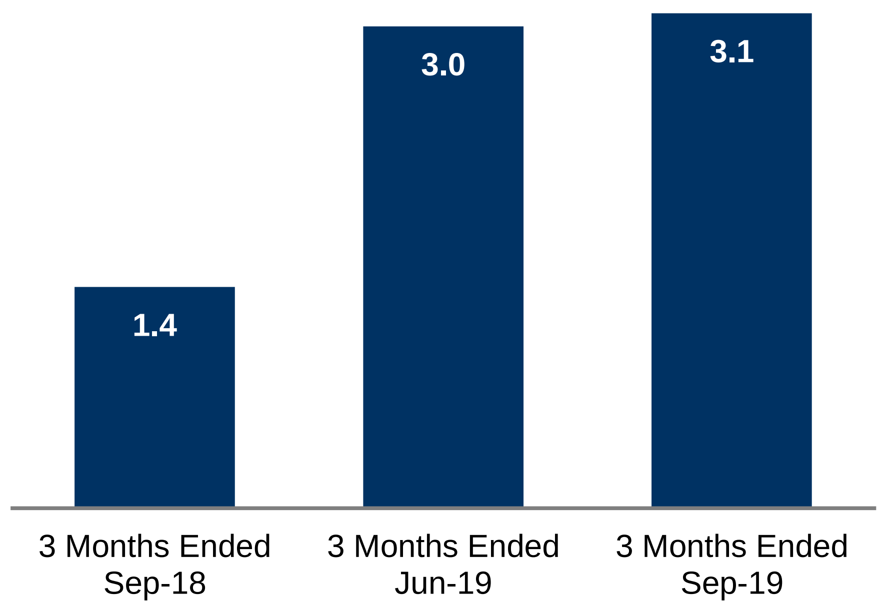
Assets Under Management ($ billions)

All-in Market Share(1)		
15.1%	15.6%	15.8%



Net Sales ($ billions)

All-in Market Share(1)		
NMF(2)	NMF(2)	69.2%

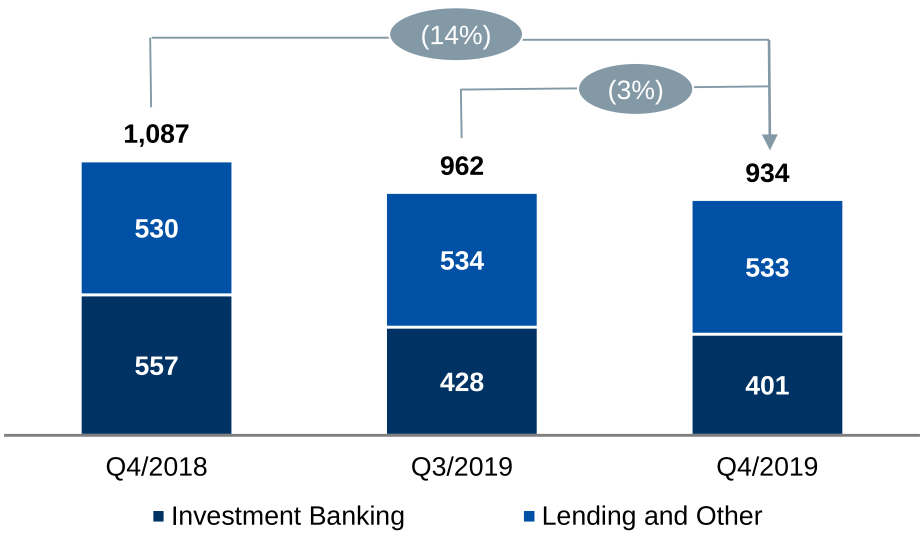


- RBC Global Asset Management (GAM) ranks #1 in market share by AUM with 15.8% of all-in(1) share; amongst the bank fund companies, RBC has market share of 32.2%
- RBC GAM had net sales during the past 12 months while the rest of the industry experienced aggregate net redemptions over the same period(1)

(1) Investment Funds Institute of Canada (IFIC) as at September 2019 and RBC reporting. Comprised of long-term funds and money market funds. (2) Not meaningful: industry saw net redemptions during three months ended September 2018 and net sales at RBC GAM exceeded that for total industry during three months ended June 2019.

Capital Markets revenue breakdown by business

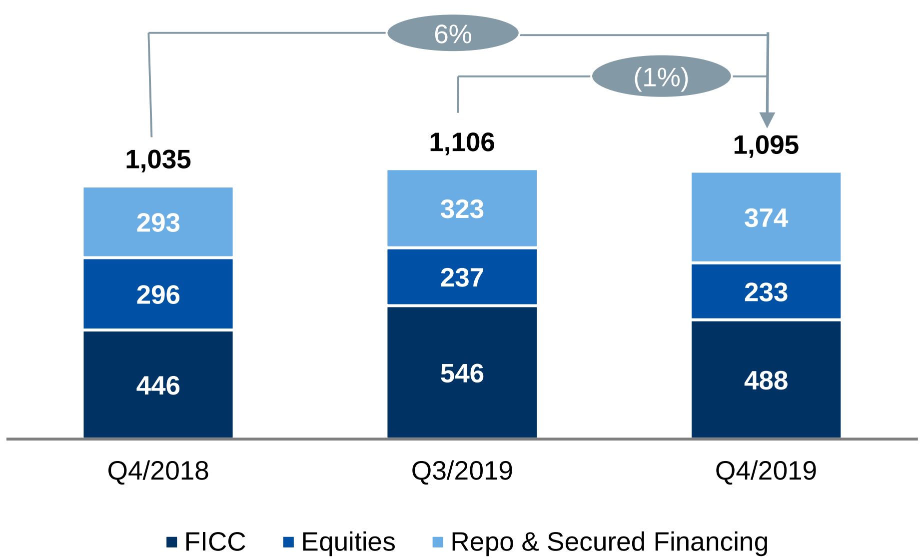
Corporate and Investment Banking Revenue Breakdown by Business ($ millions)



YoY:
- Lower M&A fees across all regions, largely from timing of deal closings
- Lower loan syndication, primarily in the U.S.
- Partially offset by higher debt origination, mainly in the U.S.

QoQ:
- Lower M&A fees, primarily in the U.S. from timing of deal closings
- Lower equity origination in the U.S. and Europe
- Partially offset by higher debt origination in the U.S. and higher loan syndication fees in North America and Europe

Global Markets Revenue Breakdown by Business ($ millions)

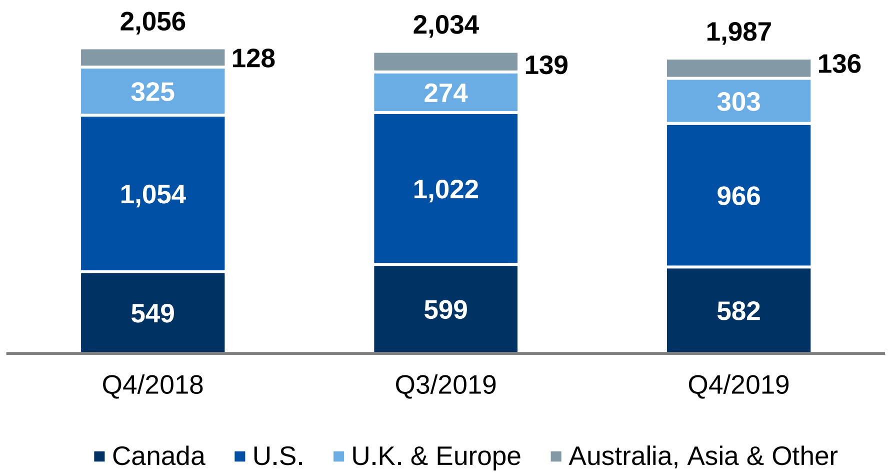


YoY:
- Higher fixed income trading, largely in North America
- Higher FX trading, primarily in Europe
- Partially offset by lower equities trading, primarily in the U.S.

QoQ:
- Lower fixed income trading, mainly in the U.S.
- Lower equities trading in the U.S.
- Partially offset by higher FX trading, mainly in Europe

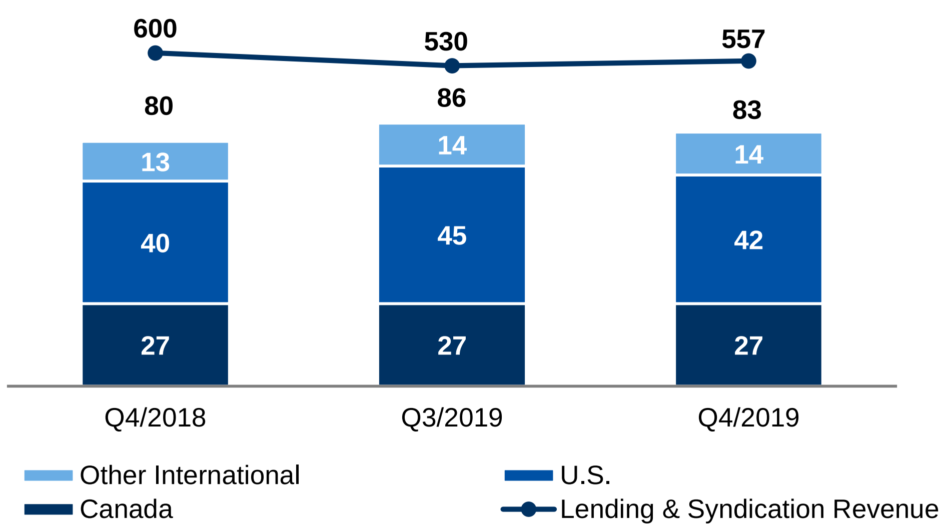
Capital Markets revenue and loan breakdown by geography

Capital Markets Revenue Breakdown by Geography ($ millions)



- **Canada:** Up YoY, driven by higher fixed income and equities trading, partly offset by lower M&A and lower loan syndication
- **U.S.:** Down YoY, driven by lower equities trading and origination, lower loan syndication as well as lower M&A, partly offset by higher debt origination and fixed income trading
- **U.K. & Europe:** Down YoY, due to lower M&A after a strong prior year and lower debt origination, partly offset by higher equity origination
- **Australia, Asia & Other:** Higher YoY, driven by higher fixed income trading, partly offset by lower M&A

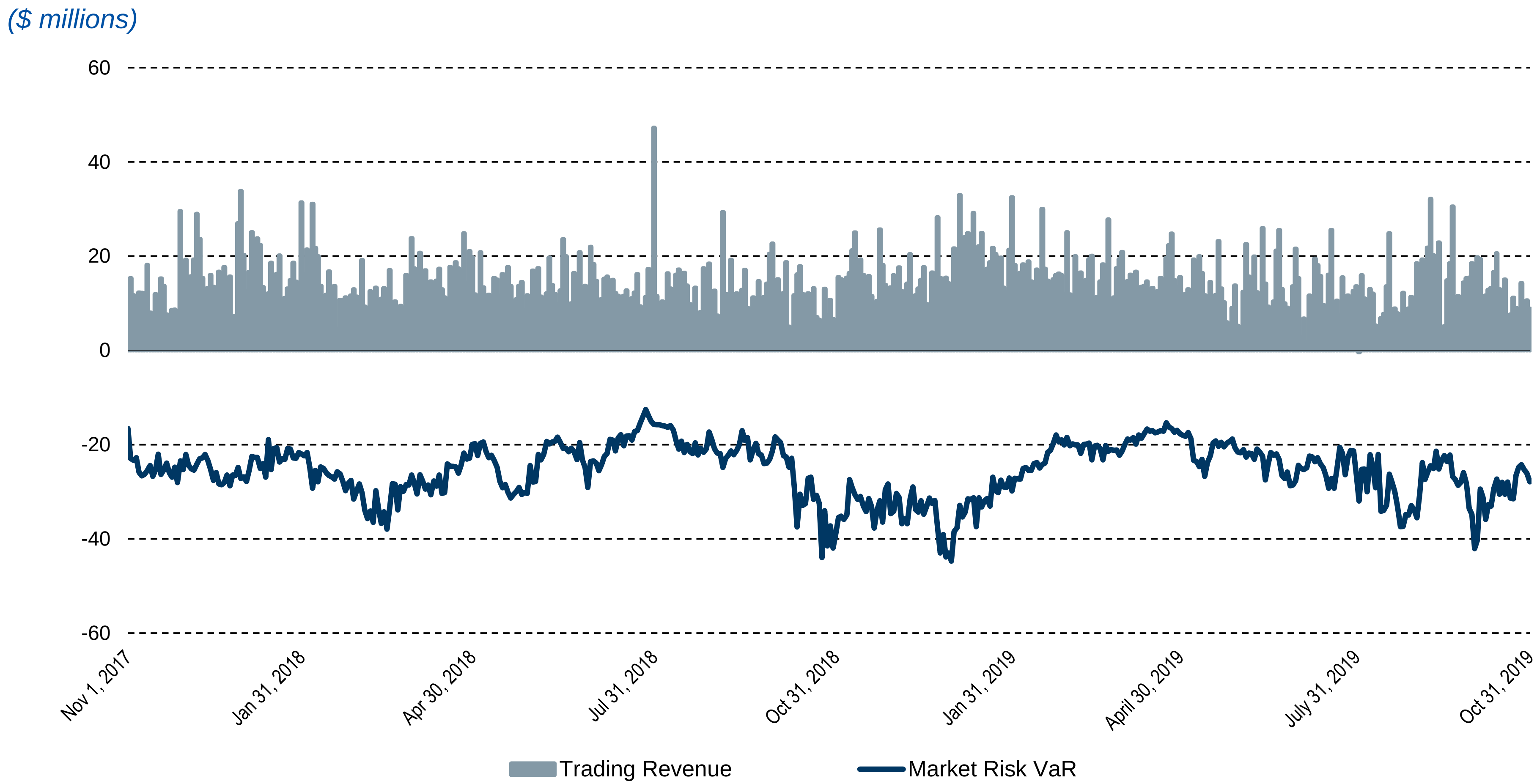
Capital Markets Lending & Syndication Revenue ($ millions) & Average Loans Outstanding by Region[1] ($ billions)



- 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 61% of our total Capital Markets exposure[2] is investment grade

(1) Average loans outstanding includes wholesale loans, acceptances, and off balance sheet letters of credit and guarantees for our Capital Markets portfolio, on a single name basis. Excludes mortgage investments, securitized mortgages and other non-core items. This is a non-GAAP measure. For more information, see slide 31. (2) Total exposure represents exposure at default (EAD) which is the expected gross exposure upon the default of an obligor.

Market risk trading revenue and VaR



- During the fiscal year, there was 1 day with net trading losses in August
- Heightened volatility in equity markets in the first and fourth quarter contributed to higher average market risk Value at Risk (VaR) in FY2019, balanced out by lower average inventory levels in the fixed income portfolio

Other items impacting results

F2019 Other Items ($ millions, except for EPS)	Segments	Before-Tax	After-Tax	Diluted EPS
Q4/2019				
Gain on the sale of the private debt business of BlueBay	Wealth Management	$142	$134	$0.09
Severance and related costs associated with repositioning of I&TS	Investor & Treasury Services	($113)	($83)	($0.06)
Unfavourable accounting adjustment	Corporate Support	($55)	($41)	($0.03)
Q3/2019				
No significant items of note				
Q2/2019				
No significant items of note				
Q1/2019				
Write-down of deferred tax assets in Barbados	Personal & Commercial Banking	n/a	($21)	($0.01)
Favourable accounting adjustment related to Canadian Wealth Management	Wealth Management	$39	$28	$0.02

F2018 Other Items ($ millions, except for EPS)	Segments	Before-Tax	After-Tax	Diluted EPS
Q4/2018				
Tax benefit associated with our U.S. tax filings	Wealth Management	n/a	$31	$0.02
Q3/2018				
Gain on sale of mutual fund product	Wealth Management	$40	$26	$0.02
Loss on investment in an international asset management joint venture	Wealth Management	($27)	($24)	($0.02)
Q2/2018				
No significant items of note				
Q1/2018				
U.S. tax reform write-down	Corporate Support	n/a	($178)	($0.12)
Interac gain	Personal & Commercial Banking	$31	$27	$0.02
Favourable accounting adjustment re: CNB	Wealth Management	$33	$23	$0.02

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 Corporate Support, adjusted earnings per share, pre-provision, pre-tax earnings, results excluding the gain on the sale of the private debt business of BlueBay, results excluding severance and related costs, results excluding the gain related to the reorganization of Interac, results excluding our share of a gain related to the U.S. operations of Moneris, Capital Markets average loans and acceptances excluding certain items, revenue net of Insurance fair value change of investments backing our policyholder liabilities, and City National adjusted net income 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 2019 Annual Report.

Definitions can be found under the “Glossary” sections in our Q4/2019 Supplementary Financial Information and our 2019 Annual Report.

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