# RBC at a Glance – Q1/2020

## Company Overview
- Canada’s largest bank by market capitalization\(^{(1)}\), with broad leadership in financial services
- One of North America’s leading diversified financial services companies
- Top 15 bank globally based on market capitalization\(^{(1)}\), with operations in 36 countries
- 85,000+ employees and 17 million clients worldwide

\(^{(1)}\) As at January 31, 2020.

## Key Balance Sheet Items\(^{(2)}\)

<table>
<thead>
<tr>
<th>$ billions</th>
<th>Q1/2020</th>
<th>Q4/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assets</td>
<td>1,522.2</td>
<td>1,489.9</td>
</tr>
<tr>
<td>Loans (net of allowance)</td>
<td>625.8</td>
<td>614.0</td>
</tr>
<tr>
<td>Deposits</td>
<td>903.0</td>
<td>885.3</td>
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</table>

## Key Ratios\(^{(3)}\)

<table>
<thead>
<tr>
<th>Q1/2020</th>
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<tbody>
<tr>
<td>Common Equity Tier 1 Ratio</td>
</tr>
<tr>
<td>Liquidity Coverage Ratio</td>
</tr>
<tr>
<td>Leverage Ratio</td>
</tr>
</tbody>
</table>

## Credit Ratings

- Moody’s: Aa2\(^{(4)}\)
- S&P: AA\(^{(4)}\)
- DBRS: AA\(^{(5)}\)
- Fitch: AA\(^{(5)}\)

## Financial Highlights

### Revenue ($ billions)

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>11.6</td>
<td>11.5</td>
<td>11.5</td>
<td>11.4</td>
<td>12.8</td>
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</tbody>
</table>

### Diluted Earnings per Share ($)

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<tbody>
<tr>
<td>2.15</td>
<td>2.20</td>
<td>2.22</td>
<td>2.18</td>
<td>2.40</td>
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</table>

### Net Income ($ billions)

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<tr>
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<th></th>
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</thead>
<tbody>
<tr>
<td>3.2</td>
<td>3.2</td>
<td>3.3</td>
<td>3.2</td>
<td>3.5</td>
</tr>
</tbody>
</table>

### Return on Equity (ROE)\(^{(6)}\)

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<tbody>
<tr>
<td>16.7%</td>
<td>17.5%</td>
<td>16.7%</td>
<td>16.2%</td>
<td>17.6%</td>
</tr>
</tbody>
</table>

## Market Capitalization (US$ billions)\(^{(7)}\)

- Canada: 113

## Strategic Goals

- **Canada**: To be the undisputed leader in financial services
- **U.S.**: To be the preferred partner to corporate, institutional and high net worth clients and their businesses
- **Global**: To be a leading financial services partner valued for our expertise

## Shareholder Performance
- RBC declared a quarterly dividend of $1.08 per share
- Q1/2020 payout ratio of 44%

## Key Performance and non-GAAP Measures

- Annualized TSR is calculated based on the TSX common share price appreciation plus reinvested dividend income.

All information is presented in Canadian dollars and is based on International Financial Reporting Standards (IFRS), and as at January 31, 2020 unless otherwise indicated.
RBC at a Glance – Q1/2020

Business Segments Overview

Personal & Commercial Banking
- The financial services leader in Canada with a presence in the Caribbean and the U.S.
  - RBC is the market leading retail bank in Canada; 'North American Retail Bank of the year' (1) for the 2nd consecutive year; 'Best Loyalty Rewards Strategy' (1); Silver 'Stevie Award for Innovation of the Year' (2) for RBC Rewards
  - 2nd largest bank by assets in English Caribbean, serving ~1 million clients in 16 countries and territories
  - Innovative direct banking to U.S. cross-border clients
  - Broad suite of products and financial services to individual and business clients
  - Ongoing investment to further digitize our banking channels

Wealth Management
- A leading global wealth and asset manager
  - #1 in Canada – Largest retail fund company (3) and leader in high net worth market share (4)
  - In the U.S. – Among the top 10 full-service brokerage firms based on assets under administration and number of advisors (5)
  - Increased investments in technology and talent; enhancing global solutions and capabilities
  - Comprehensive suite of investment, estate and trust, banking, credit, and other wealth management and asset management solutions

Insurance
- Among the largest Canadian bank-owned insurance organizations, serving more than five million clients globally
  - Offers a wide range of life, health, home, auto, travel, creditor, and wealth accumulation solutions to individual and group clients
  - Provider of group annuities to defined benefit pension plan sponsors to help them better manage and control risk
  - Brings innovative, value-added services and solutions, second opinion medical and healthcare navigation services, and workplace wellness programs to our clients through partnerships with industry leaders
  - Our reinsurance and retrocession business (life, longevity, disability, accident) insures risks of other insurance and reinsurance companies

Investor & Treasury Services
- A specialist asset servicer with an integrated client offering
  - Provider of asset and treasury services to institutional clients worldwide
  - A leader in Canadian cash management and transaction banking services

Capital Markets
- A premier global investment bank with core operations across Canada, the U.S., the U.K./Europe and APAC
  - 9th largest global investment bank by fees (6)
  - Best Investment Bank in Canada for the 12th consecutive year (7)
  - Offers expertise in banking, finance and capital markets to corporations, institutional investors, asset managers, governments, and central banks around the world

Financial Performance by Business Segment and Geography

Earnings by Business Segments (8)
- Diversified business mix with leading client franchises

Revenue by Geography (8)
- Almost two-thirds of revenue from Canada
- Strategic approach in key businesses in the U.S. and select international markets

Q1/2020 Financial Performance by Business Segments (9) ($ millions, unless otherwise noted)

<table>
<thead>
<tr>
<th>Personal &amp; Commercial Banking</th>
<th>Wealth Management</th>
<th>Insurance</th>
<th>Investor &amp; Treasury Services</th>
<th>Capital Markets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue $4,610</td>
<td>Revenue $3,166</td>
<td>Revenue $1,994</td>
<td>Revenue $597</td>
<td>Revenue $2,548</td>
</tr>
<tr>
<td>Net Income $1,686</td>
<td>Net Income $623</td>
<td>Net Income $181</td>
<td>Net Income $143</td>
<td>Net Income $882</td>
</tr>
<tr>
<td>ROE (10) 28.3%</td>
<td>ROE (10) 15.8%</td>
<td>ROE (10) 32.5%</td>
<td>ROE (10) 18.0%</td>
<td>ROE (10) 15.1%</td>
</tr>
<tr>
<td>AUM ($ billions) (11)</td>
<td>$793 Premiums &amp;</td>
<td>AUA ($ billions) (11)</td>
<td>$4,308</td>
<td></td>
</tr>
<tr>
<td>AUA ($ billions) (11)</td>
<td>$1,107 Deposits</td>
<td>$1,542</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(8) Excludes Corporate Support. These are non-GAAP measures, for more information, refer to the Key performance and non-GAAP measures section of our Q1 2020 Report to Shareholders.

(9) As reported. (10) ROE does not have a standardized meaning under GAAP and may not be comparable to similar measures disclosed by other financial institutions. For further information, refer to the Key performance and non-GAAP measures section of our Q1 2020 Report to Shareholders. (11) Represents period-end spot balances.