

Neil McLaughlin

Group Head, Personal & Commercial Banking



BIOGRAPHY

As Group Head, Personal & Commercial Banking, Neil McLaughlin is responsible for RBC's banking businesses in Canada, the Caribbean and the US, including personal and commercial financial services, credit cards and payments, and digital solutions, as well as RBC's sales and branch distribution, operations and advice centres. He is also responsible for RBCx, the tech banking and innovation group focused on re-imagining the role RBC plays in clients' lives now and for the future.

Together with other members of Group Executive, Neil is responsible for setting the overall strategic direction of RBC.



Prior to his current position, Neil was Executive Vice President, Business Financial Services for RBC's Canadian Banking division, responsible for setting the strategic direction and leading all lines of business that serve small business and commercial clients through RBC's extensive business banking network.

Neil joined RBC in 1998 and has held a wide range of senior management and executive positions in Canadian Banking, including roles in the Credit Card and Personal Lending businesses, distribution and operations. Additionally, Neil was Senior Vice President Marketing & Channel Strategy, responsible for leading Brand, Marketing, Advertising and Sponsorship, with direct accountability for digital channels, the physical distribution network, client knowledge and insights and the client information management team. He also served as Senior Vice President, Risk Operations within Canadian Banking Operations, responsible for credit adjudication, fraud, collections, operational risk and the Commercial Advisory Group.

In 2020, Neil was appointed Chair of the Executive Council of the Canadian Bankers Association and currently serves on the National Board of Make-a-Wish Canada and the Sunnybrook Foundation Board of Directors. He holds a Bachelor of Commerce degree and an MBA, and lives in Toronto with his wife and their two children.