

# VIDEO TRANSCRIPT

## Gord Nixon

President and Chief Executive Officer

Every day, we ask ourselves how we can help our clients succeed. It's at the heart of what we do.

We delivered record earnings of \$8.4 billion in 2013, building on our financial strength, diversified business mix, and ability to serve clients through many products and across markets and geographies.

Over the past five years, RBC has steadily grown from our strong Canadian base to become one of the largest banks globally.

Our 79,000 employees around the world are committed to the success of our clients — large and small, personal and commercial — through various businesses and across many countries.

We help our clients achieve their financial goals and compete in a changing world by offering them expert advice and innovative solutions. What guides us is our culture of doing what's right and our vision of earning the right to be our clients' first choice.

In Canada, we are the market leader, and we're growing by building on our unmatched ability to serve clients when and how they want.

We're also selectively expanding in the world's largest markets, where we serve clients who want to do business with RBC given our financial strength and stability.

Looking ahead, I'm confident we have the right people, strategy and values to grow and build long-term value.

### Disclaimer:

This transcript contains 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 applicable Canadian securities legislation. 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. Additional information about our forward-looking statements and risk factors can be found under the Caution regarding forward-looking statements in the Management's Discussion and Analysis in our 2013 Annual Report.

## RECORD EARNINGS IN 2013

### 2013 EARNINGS BY BUSINESS SEGMENT<sup>(1), (2)</sup>

- 56% Personal & Commercial Banking
- 11% Wealth Management
- 8% Insurance
- 4% Investor & Treasury Services
- 21% Capital Markets



AMONG THE  
**LARGEST  
BANKS**  
IN THE WORLD<sup>(3)</sup>

**~79,000**  
EMPLOYEES

**46**

COUNTRIES

**15 million+**

CLIENTS

**EXPERT  
ADVICE**

**INNOVATIVE  
SOLUTIONS**

**LARGEST**

DISTRIBUTION NETWORK IN CANADA

**FOCUSED  
GROWTH GLOBALLY**

**STRONG & STABLE**  
financial position

(1) Amounts exclude Corporate Support.

(2) These are non-GAAP measures. For additional information see the Key performance and non-GAAP measures section of our 2013 Management's Discussion and Analysis.

(3) By market capitalization