

Information about your RBC retiree benefits program

For more information about your retiree benefits program, you can:

- Go to the website for retirees at www.rbc.com/pensioners. The website includes a wide range of information and resources specifically for RBC retirees.
- Go to the Sun Life website at www.mysunlife.ca. The website includes a wide range of information and resources about your healthcare plans. Alternatively, you can call Sun Life at 1-800-305-5905 for any specific questions about your coverage or a claim.
- Contact the Human Resources Service Centre (HRSC) at hrscpensions@rbc.com or 1-800-545-2555. The HRSC has representatives available to answer questions on a wide range of issues.
 - Hearing impaired retirees using TTY may utilize a Message Relay Service, provided by your local telecom by dialling 711.
 - Service in English and French is available 8 a.m. to 8 p.m. (ET).

Please note the various carriers and the benefits they cover. Be sure to provide the applicable policy number, as well as the first eight digits of your retiree (employee) number.

Retiree FlexBenefits Program - For Canadian employees who retired after January 1, 2010	Retiree Benefits Program - For Canadian employees of Royal Bank of Canada and Royal Trust who retired after March 1, 1994 and prior to January 1, 2010, and RBC Insurance who retired after January 1, 1999 and prior to January 1, 2010	Retiree Benefits Program - For Canadian employees of Royal Bank of Canada who retired prior to March 1, 1994
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Download My SunLife Mobile App today for on-the-go access to drug, health and dental coverage claims at your fingertips. Easy, convenient and free at sunlife.ca/mobile!

Benefit Plan	Carriers	Policy Number	Policy Number	Policy Number	Contact
Supplementary Medical	Sun Life Financial	14178	25134	25027	1-800-305-5905 www.mysunlife.ca
Prescription Drug	Sun Life Financial	14178	25108	25027	1-800-305-5905 www.mysunlife.ca
Dental	Sun Life Financial	14178	25134	25027	1-800-305-5905 www.mysunlife.ca
Emergency Out-of-Province/ Country Medical	RBC Insurance Co./Assured Assistance Inc.	N/A	N/A	N/A	See wallet card next page
Retiree Basic Life	RBC Insurance Co.	800080	800080	800080	HRSC 1-800-545-2555
Retiree Optional Life Insurance	RBC Insurance Co.	800082	800082	800082	HRSC 1-800-545-2555
Optional AD&D	Manulife Financial	39150	39150	39150	HRSC 1-800-545-2555
Travel Medical(beyond first 31 days)	RBC Insurance Co.	N/A	N/A	N/A	1-800-565-3129

Travel Assistance card

It is recommended that you keep the information card below with you at all times while travelling.

RBC RETIREE BENEFITS PROGRAM

Emergency Out-of-Province/Country
Medical and Travel Assistance



Assured Assistance Inc.:

Canada and the U.S.: 1-866-496-5254 (toll-free)

Worldwide: 1-905-816-1202 (collect)

Fax: 1-905-813-4719 (outside North America)

Fax: 1-888-298-6340 (toll-free in North America)

Member/Employee No.:

Did You Know?

Keeping in Touch is published four times yearly. Watch for delivery in your regular mail or if you've opted to "go green" read it online at www.rbc.com/pensioners at the end of each of the following months:
April, July, October, January.

RBC Archives

35 Years of Can do! Spirit

In 1981, RBCers across Canada were singing "Can do!" in a national songwriter's contest for lyrics to an advertising jingle. It was the first time RBC involved employees so closely in its advertising campaign and 1,800 jingles describing RBC services were submitted. The ad agency produced a variety of jingles about banking services sung to a tune from the Broadway musical, *Guys and Dolls*. The jingles aired on TV and radio stations across Canada during the spring and fall. More than 60 per cent of branch staff took part in the contests. *If you were among them, let us know what you remember about your involvement.* Send an email to keepingintoucheditor@rbc.com



(L. to r.) Delia Kolomic, Liz Czarnecki, Bevy Nurse and Bev Farion, of the Winnipeg branch in 1980, are pictured taking up the Songwriters' Challenge.

Keeping in Touch

Here's how to reach us:

Keeping in Touch Team c/o RBC Pension and Benefits
200 Bay Street North Tower, 11th Floor
Toronto, ON, Canada M5J 2J5

Via internal mail at any RBC branch: transit 7201
e-mail: keepingintoucheditor@rbc.com

Keeping in Touch is published for all Canadian pensioners of RBC. It is also available online at www.rbc.com/pensioners

If you have questions about your pension contact RBC Human Resources Services Centre at 1-800-545-2555 or hrscpensions@rbc.com

If you have questions about your healthcare benefits contact Sun Life at 1-800-305-5905

If you have questions about the sale of RBC Shares or RESSOP contact Sun Life at 1-866-733-8612