

RBC Secure Voice @ the HR Contact Centre (HRCC) - Caller FAQs

1. What is 'RBC Secure Voice'?

RBC Secure Voice is a new service to help keep your personal information secure, which eliminates the need to ask security questions every time you call the HRCC to make sure it's you. It works by capturing the unique characteristics of your voice to create a "voice print". Once the system has captured enough recordings to create this print, you will automatically be identified and authenticated by the system, so there's no need to answer security questions.

2. What is a "voice print"?

It's an algorithm that tracks and reflects the unique properties of your voice to create a "print" that can be used to authenticate your identity, just like a fingerprint. In fact, studies show consumers are more comfortable providing a voice print than a fingerprint.

3. How safe is RBC Secure Voice?

Voice biometrics has proven to reduce the risk of fraud when compared to other authentication methods including PINs, passwords and security questions.

4. How much time does it take to access the service?

No extra time required! Enrolment happens in the background of normal conversations and in most cases, you'll be enrolled on the first call. Occasionally, it may take a second call if you're dialing in from a noisy place, for example. If there's a problem with the quality of your voice print after several calls, we're can delete it and create a new one.

5. Does the RBC Advice Centre use RBC Secure Voice to serve clients?

Yes. The RBC Advice Centres have been using RBC Secure Voice successfully since 2015. If you are an RBC client, when you enrol at the HRCC you will also be enrolled at the Advice Centre since we share the same system.

6. Can my voiceprint be stolen?

No. The encrypted recording of your voice print only works with our system.

7. What if someone records my voice while I'm talking to the HRCC?

This is very unlikely to occur in a live interaction because the call would be disrupted and the HR representative would be able to tell that something suspicious was happening and deny access. Our representatives always have the final say on whether someone should be authenticated or not.

8. Can I choose not to enroll in RBC Secure Voice?

Yes. You can opt out of having a voice print at any time, and if you change your mind, an HRCC representative will simply re-enroll you upon request. Please note we will continue to record your voice for quality assurance and training purposes, which is a well established best practice at the HRCC. In fact, RBC Secure Voice uses the same audio.