



Canadian Retiree Benefits Program

Following the annual review of the *RBC Retiree Benefits Program*, some of the premium rates will change this summer.

The monthly premium rates for healthcare coverage effective June 1, 2015, are outlined in the table below:

TYPE OF COVERAGE	MONTHLY HEALTH PREMIUM DRUG FORMULARY A (UNCHANGED)	MONTHLY HEALTH PREMIUM DRUG FORMULARY B
Basic		
➤ Pensioner only	\$ 0	\$ 27
Enhanced		
➤ Pensioner only enhanced	\$ 0	\$ 39
➤ Pensioner enhanced + family basic	\$ 0	\$ 82
➤ Pensioner + family enhanced	\$ 4.50	\$ 90

The premium rates for healthcare coverage are reviewed annually to ensure two key principles:

- the long-term sustainability of the program, and
- a fair and equitable level of cost sharing between RBC and eligible retirees.

A number of factors are taken into account during the review, including trends in plan claims, healthcare inflation, and plan premiums.

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HELPING IMPROVE HEALTHCARE CLAIMS PROCESSING

Be sure to use the **correct policy number (25027)** and **only the first eight digits** of your retiree (employee) number when making inquiries and submitting claims. Incorrect or incomplete information can result in delayed claims processing or declined claims.

IS YOUR PERSONAL & DEPENDENT INFORMATION UP-TO-DATE?

If you have a change to your address or you have a dependent who is no longer eligible to participate in the *RBC Retiree Benefits Program*, please **advise the HRSC** so your record can be updated accordingly. Reflecting this information on your Sun Life claim forms does not automatically update RBC's records.



KEEPING IN TOUCH

For more information on the *RBC Retiree Benefits Program* – and the other programs available to you as an eligible RBC retiree – we invite you to visit us online at www.rbc.com/pensioners/. You'll find the latest edition of *Keeping in Touch*, with RBC's latest business news, product developments, profiles on your fellow pensioners, and information regarding your Canadian RBC pension.

WHO SHOULD I CALL IF I HAVE QUESTIONS?

If you have questions about your *RBC Retiree Benefits Program*, **Sun Life** can help you. You can:

- Call the Sun Life Customer Contact Centre toll-free at **1-800-305-5905**, from Monday to Friday, 8 a.m. to 8 p.m., ET.; or
- Send your questions by email to askus@sunlife.com.

Alternatively, you may contact the Human Resources Service Centre by:

- Sending an email to HRSCPensions@rbc.com, or
- Write to us at:
Human Resources Service Centre
RBC
6880 Financial Drive, 2nd Floor, Tower 1
Mississauga, Ontario
L5N 7Y5

We do our best to respond to all inquiries within two weeks.

Regards,

Maria Vieira
Manager, Pension and Benefit Services

The final word

This bulletin provides a summary of the main aspects of your *RBC Retiree Benefits Program*. A complete description is contained in the Program's governing policies. Every effort has been made to provide an accurate summary. If there are any differences between the information in this bulletin and in the governing policies, the governing policies will rule. In no way does this bulletin create or confer to you any contractual rights or obligations.

While it is our intention to offer a benefits program to retirees who qualify, RBC and its subsidiaries reserve the unilateral right to change, amend or terminate in part or in whole its retiree benefits program at any time, including the right to amend the terms and conditions of the various coverages and to change the amount charged to individual retirees.