



ISSUE 2, 2015

Keeping in Touch

A PUBLICATION FOR RBC PENSIONERS



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Quarterly Comments Dave McKay

At RBC, we often say that the commitment and dedication we have for our clients is instrumental to our long-term success. That statement really came to life for me recently, when RBC was again chosen from more than 100 banks as the “Global Retail Bank of the Year” by Retail Banker International.

This is a retail-focused award, but I believe what it says about RBC applies to employees, present and past: our employees have always had an unmatched passion for the clients we serve, regardless of whether helping someone with a chequing account, structuring a business loan or providing investment banking advice.

By keeping the client at the centre of everything we do, we’re able to shape the future, instead of reacting to it. Let me give you a few examples:

- Insurance is rolling out a mobile platform that allows clients to purchase travel insurance through their mobile device anytime, anywhere.
- Our Personal & Commercial Banking business in Canada teamed up with tax services provider H&R Block to launch an online tax centre and let our clients know we’re there to help. More than 20,000 clients have used it, and we’ll be taking what we’ve learned this year to develop an even better offering in 2016.
- Investor & Treasury Services deepened its collaboration with Capital Markets to work on capturing new U.S. asset manager business.

These are just some examples of what we have underway as we keep our focus on our clients, our people and our communities.



Editor’s Note

Dear RBC Pensioner,

Over the years, Keeping in Touch has profiled dozens of volunteers and in this issue we meet two more: Roger Dowker and Jean Miller.

Roger’s volunteerism has exposed him to a vast range of needs in the not-for-profit sector. He began early on, when his roles at RBC catapulted him into what he calls his “second career”. And this is true of many of you, who lent your talents and time to your communities, while working at RBC.

Jean Miller, featured in “Spotlight on Volunteers” lends her time to rescuing cats and other animals. What I appreciate most about the articles featuring Roger and Jean is that their interests are so diverse, yet both are of great value.

Jean, Roger and so many of you, reflect a positive trend in Canada. A recent Statistics Canada study* found that more than 13.3 million people had devoted almost 2.07 billion hours to volunteering in the previous year.

This astounding volume of work is equivalent to just under 1.1 million full-time jobs.

Furthermore, this year, more than 120 retirees joined RBC teams to complete Day of Service projects across Canada. That’s more than double last year. RBC is proud of the enormous contribution made by our retirees and we want to help. Please familiarize yourself with the RBC Volunteer Grant information in this issue.

Before signing off, I want to extend a sincere thank you to “Dr. Bob” Snihura, Vice-President & Chief Medical Director, who has recently retired from RBC. Dr. Bob has been contributing to this publication twice yearly since 2012. With each column, we’ve been treated to his vast medical knowledge and unique wit. This publication’s team wishes you, Dr. Bob, a happy, healthy and long retirement. Be sure to keep in touch.

Evelyn Matthias
Interim Keeping in Touch Editor

* Source: Statistics Canada study titled, “Volunteering in Canada 2004 to 2013”

Roger Dowker

- First joined RBC in 1951
- Retired in 1988
- Role prior to retirement: Manager, Chatham Agricultural Center



Roger and Anne (seated) are pictured with an Alzheimer Society staff member. The Dowkers were awarded Ontario Volunteer Service Awards for their 13 years as Alzheimer Society volunteers. Now they make personal use of the Society's programs.

The Three Careers of Roger Dowker

Roger Dowker, a retiree of 27 years, speaks as fondly of his second career as his first. The pay wasn't great, but the benefits made up for the short fall.

Roger credits his career as a volunteer with keeping him active and engaged in his community: "After retiring it soon became obvious that while leisure was great for a while, I'd get bored with it on a continuous basis."

The volunteer bug first hit Roger in 1956. He was the accountant at RBC's Chippawa branch when the Lions Club asked him to join. As his RBC assignments took him to different towns in Ontario, Roger accumulated a diverse range of volunteer experiences including President with the VON (Victoria Order of Nurses) in Huntsville, Santa Clause Parade Marshall with Oakville's Junior Chamber of Commerce, fundraiser with the Brampton Kiwanis Club and Chair of the commercial sub-committee for the Dufferin County Board of Education.

These volunteer activities pre-dated Roger's retirement and were associated with his RBC roles. Even then, he was more than a volunteer in name only, putting his heart and soul into every assignment. Then, as is the case today, RBC employees are encouraged to bring their talents and strengths to the volunteer sector to help the communities in which RBC operates.

With more availability post-retirement, Roger increased his volunteerism. He's organized, lobbied, raised funds, made endless phone calls and even worn a Santa Claus suit (his favourite assignment) over the years.

In 1990, Roger and his wife Anne moved to Sydenham, near Kingston, Ontario, and made themselves available to the local Alzheimer Society. Even with his governance and secretary responsibilities, Anne spotted another important role for Roger. "The wife of one of the Alzheimer patients told Anne that she missed her husband's hugs more than anything else," recalls Roger, "so Anne volunteered me to provide hugs at our monthly group dinners." It was also during this period that Roger took advantage of the RBC Volunteer Grant Program. "I received grants for 10 continuous years – that's \$5,000 -- for the Alzheimer Society of Kingston, Frontenac Lennox & Addington."

Roger is now a full time caregiver to Anne, who has dementia. More than ever, he is doing all he can: "All my volunteer service has provided knowledge and experience to help me with this, my third career."

Organizations that have benefitted from Roger's volunteer spirit:

- The Lions Club (Chippawa, Elmira, Huntsville)
- Victoria Order of Nurses
- Elmira Industrial Development Committee
- Oakville Junior Chamber of Commerce (Jaycees)
- Brampton Kiwanis Club
- Peel County Plowman's Association (Brampton, Orangeville)
- Orangeville Rotary Club and Chamber of Commerce
- Dufferin County Board of Education
- Central Frontenac Community Services Corporation
- Kingston District Health Council – Senior Services
- Heart and Stroke Foundation
- Alzheimer Society

Spotlight on Volunteers



Retiree Jean Miller, is pictured holding one of her furry friends at Street Cats Rescue, a shelter for abandoned cats located in Barrie, Ontario.

Jean has been volunteering with the organization for more than three years and thanks to an RBC grant, has donated \$500 to support their efforts.

Before moving to Ontario, Jean lived in Nova Scotia, where she volunteered for six years with Hope for Wildlife, a not-for-profit organization that protects wildlife in the province. While volunteering with the organization, Jean supported their cause with \$2,000 in RBC-sponsored grants.

RBC Volunteer Grants Program for RBC Retirees

A wise author once wrote:

“Those who can, do. Those who can do more, volunteer.”

Though the author is unknown, his or her inspiration could have easily been the thousands of RBC retirees who devote countless hours yearly, giving their time and other valuable resources to not-for-profit organizations across Canada.

RBC wants to support your efforts. If you donate at least 40 hours of time yearly to a registered charity or public school, your organization could be eligible to receive a \$500 RBC grant.

Simply complete the grant application included in this issue. You may submit a grant application each year. Eligibility information and details about the program are located on the back of the grant application.

The deadline to submit your application is **October 1, 2015**. Or you may submit it as soon as you've accumulated 40 hours of volunteer time. The form is also available at: www.rbc.com/pensioners/vol_grantprog.html

RBC has donated \$13,601,559 (as of fiscal 2014) to support retiree and employee volunteerism, globally. All who qualify are encouraged to apply.



RBC Archives

The 2015 Pan Am Games, which took place in Toronto in July (followed by the Parapan Am Games in August), may have triggered fond memories for retirees who provided banking services to the 1967 Winnipeg Games. Using two trailers bolted together, Royal Bank employees provided mostly foreign exchange and spoke four major languages to athletes and officials from 22 countries. Royal Bank director W. Culver Riley, chairman of the Pan-American Games (1967) Society, officially opened the branch. Royal Bank employee Patrick Bruyere (Pine Falls, Manitoba) helped carry the torch from Minneapolis to Winnipeg.



2015 RBC VOLUNTEER GRANTS PROGRAM RETIREE GRANT REQUEST FORM

TO BE COMPLETED BY VOLUNTEER

Name: _____ Home Phone: _____

Email: _____

Your Home Address: *(cheques made payable to the charity will be mailed to your home address)*

Street _____ City _____

Province/Territory _____ Postal Code _____

Name of Charitable Organization Where You Volunteer:

Length of time you have been volunteering with this charity? _____

Total # hours volunteered to date: _____ *(Since Nov 01/2014 – based on RBC fiscal year)*

Address of Charitable Organization Where You Volunteer:

Street _____ City _____ Prov/Terr _____

Postal Code _____ Org. website: _____

Contact Name at Charity: _____ Telephone: _____

Canada Revenue Agency (CRA) Registration #: BN _____ RR _____

Note: this number is required by an organization to receive an RBC Employee Volunteer Grant

The RBC Corporate Contributions department may share information regarding my volunteer work with other RBC employees, retirees and the public for recognition and publicity purposes.

Yes No *(please tick one)*

To receive a grant in support of the above charitable organization, all of the following information **MUST** be attached to this form:

- A brief description of the purpose and mandate of this charity.
- A brief description of the project, how the grant funds will be used, and the estimated total cost of the project.
- An explanation of how your volunteer time was spent.

INCOMPLETE OR ILLEGIBLE APPLICATIONS WILL BE RETURNED.

In signing this document I certify that:

1. I have been an active volunteer in the charitable organization for the number of hours stated.
2. The grant funds will be used to support the described project.
3. I am a retiree of RBC living in Canada.

Signature of Volunteer: _____ Date: _____

Submit completed application package no later than October 1st, 2015 to:

RBC Employee Volunteer Grant Program Coordinator
RBC Corporate Donations
RBC Centre – 18th Floor, 155 Wellington Street West,
Toronto, ON, M5V 3K7
Transit #16087



RBC's Employee Volunteer Grants Program

Application deadline: October 1, 2015

Do I qualify for an Employee Volunteer Grant?

All RBC employees and retirees living in Canada may apply. If you volunteer a minimum of 40 hours a year at a registered charity or publicly funded school, RBC will contribute up to \$500 per year to the charitable organization at which you volunteer.

Does my volunteer time qualify?

To qualify, your volunteer hours should include your personal time spent directly involved with the charity's programs, projects and initiatives. Volunteer hours spent with a third party to fundraise 'on behalf' of a charity do not qualify. Your volunteer time must have accumulated since November 1, 2013 to qualify for a 2014 fiscal year grant. You may apply for only one grant per fiscal year.

Does my charitable organization qualify?

A single local organization or local chapter of a charity designated as a "**charitable organization**" by **Canada Revenue Agency (CRA)** may be eligible. A 15-character registration number issued by Canada Revenue Agency (CRA) denotes this designation. The Employee Volunteer Grants Program follows the guidelines established for the RBC Donations Program. Organizations that are ineligible are listed below.

Ineligible organizations:

- Federated appeal agencies such as United Way, Centraide etc.
- Individual pursuits raising funds for a charity (i.e. pledged 10K run)
- Lobbying or advocacy groups
- Organizations for which a volunteer receives any personal compensation
- Organizations that are not registered charities
- Political organizations or parties
- Private foundations and private (i.e. fee-based) schools
- Programs that are the responsibility of the government through taxation (i.e. parks), with the exception of schools
- Projects taking place outside of Canada
- Religious organizations (except for secular activities such as operating a home for the elderly open to those of all faiths)
- Service clubs, fraternal organizations, or third parties raising funds for a charity
- Youth sports teams, unless a federally registered charity

How the money may be used

Donations given under the Employee Volunteer Grants Program must be directed at specific projects, not general budgets. The project must be taking place in the present or the future. Funds will not be provided for past projects. The total project cost must equal or exceed the total grant amount requested.

What happens when a grant application is submitted?

The grants administrator will review your application to ensure proper completion and eligibility within the guidelines. A portion of all applications will be selected randomly on an on-going basis for verification with the listed charity.

Once you have submitted your application, please allow up to six weeks to receive a response. Once approved, a cheque made payable to the charity at which you volunteer will be mailed to your home address as provided in the application.

**For more information on RBC's Employee Volunteer Grants Program
Contact the program coordinator at (416) 974-3681 or e-mail employeevolunteer@rbc.com**

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in Touch
Retirements

Retirements

MARCH 2015

Adu-Gyamfi, Mary

Financial Advisor
Mississauga, ON
Joined December 5, 1989

Aupin, Johanne

Account Service Agent
Montreal, QC
Joined July 31, 1972

Baker, Dale

Director Business
Optimization
Toronto, ON
Joined September 16, 1974

Barrett, Mike

Manager Credit Structures
Hamilton, ON
Joined March 4, 1985

Beaulieu, Aileen

Banking Advisor
Ottawa, ON
Joined July 15, 1968

Belleau, Lucie

Banking Advisor
Quebec, QC
Joined July 9, 1979

Brereton, Jane

Customer Assistance Officer
London, ON
Joined September 7, 1976

Brisebois, Anne-Marie

Client Advisor
St-Sauveur, QC
Joined March 10, 1986

Brown, Sarina

Client Advisor
Ottawa, ON
Joined November 10, 1986

Campeau, Ginette

Financial Planning
Associate
Montreal, QC
Joined February 25, 1997

Chin-Sam, Elizabeth

Senior Business
Systems Analyst
Toronto, ON
Joined October 10, 1995

Cormier, Debbie

Account Service Agent
Mississauga, ON
Joined May 11, 1988

Coutts, Elaine

Market Operations
Support Officer
Burlington, ON
Joined October 23, 1978

Crowell, Gwen

Manager, Initiatives &
Implementation
Halifax, NS
Joined July 16, 1973

D'Antonio, Michele

Security Specialist
Toronto, ON
Joined August 21, 1978

David, Trish

Manager Client Care
Chase, BC
Joined October 2, 1989

Dee, Donna

Account Service Agent
Edmonton, AB
Joined August 31, 1979

Downs, Carol

Associate Account Manager
Calgary, AB
Joined March 27, 1985

D'Silva, Art

Director-Enterprise
Information Strategy &
Architecture
Toronto, ON
Joined March 24, 1975

Duncan, Carol

Adjudication Associate
Vancouver, BC
Joined July 29, 1974

Edwards, Janet

Commercial Account
Manager
Brockville, ON
Joined September 17, 1980

Favretto, Maureen

Client Advisor
Timmins, ON
Joined May 14, 1979

Ferdinand, Jan

Financial Advisor
Guysborough, NS
Joined July 6, 1987

Forsyth, Esther

Central Teller
Amherst, NS
Joined August 6, 1974

Fortune, Peter

Director, GRM Credit
Calgary, AB
Joined August 21, 2000

Gauthier, H el ene

Associate Advisor
Sherbrooke, QC
Joined August 6, 2001

Giroux, Ginette

Account Service Agent
Calgary, AB
Joined March 17, 1975

Gonzales, Rodrigo

Technical Service Agent
Toronto, ON
Joined August 25, 1986

Gouveia, Cecilia

Scheduling Analyst
Toronto ON
Joined February 6, 1974

Green, Daphne

Branch Manager
Hearts Content NL
Joined August 22, 1977

Hallett, Mary

Manager, Investigation
Toronto ON
Joined April 30, 1973

Ireland, Pat

Financial Advisor
Sudbury, ON
Joined July 18, 1989

Kaiser, Diane

Account Service
Representative
Dartmouth, NS
Joined October 23, 1989

Kelly, Lucille

Client Advisor Business
Richibucto, NB
Joined August 19, 1991

Knowles, Angela

Operations Manager
Toronto, ON
Joined September 19, 2005

Kosaka, Peter

Administrator
Toronto, ON
Joined May 5, 2004

Landry, Carmen

Senior Account Manager
Montreal, QC
Joined December 12, 1977

Langley, Tina

Client Advisor
Abbotsford, BC
Joined October 2, 1995

Lapenna, Geraldina

Investigations Agent
Westmount, QC
Joined January 11, 1988

Lawlor, Jean

Administrative Assistant
Moncton, NB
Joined October 17, 1977

Retirements

Liao, Jean

Technical Service Analyst
Toronto, ON
Joined September 1, 1978

Luchko, Pamela

Client Advisor
Creston, BC
Joined November 26, 1979

Lumsden, George

Credit Analyst
Toronto, ON
Joined August 5, 1975

MacIntyre, Irene Grace

Branch Administrator
Hamilton, ON
Joined June 16, 1997

Mahaffy, Allyson

Financial Advisor
Sudbury, ON
Joined August 18, 1975

Mansukhani, Shireen

Customer Service Officer
Mississauga, ON
Joined June 17, 1991

McGillivray, Heather

Client Care Advisor
Calgary, AB
Joined March 5, 1990

Meagher, Fred

Branch Manager
Vancouver, BC
Joined February 17, 1975

Mejia, Diane

Manager, General Accounts
Toronto, ON
Joined June 17, 1969

Morin, Gaetane

Client Care Advisor
Pincourt, QC
Joined February 4, 1985

Mosurinjohn, Donna

Market Operation
Support Officer
Burlington, ON
Joined January 11, 1977

Nicassio, Joseph

Group Manager, FMS
Montreal, QC
Joined May 28, 1979

Palasty, Jessie

Client Advisor
100 Mile House, BC
Joined March 20, 1984

Paradis, Aline

Client Advisor
Repentigny, QC
Joined June 19, 1995

Patterson, Michelle

Client Advisor
Smooth Rock Falls, ON
Joined April 25, 1983

Pocha, Darlene

Associate Account Manager
Calgary, AB
Joined May 5, 1986

Pritchard, Joanne

Financial Advisor
Peterborough, ON
Joined April 17, 1972

Rae, Dorothy

Field Operations Specialist
Vancouver, BC
Joined February 10, 2004

Robison, Joyce

Market Operations
Support Officer
Vancouver, BC
Joined October 16, 1978

Ross, Diane

Client Care Advisor
Guelph, ON
Joined November 15, 2010

Roy, Yuan

Senior Commercial
Credit Advisor
Montreal, QC
Joined June 16, 1975

Sachedina, Firdoos

Payments Operator
Toronto, ON
Joined March 24, 1975

Sheridan, Bruce

Senior Technical
Systems Analyst
Toronto, ON
Joined April 1, 1981

Sterling, Brad

Branch Manager
Calgary, AB
Joined April 3, 1978

Sumka, Valerie

Credit Advisor
Winnipeg, MB
Joined May 31, 1999

Tai, Daniel

Senior Account Manager
Toronto, ON
Joined March 1, 1999

Thomas, Darlene

Regional Sales Manager
Vancouver, BC
Joined August 3, 1976

Thompson, Karen

Contract Specialist
Toronto, ON
Joined July 11, 1973

Turner, Heinz

Enterprise Quality
Assurance Consultant
Toronto, ON
Joined March 10, 1975

Tombe, Deborah

Client Advisor Business
Kamloops, BC
Joined March 17, 2003

Turcotte, Kathleen

Nurse
Mississauga, ON
Joined January 4, 1993

Urbain, Celine

Banking Advisor
Repentigny, QC
Joined August 29, 1977

Veinot, Debbie

Banking Advisor
Kirkland Lake, ON
Joined June 19, 1974

Wakefield, Bob

Manager Operational Risk
Vancouver, BC
Joined April 14, 1975

Wong, Anna

Client Advisor
Vancouver, BC
Joined April 1, 1991

Yu, Doris

Client Advisor
Richmond, BC
Joined February 12, 2001

Zimmerman, Randy

Manager, Credit Structure
Calgary, AB
Joined May 24, 1977

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Abbas, Rima

Banking Advisor
Etobicoke, ON
Joined September 24, 1990

Alhakim, Souad

Associate Director
Toronto, ON
Joined March 3, 1997

Allgood, David

Executive Vice President &
General Counsel
Toronto, ON
Joined August 24, 1998

Retirements

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(CONTINUED)

Arsenault, Michele
Mortgage Specialist
Halifax, NS
Joined November 1, 1977

Austria, Nemi
Account Services Agent
Toronto, ON
Joined October 2, 2000

Baird, Donna
Manager Client Care
Calgary, AB
Joined September 21, 1981

Bennett, Lynn (Nancy)
Client Advisor
Sydenham, ON
Joined August 31, 2009

Bezruchak, Judy
Financial Advisor
Medicine Hat, AB
Joined July 4, 1983

Blazina, Karen
Client Advisor
Fonthill, ON
Joined December 4, 1987

Boisvert, Sylvie
Specialized Services Officer
Montreal, QC
Joined May 26, 1986

Bozic, Julka
Senior Technical
Systems Analyst
Mississauga, ON
Joined September 18, 2006

Brookes, Doug
Mortgage Specialist
Vancouver, BC
Joined April 30, 2001

Carbonell, Emma
Account Services Agent
Mississauga, ON
Joined October 16, 1989

Caven, Gail
Client Advisor Business
Barrie, ON
Joined October 15, 2007

Chan, Lai-Li
Client Advisor
North York, ON
Joined January 14, 1991

Chouinard, Raymond
Director, Media and
Public Relations
Montreal, QC
Joined September 28, 1987

Conway, Linda
Client Advisor
Penticton, BC
Joined April 1, 1991

Coomber, Wendy
Account Services Agent
Victoria, BC
Joined March 13, 1972

Cooper, Jan
Financial Advisor
Kamloops, BC
Joined June 24, 1996

Corbeil, Karen
Branch Manager
Calgary, AB
Joined June 20, 1977

Currie, Fraser
Investment & Retirement
Planning
Mississauga, ON
Joined March 27, 2006

Curtis, Michele
Mortgage Specialist
Mississauga, ON
Joined September 4, 1979

Dandoy, Martine
Manager Business
Performance Support
Montreal, QC
Joined July 10, 1974

Danton, Linda
Client Care Advisor
100 Mile House, BC
Joined November 6, 2000

Desmarais, Vicki
Financial Advisor
Vancouver, BC
Joined July 23, 1991

Dobbin, John
Branch Manager
Medicine Hat, AB
Joined September 3, 1991

Doduc, Vien
Manager IT
Toronto, ON
Joined November 3, 2008

Domaratzki, Karen
Credit Specialist
Toronto, ON
Joined January 13, 1982

Doyle, Rita
Senior Business
Systems Analyst
Toronto, ON
Joined October 19, 1987

Earle, Glenn
Eq Trader/Sr-Pro Trader
Oakville, ON
Joined November 10, 1986

Fanelli, Angelo
Project Manager
Mississauga, ON
Joined August 14, 1978

Fok, Stephen
Senior Technical
Systems Analyst
Toronto, ON
Joined September 14, 1987

Forrest, John
Senior Account Manager
Surrey, BC
Joined May 25, 1998

Fraczek, Hazel
Client Advisor
Richmond, BC
Joined October 21, 1991

Frazier, Rob
Director
Strategic Initiatives
Toronto, ON
Joined November 17, 1980

Fries, Wendy
Client Adviser
Brantford, ON
Joined September 28, 1979

Gallinger, Karen
Banking Advisor
Macklin, SK
Joined October 6, 1980

Gibson, Debbie
Client Care Advisor
Moose Jaw, SK
Joined August 23, 1976

Gill, Susan
Client Advisor, Business
Truro, NS
Joined March 11, 1985

Glatley, Barry
Senior Account Manager
Victoria, BC
Joined July 4, 1988

Globush, Donald
Financial Planning
Associate
Winnipeg, MB
Joined February 14, 1977

Goulet, Langis
Service Account Manager
Levis, QC
Joined November 6, 2002

Grimmond, Elizabeth
Senior Project Manager
Toronto, ON
Joined March 21, 1977

Retirements

Grinvalds, John

HR Integration Manager
Toronto, ON
Joined October 2, 1989

Harris, Dwight

Branch Manager
Kamloops, BC
Joined June 4, 1974

Harrison, Denise

Client Advisor
Kamloops, BC
Joined September 8, 1981

Harry, Lorraine

Commercial Compliance
Toronto, ON
Joined April 5, 2000

Hatt, Brenda

Client Advisor Business
St. Stephen, NB
Joined August 13, 1979

Hickman, Karen

Associate Account Manager
Winnipeg, MB
Joined July 11, 1974

Hogan, Vivian

Manager
Market Operations
Burlington, ON
Joined February 12, 1987

Hope, Kathy

Financial Planning Associate
Peterborough, ON
Joined January 1, 1979

Howard, Ralph

Problem Resolution
Manager
Toronto, ON
Joined February 7, 1977

Ip, Louisa

Financial Planner
Vancouver, BC
Joined August 29, 1994

James, Elizabeth

Associate Account Manager
Mississauga, ON
Joined April 23, 1990

Jugdeo, Ann Marie

Administrative Assistant
Toronto, ON
Joined September 11, 1974

Kilmury, Joanne

Senior Account Manager
Lethbridge, AB
Joined September 30, 2003

King, Sandra

Banking Advisor
Placentia, NL
Joined September 11, 1978

Kiselbach, Donna

Associate Account Manager
Abbotsford, BC
Joined March 1, 1976

Lafond, Ghislaine

Claims Clerk
Montreal, QC
Joined April 21, 2003

Lammers, Martha

Client Advisor
Winona, ON
Joined October 17, 1983

Lavallee, Lise

Sales Associate
Montreal, QC
Joined August 12, 1985

Lavery, Gazala

Financial Advisor
Etobicoke, ON
Joined March 26, 2001

Leclair, Doris

Financial Advisor
Mississauga, ON
Joined December 4, 1978

Leonard, Kathleen

Senior Credit Advisor
New Westminster, BC
Joined October 1, 1973

Lessard, Johane

Client Advisor
Jonquiere, QC
Joined March 27, 1978

Letourneau, Carole

Financial Advisor
Boucherville, QC
Joined July 24, 1979

Linton, Christine

Financing Specialist
Vancouver, BC
Joined December 19, 1977

Lockhart, Sharon

Manager, Client Care
Fredericton, NB
Joined November 14, 1995

Lowey, Antoinette

Client Advisor
Kamloops, BC
Joined July 31, 1987

Marion, Lisa

Banking Advisor
Wallaceburg, ON
Joined December 18, 1983

Matei, Marina

Vice President
Vancouver, BC
Joined December 5, 1988

McGuire, Cathy

Client Advisor
Thunder Bay, ON
Joined February 13, 1984

Mcleod, John

Director, International
Solutions
Toronto, ON
Joined September 19, 1988

Melnyk, Karen

Senior Account Manager
Calgary, AB
Joined February 24, 2003

Menard, H el ene

Client Care Advisor
Granby, QC
Joined March 17, 1997

Miller, Kathryn

Client Advisor
New Westminster, BC
Joined September 11, 1978

Moody, Linda

Written Correspondence
Specialist
Mississauga, ON
Joined August 23, 2004

Morris, Linda

Financial Planner
Kelowna, BC
Joined April 12, 1982

Nadeau, Murielle

Associate Account Manager
Blainville, QC
Joined May 27, 1974

Naklie, Deborah

Financial Planning Associate
Windsor, ON
Joined April 3, 1989

Opperman, Nancy

Banking Advisor
Boissevain, MB
Joined July 28, 1975

Pak, Barbara

New Accounts Coordinator
Toronto, ON
Joined April 21, 1997

Petty, Sharon

Manager Client Care
Brighton, ON
Joined March 22, 1978

Pratt, Margaret

Client Advisor Business
Port Moody, BC
Joined October 7, 1988

Retirements

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(CONTINUED)

Price, Mary

Executive Assistant
St. Catharines, ON
Joined October 15, 1975

Rabjohn, Susan

Manager, Special Projects
Toronto, ON
Joined June 3, 1981

Reid, Alison

Financial Advisor
Kamloops, BC
Joined July 10, 1978

Repath, Anne

Portfolio Analysis
Toronto, ON
Joined November 25, 1985

Restoule, Joann

Client Care Advisor
Sturgeon Falls, ON
Joined July 18, 1988

Rimes, Helen

Asset Coordinator
Toronto, ON
Joined December 12, 1988

Robbins, Gail

Associate Account Manager
Woodstock, ON
Joined May 4, 1970

Semeraro, Tony

Account Manager,
Commercial Markets
Montreal, QC
Joined November 29, 1976

Sicard, Odette

Client Advisor
Gatineau, QC
Joined January 13, 1992

Siu, Paul

Commercial Credit Advisor
Toronto, ON
Joined October 30, 1989

Smith, Kim

Client Advisor
Huntsville, ON
Joined February 10, 1984

Speaker, Dawn

Market Operations Support
Vancouver, BC
Joined November 7, 1989

Stone, Lynda

Client Care Advisor
Milton, ON
Joined April 14, 2003

Stroh, Penny

Adjudication Associate
Vancouver, BC
Joined May 2, 1977

Sun, Judie

Client Service
Representative
Vancouver, BC
Joined May 25, 1987

Szoke, Helen

Senior Account Manager
Lethbridge, AB
Joined June 17, 2002

Taylor, Susan

Financial Advisor
Prince George, BC
Joined April 11, 1988

Tilcox, Irene

Department Manager CART
Center of Expertise
Toronto, ON
Joined June 9, 1986

Touchette, Raymond

Operations Risk Advisor
Montreal, QC
Joined April 29, 1974

Tough, Michelle

Sales Associate - Cash
Management
Toronto, ON
Joined July 26, 1976

Ventura, Mary

Client Advisor
Montreal, QC
Joined December 18, 1984

Yhip, Terence

Audit Manager
Toronto, ON
Joined November 18, 1996

Zhong, Joan

Investment & Retirement
Planning
Vancouver, BC
Joined July 12, 1991

MAY 2015

Alam, Fakhru

Account Service
Representative
Montreal, QC
Joined August 6, 1999

Albert, Karen

Associate Account Manager
Truro, NS
Joined July 29, 1974

Angus, Grace

Financial Advisor
Fort Frances, ON
Joined August 16, 1978

Anoya, Asmar

Account Service Agent
Toronto, ON
Joined May 22, 2001

Anthony, Cathy

Senior Manager,
Program Management
Halifax, NS
Joined October 10, 1986

Arnold, Maureen

Client Assistance Officer
Burlington, ON
Joined February 26, 1982

Aubrey, Catherine

Client Advisor
Calgary, AB
Joined June 7, 1976

Bart, Patty

Client Advisor
Hamilton, ON
Joined October 28, 1974

Benson, Jane

Client Advisor
Quesnel, BC
Joined November 22, 2002

Bichon, Darlene

Mobile Mortgage Specialist
Stonewall, MB
Joined May 10, 2010

Boileau, Aline

Financing Specialist
Montreal, QC
Joined July 4, 1977

Bourdeau, Marielle

Administrative Assistant
Montreal, QC
Joined June 3, 1974

Bray, Jacalyn

Mortgage Specialist
Mississauga, ON
Joined August 26, 1985

Brooks, Barbara

Client Advisor
Toronto, ON
Joined March 3, 2003

Burnham, Regina

Assistant Note Trader
Toronto, ON
Joined June 11, 1979

Cadieux, Marc

Customer Service Officer
Montreal, QC
Joined August 29, 1978

Calce, Louise

Client Advisor
Montmagny, QC
Joined January 12, 2009

Cameron, Sharon

Client Care Advisor
Newmarket, ON
Joined May 26, 1986

Retirements

Carter, Lynda

Resolution Officer
Montreal, QC
Joined November 9, 1987

Cartier, France

Field Operations Specialist
Montreal, QC
Joined September 18, 1978

Cartwright, Lori

Client Advisor
Spruce Grove, AB
Joined July 4, 1978

Chenier, Louise

Client Advisor
Beloeil, QC
Joined February 11, 1980

Chester, Irene

Client Advisor
Hamilton, ON
Joined March 29, 1982

Chouinard, Louise

Financial Advisor
Spruce Grove, AB
Joined August 3, 1982

Christie, Natalie

Client Advisor
Waterdown, ON
Joined May 25, 2004

Collins, Brenda

Client Advisor
Thamesford, ON
Joined December 13, 1999

Cottam, Brian

Investment and
Retirement Planning
Thunder Bay, ON
Joined April 23, 2007

Crook, Ian

Managing Director &
Deputy, GRM Credit
Toronto, ON
Joined November 3, 1997

Currie, Aletha

Financial Planning
Associate
Vancouver, BC
Joined August 29, 1972

Czech, Elizabeth

Credit Advisor
Mississauga, ON
Joined December 22, 1980

Dagostino, Mirella

Branch Manager
North York, ON
Joined November 15, 1984

D'Amelio, Tom

Regional Sales Manager
Oakville, ON
Joined May 21, 1974

Deane, Lorna

Banking Advisor
Etobicoke, ON
Joined April 14, 2003

Dee, Mildred

Collections
Administration Agent
Mississauga, ON
Joined September 19, 1988

Eckstein, Andrew

Audit Manager
Toronto, ON
Joined November 18, 1974

Emami, Niloofar

Client Care Advisor
Toronto, ON
Joined May 13, 2003

Fallico, Olivia

Resolution Officer
Toronto, ON
Joined July 10, 1972

Foisy, Jane

Service Advisor
Toronto, ON
Joined April 20, 1987

Forget, Nathalie

Senior Department Manager
Toronto, ON
Joined November 30, 1987

Galay, Agnes

Client Advisor
Thompson, MB
Joined February 26, 2001

Gellow, Brenda

Estate Administrator
Toronto, ON
Joined December 2, 1974

Gouldby, Linda

Client Advisor
Toronto, ON
Joined January 28, 1974

Hadfield, Debbie

Senior Manager
Commerce Operations
Toronto, ON
Joined May 26, 2003

Hillcoat, Michael

Shift Manager
Toronto, ON
Joined March 20, 1978

Hourd-Knight, Cindy

Director
Toronto, ON
Joined May 17, 1976

Howell, Jennifer

Manager, Client Care
Fort St James, BC
Joined June 16, 1986

Hubley, Michael

Director
Corporate Investments
Toronto, ON
Joined September 15, 2003

Hung, Alex

Adjudication Associate
Vancouver, BC
Joined October 15, 1991

Hurd, Teriann

Executive Assistant
Toronto, ON
Joined September 6, 1983

Iacovantuono, Pauline

Client Advisor
Toronto, ON
Joined January 20, 1992

Jolink, Debbie

Branch Manager
Port Dover, ON
Joined January 4, 1977

Jopling, Donna

Client Care Advisor
North Battleford, SK
Joined May 1, 2000

Kaiser, Shirley

Banking Advisor
Sherbrooke, NS
Joined September 24, 1979

Kankanamge, Sarath

Audit & Internal
Control Officer
Toronto, ON
Joined January 29, 2001

Kapogiannopoulou, Eleni

Client Advisor
Mississauga, ON
Joined January 29, 1991

Kapur, Ursula

Client Care Advisor
Toronto, ON
Joined October 28, 1986

Karanicolopoulos, Sophie

Operations Analyst
Toronto, ON
Joined January 9, 1989

Kozai, David

Technical Systems Analyst
Toronto, ON
Joined October 22, 1984

Retirements

MAY 2015

(CONTINUED)

Krulicki, Doreen

Client Advisor
Warton, ON
Joined November 6, 2006

Lavigne, Carole

Relationship Manager
Montreal, QC
Joined July 5, 1978

Lenz, Deb

Branch Manager
Hamilton, ON
Joined September 16, 1974

Lewis, Janie

Client Advisor
Dartmouth, NS
Joined February 24, 2003

Loiselle, Manon

Financial Advisor
Brossard, QC
Joined February 13, 1989

Lotay, Surinder

Credit Advisor
Winnipeg, MB
Joined April 19, 1999

MacDonald, Sheila

Director, HRSC Canada
Mississauga, ON
Joined June 5, 1978

Mann, Peter

Senior Manager GRM
Toronto, ON
Joined May 30, 1977

Mannette, Sylvia

Senior Account Manager
Dartmouth, NS
Joined August 16, 1982

Marcoux, Charito

Client Care Advisor
Orleans, ON
Joined February 6, 1989

Martin, Terry

Senior Functional Manager
Toronto, ON
Joined May 10, 1976

McCreath, Brian

Technical Systems Analyst
Toronto, ON
Joined October 18, 1994

McNicoll, Kelly

Client Advisor
Hanmer, ON
Joined October 14, 1980

McVey, Bill

Senior Manager
Compliance & Operations
Toronto, ON
Joined May 24, 1977

Milburn, Sharon

Telecom Billing Analyst
Toronto, ON
Joined August 18, 2008

Miller, Diane

Client Care Advisor
Hanmer, ON
Joined November 26, 1973

Moisan, Claire

Trainee Development
Montreal, QC
Joined May 30, 1977

Mundy, Tracy

Client Advisor
Salmon Arm, BC
Joined May 3, 1984

Peard, Don

Regional Vice-President
Mortgage Specialists
Calgary, AB
Joined August 28, 1978

Peters, Linda

Assistant Branch Manager
Montreal, QC
Joined August 7, 1972

Powell, Karen

Banking Advisor
Stoney Creek, ON
Joined November 4, 2002

Pyle, Diane

Client Advisor
Windsor, ON
Joined September 8, 1998

Ramjohn, Sarah

Quality Verification
Toronto, ON
Joined October 7, 1974

Sahadeo, Annette

Manager, Operational
Toronto, ON
Joined March 19, 1990

Saluk, Shirleyanne

Financial Advisor
Beausejour, MB
Joined April 5, 1986

Schulz, Rhonda

Client Advisor
Strasbourg, SK
Joined January 9, 2002

Schweigert, Gwendolyn

Client Advisor
Lethbridge, AB
Joined August 13, 2007

Smith, Rhonda

Mortgage Specialist
Calgary, AB
Joined March 7, 1988

Stacey, Joanne

Financial Planner
Vancouver, BC
Joined June 27, 1983

Stauth, Susan

Regional Vice-President
Etobicoke, ON
Joined September 18, 1989

Strowbridge, Paulette

Client Advisor Business
Conception Bay South, NL
Joined May 20, 1986

Thompson, Jill

Senior Tech Systems Analyst
Toronto, ON
Joined January 5, 1998

Trepanier, Madeleine

Manager, Client Care
Alma, QC
Joined July 10, 1972

Triantafillos, Georgia

Client Advisor
Toronto, ON
Joined December 21, 1979

Uden, Anna

Customer Service Officer
Vancouver, BC
Joined January 26, 1981

Watson, Michael

Director, Banks, Brokers
and Exchanges
Toronto, ON
Joined June 7, 1993

Watson, Pat

Financial Advisor
Mount Pearl, NL
Joined September 8, 1986

Wedlock, Susan

Client Care Advisor
Middleton, NS
Joined June 11, 2002

Welk, Charlotte

Financial Advisor
Selkirk, MB
Joined July 4, 1977

Williams, Dale

Sales Tax Specialist
Toronto, ON
Joined September 16, 1974

Willis, Margaret

Client Advisor
Bruce Mines, ON
Joined August 30, 2004

Retirements

Windley, Virginia

Banking Advisor
Waterloo, ON
Joined June 17, 1975

Wong, Agnes

Manager, Workspace
Management Support
Toronto, ON
Joined July 23, 1990

Wong, Albert

Financial Planner
Toronto, ON
Joined May 1, 2000

Yantha, Karen

Client Advisor Business
Petawawa, ON
Joined September 16, 1985

Yee, Marion

Senior Analyst
Toronto, ON
Joined July 26, 2004

PREVIOUS RETIREMENTS

Mackenzie, Ian

Director, AML Audit,
Internal Audit Services
Raleigh, North Carolina
Joined August 3, 1970
Retired August 31, 2014

Dalgleish, Cheryl

Client Advisor
Manotick, ON
Joined May 28, 2007
Retired February 28, 2015

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Keeping
in Touch
In Memoriam

In Memoriam

We extend our condolences to the families and friends of:

Baetz, Linda

Hanover, ON
April 1, 2015
Retired January 1, 2012

Bambury, Donald

Hamilton, ON
February 27, 2015
Retired November 1, 2003

Berry, Dulcie

Winnipeg, MB
March 17, 2015
Retired January 1, 1988

Blackburn, Huguette

Chicoutimi, QC
May 9, 2015
Retired September 1, 1996

Boskett, Donna

Toronto, ON
March 26, 2015
Retired April 1, 2003

Campbell, Myrna

Kanata, ON
April 19, 2015
Retired March 1, 1989

Carter, Peter

Ellerslie, PEI
May 20, 2015
Retired January 1, 1989

Cheff, Gabrielle

Lasalle, QC
May 4, 2015
Retired November 1, 1991

Chin-Sang, Phyllis

Markham, ON
April 29, 2015
Retired January 1, 2001

Clements, John

Burlington, ON
March 29, 2015
Retired December 1, 1993

Corbett, Carole

Omeme, ON
March 17, 2015
Retired February 1, 2007

Corrigian, Dennis Robert

Port Hawkesbury, NS
May 14, 2015
Retired December 1, 1997

Cossette, Aldee

Val-D'Or, QC
April 23, 2015
Retired June 1, 2004

Counsell, John

Hamilton, ON
March 11, 2015
Retired July 1, 1985

Currie, Verna

Surrey, BC
May 8, 2015
Retired June 1, 1987

Darby, Edward

Kirkland, QC
April 6, 2015
Retired July 1, 1977

De Giorgio, Franca

Toronto, ON
February 26, 2015
Retired September 1, 2012

Ehret, Carl

Sherwood Park, AB
March 7, 2015
Retired June 1, 1982

Glazin, Jean

Sherbrooke, QC
May 8, 2015
Retired January 1, 2004

Greek, Ivan

Dartmouth, NS
May 1, 2015
Retired April 1, 1987

Green, Phyllis

London, ON
January 22, 2015
Retired January 1, 1988

Guillen, Corazon

Vancouver, BC
March 31, 2015
Retired June 1, 2001

Gyarmati, Keth

Calgary, AB
March 13, 2015
Retired December 1, 1999

Hogberg, George

Calgary, AB
March 5, 2015
Retired July 1, 1995

Holland, James

Joseph Cedric
Coldbrook, NS
February 13, 2015
Retired March 1, 1977

Hudson, Sharon

Airdrie, AB
April 16, 2015
Retired July 1, 2002

Hutcheon, Donna

Dundas, ON
March 14, 2015
Retired August 1, 2000

Janz, Verner

Summerland, BC
May 14, 2015
Retired August 1, 1998

John, Noel

Caledon, ON
March 14, 2015
Retired July 1, 2006

Kelly, Phil

Montreal, QC
March 30, 2015
Retired May 1, 1995

Lappin, Gena

Victoria, BC
February 7, 2015
Retired September 1, 2006

Lawson, Carol

Abbotsford, BC
April 18, 2015
Retired November 1, 2002

LeBlanc, Betty

Alder Point, NS
February 25, 2015
Retired October 1, 1996

Liard, Marilyn

Newmarket, ON
February 20, 2015
Retired November 1, 1993

Mackenzie, Grant

Toronto, ON
March 9, 2015
Retired December 1, 1983

MacLean, Jack

Bridgetown, NS
March 5, 2015
Retired November 1, 1990

Maclean, Albert

Charlo, NB
March 11, 2015
Retired July 1, 1983

Maguire, Ollie (Olive)

London, ON
March 29, 2015
Retired January 1, 1991

Mary, Waterman

Martintown, ON
April 14, 2015
Retired June 1, 1991

Matheis, Margot

Holland Landing, ON
March 25, 2015
Retired February 1, 1987

In Memoriam

We extend our condolences to the families and friends of:

Mconnachie, Norman

Swift Current, SK
March 9, 2015
Retired November 1, 1980

Merrifield, Lilian

St. Lazare, QC
April 26, 2015
Retired June 1, 1987

Moore, Norma

Kitchener, ON
March 1, 2015
Retired June 1, 1989

Moreau, Rita

Campbell River, BC
April 6, 2015
Retired May 1, 1999

Patterson, Marg

Blind Bay, BC
February 11, 2015
Retired May 1, 2000

Pelletier, Leo

Ottawa, ON
April 1, 2015
Retired March 1, 1979

Pelletier, Bernice

Winnipeg, MB
March 14, 2015
Retired October 1, 1993

Pichette, Denise

Montreal, QC
April 30, 2015
Retired March 1, 1996

Pirie, Peter

Simcoe, ON
April 4, 2015
Retired September 1, 1989

Poss, Carol Lynn

Scotland, ON
April 24, 2015
Retired December 1, 2001

Povilaitis, Monika

Toronto, ON
February 14, 2015
Retired May 1, 1981

Riley, Helen

Scarborough, ON
April 8, 2015
Retired September 1, 1990

Robertson, Boyd

Minnedosa, MB
February 28, 2015
Retired June 1, 1989

Rossy, Helga

Laval, QC
February 15, 2015
Retired June 1, 1992

Roy, Adele

Vars, ON
May 7, 2015
Retired June 1, 2008

Shirley, Verna

Orleans, ON
April 5, 2015
Retired April 1, 2003

Sinclair, Elinor

Calgary, AB
February 24, 2015
Retired December 1, 1987

Skrivianic, Miro

Oakville, ON
April 29, 2015
Retired January 1, 1999

Smith, Eva

Toronto, ON
April 6, 2015
Retired November 1, 1983

Starnaman, Norman

Surrey, BC
March 24, 2015
Retired November 1, 1998

Thomas, Elizabeth

Vancouver, BC
March 20, 2015
Retired September 1, 2001

Vennard, Carol

Smithers, BC
May 21, 2015
Retired January 1, 2009

Vlach, Karl

Lively, ON
March 11, 2015
Retired January 1, 1983

Waterman, Mary

Martintown, ON
April 14, 2015
Retired June 1, 1991

Yuill, Dorothy

Saulte Ste Marie, ON
April 30, 2015
Retired May 1, 1989

Gloria Hill

- First joined RBC in 1993
- Retired in 2012
- Role prior to retirement: Customer Assistance Office

A Celebration of Survival

Dragons, which often exist in the fertile imaginations of children or as fire-breathing giants on the silver screen are known to destroy people and property at will. But to Gloria Hill, dragons – or rather the boats they've inspired – represent survival.



The boats, of Chinese origin, impress many with their sleekness and size. They are a remarkable sight. Each boat transports more than 20 paddlers who respond to the commands and drum beats of a caller. The paddlers' mission? To slice through the water in unison.

Gloria was impressed too when she first saw the sight. She had completed cancer surgery and treatment one year earlier and was searching for a way to celebrate life. "I wanted to turn my experience into something positive," she explains.



Gloria Hill with her "Waves of Hope" team mates and (inset) proud to "show her stuff".

"Waves of Hope", the team with which Gloria paddles in Brandon, Manitoba, has contributed greatly to her positive outlook. "I was hooked from the beginning," Gloria says, remembering a spring day in 2013. "It was a sisterhood." Gloria has since become close friends with her team mates who range in age from 45 to 75. "We participate to have a good time and show our stuff!"

"Every time I step in the boat I feel that I'm celebrating my survival and connecting with the ladies."

Giving women an opportunity to "show their stuff" may have occurred to Dr. Don McKenzie. In 1996, he decided to challenge a widely held belief about breast cancer. As a sports medicine specialist in Vancouver, he tested the conventional wisdom that breast cancer patients must avoid upper body exercise. He put 22 post-operative women through dragon boat paces for three months. When the test period ended, not only did the women feel healthy, they didn't want to stop paddling. Since then, the breast cancer dragon boat movement has become a world-wide phenomenon.

Thanks to the benefits of the sport, Gloria's physical health has improved considerably. Each March, dry land training begins weekly. As soon as the weather cooperates in May, the women, some of whom have been cancer-free for decades, continue paddling in nearby Lake Minnedosa, till September. In their dragon boat named "Kindred Spirit", they participate in festivals and most importantly, enjoy themselves. "Every time I step in the boat I feel that I'm celebrating my survival and connecting with the ladies," explains Gloria.

Gloria's dragon boating took her to an international festival in Florida last October, where she joined 100 teams of breast cancer survivors, their supporters and family members – 3,000 in all. Now into her third paddling season, Gloria's keen to improve her technique, stay strong, and paddle straight ahead in smooth waters.



RBC News

RBC awards \$3.2 million in funding to protect water

RBC announced the recipients of the 2015 RBC Blue Water Project Leadership and Community Action Grants in June. RBC will donate more than \$3.2 million for water protection programs delivered by 159 organizations across nine countries, including Canada, the United States, United Kingdom, Australia, Luxembourg, China, India, Mexico and Grand Bahama. The grants will fund programs that improve urban water quality, enhance storm water management and protect and restore urban waterways.

“RBC has a longstanding commitment to environmental sustainability,” stated Dave McKay. “We understand first and foremost that every little bit we do today can help a lot tomorrow.”



RBCers in Paradise, Newfoundland cleaned a trail around Adams Pond to celebrate Blue Water Day in June. Pictured left to right: Matthew Beck, Faythe Copper, Amanda Mallard, Carlee Du Plessis, Stephen Dawson and Debbie Mercer.

PGA Tour star Ryan Palmer joins Team RBC

In May, RBC announced a new relationship with 2010 Sony Open Champion Ryan Palmer, who will become a golf ambassador and represent the RBC brand globally. This announcement builds on RBC’s ongoing commitment to golf as the title sponsor of the 2015 RBC Heritage held at Harbour Town Golf Links on Hilton Head Island, South Carolina and the 2015 RBC Canadian Open, which was played at Glen Abbey Golf and Country Club during July, in Oakville, Ontario.

RBC named Global Retail Bank of the Year

The employees of RBC were once again honoured with the most prestigious international prize that Retail Banker International (RBI) can bestow at its annual awards competition – Global Retail Bank of the Year. RBC is the only Canadian bank to capture RBI’s top honour, and the only North American bank to earn the distinction two consecutive years in a row – an unprecedented achievement in a competition that attracted close to 400 nominations from the world’s most successful banks.

RBC and Pan Am Games of the Past



1991

Tino Dossantos, a liaison officer in Client Services at Toronto Main Branch, won a gold medal at the Pan American Tae Kwon Do Games, a lead up to the Pan Am Games held later that year in Cuba. Interest Magazine told the story.

1999 Games in Winnipeg

This picture (right) was taken at a party for 800 Royal Bank staff and their families. Leo proudly wore a Pan Am tee shirt, most likely sized extra-extra-extra large! Royal Bank was the official bank and a major sponsor.



Howard Shearer, market manager of the Pan-Am Games Project, worked with his team of Gwenda Coombs, Bill Cooper and Bernie Howatt to set up welcome centres, travel information and banking services for the Games.



Thousands gathered at the Royal Bank Stage for entertainment and fireworks. One night, the crowd numbered more than 60,000. Four hundred RBC staff volunteered at the Games, and more than 150 served as ushers and hosts at the stage.



Keeping in Touch

Here's how to reach us:

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



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