

keeping in Touch

A PUBLICATION FOR RBC PENSIONERS





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A Message from the KIT Team

Dear RBC Pensioner,

We know we've hit the mark with one of our articles when the emails start pouring in soon after an issue of Keeping in Touch is published. And that's exactly what happened after issues 1 and 2 were mailed and posted this year. In both cases, the "RBC Archives" articles inspired more than a few memories from decades earlier.

When retiree Jim Yates saw the article, "35 years of Can do! Spirit", he sent us a picture of the original "Songwriters Challenge" folder that went to employees in 1981. We heard from campaign winners, Marilyn Simpson, who received a runnerup letter; Kathy Cotter, whose jingle won a gold record; and Helen Patrick who was supposed to be in the picture that we used in the article, but was off work at the time. Helen writes, "I had a great time composing jingles for the campaign and was lucky enough to win the runner up prize. I remember how thrilling it was to meet Oscar Peterson and receive an autographed copy of his album." Vicki Graham recalls dressing up as a "Can do! button" for Hallowe'en, complete with a giant safety pin at the back. All of the retirees who contacted us wanted us to know they appreciated the opportunity to reminisce.

Though we heard from many retirees about "Can do!" the record for greatest response so far was prompted by our RBC Archives article in early August about the branch revolvers. The anecdotes ranged from using the guns for target practice on gophers and alley rats, to a jilted boyfriend who decided to scare his girlfriend's new love. All who contacted us expressed how relieved they were when the guns were finally removed. As promised, we'll run a follow-up story with details of some of the reminiscences, in a future edition of Keeping in Touch.

While many KIT readers welcome a good look back, most of you are equally interested in what your fellow retirees are doing today. We hope you appreciate the profiles about musician, Mark Fitzpatrick, and traveller, Bob Mills, both of whom are enjoying the here and now by fulfilling their retirement dreams.

Till next time, happy reading.



Highlights from the Quarter

Here are some highlights from RBC's third quarter results of 2016.

Real time translation app to easily connect with clients in more than 200 languages

We are increasing our investment in technology and innovation, advancing our journey to digitize the bank and build long-lasting client relationships. A great example of this is the recently-launched in-branch language app. Through strong collaboration between our Technology and banking teams, the tablet language app allows employees to connect with clients in their language of choice. The app enables



real-time translation of more than 200 languages through audio conferencing and 13 languages, including American Sign Language, through video conferencing. We are the first financial institution in North America to introduce a video capability, positioning RBC as the first FI to offer service in American Sign Language.

I&TS unveils dedicated technology workspace for Agile development

Investor & Treasury Services recently opened a permanent Agile lab in Toronto, representing a significant milestone in its Advanced Client Experience (ACE) program. Home to approximately 100 employees, the lab is I&TS' first dedicated technology workspace designed specifically to support the Agile development methodology. The lab enables business and IT teams to work more collaboratively and directly engage with clients in rapidly developing and launching innovative applications. The ACE program is I&TS's multi-year technology strategy placing client needs at the centre of technology development and transforming how the team works.

RBC commits to helping Canadian youth confidently navigate their path to success

On the eve of Canada's 150th birthday, RBC launched a new commitment aimed at helping Canadian youth reach their full potential as they transition to post-secondary education or employment opportunities. RBC wants to ensure future generations have the knowledge, skills and confidence needed to thrive and prosper in a rapidly-changing world. This commitment is designed to create a meaningful impact through partnerships with government, educators, business, and community and youth groups, internships, experiential and work-integrated learning experiences, donations, and programs to engage employees.

Mark Fitzpatrick

- First joined RBC in 1978
- Retired in 2003
- Role prior to retirement: Manager, Technology Planning & Development

On Top of the Scrap Heap These Days



The Scrap Heap album cover features Mark Fitzpatrick playing his quitar.

"Retirement was difficult for me but if I hadn't retired I wouldn't have accomplished this."

Close to 50 years in Canada have barely made a dent in Mark Fitzpatrick's Northern Ireland accent. And that's OK with him: "I owe my whole career and lifestyle to my accent," says Mark, whose introduction to the world of finance began at the Toronto stock exchange in 1970, marking up boards. "The trading floor was mayhem and they had to be able to pick up a unique voice from out of all that," he recalls. It was his accent that earned him the job and his experience eventually launched him into computer systems work at RBC, a career he loved.

Mark also loved music but with a growing family to support and a busy career to manage, any dreams left over from his teen years as a rock band guitarist, were left in his home country. "I toured around Ireland in the

late '60s and that was a tough life," recalls Mark, who changed his focus soon after moving to Canada. "I had my family life and RBC. But when I retired, I took out my guitar and started playing and writing once more."

With ambitions to record his own songs, Mark signed up for a music studio production course. He soon learned that being effective in the studio takes more years and experience than he could hope for. So when Mark met Chris Birkett, a Grammy and Juno award-winning producer for musicians including Buffy Sainte-Marie and Sinead O'Connor, he jumped at Chris' offer to produce a CD for him. This left Mark to concentrate on writing, playing and singing. The result is his album, "The Scrap Heap", which combines rock 'n' roll music with meaningful lyrics that reflect Mark's life experiences.

Mark carries on the tradition of Irish storytelling in his songs. "Train Girl, for example, is about a lack of self-confidence and subsequent lost opportunity," describes Mark. "The Coffee Guy is about anonymity and the thanklessness of working in a coffee shop in a high traffic area. Bag Lady comments on a growing problem in prosperous inner cities." The title track, Scrap Heap, describes the pain of leaving one's career behind. "That one is very personal," admits Mark. "Retirement was difficult for me but if I hadn't retired I wouldn't have accomplished this."

As often happens in life, Mark has gone full circle. His first stab at a musical career led him to live performances, guitar in hand. After a forty-plus year hiatus he's now back to live performances, has added a CD to his musical resumé and continues with the song writing that reflects his unique world view.

> "I wonder if you notice me, the coffee quy Helping to start your day I wish you'd say hello or goodbye And throw a smile my way"

> > -- Lyrics from The Coffee Guy

Attention RBC Travelers and Vacationers

You've booked your vacation: the last thing you want to do is spend time answering endless, complicated questions about your medical history and current health status. RBC Insurance is excited that those days are taking a permanent vacation, thanks to its groundbreaking, simplified, seven-question Travel Medical insurance applications for those 65 years of age and over.

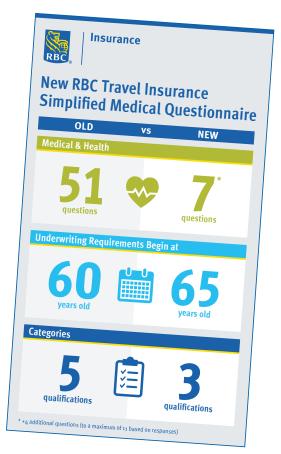
Over-60s enjoy break from medical questionnaires until they hit 65

Starting in July, RBC Insurance's unique self-serve system has made it easier and faster to complete its travel medical questionnaire. For a start, the questionnaire is now only required for people aged 65 and over (previously 60) and it has also been dramatically simplified to make it easier to complete - meaning customers can spend more time focusing on their holiday and less time filling in forms. Fewer questions, simple language – all part of RBC Insurance's commitment to innovation and being an industry leader in simplified products.

Seven questions

RBC Insurance's new Simplified Medical Questionnaire consists of seven, simple to answer questions (depending on customer response, four additional questions could be added for a maximum of 11 questions) - down from 51 questions in the previous questionnaire.

"When we spoke with our customers to find out what they wanted in a travel medical questionnaire, the number one request was to simplify the language, reduce the number of questions and make it an easier process," said Anita Mukherjee, head of Travel, RBC Insurance. "Our new seven question Simplified Medical Questionnaire puts customers first, by making sure they understand and purchase the right type of coverage for their travel needs. It's truly groundbreaking for the industry."



Spotlight on Volunteers



For many years, Carleton Place and District Memorial Hospital has benefited from the volunteerism of three RBC retirees: Eileen Healy (left). Phyllis Donnelly (middle) and Joan Pierce (right). Between them, they have spent roughly 766 hours fundraising with lottery tickets, greeting hospital visitors and helping in the gift shop. And they've made excellent use of the RBC Volunteer Grant program, having donated a total of \$7,000 to the hospital, so far. Joan had worked with both Phyllis and Eileen at different times at RBC but it was their volunteerism that brought them all together at the hospital and they hope to continue their satisfying work for as long as they can.





Dear fellow RBC Pensioner,

Over our careers at RBC, we were privileged to have worked with some of the most generous people in Canada. RBC employees proudly support community organizations with both time and financial resources, and that tradition tends to continue long after they retire. As pensioners ourselves, we continue to be immensely proud when we hear about the generosity of RBCers past and present.

You will probably recall that every fall, we hold a fundraising campaign for employees and pensioners, which we took nation-wide in 2014. Over the years, our collective efforts have had a significant impact on charities large and small in every community across the country.

Today, we are writing to invite you to join us as RBC embarks on our nation-wide annual employee and retiree giving campaign for 2016.

While you may already donate to community organizations on your own, we hope you will find it meaningful to make a one-time or recurring contribution alongside thousands of fellow RBCers and pensioners.

This is a special year, because our friend and colleague Dave McKay is chairing the United Way Toronto and York Region's campaign, into which a significant portion of RBC's employee donations are directed. While the three of us have chosen to support United Way in Dave's honour, we encourage you to donate to any charity of your choosing: there are some 80,000 in Canada, including local churches, schools, and universities. No matter where you choose to direct your donation, it will be counted in our final campaign total.

If you would like to take part, please complete the attached donation form and return it in the enclosed envelope by December 15, 2016. We have arranged for United Way Toronto & York Region to manage all the funds raised in this campaign. They will direct your gift to the charity you've indicated and arrange for the level of recognition you request.

Thank you for considering making a contribution to our 2016 RBC Employee Giving Campaign. We can assure you that your gift will make a huge difference and we look forward to hearing the grand total raised when the campaign is tallied in January, 2017.

Sincerely,

Allan Taylor Chairman & CEO 1986 – 1995 John Cleghorn Chairman & CEO 1995 – 2001 Gord Nixon President & CEO 2001 – 2014

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2016 Donation Form for RBC Pensioners



Nam	ne:(First name)	(Last Name)			
	,	(Last Name)			
Addr	ress:(Street)	(City/Town)	(Postal Code)		
Hom	ne Phone:				
This	year my total donation is \$	(Tax receipts will be issued for	or gifts of \$25 or more.)		
Here	e's how I want to make my gift: (choose one	e and sign below)			
	Online donation using Visa‡ or Mastercard‡ by visiting rbc.com/retireegiving (you do not need to complete this form				
	Cheque: in the amount of \$ is enclosed. Enclose cheque payable to United Way/Centraide.				
f	Pre-Authorized Debit: (min \$10/month) I authorize United Way/Centraide to deduct \$ per month from my bank account on the 1 st day of each month, commencing January 1, 2017, for 12 months. Please enclose a personal cheque marked VOID.				
□ v	Visa or Master Card One time donation	of \$ OR \$per	month commencing		
	January 1, 2017 for 12 months (min \$10/month; transactions will be processed on the 1st of every month).				
(Card Number:	d Number: Expiry:			
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	nt to support my community through my losses provide the full name of your local United Wa	·			
	United Way/Centraide may direct my gift w will have the maximum impact in our comn		\$		
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	Donors may direct their gift to any registere				
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5	The United Way/Centraide may:
	☐ My Leadership gift (\$1,200 or more) may be publicly recognized by United Way/Centraide
	☐ Please do not list my name in any publication
	☐ Do not forward my name to the Canadian charity listed above
	The United Way/Centraide may use my home address/phone number to contact me directly in future years for charitable purposes: □ Agree □ Disagree
Sign	nature Date

If you would like to donate to United Way / Centraide or any registered charity of your choice, just complete the donation form and send it in the enclosed return envelope. No postage is required.

Cheques must be payable to United Way/Centraide as they process and distribute all donations made on behalf of RBC employees and pensioners.

Remember you can make your donation online using Visa or Mastercard by visiting rbc.com/retireegiving

If you have any questions, please contact the United Way/Centraide location nearest you or email assistance@uwgt.org .

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Keeping In Touch

Retirements

JUNE 2016

Ackert, Catherine

Administrator/ Coordinator Toronto, ON Joined August 7, 2006

Beauchamp, Ken

Director Capacity Planning & Performance Burlington, ON Joined March 27, 1991

Bizzell, Gord

Operations Risk Advisor Toronto, ON Joined June 3, 1974

Boparai, Belinder

Financial Advisor Victoria, BC Joined July 5, 1976

Borja, Cesar

Matter/E-Invoicing Specialist - Law Group Mississauga, ON Joined February 14, 1998

Boucher, Celine

Banking Advisor Valleyfield, QC Joined June 16, 1976

Browning, Greg

Commercial Mortgage Specialist Halifax, NS Joined September 6, 1977

Chang, Raymond

Vice President Special Loans & Advisory Services Vancouver, BC Joined March 11, 1974

Chin, May

Manager, Admin. & Operations Vancouver, BC Joined August 15, 1994

Ciliberto, Toni

Client Care Advisor Windsor, ON Joined February 20, 1991

Cook Dore, Kathy

Client Advisor Ottawa, ON Joined April 10, 1979

Correa, Ernesto

Senior Manager Toronto, ON Joined May 6, 1985

Creighton, Catherine

Client Advisor Revelstoke, BC Joined April 12, 2000

Cressman, Enza

Client Advisor Oakville, ON Joined July 14, 1982

Dayman, Cathern

Manager Client Care Thunder Bay, ON Joined July 14, 1986

Delahunt, Patti

Financial Advisor Dartmouth, NS Joined February 16, 1976

Desrochers, Diane

Client Advisor Pointe-Aux-Trembles, QC Joined May 1, 1995

Doyle, Caius

Commercial Account Manager Truro, NS Joined June 22, 1981

Drolet, Marlyn

Document Management Administrator Montreal, QC Joined February 14, 2005

Dufour, Dolly

Senior Account Manager Business and Personal North Vancouver, BC Joined October 10, 1989

Durham, Lori

Credit Analyst
Toronto, ON
Joined January 10, 1977

Ellis, Jacqueline

Senior Manager Market & Trading Credit Risk Policy Toronto, ON Joined November 1, 2010

Enman, Sharon

Banking Advisor Barrie, ON Joined April 27, 1987

Evans, Cliff

Mainframe Console Analyst Toronto, ON Joined October 27, 1975

Ewles, Susan

Client Advisor Midland, ON Joined August 9, 1999

Fabre, Sylvie

Documentation Specialist Montreal, QC Joined July 23, 1990

Ferguson, Gail

Client Care Advisor Fort Saskatchewan, AB Joined August 25, 2003

Ferguson, Lynn

Administrative Assistant Toronto, ON Joined June 23, 1980

Fernandez, Norma

Marketing Associate, Communications Toronto, ON Joined January 8, 1996

Foster-Eaton, Vicki

Client Care Advisor Courtenay, BC Joined January 29, 1985

Freitas, Maria

National Scheduling Associate Toronto, ON Joined June 9, 1975

Fuller, Yvonne

Banking Advisor Quesnel, BC Joined October 27, 1981

Gagne, Martine

Manager Client Care Chicoutimi, QC Joined January 23, 1989

Garcia, Emily

Account Services Agent Toronto, ON Joined March 16, 1998

Gates, Lee

Commercial Account Manager Regina, SK Joined June 13, 1977

Goulart, Fernando

Quality Assurance Analyst Mississauga, ON Joined June 18, 1979

Hajee, Nargis S.

Service Effectiveness Analyst North York, ON Joined November 6, 1973

Hall, Annette

Central Teller Winnipeg, MB Joined January 3, 1991

Haller, Deborah

Senior Account Manager Kelowna, BC Joined November 10, 1975

Harder, Marie

Manager, Client Care Prince George, BC Joined December 30, 1977

Hart, Bradley

Credit Quality Mississauga, ON Joined November 22, 1976

Herrndorf, Sharon

Client Care Advisor Oakville, ON Joined September 8, 1988

Herron, Danielle

Operations Montreal, QC Joined June 16, 1977

Hickman, Cindy

Banking Advisor Airdrie, AB Joined June 23, 1986

Hines, Jeffrey

Technical Analyst Toronto, ON Joined February 29, 1988

Hobbs, Lorna

Client Advisor Navan, ON Joined April 30, 1991

Hunter, Janice

Assistant Branch Manager Churchill, MB Joined March 4, 1985

Jay-Porter, Gail

Personal Banking Representative Charlottetown, PEI Joined September 14, 1970

Kotylo, Meezan

Branch Manager North York, ON Joined October 8, 1975

Laberge, Nicole

Client Advisor Terrebonne, QC Joined September 19, 1994

Lagace, Claudia

Executive Assistant Toronto, ON Joined January 30, 1992

Laing, Lucille

Account Services Representative Edmonton, AB Joined January 2, 2002

Lamontagne, France

Client Advisor Quebec, QC Joined June 26, 1978

Lavoie, Danielle

Associate Account Manager Quebec, QC Joined October 17, 1983

Lee, Anita

Audit and Control Officer Toronto, ON Joined February 22, 1999

LeMay, Louise

Client Advisor Kenora, ON Joined November 28, 1988

Lightfoot, Janet

Financial Advisor Kentville, NS Joined May 17, 1976

Lopes, Donna

Manager Policy and Procedures Toronto, ON Joined May 1, 1995

Ludlow, Kenneth

Vice President Investment Advisor Calgary, AB Joined April 1, 1975

Lukawecki, Yvette

Client Advisor Brossard, QC Joined March 27, 1989

MacFarlane, Andrea

Business Systems Analyst Toronto, ON Joined May 1, 2001

MacNeil, Bonnie

Client Advisor Sydney, NS Joined January 21, 1970

MacRae, Carol

Manager Group New Business Mississauga, ON Joined April 27, 1998

Manning, Tim

Regional Vice President -Commercial Financial Services Kelowna, BC Joined June 2, 1975

Massey, Fran

Banking Advisor Prince George, BC Joined October 29, 1990

Maynes, Karen

Service Manager Global Service Centre Calgary, AB Joined June 27, 1983

Miller, Beverly

Associate Hamilton, ON Joined May 2, 1994

Morris, Sandra

Admin Assistant Calgary, AB Joined February 28, 1979

Morrison, Kathy

Client Advisor Grand Valley, ON Joined November 26, 1973

Mullett, Cathy

Account Services Representative St John's, NL Joined May 25, 1992

Ormond, Sheila

Financial Advisor Port Perry, ON Joined January 20, 1992

Pahl, Jan

Associate Account Manager Calgary, AB Joined June 9, 1990

Paley, Joan

Client Advisor Expert Foam Lake, SK Joined June 1, 1987

Paquette, France

Private Banking Associate Laval, QC Joined September 20, 1976

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(CONTINUED)

Perrie, Rita

New Business Support Mississauga, ON Joined April 28, 2003

Phuong, Kieu

Client Advisor Winnipeg, MB Joined June 8, 1981

Price, Taryn

Adjudication Associate Mississauga, ON Joined June 28, 1976

Provencher, Francois

Investigations Agent Westmount, QC Joined December 23, 1985

Rajwani, Yasmin

Tax Analyst Mississauga, ON Joined December 13, 1972

Ribaric, Ljubica

Market Operations Support Officer Burlington, ON Joined July 23, 1974

Roggeveen, Linda

Vice President Risk & Compliance Vancouver, BC Joined December 4, 2000

Ross, Marlene

Client Advisor London, ON Joined January 13, 1997

Rourke, Donna Leigh

MFRP Investigations Officer Kirkland, QC Joined September 10, 1973

Rubia, Julie

Collections Associate Mississauga, ON Joined June 19, 1991

Ruddick, Kathy

Senior Account Manager Kamloops, BC Joined February 4, 2008

Ruggiero, Julie

Collections Associate Westmount, QC Joined June 23, 1976

Sanford, John

Department Manager Calgary, AB Joined June 9, 1986

Schroeder, Linda

Client Advisor Hanley, SK Joined August 22, 1988

Scott, Barbara

Private Client Administrator Toronto, ON Joined February 12, 2001

Sexton, Marianne

Regional Capacity Manager Toronto, ON Joined July 31, 1978

Shaw, Eileen

Banking Advisor Saint John, NB Joined March 28, 1977

Simpson, Jody

Banking Advisor Vernon, BC Joined July 24, 1989

Sobolewski, Irene

SVP Insurance Technology Toronto, ON Joined November 9, 1998

Soloski, Michael

Branch Manager Metcalfe, ON Joined September 4, 1984

Spurdens, Joan

Client Advisor Burlington, ON Joined October 20, 1987

Stadnyk, Lesley

Manager Recruitment Winnipeg, MB Joined August 2, 1977

Standke, Petra

Banking Advisor Langley, BC Joined March 8, 1976

Stewart, Sharon

Associate Account Manager Winnipeg, MB Joined October 15, 1984

Stone, Debra

Client Advisor Dollard-Des-Ormeaux, QC Joined August 12, 1985

Thibeault, Guy

Mortgage Specialist Montreal, QC Joined June 18, 2003

Tsakoniatis, Betty

Account Service Representative Dartmouth, NS Joined March 20, 2009

Vachon, Sylvie

Manager Internal Audit Services Toronto, ON Joined January 21, 1980

Vaillancourt, Debbie

Client Advisor Petawawa, ON Joined November 7, 2005

Vandoesburg, Cheryl

Mortgage Specialist Calgary, AB Joined April 9, 1979

Walia, Darshan

Small Business Credit Delivery New Westminster, BC Joined March 5, 1973

Walker, Debbie

Client Advisor Brantford, ON Joined June 10, 1985

Way, Janet

Market Operations Support Officer Burlington, ON Joined May 19, 1981

White, lan

Credit Advisor Winnipeg, MB Joined January 4, 1999

Wiese, Jasey

Client Advisor Regina, SK Joined August 8, 2005

Wood, Adele

Client Care Advisor Victoria, BC Joined September 1, 1978

Youssef, Leila

Client Advisor Montreal, QC Joined May 28, 1996

Zymiak, Richard

Technical Analyst Toronto, ON Joined March 4, 2004

JULY 2016

Acorn, Sharon

Vice President Systems & Operations Business Strategies Toronto, ON Joined July 20, 1981

Atkinson, Jeanne

Client Service Representative Burlington, ON Joined September 8, 1981

Bell, Elaine

Administrative Assistant Calgary, AB Joined January 12, 1976

Bouchard, Martine

Financial Planner Quebec, QC Joined August 11, 1986

Briscoe, Terry

Manager, Business Operations Process Management Toronto, ON Joined August 15, 1983

Brown, Lance

Group Consultant Calgary, AB Joined December 15, 2003

Burns, Pamela

Market Operations Support Officer Halifax, NS Joined February 3, 1981

Campbell, Evelyn

Senior Manager
CB Finance
Oakville, ON
Joined March 5, 1990

Carignan, Lucie

Banking Advisor Shawinigan, QC Joined October 1, 1979

Castaneda, Ofelia

Client Advisor Montreal, QC Joined July 17, 2000

Cheesman, Judy

Market Operations Support Officer Calgary, AB Joined August 18, 1980

Chornomydz, Barry

Senior Account Manager Medicine Hat, AB Joined September 6, 1977

Clarke, Lynne

Field Operations Specialist Calgary, AB Joined November 1, 1974

Cloutier, Monique

Associate Manager Credit Structures Montreal, QC Joined September 20, 1976

Daigneault, Monique

Senior Administrator Montreal, QC Joined December 1, 1976

Dymott, Peter J.

Vice Chair RBC Capital Markets Toronto, ON Joined April 9, 1979

Eastman, Barbara

Account Service
Representative
Vancouver, BC
Joined September 11, 1989

Elliott, Kathy

Senior Advisor Employee Relations Mississauga, ON Joined June 14, 1976

Galante, Lorena

Branch Manager Winnipeg, MB Joined March 17, 1986

Gauthier Anne-Marie

Operations Analyst Toronto, ON Joined August 13, 1979

Giesbrecht, Helen

Market Operations Support Officer Calgary, AB Joined May 29, 1987

Gipps, Ron

Manager, Business Development Commercial Financial Services Surrey, BC Joined September 11, 1978

Graham, William

Senior Manager RBC Automotive Finance - Atlantic Halifax, NS Joined March 27, 2000

Grieve, Glen

Branch Manager Virden, MB Joined September 15, 1981

Hackett, Christine

Resolution Officer Toronto, ON Joined December 14, 1987

Hamel, Nicole

Client Advisor Cowansville, QC Joined June 15, 1981

Harju, Janice

Financial Advisor Sudbury, ON Joined July 19, 1976

Harrop, Cathy

Mortgage Specialist Simcoe, ON Joined June 25, 2001

Hartshorne, Terry

Will & Estate Advisor Vancouver, BC Joined March 15, 2001

Hearty, Timothy W.

Loans Officer Nepean, ON Joined June 26, 1978

Hedley, Glenda

Private Banking Associate Hamilton, ON Joined November 14, 1989

Herrndorf, Chris

Vice President HR Shared Services Oakville, ON Joined July 5, 1982

Hilsendager, Peggy

Market Operations Support Officer Calgary, AB Joined July 3, 1979

Ho, Cindia

Mortgage Specialist Vancouver, BC Joined May 22, 2001

JULY 2016

(CONTINUED)

Hsiang, Pearl

Investment & Retirement Planning Vancouver, BC Joined May 11, 1981

Kelly (Donovan), Fran

CSR Trainer Ottawa, ON Joined February 21, 1977

Konrad, Wendy

Mortgage Specialist Winnipeg, MB Joined May 4, 1981

Krishnan, Jaya

Administrator/ Coordinator Toronto, ON Joined August 6, 1985

Kroon, Karen

Branch Manager Pointe-Claire, QC Joined January 19, 1976

Law, Yat

AC Outbound Banking Mississauga, ON Joined June 18, 2001

Lebel, Valerie

Commercial Account Manager Saint John, NB Joined February 22, 1995

Leblanc, Stella

Customer Service Agent Moncton, NB Joined November 2, 1977

Lee, Sally

Client Advisor Orleans, ON Joined May 29, 2000

Lefebvre, Kathy

Financial Planner Brantford, ON Joined June 28, 1976

Lescarbeau, Christiane

Senior Representative Montreal, QC Joined September 15, 1982

Lipari, Antonio

CPP Analyst Westmount, QC Joined November 1, 2004

Lowes, Carole

Project Manager Toronto, ON Joined July 13, 1981

Luffman, Charlene

Client Care Advisor Moose Jaw, SK Joined July 3, 1979

MacDermaid, Heather

Financial Planning Agent Kingston, ON Joined November 23, 1981

MacDonald, Donna

Regional Manager Career Sales Force, Sales Administration Support Halifax, NS Joined August 1, 1977

Machado, Brian

Director, Portfolio Toronto, ON Joined April 2, 1980

MacIntyre, Jeanette

Associate Account Manager Truro, NS Joined August 1, 1983

MacKay, Carolynn

Banking Advisor Burks Falls, ON Joined December 25, 1988

Macrae, Lynda

Banking Advisor Simcoe, ON Joined March 29, 1977

March, Denise

Client Advisor Pictou, NS Joined October 22, 1990

McDonald, Michele

Commercial Account Manager Prince Albert, SK Joined July 28, 1975

McInally, Chris

Senior Account Manager Business Brantford, ON Joined June 13, 1977

McMillan, Gwen

Commercial Account Manager Lethbridge, AB Joined July 15, 1991

Miller, Marcey

Client Care Advisor Sherwood Park, AB Joined August 29, 1989

Milles, Mary Jayne

Digital Advisor Moncton, NB Joined November 20, 2006

Morris, June

Client Advisor Business Services 100 Mile House, BC Joined November 6, 2000

Morrow, Susan

Banking Advisor Pembroke, ON Joined June 18, 1974

Newlove, Cheryl

Financial Advisor Terrace, BC Joined June 16, 1980

Niklas, Anita

Executive Assistant Toronto, ON Joined November 26, 1989

Nixon, Terri

Market Operations Support Officer Burlington, ON Joined March 13, 1978

Osmar, Bryan

Senior Vice President RBC Capital Markets Oakville, ON Joined September 15, 1980

Paleczny, Jim

Commercial Account Manager Kitchener, ON Joined February 25, 1980

Papiah, Paula

Client Advisor Scarborough, ON Joined April 22, 2008

Parachoniak, Karen

Manager Client Care London, ON Joined December 2, 1974

Parnell, Sandy

Associate Account Manager Windsor, ON Joined May 14, 1979

Pease, Wayne

Financial Planner Sarnia, ON Joined October 27, 2003

Rampersaud, Basmatee

Customer Service Officer Mississauga, ON Joined April 2, 1979

Rathwell, Randy

Investment Counselor London, ON Joined July 3, 1990

Rola, Joaquim

Senior Technical Systems Analyst Toronto, ON Joined March 16, 1981

Roopram Prashad, Leila

Business Systems Analyst Toronto, ON Joined November 14, 1972

Sargeant, Janet

Client Advisor Oakville, ON Joined January 23, 1995

Schieve, Anne

Financial Planner Grande Prairie, AB Joined November 2, 1987

Searles, Monica

Financial Advisor Westmount, QC Joined August 28, 1978

Sroka, John

Investment Advisor White Rock, BC Joined September 6, 1994

Stamp-Vincent, Gordon

Financial Planner Kamloops, BC Joined September 8, 2009

Summerfield, Kelly

Senior Director
Data Integrity and
Governance
Toronto, ON
Joined February 19, 1979

Summerfield, Trevor

Account Services Agent Toronto, ON Joined March 23, 2009

Tam, Winnie

Operations Support Officer Vancouver, BC Joined August 10, 1987

Teeter, Ann

Operations Analyst Toronto, ON Joined March 1, 2007

Thompson, Corrine

Branch Manager Duncan, BC Joined January 2, 2001

Torres, Guillermo

TL Credit Transaction Management Whitby, ON Joined July 18, 1994

Travers, Debbie

Operational Risk Analyst Toronto, ON Joined June 27, 1972

Tsang, Rosanna

Account Services Agent Vancouver, ON Joined September 19, 1977

Tsui, Margaret

Senior Technical Systems Analyst Toronto, ON Joined May 5, 1986

Van Der Jagt, Matthew

Director RBC Procurement Toronto, ON Joined September 3, 1974

Vander Byl, Clary

Assistant Manager, Staff Payroll HRSC Mississauga Port Dover, ON Joined October 6, 1980

Vernon, Heather

Client Advisor Port Moody, BC Joined October 18, 1994

Weldon, Mary

Associate Account Manager Windsor, ON Joined September 15, 1975

Wong, Anna

Executive Assistant Toronto, ON Joined December 6, 1989

Wong, Linda

Senior Project Manager Toronto, ON Joined April 17, 1989

Yoshida, Cindy

Inside Sales Consultant -Life & Wealth Solutions Vancouver, BC Joined September 5, 1998

Zawislak, Suzie

Team Manager Loans & Mortgages Expert Advice Centre North Vancouver, BC Joined July 31, 1978

AUGUST 2016

Bailly, Betty

Client Advisor Halifax, NS Joined July 6, 1992

Bernier, Nicole

Account Service Agent Westmount, QC Joined August 16, 1976

Birchard, Maryanne

Relationship Manager Toronto, ON Joined December 12, 1975

Boisclair, Manon

Manager Client Care Trois-Rivieres, QC Joined August 9, 1976

Bowman, Sherry

Customer Service Representative Toronto, ON Joined April 23, 1990

Cadoret Daze, Sylvie

Directrice de comptes Montreal, QC Joined April 18, 1977

Callens, Susan

Client Advisor Leamington, ON Joined November 10, 2003

Carignan, Lucie

Client Advisor Trois-Rivieres, QC Joined July 11, 2005

Cherrey, Shirley

Branch Manager Winnipeg, MB Joined October 25, 1983

Clarke, Janet

Audit & Control Officer Montreal, QC Joined February 3, 1997

AUGUST 2016

(CONTINUED)

Coulstring, Jeanette

Client Advisor Berwick, NS Joined March 1, 2004

Cowan, Michele

Senior Executive Assistant Unionville, ON Joined May 26, 1994

Crichton, Kim

Team Manager Credit Advisors Winnipeg, MB Joined August 9, 1976

Dalcourt, Jannette

Client Advisor Kingston, ON Joined July 9, 1984

Deraps, Louise

Vice-Presidente Regionale L'Assomption, QC Joined August 16, 1976

Doyle, Douglas

Senior Technical Systems Analyst Toronto, ON Joined May 15, 1989

Dudar, Sandy

Client Care Advisor St. Catharines, ON Joined April 1, 1985

Dunn, Bryan

Account Services Representative Toronto, ON Joined August 18, 1987

Elderkin, Sylvia

Client Advisor Chilliwack, BC Joined August 2, 1979

Farren, Kathy

Administrative Assistant Toronto, ON Joined December 27, 1978

Francis, Elizabeth

Manager, Client Care Brampton, ON Joined August 29, 2011

Frenette, Louise

Sales Assistant Montreal, QC Joined June 16, 1986

Glynn, Catherine

DirectorToronto, ON Joined August 30, 1976

Grzywaczewska, Regina

Business Systems Analyst Toronto, ON Joined September 8, 1997

Hallam, Nancy

Client Advisor London, ON Joined March 8, 1997

Hartley, Chrystal

Branch Administrator Swift Current, SK Joined August 22, 1984

Hilderman, Dennis

Manager, Initiatives Calgary, AB Joined August 23, 1976

Hilland, Mervyn

Investment & Retirement Planning Edmonton, AB Joined August 22, 1977

Hsiang, Pearl

Investment & Retirement Planning Vancouver, BC Joined May 11, 1981

Humby, Flora

Banking Advisor Whitby, ON Joined March 12, 1979

Kanji, Riyaz

Senior QA Analyst Toronto, ON Joined September 15, 1997

Kidson, Diana M.

Associate, Halifax Office Lake Charlotte, NS Joined February 18, 1980

King, Penny

Manager, New Accounts & Documentation Innisfil, ON Joined March 12, 1979

Kowlessar, Camille

Manager, Project IT Toronto, ON Joined November 30, 1987

Kranjec, Anna

Manager Banking Operations Toronto, ON Joined July 2, 1974

Krieger, William

Research Coordinator Toronto, ON Joined December 28, 2005

Loiselle, Celine

Client Advisor, Business Chateauguay, QC Joined September 24, 1991

Londero, Luciana

Paralegal Montreal, QC Joined June 9, 1975

Monks, Ann

Senior Manager Client Investments Toronto, ON Joined September 20, 2004

Moriyama, Linda

Mortgage Specialist Vancouver, BC Joined September 18, 1989

Ng, Kathrine

Senior Manager Operations Initiatives & Implementation Toronto, ON Joined August 4, 1981

Potvin, Andree

Spécialiste en solutions de trésorerie Montreal, QC Joined August 16, 1976

Rabimohan, Thevarajah

Account Services Agent Toronto, ON Joined March 9, 1998

Rao, Nicoletta (Niccki)

Senior Customer Representative Markham, ON Joined May 11, 1981

Richardson, Dan

Senior Manager EAC Branch Procedures Vancouver, BC Joined May 30, 1978

Rizzuto, Iris

Client Advisor Vancouver, BC Joined September 18, 1995

Saunders, Debbie

Client Advisor Business Port Dover, ON Joined March 27, 1995

Scharf, Diane

Market Operations Support Officer Regina, SK Joined February 23, 1981

Schillings, Cora

Banking Advisor Delta, BC Joined August 15, 1994

Smith, Doreen

Trade Input Officer RBC Investor Services Richmond, BC Joined June 15, 1970

Soares, Rosemary

Specialized Services Toronto, ON Joined February 23, 1981

Surendran, Sivasekaram

Alternate Mortgage Solutions Specialist Mississauga, ON Joined February 1, 1996

Tapai, Michael

Technical Systems Analyst Toronto, ON Joined August 8, 1983

Timm, Helen

Client Advisor Business Ottawa, ON Joined October 9, 1984

Trudel Boivin, Carole

Financial Planner Anjou, QC Joined April 29, 1996

Tse, Mary

Customer Service Officer Toronto, ON Joined July 10, 1985

Viscoso, Laura

Commercial Account Manager Montreal, QC Joined August 31, 1981

Wallace, Bonnie

Senior Financial Analyst Toronto, ON Joined April 28, 1980

Walters, Elizabeth

Client Advisor Portland, ON Joined May 17, 2004

Will, Mira

Customer Service Analyst Mississauga, ON Joined March 7, 2005

Woodall, Jo-Anne

Income Collection Admin Scarborough, ON Joined November 12, 1974

Wrobel, Lynda

Banking Advisor Sidney, BC Joined May 17, 1979

Zadro, Sue

Team Manager Estate Specialist Mississauga, ON Joined August 30, 1976

PREVIOUS RETIREMENTS:

Pelly, Charlene

CAO Client Assistant Officer Flin Flon, MB Joined April 5, 1995 Retired May 31, 2016

Tasevski, Liljana

Senior Project Coordinator Toronto, ON Joined August 15, 2011 Retired May 31, 2016

CORRECTION:

Navaratnam, Bayayokini FX/Manual Dispatch Officer

Toronto, ON Retired March 31, 2016 **ISSUE 3 • 2016**

Keeping In Touch In Memoriam

In Memoriam

We extend our condolences to the families and friends of:

Barrett, Maurice

Rouyn-Noranda, QC June 11, 2016 Retired April 30, 2001

Bridge, Grant

Peterborough, ON July 9, 2016 Retired June 1, 2003

Brown, Marjorie

Stevensville, ON June 19, 2016 Retired December 1, 2009

Burnham, Shirley

Courtice, ON May 27, 2016 Retired December 1, 1984

Buswell, Wendy

Cambridge, ON August 8, 2016 Retired March 31, 2006

Chalmers, Irene

Manitou, MB June 28, 2016 Retired February 28, 1991

Charrois, Joan

Edmonton, AB July 16, 2016 Retired July 1, 2011

Chettle, Rosemary

Toronto, ON August 8, 2016 Retired April 30, 1996

Condello, Catherine

Ancaster, ON August 21, 2016 Retired October 31, 2011

Dancik, Isabelle

Montreal, QC April 22, 2016 Retired November 1, 1998 Dawson, Joan

Lasalle, QC August 21, 2016 Retired June 30, 1994

Dugas, Annette

Church Point, NS August 21, 2016 Retired September 30, 1993

Dusko, Elke

Holland Landing, ON August 11, 2016 Retired March 31, 2008

Edwards. Sharon

Comber, ON June 18, 2016 Retired July 31, 2006

Evans, Robert

Okanagen Falls, BC June 23, 2016 Retired July 1, 2008

Fader, Carole

New Market, ON June 11, 2016 Retired April 30, 2008

Fedorchuk, Joyce

Pefferlaw, ON August 19, 2016 Retired January 31, 2000

Fernandes, Anne

Etobicoke, ON August 20, 2016 Retired March 31, 2002

Fraser, Al

Dartmouth, NS June 23, 2016 Retired February 29, 1988

Fraser, Al

Winnipeg, MB June 23, 2016 Retired September 1, 1992 Gaskin, Paul

London, ON July 30, 2016

Retired December 31, 1981

Godin, Karen

Beaverlodge, AB August 4, 2016 Retired July 31, 2001

Grier, David

Toronto, ON May 27, 2016 Retired January 31, 1995

Guilbault, Marcel

Laval, QC May 16, 2016 Retired June 30, 1985

Halsey, Scarlett

Chambly, QC May 30, 2016 Retired December 31, 1997

Harris, Susan

Ottawa, ON May 29, 2016 Retired March 31, 2005

Harrison, Margaret

Hamilton, ON August 9, 2016 Retired December 31, 1996

Henein, Minas

Mississauga, ON July 14, 2016 Retired September 1, 1985

Holloway, Neill

Toronto, ON July 20, 2016 Retired October 31, 1980

Hougiazos, Tina

Etobicoke, ON July 6, 2016 Retired October 1, 2006 Jacques, Gilles

Pierrefonds, QC August 23, 2016 Retired August 31, 2002

James, Elinor

Kirkland Lake, ON May 29, 2016 Retired May 31, 1993

Johnson, Sharron

Port Coquitlam, BC June 21, 2016 Retired July 1, 2007

Jones, Julie

Chase, BC June 17, 2016 Retired January 1, 2010

Kaye, Catherine

Vancouver, BC May 12, 2016 Retired July 1, 1986

Keays, Lillian

Crystal City, MB August 19, 2016 Retired July 31, 1990

Kelly, Anna

Mount Pearl, NL August 18, 2016 Retired December 31, 2000

Knowles, Alan

Grimsby, ON June 11, 2016 Retired January 31, 1993

Kostyshyn, Agafia

Winnipeg, MB June 9, 2016 Retired July 1, 1974

Koyanagi, Yuki

Burnaby, BC May 8, 2016

Retired November 1, 1999

In Memoriam

We extend our condolences to the families and friends of:

Kwong, Wilfred

Toronto, ON
June 6, 2016

Retired September 30, 2000

Larmand, Clara

Freelton, ON July 24, 2016

Retired February 29, 2000

Laroche, Michel

Boisbriand, QC August 5, 2016

Retired June 30, 1990

Lasnier, Jean

La Prairie, QC July 5, 2016

Retired June 1, 1991

Lawrence, Helen

Thunder Bay, ON August 4, 2016

Retired November 30, 1983

Lind, Elspeth

Penticton, BC June 20, 2016

Retired June 30, 1981

Lozeau, Maryette

Boucherville, QC July 15, 2016

Retired March 1, 1993

Lucas, Carol

Sarnia, ON

August 14, 2016

Retired January 31, 2005

Lynch, Edith

Cambridge, ON June 29, 2016

Retired December 1, 1992

Macara, Florence

Kelowna, BC July 12, 2016

Retired June 1, 1994

Makepeace, Arthur

Port Hope, ON July 5, 2016

Retired April 1, 1987

Mann, Leona

Calgary, AB August 2, 2016

Retired October 31, 1994

Manton, Patria

North York, ON May 2, 2016

Retired August 31, 1996

Martin, Thomas

Toronto, ON June 15, 2016

Retired April 1, 1977

Mcclenaghan, Betty

Edmonton, AB July 16, 2016

Retired June 1, 2014

Meunier, Gerda

Laval, QC

July 18, 2016 Retired March 31, 1991

Mills, Lindsay

initio, Emasay

London, ON July 12, 2016

Retired January 31, 1998

Nevado, Lilia

Etobicoke, ON

May 4, 2016

Retired December 31, 1995

Nickerson, William

Moncton, NB

July 1, 2016

Retired June 1, 1991

Ortiz, Pauline

Boisbriand, QC

June 11, 2016

Retired July 31, 1985

Park, Donna

Wasaga Beach, ON August 17, 2016

Retired November 30, 2006

Pearce, David

Toronto, ON July 5, 2016

Retired June 1, 2001

Penney, Kevin

Dartmouth, NS

June 16, 2016 Retired June 30, 1987

Roberts, Ivv

Whitby, ON

May 19, 2016

Retired December 31, 1982

Rowntree, Margaret

Markdale, ON

May 31, 2016 Retired January 31, 2002

Roy, Madeleine

Dalhousie, NB August 1, 2016

Retired December 31, 2013

Rudland, Adele

Oshawa, ON

June 19, 2016

Retired August 1, 1982

Ryan, Donna

St John, NB

July 24, 2016

Retired November 30, 1994

Schimpf, Daphne

Calgary, AB

July 31, 2016

Retired August 31, 1994

Schneider, Doreen

Montreal, QC August 7, 2016

Retired October 31, 1998

Shorthouse, Sandy

Woodstock, ON

August 11, 2016 Retired December 31, 1997

Shuttleworth, Donald

Mississauga, ON

July 9, 2016

Retired May 1, 1981

Slater, Norma

Sicamous, BC

July 3, 2016

Retired December 1, 1991

St-Pierre, Madeleine

Trois Rivieres, QC

July 16, 2016 Retired January 1, 2001

Swyers, Allan

Halifax, NS

August 2, 2016

Retired August 31, 2015

Taylor, Norma

Halifax, NS

August 6, 2016

Retired September 30, 1995

Vernon, Roxie

Winnipeg, MB

July 22, 2016

Retired September 30, 1990

Weikle, Marilyn

Cutknife, SK

December 1, 2015

Retired November 1, 1989

Wells, Kathleen

Beaconsfield, QC

August 11, 2016

Retired February 29, 1992

Bob Mills

- First joined RBC in 1958
- Retired in 1999
- Role prior to retirement: Audit Manager, Internal Audit Services



With their home-on-wheels ready to go, Bob and Lise, along with their dog Chico, are set for their next travel adventure.

"It's the freedom to stop when you want, eat what you want in your own kitchen, and forget about packing and unpacking."

A Driving Interest Led to Freedom on the Roads

Little did Bob Mills know that during a Montreal branch audit in 1998, a conversation with an account manager would propel him onto the highways and backroads of North America for decades to come.

In 1980, Bob had rented a motor home to travel from Montreal to Victoria, BC, and back, with his family. "My passion for motorhoming was born with that trip," recalls Bob, who bought his first motorhome when he retired. He and his wife had grand plans to take to the road but sadly, Bob's wife became ill and died in 2000. Then, as life's twists and turns would have it, Bob remarried, and travel was again a priority.

Bob always remembered the conversation at that Montreal branch when the account manager told Bob about an organization for motorhome enthusiasts, which he later joined. The Family Motor Coach Association (FMCA) describes itself as an international organization for families who own and enjoy the recreational use of motorhomes. With 400 chapters in the U.S. and Canada, it has 75,000 member families and is the largest association of its kind.*

With thousands of miles under their belts, Bob and his wife Lise, who now live in Alexandria, Ontario, find their motorized home-away-from-home as appealing as ever. "It's the freedom to stop when you want, eat what you want in your own kitchen, and forget about packing and unpacking." In 2003 Bob began volunteering with the FMCA, to help promote its credo of "freedom, fun and enjoyment of owning a motorhome." While volunteering at the executive and member level locally and nationally, Bob has tapped many of his RBC-honed skills to organize trips and rallies in locations including Buffalo, California, New Mexico, Quebec City, Ottawa and Prince Edward Island. This past August, he was Overall Volunteer Captain for the national event in West Springfield, Massachusetts. It drew 3,000 campers and commercial participants who enjoyed their common interests and a look at the latest recreational vehicles and accessories. Bob attended in advance, organizing recruiting efforts for more than 700 volunteers. Additionally, he regularly compiles a 60-page booklet for the major annual event. Its advertising helps finance the rally, while seminar information and a description of activities guide the participants. "I still negotiate pricing and services just like I learned to do at RBC," says Bob with a laugh, "Except now I don't get paid."

Volunteering has kept Bob's old skills sharp and introduced him to new ones like desktop publishing. "I keep learning, challenging myself physically and mentally," says Bob, who admits that his travel habits have changed. Until recent years, "We would never spend two or three weeks in the same spot," he admits. Now, as snowbirds, Bob and Lise are happy to pass the winters in Florida, living the life Bob dreamed of more than 35 years ago.

* More information about the Family Motor Coach Association can be found at: www.fmca.com

RBC CANADIAN RETIREMENT PROGRAM

Message from the Chair of the Pension Plan Management Committee

By working together to help clients thrive and communities prosper, it's our employees who ultimately determine the company's success now and in the future. RBC is committed to supporting you in planning and saving for the future, and the RBC Retirement & Savings Programs include a number of features for building savings that support you through different phases of life. The Pension Plan Management Committee (PPMC) helps protect the interests of RBC pension plan members by ensuring that the pension plans have a strong governance and compliance structure in place.

Performance of the Defined Benefit (DB) Plan

The funded status of the DB plan in Canada remained sound during 2015 despite a volatile market and the impact of lower yields to the discount rate used to determine the plan's liability obligations. On a going-concern basis¹, our largest plan in Canada, the Royal Bank Pension Plan was 113% funded as of January 1, 2016. On a solvency basis², the Royal Bank Pension Plan was 89% funded as of January 1, 2016.

The PPMC monitors the assets of the DB plan, ensuring an appropriate level of risk is taken in light of the long-term nature of the plan's obligations while looking for compelling long-term investment returns and opportunities.

For the calendar year 2015, the plan outperformed its benchmark with an overall return of **5.9%** for the year, versus our benchmark return of **4.1%**. The strong performance was attributed to active management.

Features of the Defined Contribution (DC) Plan

The DC plan includes many features designed to support plan members with their retirement savings objectives including both automatic and matching contributions from RBC.

In addition, RBC aims to provide a set of investment choices under the DC plan that enable plan members to construct and maintain a well-diversified investment portfolio in addition to providing solutions for those who prefer a more "hands-off" investment solution.

- ¹ The going concern funded status is a measure which is used to determine the plan's obligation assuming that both the Royal Bank Pension Plan and RBC continue indefinitely into the future.
- ² The solvency funded status is another measure that is required by pension regulators. It determines the funded status of the DB plan under a hypothetical scenario where the plan is terminated immediately and all benefits are paid to members. Assumptions used to determine the funded status are prescribed by legislation.

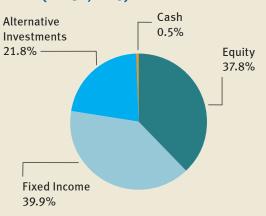


Diversification is a technique that reduces risk by allocating investments among a variety of financial instruments, industries and other categories. By holding a mix of investments, your portfolio may be cushioned against sudden market swings.

Defined Benefit Pension Plan Assets

DB Pension Plan - Asset mix (Dec 31, 2015)

The asset mix policy reflects the plan's long-term investment strategy. As of December 31, 2015, the actual asset mix was within the allowable range of its policy.



Investment Policy vs. Actual Asset Mix

Asset Class	Policy Allowable Range	Actual
Equity	25% to 55%	37.8%
Fixed Income	25% to 55%	39.9%
Alternative Investments	6% to 25%	21.8%
Cash	0% to 5%	0.5%

Royal Bank Pension Plan - Annual Performance

Our active management strategy continues to be effective, achieving results above our benchmark in four of the past five calendar years. In 2015, the DB pension plan assets earned an annual return of **5.9%**, outperforming our benchmark return of **4.1%**.



RBC Archives

The Collection Van

Urbanization and gasoline changed the nature of hold-ups. Cities provided crooks with greater anonymity, and gasoline made for faster getaways. Royal Bank was one of the first Canadian banks to use an armoured car to transport bullion, negotiable securities and other valuables. The first "collection van" as it was called, was purchased in 1920 specifically for use in securing collections and deliveries in Montreal between the bank's 28 branches and head office. The bank had previously used open touring vehicles but more secure transportation was necessary as holdups of bank couriers became increasingly commonplace. Royal Bank's experiment in operating its own armoured car services ended with the establishment of Brink's security service in Canada in 1927. Soon afterwards, the bank sold its armoured cars and contracted first with Brink's and later with a series of other companies to provide securities transportation services.





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

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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



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- **Elder care services**
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- **Community referrals**
- **Nutritional counselling & naturopathic services**
- Online materials & resources
- And so much more



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