



ISSUE 1, 2018

Keeping in Touch

A PUBLICATION FOR RBC PENSIONERS



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Annual Message from Dave McKay President & CEO

Dear friends,

At RBC our purpose is to help clients thrive and communities prosper - this unites all of our employees and guides our actions every day. Our financial strength enables us to create value for our clients, employees and shareholders, including our valued RBC Pensioner community, and we're committed to using our influence to address some of the most pressing issues we face today.

While attending the World Economic Forum in Davos, Switzerland, earlier this year, I had several conversations with other CEOs on the subject of public trust and the role of corporate citizenship. More and more, investors, clients and employees are aware of what a company stands for and it goes well beyond traditional views of corporate responsibility or giving back. True purpose is about cementing an organization's role in the community over the long-term.

A clear demonstration of our purpose in action is RBC Future Launch, our commitment to equip young people with the skills and opportunities they'll need to succeed in the future world of work. We recently launched our public campaign to start a national conversation focused on changing how we prepare the workforce of tomorrow. We believe that through Future Launch we can help unleash the incredible power of this next generation and build a stronger and more prosperous future for all Canadians.

This technology-driven change is impacting all businesses of course, including RBC, but we're not only keeping pace, we're leading the way. We are serving our clients in new and innovative ways and seamlessly integrating our advice and digital offerings, across all of our business segments. As we invest in new mobile and digital capabilities, we are evolving our branch network, which remains a vital part of our presence in Canada. In 2017, we were honored to rank Highest in Customer Satisfaction Among the Big Five Retail Banks in JD Powers Canadian Retail Banking Satisfaction survey for the second year running.

2017 was a strong year for RBC. We reported record net income of \$11.5 billion and returned \$8.2 billion of capital to shareholders through dividends and buybacks, a performance we have carried into 2018. We continue to focus on building a sustainable growth trajectory centered on our target geographic markets in Canada, the U.S. and select international financial centres and delivering a premium return on equity with lower volatility.

And finally, ensuring our pension plans are well funded remains a top priority. Over the last seven years, RBC has contributed nearly \$3 billion to the defined benefit plan and we will continue to take a prudent, long-term approach to plan management to ensure your pension benefits are safeguarded.

Thank you for your ongoing support and please accept my best wishes for your good health and happiness this year.

Sherry Robinson

- First joined RBC in 1971
- Retired in 2005
- Role prior to retirement: Regional Manager, Small Business

Sherry Continues to Put Clients First

“How would other people describe you?”

The answer to this classic job interview question sheds light on a person’s self-awareness. It’s a favourite used by Sherry Robinson when hiring staff for her small business, Spa Sedona.



Sherry demonstrates her “best image” for a picture taken during the “Image is Everything Campaign” fundraiser, to purchase an MRI for the Ajax/Pickering Hospital.

“The spa idea came to me as an ideal example of where customer experience makes the difference.”

Ask Sherry the same question and she answers: “customer focused”, “community minded” and “up for a challenge” ...all words that shed light onto why she chose an entrepreneurial path for herself.

When Sherry was a manager for small business clients outside Toronto, she discovered that many of her clients lacked the necessary skills for business success, so she launched a program for entrepreneurs. “One thing we taught was to follow your passion in a small business,” she says. That lesson stayed with Sherry.

“Retirement isn’t in my DNA,” laughs Sherry, who knew she wanted a post-RBC career. Three years before retiring, she hired an executive coach to help dig deep into her own personal passion in business. “I learned it was the customer experience. The spa idea came to me as an ideal example of where customer experience makes the difference.”

Spa Sedona, named after Sherry’s favourite place to vacation, started to take shape in 2003 and was ready to open three years later.

The spa is situated in Ajax/Pickering, Ontario, east of Toronto. Sherry grew up in the region and after relocating to Toronto with RBC, was happy to return to her community years later. “I was in Ajax/Pickering as a branch manager and was very involved locally,” she says. “When I was sent downtown I didn’t have a community, so I love being back here.”

To Sherry, being in the community means giving back to schools, the hospital and other local activities where she can make a difference. She is chair of the Ajax/Pickering hospital foundation and is pleased to offer her spa for fundraising makeovers.

While Sedona, Arizona may be a long way from Ajax/Pickering, the spa brings a southwest experience to clients and offers Sherry surroundings that she continues to value after 12 years as a business owner. “I love this, getting up and coming to work, my clients and staff, even my office.” Recently, she has reduced her work week to four days but staying away has proved challenging. “Running my own business has never felt like a job, it’s joy.” With 18 staff and an expansion in 2015, Sherry has no plans to grow the business further. “I didn’t do this to get big,” she says of the business she hopes to continue for 10 more years. “I wanted to have a local business where everyone knows everyone else.”

Sherry has accomplished what she set out to do. Not only has she created a retreat where women and men -- busy and drained by commutes, work and family life -- can be invigorated, she found a way to invigorate her own dreams.



Spa Sedona has won the Consumers Choice Award for Best Spa Durham Region each year since 2014. Sherry is shown here with Jack McFadden, who heads the Awards. Visit Sherry’s spa at www.spasedona.ca.



Vicki selected 8.5 tonnes of granite from a local quarry and had it assembled into an inukshuk in her backyard.

Canada 150 Rocks!

Vicki Graham has wanted to build an inukshuk at her home in Vancouver since her early days at RBC, when she spent a year in Iqaluit (previously Frobisher Bay).

“I especially was taken by the image and use of the inukshuk,” she explains. “It is the Inuit representation of a person – to show others have passed this way and to show direction.”

The Canadian encyclopedia* explains that an inukshuk is made of piled stones or boulders constructed to communicate with people throughout the Arctic. Traditionally built by the Inuit, these figures are integral to Inuit culture and are often intertwined with representations of Canada and the North. A red inukshuk adorns the flag of Nunavut.

“For years, I have wanted to build a huge inukshuk and Canada’s 150 seemed like the perfect time to make that happen,” says Vicki.

Many Inuit have strong attachments to inukshuk that have been built by their ancestors. In more recent years, the structure has become a cross-cultural expression of open communication and hospitality. Above all else, Vicki’s inukshuk represents special memories. “I am so proud to have it in my life as a constant reminder of my adventures with RBC.”

Source: thecanadianencyclopedia.ca

Fraud Prevention Year Round

Even though Fraud Prevention month 2018 came and went in March, vigilance about personal and financial information is a 12-month

requirement. RBC provides a wealth of information about privacy and security issues including identity theft and fraud. Here are five cautions about common scams. To find out more about how to protect yourself, visit rbc.com/privacysecurity.



1. Fake Charities

If you receive an unsolicited call, asking you to donate to a charitable cause, don’t give your credit card number over the phone or agree to have someone collect a cheque in person.

2. Card Switching and Shoulder Surfing

While at an ATM, be aware of anyone who tells you that you’ve dropped something or offers to help you enter your PIN. As you stoop to retrieve a dropped item, they may exchange your Client Card for another card. Then, working together, another person standing nearby will attempt to observe you as you enter your PIN so that both your card and your PIN are in their possession.

3. Telemarketing Scams

These scams are when you are contacted by a supposed telemarketing firm, claiming that you have won a prize or a trip, but asking for your credit card number, requesting that you purchase a promotional item, or that you pay the taxes for that prize or trip, in order to collect your winnings.

4. Unusual Requests That Are “Too Good to be True”

Be suspicious if you are contacted by phone, mail, email or fax and told that you’ve won, inherited or been included in a business venture involving large sums of money.

Also be alerted to another scam, if you are selling personal property (e.g. a car or other goods). A fraudulent person may pose as an interested buyer, pay for the goods with a cheque that’s substantially greater than the asking price, and then call you to request that you return the overpayment. In many cases, the original cheque is stolen, counterfeit or altered and you won’t discover there is a problem with the cheque until you have returned the so-called “overpayment.”

5. Advance-Fee Scams

Posing as a reputable financial institution by copying its brand and logo, fraudsters promote supposed pre-approved loans and mortgages or unusually high interest rates for investment products. Business is solicited on the strength of the reputation of the financial institution, and money is requested up front to secure the approved credit or high-return investment product.



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Keeping in Touch Retirements



Save This for Quick Reference

In Issue 4, 2017 of Keeping in Touch (published at the end of February), we included a reference chart to help you decide where, at RBC, to send emails or direct phone calls. Since then, the process has been simplified further and **all** your questions or concerns can be sent to **one** address or phone number.

Do you want to...	Email or phone...
Change your mailing address (be sure to include your employee number)? Ask a question about your pension or benefits? Change your beneficiary? Ask a general question unrelated to Keeping in Touch (such as an RBC Insurance or tax query)?	 hrscpensions@rbc.com  HR Contact Centre 1-800-545-2555

Retirements

DECEMBER 2017

Adams, Brenda

Operations Officer
Montreal, QC
Joined May 21, 1985

Aggarwal, Samina J.

Branch Operations Supervisor
Edmonton, AB
Joined April 16, 1979

Aguilar, Angel

Associate Commercial
Credit Advisor
New Westminster, BC
Joined June 19, 1989

Akhavan, Daryush

Senior Maintenance Manager
Toronto, ON
Joined March 27, 1989

Allain-John, Michaela

Private Banker
Toronto, ON
Joined October 1, 2006

Allen, Pamela

Manager Client Care
Saint John, NB
Joined July 12, 1989

Anderson, Connie

Client Advisor
Lethbridge, AB
Joined June 21, 1993

Antony, Rosairo

Senior Tech Analyst
Hardware Solutions
Toronto, ON
Joined January 26, 1976

Atkinson, Paul

Account Service Agent
Victoria, BC
Joined September 9, 1985

Bablo, Beverley

Customer Assistance Officer
Winnipeg, MB
Joined October 31, 1983

Bacchus-Desans, Maureen

Operations Agent
Toronto, ON
Joined January 8, 1992

Barnes, Paula

Client Advisor
Calgary, AB
Joined July 11, 1994

Basso, Grace

Administrative Assistant
Montreal, QC
Joined May 3, 1976

Beagan, Catherine

Senior Project Manager
Toronto, ON
Joined June 8, 1973

Bedard, Diane

Account Service
Representative
Montreal, QC
Joined November 6, 2000

Bergeron, Yves

Operations Agent
Montreal, QC
Joined December 8, 1986

Blazek, Lynn

Client Advisor
Leamington, ON
Joined October 9, 1979

Bognar, Laura

Business Analyst
Toronto, ON
Joined January 3, 1995

Bolt, Kim

Client Advisor
Halifax, NS
Joined October 5, 1989

Bower, Gillian

Client Advisor
Nanaimo, BC
Joined July 8, 1991

Bowles, Sue

Financial Planning Associate
Vancouver, BC
Joined November 12, 1980

Boyle, Lillian Josephine

Client Advisor
Halifax, NS
Joined July 5, 2004

Branco, Maria Grace

Risk Management
Coordinator
Mississauga, ON
Joined March 25, 1999

Brindley, Tina

Senior Manager
Business Analysis
Toronto, ON
Joined February 17, 1997

Briones, Connie

Business Account Manager
Peterborough, ON
Joined July 23, 1984

Brown, Anthony

Senior Director
Operational Risk
Mississauga, ON
Joined January 2, 2001

Bullock, Sandra

Client Advisor
Etobicoke, ON
Joined March 12, 2001

Burke, Marcia

Senior Manager
Commercial Operations
Toronto, ON
Joined May 13, 1985

Campbell, Janice

Client Advisor
Business Services
Stoney Creek, ON
Joined October 29, 1997

Campbell, Norma

Account Services Officer
Toronto, ON
Joined July 27, 1987

Capinpin, Emma

Account Services
Representative
Edmonton, AB
Joined January 23, 2006

Carr, Marie

Senior Business Analyst
Toronto, ON
Joined April 23, 2001

Cefaloni, Lori

Regional Sourcing and
Diversity Advisor
Toronto, ON
Joined August 19, 1991

Chakarai, Subramaniam

Associate Adjudicator
Vancouver, BC
Joined September 3, 2002

Charbonneau, Josée

Manager Workspace, IPCC &
Telephony Integration
Montreal, QC
Joined July 18, 1977

Chen, Roger Wen-Yu

IRP - Investment Specialist
Mississauga, ON
Joined December 4, 2006

Cheng, Johnny

Financial Planner
Toronto, ON
Joined August 4, 1998

Chomyszyn, Nancy

Commercial Service Associate
Holland Landing, ON
Joined November 25, 2002

Chow, Connie

Adjudication Associate
Vancouver, BC
Joined July 21, 1975

Cicora, Mario

Senior Manager, GRM
Commercial Credit
Montreal, QC
Joined June 20, 1977

Cieply, Barbara

Banking Advisor
Dollard-des-Ormeaux, QC
Joined February 1, 1999

Retirements

Clarke Eardley, Sandra
Sales Manager
Mortgage Specialist
Montreal, QC
Joined March 5, 1985

Clement, Jacinthe
Adjudication Associate
Montreal, QC
Joined June 6, 1978

Connell, Anne
Mortgage Specialist
Mississauga, ON
Joined January 10, 1985

Côte, Paul
Senior Trust Officer
Montreal, QC
Joined December 13, 1976

Crawford, Steven
Senior Manager, Operations
Optimization Strategy
Ancaster, ON
Joined November 23, 1987

Creador, Dolores
Manager, Project
Management COE
Toronto, ON
Joined September 13, 1993

Crete, Danielle
Account Services Agent
Montreal, QC
Joined January 3, 1991

Crevatin, Rachel
Senior Tech System Analyst
Toronto, ON
Joined February 27, 1984

Crevier, Carole
Senior Manager, Physical
Network Distribution
Montreal, QC
Joined March 24, 1984

Da Costa, Eva
Client Advisor
Guelph, ON
Joined July 19, 2004

Dargis, Pauline
Client Advisor
St-Eustache, QC
Joined August 29, 1986

Darke, James
VP & Investment Counsellor
Victoria, BC
Joined June 24, 1996

Davis, Joanne
Executive Assistant
Toronto, ON
Joined August 31, 1981

Debattista, Carol
Client Advisor
Toronto, ON
Joined July 17, 1978

Dempsey, Wendy
Director
Mississauga, ON
Joined October 29, 2001

Deveau, Jacinthe
Client Care Advisor
Lasalle, QC
Joined November 1, 2004

Donovan, Sally
Senior Manager
Banking Operations
Toronto, ON
Joined May 26, 1980

Dumas, Claude-Jean
Director - Eastern Canada
Montreal, QC
Joined May 15, 1978

Dumouchel, Danielle
Account Service Agent
Montreal, QC
Joined September 14, 1987

Eaton, Brad
Administrative Assistant
Vancouver, BC
Joined September 29, 1980

Fasan, Wanda
Officer, National
Support Team
Montreal, QC
Joined August 14, 1978

Flores, Rolando
Senior Technical
Systems Analyst
Toronto, ON
Joined March 22, 1999

Gagnon, Ginette
Banking Services Advisor
St Felicien, QC
Joined June 16, 1987

Gamache, Guylene
Home Equity Closing Officer
Montreal, QC
Joined August 11, 1986

Garriques, Elfreda
Operations Officer
Toronto, ON
Joined December 21, 1987

Gauthier, Ginette
Compliance Officer
Montreal, QC
Joined May 14, 1979

Gauthier, Nicole
Expert Banking Advisor
Jonquiere, QC
Joined February 26, 1973

Glanville, Shelagh
Banking Advisor
Duncan, BC
Joined April 7, 1981

Go, Celestina
Administrative Assistant
Toronto, ON
Joined December 29, 1987

Gonzalez, Alvaro
Senior Technical
Systems Analyst
Toronto, ON
Joined April 9, 2001

Guenzel, Linda
Trust Officer
Montreal, QC
Joined July 16, 1973

Habab, Evelyn
Client Advisor
Business Services
New Westminster, BC
Joined July 26, 2004

Hama, Joan
Investment & Retirement
Planner
Vancouver, BC
Joined August 21, 1978

Henderson, Ross
Supplier Delivery Manager
Toronto, ON
Joined June 1, 2007

Howdle, William
Branch Manager
Winnipeg, MB
Joined May 16, 1995

Howlett, Karen Emma
Senior Manager
Prepaid Initiatives
Toronto, ON
Joined March 30, 1998

Hunter-Rees, Laurie
Client Advisor
Niagara Falls, ON
Joined November 4, 1996

Huzar, Lesia
Customer Service
Representative
Pickering, ON
Joined October 12, 1993

Iorianni, Frances
Client Advisor
Thunder Bay, ON
Joined August 19, 1991

James, Carlene
Financial Reconciliation
Officer
Mississauga, ON
Joined February 19, 2001

Joseph, Jocelyn
Financial Advisor
Calgary, AB
Joined May 16, 1994

Retirements

DECEMBER 2017

(CONTINUED)

Kao, Jeny

Administrator
Toronto, ON
Joined April 11, 1977

Kennedy, Donna

Senior Manager
Commercial Operations
Montreal, QC
Joined August 29, 1977

Knowles, Bonnie

Account Service Agent
Victoria, BC
Joined December 1, 1989

La, Christine

Operations Officer
Toronto, ON
Joined May 30, 1980

Lacombe, Chantal

Specialized Services Officer
Montreal, QC
Joined August 7, 1989

Lambert, Anne

Banking Advisor
Iroquois Falls, ON
Joined January 5, 1989

Laniel, Lisa

Regional Manager Operations
Montreal, QC
Joined June 20, 1977

Lemay, Marc

Senior Relationship Manager
Montreal, QC
Joined June 3, 1974

Lessard, Daniel

Banking Advisor
L'Ancienne-Lorette, QC
Joined February 28, 1977

Leung, Elsie

Technical Systems Analyst
Toronto, ON
Joined October 23, 1995

Lloyd, Georgie

Mortgage Specialist
Vancouver, BC
Joined July 24, 1991

Macdonald, Bonnie

Market Operations
Support Officer
Halifax, NS
Joined May 26, 1975

Mackenzie, Gordon

Cage Clerk Senior
Toronto, ON
Joined April 9, 2001

Mackey, Kelly

Banking Advisor
Burlington, ON
Joined March 4, 1997

Marceau, Jerry

Financial Planner
Surrey, BC
Joined April 16, 1990

Marshall, Hazel

Client Care Advisor
Scarborough, ON
Joined February 18, 1991

Martin, Anne-Marie

Financial Advisor
Toronto, ON
Joined May 7, 2007

Matunan, Estrella

Client Advisor
Vancouver, BC
Joined October 5, 1998

Mayr, Barbara

IRP Assistant
Vancouver, BC
Joined July 11, 1983

McConnell, Carol

Business Systems Analyst
Toronto, ON
Joined July 16, 1973

McCormick, Mary

Client Advisor
Brantford, ON
Joined August 8, 1986

McFadden, Dayle

Client Advisor
Ayton, ON
Joined February 3, 2003

Mclean, Lynn

Investment & Retirement
Planner
Winnipeg, MB
Joined July 31, 1986

McNabb, Colleen

Branch Manager
Brandon, MB
Joined April 16, 1985

Mendoza, Anastacia

Operations Agent
Toronto, ON
Joined January 10, 2005

Michielsen, Bev

Bank Advisor
Strathmore, AB
Joined January 28, 2002

Muller, Catherine

Senior Commercial
Account Manager
Vancouver, BC
Joined May 31, 1976

Murray, Judy

Relationship Manager
Ottawa, ON
Joined June 15, 1990

Muthurajah, Rohini

Analyst
Toronto, ON
Joined June 12, 1989

Nasralla, Tereza

Account Service Agent
Toronto, ON
Joined June 25, 1990

Neill, Rhonda

Manager Client Care
Ottawa, ON
Joined June 11, 2008

Niskanen, Janet

Operations Agent
Toronto, ON
Joined June 19, 1989

Ornelas, Alda

Process Support Officer
Toronto, ON
Joined June 13, 1978

Ouellet, Carole

Banking Operations Officer
Montreal, QC
Joined September 15, 1986

Padda, Arvinder

Mortgage Specialist
Mississauga, ON
Joined February 15, 1982

Page, Diana

Manager, Business Initiatives
Toronto, ON
Joined January 11, 1988

Paget, Michael

Regional Manager
Small Business
Victoria, BC
Joined May 31, 1982

Paon, Paula

Client Advisor
New Waterford, NS
Joined October 12, 1999

Peddie, Karen

Financial Advisor
Whistler, BC
Joined June 25, 1979

Peloquin, Jean

Account Service
Representative
Montreal, QC
Joined November 26, 2007

Peluso, Linda

Senior Manager, Analytics
Internal Audit Services
Toronto, ON
Joined June 21, 1982

Penner, Cheryl

Manager, Legal Department
Toronto, ON
Joined May 15, 1980

Retirements

Pereira, Durida

Operations Officer
Montreal, QC
Joined April 21, 1980

Perrault, Sylvie

Manager Client Care
Longueuil, QC
Joined February 10, 1997

Persaud, Esther

Estate Specialist
Mississauga, ON
Joined May 1, 2000

Persaud, Savitri

Manager, Banking Operations
Toronto, ON
Joined September 14, 1987

Petrakis, Koula

Operations Officer
Montreal, QC
Joined November 7, 1977

Prevost, Danielle

Administrative Assistant
Montreal, QC
Joined August 31, 1998

Priestman, Colleen

Senior Manager, Strategy and
Transformation Services
Toronto, ON
Joined September 4, 1990

Profit, Cindy

Financial Advisor
Parry Sound, ON
Joined September 1, 1977

Pryma, Anna-Marie

Client Advisor
Business Services
Winnipeg, MB
Joined January 5, 2004

Quinn, Roger

VP Commercial Markets
Woodstock, ON
Joined July 5, 1982

Rana, Amrit

Client Advisor
Calgary, AB
Joined July 8, 1991

Richardson, Nancy

Financial Planner
Pointe-Claire, QC
Joined July 26, 1993

Rivera, Maria

GRM Commercial Markets
Toronto, ON
Joined July 2, 1974

Roco, Girlie

Operations Agent
Vancouver, BC
Joined October 26, 2009

Rodrigues, Eleanor

Service Level Manager
Markham, ON
Joined April 22, 2002

Rodriguez, Ray

Project Manager
Oakville, ON
Joined August 22, 1983

Rolland, Brenda

Administrative Support
Moncton, NB
Joined December 3, 1990

Rooke, Wendy

Associate Advisor
Kelowna, BC
Joined August 9, 1980

Sansregret, Ginette

Branch Manager
Rawdon, QC
Joined June 15, 1983

Savard, Guylaine

Client Advisor
Chicoutimi, QC
Joined December 19, 1988

Schick, Karen

Banking Advisor
Rosetown, SK
Joined November 7, 1972

Schlichting, Linda

Client Care Advisor
Kelowna, BC
Joined January 11, 1993

Seabrook, Monica

Associate Account Manager
Toronto, ON
Joined June 21, 1971

Seimen, Lorraine

Senior Analyst
Reporting Services
Toronto, ON
Joined September 26, 2000

Sharp, Catherine

Administrative Assistant
Toronto, ON
Joined August 27, 2007

Sim, Sharon

Business Analyst
Mississauga, ON
Joined May 1, 1997

Simon, Kathy

Tax Administrative Assistant
Brossard, QC
Joined November 6, 2000

Sivapiragasam, Siva

Investigations Agent
Toronto, ON
Joined March 23, 1998

Somaskanthasarma, Geetha

Resolution Officer
Toronto, ON
Joined May 28, 1990

Stapleton, Deborah

Customer Service
Representative
Stoney Creek, ON
Joined September 8, 1992

Stinson, Eileen

Operations Specialist
Calgary, AB
Joined July 2, 2007

Stuart, Kathryn

Senior Tax Officer
Montreal, QC
Joined January 5, 2009

Suppa, Frank

Director Leasing
Capital Markets
Burlington, ON
Joined May 8, 2000

Thompson, Vernita

Adjudication Officer
Mississauga, ON
Joined October 29, 2001

Thomson, Rex

Manager, Initiatives &
Implementation
Toronto, ON
Joined March 25, 1985

Tiao, Huei

Client Support Officer
Toronto, ON
Joined August 16, 1972

Tinant, Nora

Assistant Branch Manager
Ponteix, SK
Joined April 29, 1996

Torres, Stella

Manager, Operational
Risk Management
Toronto, ON
Joined August 3, 1976

Towers, Karen

Branch Manager
Chelmsford, ON
Joined June 17, 1985

Tremblay, Carmel

Client Advisor
Wendake, QC
Joined March 13, 1989

Tremblay, Janice

Private Banking Associate
Oakville, ON
Joined October 23, 1978

Vicente, Albertina

Manager, Client Care
Terrace, BC
Joined June 30, 1981

Retirements

DECEMBER 2017

(CONTINUED)

Vourioutou, Georgia

Manager, Personal Risk
Management
Montreal, QC
Joined July 18, 1988

Walsh, Janice

Client Advisor
Grand Valley, ON
Joined February 22, 1982

Walsh, Terrance

Senior Manager
Prod Dev/Mkt
Toronto, ON
Joined August 4, 1981

Wharton-Blackman, Cheryl

Manager, Market
Operations Support
Burlington, ON
Joined August 22, 1978

Yared, Peter

Business Analyst
Toronto, ON
Joined March 27, 2006

Young-Ennis, Johana

Market Operations Support
Calgary, AB
Joined January 11, 1988

Yu, Cavicky

AC Cards Advisor
Vancouver, BC
Joined April 21, 1986

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Adams, Linda

Mortgage Specialist
Regina, SK
Joined January 25, 1982

Aldridge, Carol

Manager, Vancouver Island
Cash Services
Victoria, BC
Joined May 19, 1976

Algar, Kathy

Associate
Maple Ridge, BC
Joined May 10, 1989

Andrejcin, Catherine

Financial Advisor
Okotoks, AB
Joined August 14, 2000

Aubrey, Richard

Manager, IT Accessibility
Toronto, ON
Joined August 25, 1997

Bahnman, Maureen

AC Cards Advisor
Vancouver, BC
Joined March 12, 2007

Banks, Brenda

Database Analyst/
Administrator
Toronto, ON
Joined April 23, 2007

Beaumont, Johanne

Client Advisor
Quebec, QC
Joined June 30, 1986

Berry, Ross

Senior Manager
Sales Enablement
Toronto, ON
Joined August 28, 1978

Borger, Patricia

Regional Vice-President
Western Canada
Airdrie, AB
Joined January 20, 1986

Bryan, Kathy

Customer Service Specialist
Burlington, ON
Joined August 3, 2010

Carnevale, Gina

Executive Assistant
West St. Paul, MB
Joined September 13, 1971

Charron, Michele

Client Advisor
Beaconsfield, QC
Joined June 8, 1981

Clark, Heather

Mortgage Specialist
Halifax, NS
Joined October 29, 1990

Crone, Linda

Financial Planner
Etobicoke, ON
Joined November 14, 1994

D'Andrade, Denise

Manager Market Operations
Toronto, ON
Joined September 14, 1976

Datu, Flordeliza

Operations Agent
Toronto, ON
Joined March 27, 1990

Davis, Geoffrey

Financial Planner
Calgary, AB
Joined April 5, 1976

De Biasio, Liz

Associate Director
Group Risk Management
Toronto, ON
Joined September 21, 1981

Debattista, Carol

Client Advisor
Toronto, ON
Joined July 17, 1978

Desjardins, Denise

Client Advisor
Valleyfield, QC
Joined January 8, 1990

Dhillon, Parminder

Mortgage Specialist
Vancouver, BC
Joined September 29, 2008

Dietrich, Mae

Client Advisor
Roblin, MB
Joined November 4, 1985

Downey, Elizabeth

Investment & Retirement
Planner
Mississauga, ON
Joined July 12, 2010

Dragatsi, Adelina

Claims Manager
Milton, ON
Joined March 1, 1993

Ducharme, Gwen

Financial Planner
Bridgewater, NS
Joined July 9, 2001

Dyer, Russell

Director
Methodology & Compliance
Maple, ON
Joined August 7, 2001

Ferretti, Rossana

Client Advisor
Pincourt, QC
Joined August 7, 1978

Foster, Sherry

Associate Director
Regulatory Reporting
Whitby, ON
Joined June 8, 1987

Gagnon, Ruth

Senior Manager
Canadian Benefits
Toronto, ON
Joined January 28, 1980

Garabedian, Sirarpi

Team Leader
Cash Reconciliation
Chomedey Laval, QC
Joined April 1, 1997

Gray, Bonny Gail

Client Advisor
Winnipeg, ON
Joined March 16, 1987

Guilbert, Chantal

Technical Service Analyst
Montreal, QC
Joined June 27, 1978

Retirements

Harris, Ian

Investment & Retirement
Planner
Mississauga, ON
Joined January 11, 1998

Hoffman, Dianne

Client Advisor
Fort Frances, ON
Joined April 8, 2002

Honer, Dayle

Mortgage Specialist
Calgary, AB
Joined July 22, 1981

Hong, Agnes

Executive Assistant
Toronto, ON
Joined September 11, 2006

Hurtubise, Jean

Functional Specialist
Montreal, QC
Joined November 14, 2000

Jarvis, Nancy

Senior Document Specialist
Mississauga, ON
Joined November 9, 1998

Johnson-Mark, Janet

Data Analyst
Data Service Delivery
Toronto, ON
Joined April 15, 1985

Karmali, Aly

Managing Director - Private
Banker (International)
West Vancouver, BC
Joined October 24, 2006

Kavanagh, Gerret W.

Associate Investment Advisor
Thornhill, ON
Joined February 18, 1994

Kwok, Stella

Account Services
Representative
Calgary, AB
Joined June 4, 2007

Laccitiello, Christiane

Private Banker
Montreal, QC
Joined January 21, 1976

Lai, Amy

Operations Administrator
Toronto, ON
Joined May 14, 1979

Lalonde, Serge

Leasing Manager
Montreal, QC
Joined June 4, 1979

Larose, Sylvie

Mortgage Specialist
St-Sauveur, QC
Joined June 10, 1980

Leblanc, Paula

Customer Service Officer
Moncton, NB
Joined September 10, 2001

Male, Marylyn

Financial Planning Associate
Hamilton, ON
Joined February 15, 1978

McDiarmid, Cameron

Commercial Account Manager
Nanaimo, BC
Joined September 16, 2003

McGrath, Debbie

Assistant Branch
Manager/Advisor
Orleans, ON
Joined November 28, 1991

Mcinnis, Alain

Compliance Product
Specialist
Montreal, QC
Joined July 22, 1991

McKee, Stanley (Bob)

Private Banker
Vancouver, BC
Joined August 2, 1977

Merkley, Peter

Account Manager
Business/Commercial
Kingston, ON
Joined March 2, 2005

Mills, Joan

Manager, Control Testing
Toronto, ON
Joined March 19, 1973

Mitton, Catharine

Client Advisor
Business Services
Sudbury, ON
Joined July 21, 2008

Mohring, Susan

Subject Matter Expert
Toronto, ON
Joined October 26, 1981

Morettin, Debra

Assistant Branch Manager
Bruce Mines, ON
Joined February 16, 2007

Mortensen, Angela

Manager Communications
Marketplace Support
Whitby, ON
Joined November 14, 1983

Mosquera, Nilsa

Financial Planner
Toronto, ON
Joined June 24, 1993

Nagazine, Gerry

Operations
Vancouver, BC
Joined October 27, 1981

Ng, Amina

Financial Planner
Toronto, ON
Joined November 14, 1994

Ngongo, Denis

Policy Reporting
Administrator
Mississauga, ON
Joined November 25, 2002

Nicholson, Lucy

Financial Advisor
St. Marys, ON
Joined July 19, 1976

Novielli, Tina

Customer Service Officer
Montreal, QC
Joined February 7, 1983

O'Donnell, Teresa

Banking Advisor
Wasaga Beach, ON
Joined April 23, 1991

Oswald, Robert

Senior Manager, Client
Review, Renewal &
Restructure, Collections
Mississauga, ON
Joined January 18, 1988

Otadi, Chodja

Customer Service Officer
Montreal, QC
Joined December 13, 1989

Paul, Carlton

Alternate Mortgage Solutions
Specialized Services
Mississauga, ON
Joined January 17, 1977

Ponzo, Tina

Manager Applications
Toronto, ON
Joined May 18, 1988

Prince, Cathy

Financial Planning
Hamilton, ON
Joined July 25, 1975

Rach, Malene

Manager Client Care
Selkirk, MB
Joined February 10, 1997

**Sathasivam,
Thananirupasingam**

Account Services
Representative
Toronto, ON
Joined January 24, 1998

Retirements

JANUARY 2018

(CONTINUED)

Saunders, Michael
Director, Underwriting
Mississauga, ON
Joined May 19, 1998

Segiet, Yvonne
Credit Advisor - Inbound
Mississauga, ON
Joined September 17, 1991

St. Jacques, Suzanne
Manager Business
Anjou, QC
Joined April 7, 1981

Stellaard, Lorry
Assistant Branch Manager
Vancouver, BC
Joined September 12, 1989

Struthers, Theresa
Client Advisor
Burlington, ON
Joined October 7, 2002

Sumanik, Loretta
Manager Client Care
Prince George, BC
Joined June 2, 2003

Tam, Dora Yukking
Director, Financial Controls
Toronto, ON
Joined May 11, 1998

Teahen, Anna
Market Operation Support
Toronto, ON
Joined March 29, 1976

Tham, Alice
Financial Planner
Vancouver, BC
Joined April 13, 1981

Trepanier, Pierre
Senior Trust Policy Specialist
Ile des Soeurs, QC
Joined June 1, 1987

Williams, Leanne
Manager Group
Risk Management
Commercial Credit
Calgary, AB
Joined August 23, 1977

Zazula, Debbie
Banking Advisor
Sherwood Park, AB
Joined June 16, 1980

FEBRUARY 2018

Abeyagoonasekera, Dilky
Operations Agent
Toronto, ON
Joined August 27, 1990

Anderson, James
Senior Account Manager
Agriculture
Fergus, ON
Joined January 21, 1991

Ashworth, Ronda
Client Advisor
Vernon, BC
Joined March 7, 1983

Barber, Karmin
Sales & Service
Representative
Winnipeg, MB
Joined March 5, 2007

Budani, Sally
Senior Manager
Initiatives & Implementation
Toronto, ON
Joined September 15, 1980

Burles, Charlene
Client Advisor
Victoria, BC
Joined October 6, 1980

Campbell, Carmen
Administrator
Toronto, ON
Joined December 20, 1976

Cifani, Kathy
Client Advisor
Business Services
Calgary, AB
Joined October 10, 1978

Couture, Baltazara
Operations Agent
Toronto, ON
Joined September 25, 2000

Daneliuk, Fay
Client Advisor
Calgary, AB
Joined November 20, 2006

Debruin, Angie
Underwriting Consultant
Mississauga, ON
Joined February 16, 1987

Dubreuil, Jane
Business Deposit Specialist
Burlington, ON
Joined June 2, 1975

Dubreuil, John
Senior Commercial
Account Manager
Mississauga, ON
Joined July 4, 1972

Fowler, Kerri
Client Advisor
Kamloops, BC
Joined July 29, 1986

Fung, Cecilia
Associate Account Manager
Toronto, ON
Joined June 8, 1988

Gap, Jean
Senior Project Manager
Toronto, ON
Joined June 14, 1982

Gillmoure, David
Director, Commercial
Advisory Group
Toronto, ON
Joined December 5, 1983

Gingras, France
Senior Analyst
Val-Morin, QC
Joined April 3, 1979

Giroux, Barbara
Client Advisor
Edmonton, AB
Joined May 17, 1999

Gomes-Pereira, Sandra Lizzie
Operations Officer
Toronto, ON
Joined July 29, 1991

Guindon, Joanne
Manager Risk Management
Montreal, QC
Joined August 13, 1973

Hawkins, Susan
Senior Manager Recruitment
Toronto, ON
Joined October 7, 1974

Hinds, Fidel
Managing Director
Toronto, ON
Joined April 27, 1987

Horncastle, Toni
Client Advisor
Stoney Creek, ON
Joined July 13, 1987

Kennedy, Ronalee
Client Advisor
New Hamburg, ON
Joined October 5, 1998

Lafontaine, Sylvain
Mortgage Specialist
Montreal, QC
Joined February 16, 2004

Langelier, Carmen
Administrator
Montreal, QC
Joined December 12, 1978

Lee, Petty
Associate Account Manager
Etobicoke, ON
Joined May 24, 1977

Retirements

Legare, Pierre

Account Services
Representative
Montreal, QC
Joined June 12, 1979

Mailloux, Susan

Campbellton, NB
Joined January 1, 1982

Marchuk, Marilyn

Investment & Retirement
Planner
Vancouver, BC
Joined December 11, 2002

Marin, Francine

Administrative Assistant
Longueuil, QC
Joined June 1, 1981

Mckay, Michael

Adjudication Associate
Mississauga, ON
Joined September 8, 1997

Merkley, Peter

Account Manager Business
Kingston, ON
Joined March 2, 2005

Merrick, Carol

Client Advisor
Business Services
Mississauga, ON
Joined October 10, 2000

Mutcheson, Janice

Client Advisor
Morden, MB
Joined August 21, 1975

Ngongo, Denis

Policy Reporting
Administrator
Mississauga, ON
Joined November 25, 2002

Osborne, Don

Director, Registered Plans
Strategy
Toronto, ON
Joined June 13, 1983

Persaud, Marilyn

Financial Advisor
Ottawa, ON
Joined February 2, 1976

Petryna, Jane

Adjudication Associate
Mississauga, ON
Joined February 6, 1984

Philp, Ann

Client Advisor
Victoria, BC
Joined July 20, 1985

Price, Betty Jean

Senior Compliance Advisor
Dundas, ON
Joined December 18, 2000

Proulx, Renée

Banking Advisor
Sept-Îles, QC
Joined February 5, 2001

Roach, Lynda

Senior Systems Analyst
Whitby, ON
Joined October 28, 1993

Robinson, Glen

Financial Advisor
North Bay, ON
Joined January 28, 1980

Ross, Debbie

Senior Manager Commercial
Halifax, NS
Joined June 13, 1977

Roy, Sylvie

Account Services
Representative
Montreal, QC
Joined August 5, 1996

Scott, Carole

Workspace IPCC & Tel
Montreal, QC
Joined February 24, 1981

Simmard, Danielle

Client Advisor
Chicoutimi, QC
Joined April 4, 1978

Storace, Shelley

Senior Account Manager
Peterborough, ON
Joined July 26, 1982

Vadnais, Monique

Client Care Advisor
Montreal, QC
Joined April 13, 1988

Villemaire, Lyne

Account Manager
Saint-Jerome, QC
Joined September 26, 1977

Vincent, Louise

Collections Officer
Mississauga, ON
Joined November 2, 1981

Wearing, Jeri

Senior Manager Regional
Capacity Planning
Toronto, ON
Joined September 29, 1975

Weremi, Shelley

Senior Account Manager
Nanaimo, BC
Joined May 6, 1985

Wilson, Pamela

Client Advisor
Ottawa, ON
Joined October 4, 2004

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Keeping in Touch

In Memoriam

In Memoriam

We extend our condolences to the families and friends of:

Allan, Margery

Lethbridge, AB
January 19, 2018
Retired February 1, 1985

Anderson, Rea

Surrey, BC
January 26, 2018
Retired April 1, 1987

Arnold, Anne

Oshawa, ON
February 17, 2018
Retired October 1, 1995

Augier, Alain

Montreal, QC
December 8, 2017
Retired March 1, 2001

Barlow, Ernest

Winnipeg, MB
December 18, 2017
Retired May 1, 1978

Bedford, Shirley

Pictou, NS
February 4, 2018
Retired December 1, 1984

Berzins, Albert

Aurora, ON
January 31, 2018
Retired February 1, 1989

Botnick-Bogoroch, Sarah

Richmond Hill, ON
December 8, 2017
Retired September 1, 1993

Caron, Joyceline

Montreal, QC
November 14, 2017
Retired May 1, 2002

Chamberland, Joan

Dartmouth, NS
January 26, 2018
Retired July 1, 1994

Crabtree, John

Winnipeg, MB
December 30, 2017
Retired July 1, 1983

Cunnin, Joan

Winnipeg, MB
October 1, 2017
Retired December 1, 1983

De Souza, Irene

Delta, BC
February 15, 2018
Retired August 1, 1991

Decle, Patricia

North Vancouver, BC
October 22, 2017
Retired September 1, 1993

Dexter, Robert

Caledon, ON
December 9, 2017
Retired February 1, 1999

Dubeau, Rosaire

Sainte-Catherine, QC
January 9, 2018
Retired June 1, 1992

Fingas, Gord

Winnipeg, MB
February 15, 2018
Retired May 1, 1988

Forest, Barbara

Chilliwack, BC
January 25, 2018
Retired July 1, 1991

Foster, Carolle

North York, ON
January 17, 2018
Retired January 1, 2010

Harper, Leslie

Winnipeg, MB
November 29, 2017
Retired July 1, 1984

Harriman, Mary

Miramichi, NB
February 13, 2018
Retired January 1, 1998

Herman, Christopher

New Glasgow, NS
December 30, 2017
Retired July 1, 2007

Jackson, Ronald

Regina, SK
January 25, 2018
Retired December 1, 1990

Kloepfer, Carolyn

Thornhill, ON
February 22, 2018
Retired May 1, 2008

Lanns-Lopes, Debra

Mississauga, ON
January 4, 2018
Retired August 1, 2014

Launer, Eliane

Toronto, ON
January 12, 2018
Retired September 1, 2000

Leblanc, Denis

Chateauguay, QC
December 23, 2017
Retired April 1, 1988

Legault, Danielle

Nouvelle-Ouest, QC
November 24, 2017
Retired March 1, 2004

Long, Anne

Digby, NS
November 20, 2017
Retired June 1, 1982

Lovell, Irene

Brussels, ON
January 23, 2018
Retired January 1, 1992

Macfarlane, Helen

Carleton Place, ON
December 13, 2017
Retired April 1, 1994

MacPhee, Mary

Charlottetown, PE
January 18, 2018
Retired August 1, 1993

Matthews, Norma

Musquodoboit Harbour, NS
December 23, 2017
Retired November 1, 1994

McArthur, Geri

Vancouver, BC
December 7, 2017
Retired March 1, 2010

McLelland, Anne

Guelph, ON
September 14, 2017
Retired February 1, 1972

McMillan, John

Peterborough, ON
December 1, 2017
Retired February 1, 1982

Millar, Helen

Winnipeg, MB
January 27, 2018
Retired September 1, 1997

Morrison, Elizabeth

Wilsonville, ON
February 3, 2018
Retired June 1, 2001

Murray, Lorraine

Niagara Falls, ON
February 25, 2018
Retired August 1, 2011

Musclow, Leagh

Sechelt, BC
December 29, 2017
Retired January 1, 2005

Myers, Marie

Coquitlam, BC
November 20, 2017
Retired December 1, 2009

Nimmo, Donald

Kitchener, ON
December 17, 2017
Retired March 1, 1995

Olesen, Janet

Calgary, AB
December 11, 2017
Retired November 1, 1999

Osborne, Dorothy

Sherbrooke, NS
January 1, 2018
Retired May 1, 1994

In Memoriam

We extend our condolences to the families and friends of:

Panjoo, Noor

Vancouver, BC
January 25, 2018
Retired May 1, 2009

Rouleau, Christiane

Lemoyne, QC
January 29, 2018
Retired April 1, 2006

Uskerth, Ida

Saint Laurent, QC
January 21, 2018
Retired April 1, 1989

Patterson, David

Smiths Falls, ON
December 29, 2017
Retired August 1, 2002

Sarsfield, Ann

Drumheller, AB
December 25, 2017
Retired September 1, 1986

Vieira, Ronald

Thornhill, ON
January 30, 2018
Retired June 1, 2008

Payne, Don

Milton, ON
August 12, 2017
Retired April 1, 1988

Soanes, Valerie

London, ON
October 31, 2017
Retired March 1, 2011

Walker, Patricia

Penticton, BC
December 19, 2017
Retired December 1, 2002

Peach, Sharon

Toronto, ON
December 27, 2017
Retired August 1, 2000

Sofalvi, Mary

Tillsonburg, ON
February 11, 2018
Retired November 1, 2002

Walker, Sheena

North Vancouver, BC
September 12, 2017
Retired February 1, 1994

Petrogiannis, Nancy

Montreal, QC
October 24, 2017
Retired June 1, 1994

Stark, Audrey

Keene, ON
November 29, 2017
Retired January 1, 1990

Walsh, George

Penticton, BC
December 10, 2017
Retired October 1, 1975

Phenix, Pierre-André

St. Rock de Richelieu, QC
January 5, 2018
Retired March 1, 2004

Sutherland, Sandra

Nanaimo, BC
January 8, 2018
Retired November 1, 2008

Widgett, Raye

Sault-Ste-Marie, ON
January 27, 2018
Retired April 1, 1999

Robbins, Gail

Woodstock, ON
February 7, 2018
Retired May 1, 2015

Taylor, Murray

Stouffville, ON
January 22, 2018
Retired November 1, 2009

Yasinsky, Audrey

St. Malo, MB
November 28, 2017
Retired December 1, 2001

Roddis, Janice

London, ON
January 11, 2018
Retired February 1, 1991

Taylor, Lorraine

West Vancouver, BC
February 23, 2018
Retired January 1, 1995

Rodtka, Norma

Calgary, AB
October 4, 2017
Retired April 1, 1996

Thomas, Joyce

Vegreville, AB
December 20, 2017
Retired December 1, 1994

Rondeau, Denise

Sainte-Marthe Sur Le Lac, QC
December 9, 2017
Retired November 1, 1993

Torgerson, Lynda

Moose Jaw, SK
December 22, 2017
Retired April 1, 2010

Darlene Wright

- First joined RBC in 1973
- Retired in 2015
- Role prior to retirement: Small Business Account Manager



“The authors are interesting and diverse,” says Darlene. “Their books cover far-ranging topics from LGBTQ to indigenous peoples, to people with disabilities.”

One Retiree’s Not-So-Trivial Pursuit

We Canadians love our festivals. Throughout the year we gather in every province and territory, for themed events where we eat, laugh, skate, stampe, learn about diverse cultures and above all else, celebrate.

Moose Jaw, Saskatchewan is no different. Each July, the historic downtown district is the hub of the “Saskatchewan Festival of Words”. More than 50 events showcase Canadian literary talent and draw fans of all ages to author readings, panel discussions, poetry slams and more.

Darlene Wright is one such fan and she is a key contributor to the Festival’s popular Trivia Night. She does whatever is required, which typically means acting as MC, developing the questions, handling tickets and driving authors to and from the event.

Much of the attraction to any trivia contest is that it reveals surprising facts. One surprising fact about Darlene is that she doesn’t live anywhere near Moose Jaw. As a long-time resident of Victoria, BC, she travels 1,800 kms to handle her volunteer stint. “My daughter moved to Moose Jaw and started working for the Festival,” explains Darlene who was recruited in 2011. “So I always visit at Festival time.” Now that her daughter, Sarah Simison (a former RBCer) is executive director of the annual event, Darlene’s job could be permanent.

That’s fine with Darlene who reads up to two books a month and is a fan of many of the authors featured at the Festival.

“The authors are interesting and diverse,” says Darlene. “Their books cover far-ranging topics from LGBTQ to indigenous peoples, to people with disabilities.” There is also an RBC connection, as an event sponsor through the RBC Taylor Emerging Artists Project. The award program sponsors 30 projects yearly, to help young Canadian artists bridge the gap between the academic and professional worlds. Iain Reid, an award winner, will be attending the Festival this year.

The Saskatchewan Festival of Words is a charitable, non-profit event. Trivia Night, with 100 participants, is its largest fundraiser. “The authors are auctioned off at \$100 to \$300 each, to participate on one of the 10 to 15 trivia teams,” explains Darlene. Last year, \$1,500 was raised from the auction. The event focusses on Canadian literature and competition runs high, according to Darlene who compiles questions throughout the year. Familiar names from past events include Yann Martel, author of the hugely successful, “Life of Pi” and novelist Maureen Jennings, whose books inspired the television series, “Murdoch Mysteries”. One author that stands out for Darlene is Ryan Knighton: “I took him around and got to know him. I admire how he’s dealt with going blind and he writes about it in his books.”

The four-day event is hectic but enjoyable for Darlene, who has nothing but positive words of her own for the Saskatchewan Festival of Words. Her yearly trek from BC to Saskatchewan connects her to family, friends and volunteer work she loves – pursuits that are anything but trivial.



Darlene, pictured in blue, preparing for Trivia Night.



Dustin Johnson, PGA TOUR Golfer and RBC brand ambassador joined by Dave McKay, President and CEO, RBC and Jay Monahan, PGA TOUR Commissioner.

RBC signs multi-year sponsorship deal with Dustin Johnson

RBC recently announced its new brand ambassador – professional golfer Dustin Johnson. Ranked #1 in the world and sitting 5th in all-time PGA TOUR Career earnings, Johnson is the latest high profile golfer to join Team RBC, including players Matt Kuchar, Ryder Cup Captain Jim Furyk, Brandt Snedeker and Brooke Henderson.

Johnson has had an incredible career to-date, including 17 tournament wins on the PGA

TOUR, and being named 2016 PGA Player of the Year. He is also only the third player in PGA TOUR history to win a title in all of his 11 seasons since his debut.

Team RBC was established in 2009 and is now comprised of 14 elite male and female golfers who embody the pinnacle of golf performance. Along with wearing the RBC branding on his apparel and golf bag, Johnson and his RBC teammates support many of the bank's marketing initiatives and client experiences.

In addition to being the title sponsor of the RBC Heritage and RBC Canadian Open, RBC is also proud to be the Official Banking and Financial Services partner for all Team RBC ambassadors.

RBC captures a dozen wealth management awards in the 2018 Euromoney Private Banking and Wealth Management Survey

RBC Wealth Management was honoured for the 11th consecutive year for best overall private banking services in Canada by its peers in the 2018 Euromoney Private Banking and Wealth Management Survey. RBC also received 11 additional first-place awards in the annual industry survey. The award gala took place in London, England.

Ann Bowman, Head, RBC Private Banking Canada said, "We're honoured by the recognition of our peers and proud of our ability to help our clients achieve their financial goals with a differentiated client experience that sets us apart. Our team remains dedicated to providing best-in-class integrated holistic advice, unparalleled service and comprehensive solutions to our high-net-worth families."

"We are proud to earn these awards, which demonstrate RBC Wealth Management's ability to collaborate with partners across RBC to offer an unmatched breadth of client solutions," said David Agnew, CEO, RBC Wealth Management-Canada. "Our business is committed to delivering a client experience that incorporates investment management, wealth planning, estates and trusts, insurance, and business owner planning."

First published in 2004, the Euromoney Private Banking and Wealth Management Survey is regarded as one of the leading benchmarks for the global wealth management industry. Survey results are based primarily on a peer ranking methodology.

Partnership with La Voix propels local talent

In February, RBC announced a partnership with La Voix. RBC, as a key partner of La Voix, is enabling the winner to envision his/her Someday by being the proud partner of the grand prize of \$50,000. La Voix and RBC are both dedicated to helping to make Somedays happen and understand the hard work and dedication it takes to make dreams come true.

The partnership kicked off on February 11 at 7 p.m., on TVA. La Voix is the single most watched show on Quebec television with over 57 per cent market share. It is also the most popular version of The Voice on the planet. The hit show La Voix has been inspiring Quebecers to reach for their goals by sharing what it takes to rise to the top. "Music is a universal language that connects people of all ages and interests, and La Voix has been very successful in engaging audiences," said Mary DePaoli, Executive Vice-President and Chief Marketing Officer, RBC.

RBC Corporate Archive

Picture is reprinted from the book, *Quick to the Frontier*



*Montreal Main Branch -
360 St Jacques, 1948*

Twenty-five members of the bank's two firms of chartered accountants assisted in counting and checking cash and securities during the inspection of the Montreal Main branch. Additionally, about 135 Head Office staff, branch managers and accountants were "invited" to assist the regular inspecting officers. The inspection required 50 men working steadily for two days and two late nights to check

off the securities in the vaults, and another 17 men a half-day to check the gold bars. The inspectors are pictured walking up the main steps towards the Banking Hall to begin their inspection.

Do you have anecdotes about similar bank inspections during your time at RBC? Let us know by sending an email to keepingintoucheditor@rbc.com or by sending a letter to Keeping in Touch, at the address on the bottom of this page.



Al Fallis was honoured at the 2017 retiree lunch in Namaimo, where he is pictured delighting the crowd with memories from his RBC days.

We're Sorry to Rain on Doug's Parade

Roger Hemeon emailed the Keeping in Touch team a few months ago to set the record straight. So did retiree Barb Fallis, on behalf of her father, Al Fallis.

Our gaffe appeared in issue 3, 2017 (published at the end of October last year) in an article featuring Doug Williamson. Titled, "A Study of Life's Lessons on the French Riviera", the article mentioned that Doug held a "unique 70-year record" for receiving a pay or pension cheque from RBC, without interruption.

We should have known better. Roger told us, "I started in July 2, 1947 and my addition says I too have exceeded 70 years." He good-naturedly added that Doug would be "disappointed to have me rain on his parade."

Not to be outdone by Doug and Roger, Barb Fallis emailed that her father began working for RBC in 1940 and after a career-interruption with the Canadian airforce, his service was connected, bringing him to a total of 77 years... and counting.

We are more than happy to correct the error and wish all three, as well as any other pensioners with similar records, many more years on RBC's books.



RBC Pensioner Associations Bulletin Board



Quebec

The RBC Pensioners Club (Quebec) recently celebrated its 42nd anniversary. The club has more than 800 members and thanks to its affiliation with FADOQ Quebec (part of Canada's largest seniors network), it enjoys discounts and privileges that are passed onto its RBC Pensioners Club (Quebec) members.

Members and other volunteers are busy organizing activities and entertainment, all designed to encourage meeting with ex-colleagues and their spouses. Over the last year, several events have taken place in both the Greater Montreal Area and other regions in the province. Overall, some 850 people have participated in events including shows, trips and meals, as well as the main annual event, the Christmas lunch for Greater Montreal. The Club's next annual meeting will be held on May 8, 2018 and all members are welcome to attend.

For more detailed information about the Club and to see pictures from past events, please visit www.retrairesrbcppensioners.ca

If you are an RBC Pensioner Association representative and wish to publish an event or brief announcement here, please email keepingintoucheditor@rbc.com.

All RBC pensioners are welcome to access the news and activities of their provincial associations at <http://www.rbc.com/pensioners/associations/index.html>

in Touch

Here's how to reach us:

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

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

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

If you have questions about your pension contact RBC Human Resources Services Centre at 1-800-545-2555 or hrscpensioners@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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Travel insurance made easier



RBC Insurance® is revolutionizing the travel industry. Our new Simplified Medical Questionnaire makes it easier for you to buy the travel insurance you need:

- Just **7* questions** — reduced from 51
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- **Faster** — get the coverage you need in half the time
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