

Royal Bank of Canada Third Quarter Results

August 29, 2013

All amounts are in Canadian dollars and are based on financial statements prepared in compliance with International Accounting Standard 34 *Interim Financial Reporting*, unless otherwise noted. Our Q3 2013 Report to Shareholders and Supplementary Financial Information are available on our website at rbc.com/investorrelations.



Caution regarding forward-looking statements

From time to time, we make written or oral forward-looking statements within the meaning of certain securities laws, including the “safe harbour” provisions of the *United States Private Securities Litigation Reform Act of 1995* and any applicable Canadian securities legislation. We may make forward-looking statements in this presentation and in the accompanying management’s comments and responses to questions during the August 29, 2013 analyst conference call (Q3 presentation), in filings with Canadian regulators or the SEC, in reports to shareholders and in other communications. Forward-looking statements in this presentation include, but are not limited to, statements relating to our financial performance objectives, vision and strategic goals. The forward-looking information contained in this presentation is presented for the purpose of assisting the holders of our securities and financial analysts in understanding our financial position and results of operations as at and for the periods ended on the dates presented, and our financial performance objectives, vision and strategic goals, and may not be appropriate for other purposes. Forward-looking statements are typically identified by words such as “believe”, “expect”, “foresee”, “forecast”, “anticipate”, “intend”, “estimate”, “goal”, “plan” and “project” and similar expressions of future or conditional verbs such as “will”, “may”, “should”, “could” or “would”.

By their very nature, forward-looking statements require us to make assumptions and are subject to inherent risks and uncertainties, which give rise to the possibility that our predictions, forecasts, projections, expectations or conclusions will not prove to be accurate, that our assumptions may not be correct and that our financial performance objectives, vision and strategic goals will not be achieved. We caution readers not to place undue reliance on these statements as a number of risk factors could cause our actual results to differ materially from the expectations expressed in such forward-looking statements. These factors – many of which are beyond our control and the effects of which can be difficult to predict – include: credit, market, liquidity and funding, operational, legal and regulatory compliance, insurance, reputation and strategic risks and other risks discussed in the Risk management and Overview of other risks sections of our 2012 Annual Report and in the Risk management section of our Q3 2013 Report to Shareholders; the impact of changes in laws and regulations, including relating to the *Dodd-Frank Wall Street Reform and Consumer Protection Act* and the regulations issued and to be issued thereunder, the Basel Committee on Banking Supervision’s global standards for capital and liquidity reform, over-the-counter derivatives reform, the payments system in Canada, consumer protection measures and regulatory reforms in the U.K. and Europe; general business and economic market conditions in Canada, the United States and certain other countries in which we operate, including the effects of the European sovereign debt crisis, and the high levels of Canadian household debt; cybersecurity; the effects of changes in government fiscal, monetary and other policies; the effects of competition in the markets in which we operate; our ability to attract and retain employees; the accuracy and completeness of information concerning our clients and counterparties; judicial or regulatory judgments and legal proceedings; development and integration of our distribution networks; and the impact of environmental issues.

We caution that the foregoing list of risk factors is not exhaustive and other factors could also adversely affect our results. When relying on our forward-looking statements to make decisions with respect to us, investors and others should carefully consider the foregoing factors and other uncertainties and potential events. Material economic assumptions underlying the forward looking-statements contained in this Q3 presentation are set out in the Overview and outlook section and for each business segment under the heading Outlook and priorities in our 2012 Annual Report, as updated by the Overview section in our Q3 2013 Report to Shareholders. Except as required by law, we do not undertake to update any forward-looking statement, whether written or oral, that may be made from time to time by us or on our behalf.

Additional information about these and other factors can be found in the Risk management and the Overview of other risks sections in our 2012 Annual Report and in the Risk management section of our Q3 2013 Report to Shareholders.

Information contained in or otherwise accessible through the websites mentioned does not form part of this Q3 presentation. All references in this Q3 presentation to websites are inactive textual references and are for your information only.

Overview

Gordon M. Nixon

President and Chief Executive Officer



Record Q3 results

- Record net income of \$2.3 billion, up 3% YoY and 19% QoQ
 - Adjusted⁽¹⁾ net income of \$2.2 billion, up 12% YoY and 13% QoQ
- Record performance in Personal & Commercial Banking and Wealth Management
- Continued strength in most other businesses, particularly in Investor & Treasury Services

Solid capital management

- “All-in” Common Equity Tier 1 ratio of 9.2%
- Announced a quarterly dividend increase of \$0.04 or 6% to \$0.67 per share

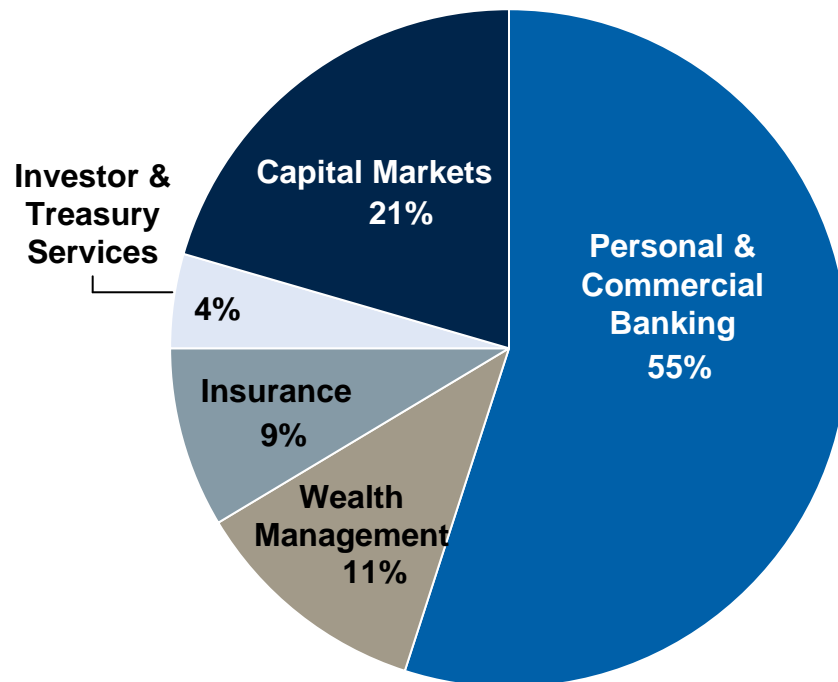
Successfully executing through a slow growth environment

RBC's key strengths

- Diversified business mix, with the right balance of retail and wholesale
- Almost two-thirds of revenue from Canada
- Strategic approach in key businesses in the U.S. and select international markets

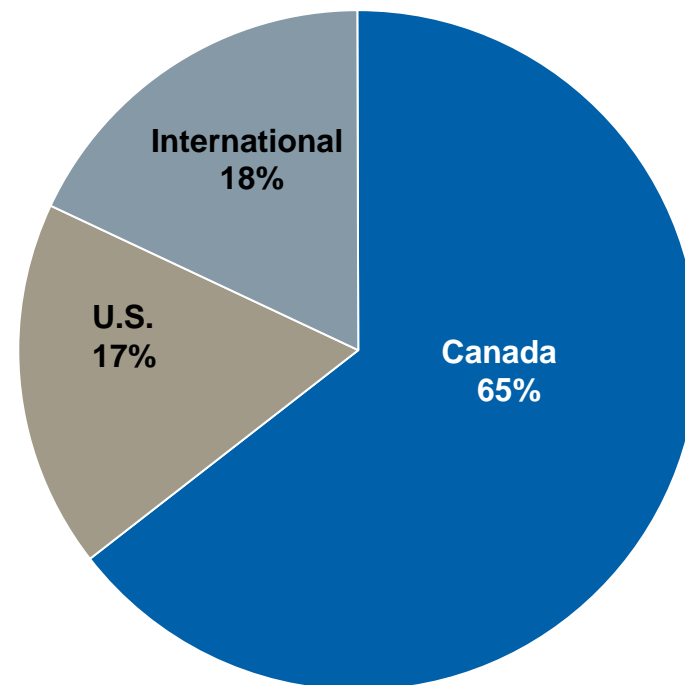
Earnings by business segment⁽¹⁾⁽²⁾

Latest twelve months ended July 31, 2013



Revenue by geography⁽¹⁾

Latest twelve months ended July 31, 2013



Third Quarter 2013 Results

(1) Amounts exclude Corporate Support. For further information, see the Business segment results and Results by geographic segment sections of our Q3 2013 Report to Shareholders.

(2) Excluding specified items as detailed on slide 17. These are non-GAAP measures. For additional information see slides 17 and 30.

Strategic priorities

| | |
|--|--|
| Personal & Commercial Banking | <ul style="list-style-type: none">▪ Building on leading market positions in Canada▪ Extending our Canadian sales power▪ Managing costs and reinvesting for the future in Canada▪ Building on strengths in innovation and technology to differentiate the client experience in the Caribbean and U.S. |
| Wealth Management | <ul style="list-style-type: none">▪ Building a high-performing global asset management business▪ Focusing on high net worth and ultra-high net worth clients to build global leadership▪ Leveraging RBC and RBC Wealth Management strengths and capabilities |
| Insurance | <ul style="list-style-type: none">▪ Improving distribution efficiency and deepening client relationships▪ Making it easier for clients to do business with us▪ Pursuing select international opportunities to grow our reinsurance business |
| Investor & Treasury Services | <ul style="list-style-type: none">▪ Establishing a specialist custody bank with an integrated funding and liquidity business▪ Focusing on organic growth through deeper client relationships, cross-selling and promoting the RBC brand▪ Leveraging Investor & Treasury Services as a driver of enterprise growth strategies |
| Capital Markets | <ul style="list-style-type: none">▪ Extending our leadership position in Canada▪ Expanding and strengthening client relationships in the U.S.▪ Building on core strengths and capabilities in Europe and Asia▪ Optimizing capital use to earn high risk-adjusted returns on assets and equity |

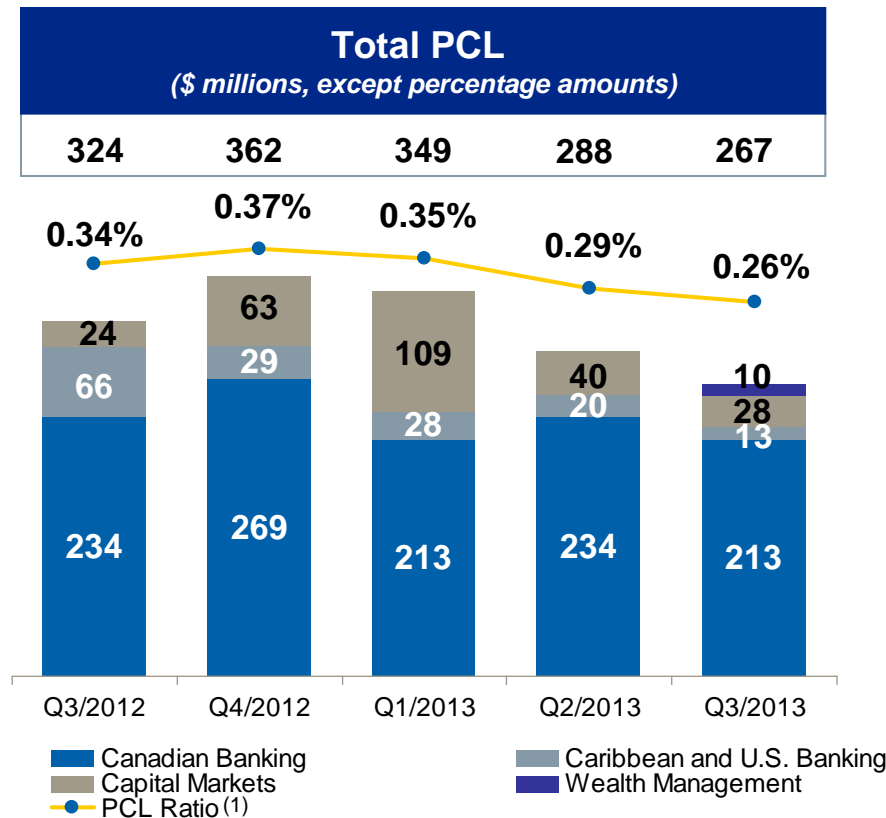
Risk Review

Morten Friis

Chief Risk Officer



Provision for credit losses (PCL)



Personal & Commercial Banking

- PCL decreased \$28 million, or 11% QoQ
 - Lower provisions in our Canadian business and Caribbean portfolios due to continued credit quality improvement

Capital Markets

- PCL decreased \$12 million or 30% QoQ as prior quarter reflected higher provisions related to a couple of accounts

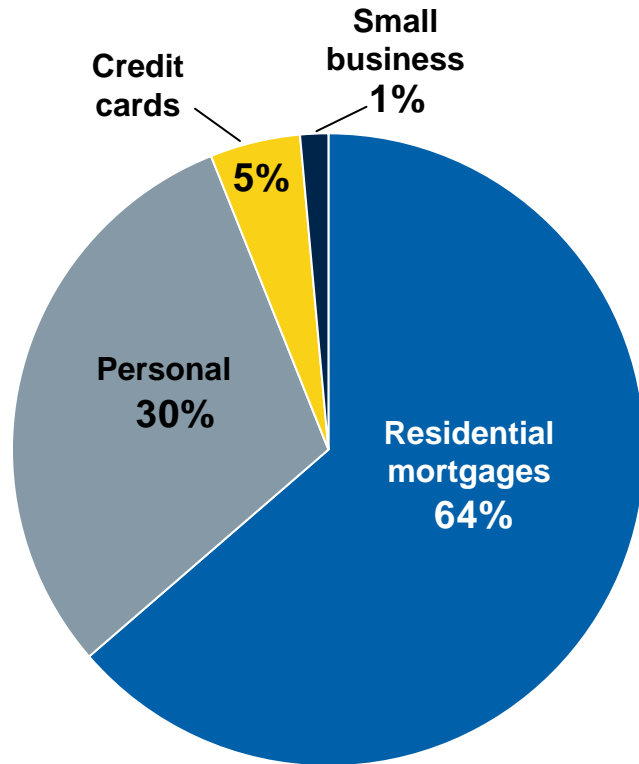
Wealth Management

- PCL of \$10 million this quarter related to one account

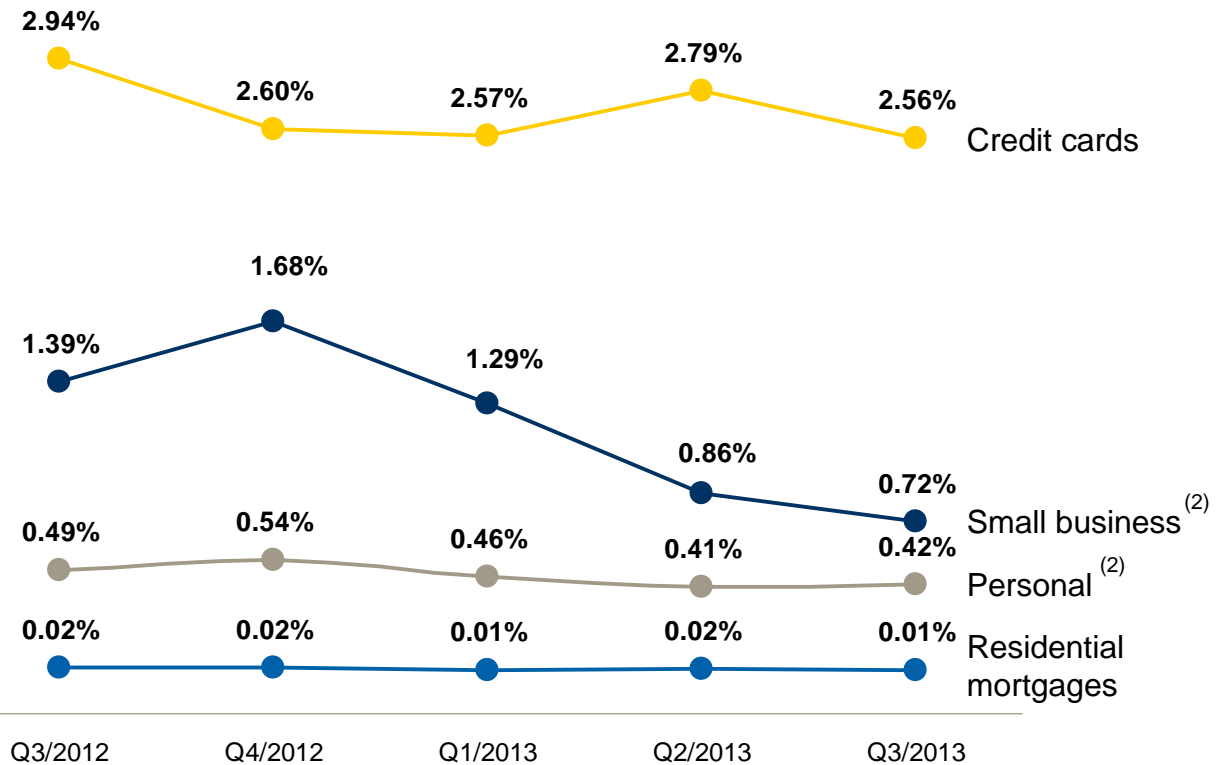
| Selected PCL Ratios | Q3/2012 | Q4/2012 | Q1/2013 | Q2/2013 | Q3/2013 |
|-------------------------------|---------|---------|---------|---------|--------------|
| Personal & Commercial Banking | 0.38% | 0.37% | 0.29% | 0.31% | 0.26% |
| Canadian Banking | 0.30% | 0.34% | 0.26% | 0.29% | 0.25% |
| Capital Markets | 0.20% | 0.49% | 0.82% | 0.31% | 0.20% |

Canadian Banking retail portfolio credit quality

Average Retail Loans (\$283 billion)



PCL Ratio⁽¹⁾ by Product



Credit quality across all products remains stable

Third Quarter 2013 Results

(1) PCL ratio is PCL on impaired loans as a percentage of average net loans & acceptances (annualized).

(2) At July 31, 2013 Ally Canada contributed personal loans & acceptances of \$5 billion and business loans & acceptances of \$3 billion.

Financial Review

Janice Fukakusa

Chief Administrative Officer and Chief Financial Officer





Q3/2013 financial highlights

| (\$ millions, except for EPS and ROE) | Q3/2013 | | Q2/2013 | | Q3/2012 | |
|--|-------------|---|-------------|---|-------------|--|
| | As reported | Excluding specified item ⁽¹⁾ | As reported | Excluding specified item ⁽¹⁾ | As reported | Excluding specified items ⁽¹⁾ |
| Revenue | \$7,218 | \$7,218 | \$7,769 | \$7,769 | \$7,756 | \$7,559 |
| Net income | \$2,304 | \$2,214 | \$1,936 | \$1,967 | \$2,240 | \$1,978 |
| Diluted earnings per share (EPS) | \$1.52 | \$1.46 | \$1.27 | \$1.29 | \$1.47 | \$1.29 |
| Return on common equity (ROE) ⁽²⁾ | 20.9% | 20.0% | 18.5% | 18.8% | 22.7% | 19.9% |

Earnings excluding specified items, up \$236 million, or 12% YoY⁽¹⁾

- Solid volume growth in Personal & Commercial Banking across all Canadian businesses
- Higher average fee-based client assets in Wealth Management
- Improved performance in Investor & Treasury Services
- Lower Capital Markets result, mainly due to lower fixed income trading revenue and lower investment banking activities from strong levels last year

Earnings excluding specified items, up \$247 million, or 13% QoQ⁽¹⁾

- Continued volume growth and lower impairments in Personal & Commercial Banking
- Seasonal factors, including additional days this quarter

Third Quarter 2013 Results

(1) Excluding specified items as detailed on slide 17. These are non-GAAP measures. For additional information see slides 17 and 30.

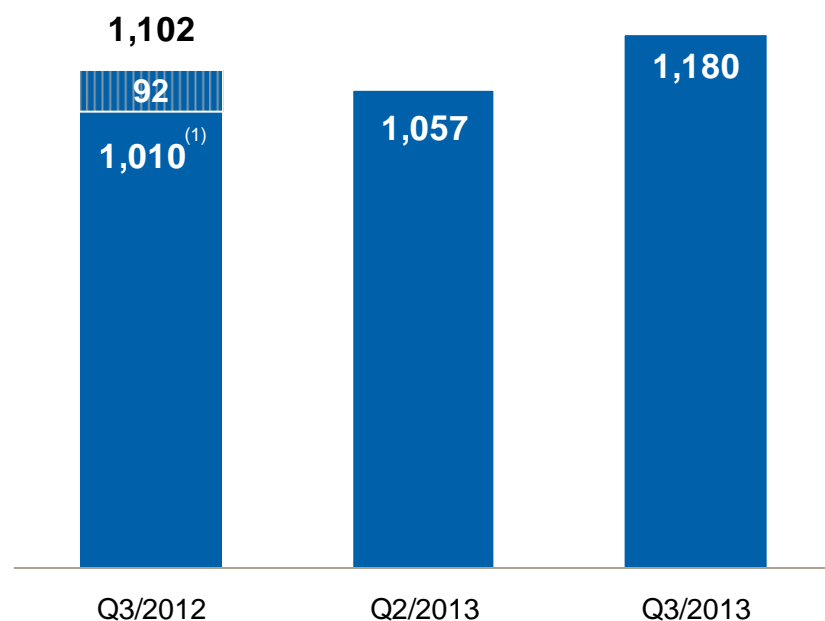
(2) ROE may not have a standardized meaning under GAAP and may not be comparable to similar measures disclosed by other financial institutions. For additional information see slide 30.

Personal & Commercial Banking



Net Income

(\$ millions)



| Percentage Change | QoQ | YoY |
|------------------------------|------|-----|
| Reported NIAT | 12% | 7% |
| Adjusted NIAT ⁽¹⁾ | n.a. | 17% |

Q3/2013 Highlights

Canadian Banking (Net Income: \$1,163 million)

| | Reported | | Adjusted ⁽²⁾ | |
|----------------|----------|-----|-------------------------|------|
| | YoY | QoQ | YoY | QoQ |
| Loan Growth | 8% | 1% | 5% | n.a. |
| Deposit Growth | 8% | 1% | 7% | n.a. |

- Solid volume growth across all businesses
- NIM of 2.77%, up 9 bps QoQ (refer to slide 19)
- Operating leverage of (3.5)%, or 1.5%⁽¹⁾⁽²⁾ excluding last year's mortgage prepayment adjustment and Ally Canada
- Efficiency ratio of 44.5%, or 44.2%⁽²⁾ excluding Ally Canada

Caribbean & U.S. Banking

- Continued improvement in credit quality QoQ and YoY

Third Quarter 2013 Results

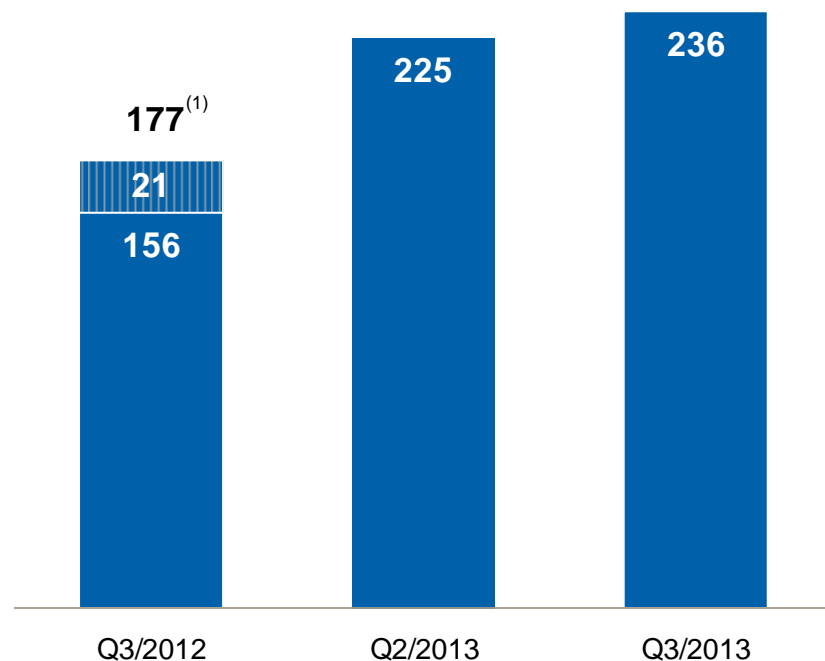
(1) Adjusted measures exclude the impact of a favourable adjustment in Q3/2012 related to a change in estimate of mortgage prepayment interest of \$125 million (\$92 million after-tax). These are non-GAAP measures. For additional information see slides 17 and 30.

(2) Adjusted measures exclude the impact of our acquisition of Ally Canada. These are non-GAAP measures. For additional information see slide 30.

n.a. = not applicable

Net Income

(\$ millions)



| Percentage Change | QoQ | YoY |
|------------------------------|------|-----|
| Reported NIAT | 5% | 51% |
| Adjusted NIAT ⁽¹⁾ | n.a. | 33% |

Q3/2013 Highlights

- Net income of \$236 million
- Net income was up 33% YoY, excluding a specified item⁽¹⁾
 - Higher average fee-based client assets
 - Transaction volumes higher YoY, but lower QoQ due to seasonally slow market activity in Q3

| | Amount (\$ billions) | YoY | QoQ |
|-------------------------|-------------------------|-----|-----|
| AUA | 616 | 10% | 2% |
| AUM | 373 | 15% | 1% |
| Loans ⁽²⁾ | 12 | 22% | 9% |
| Deposits ⁽²⁾ | 32 | 9% | - |

- Client assets grew across all geographies as a result of net sales and improved market conditions

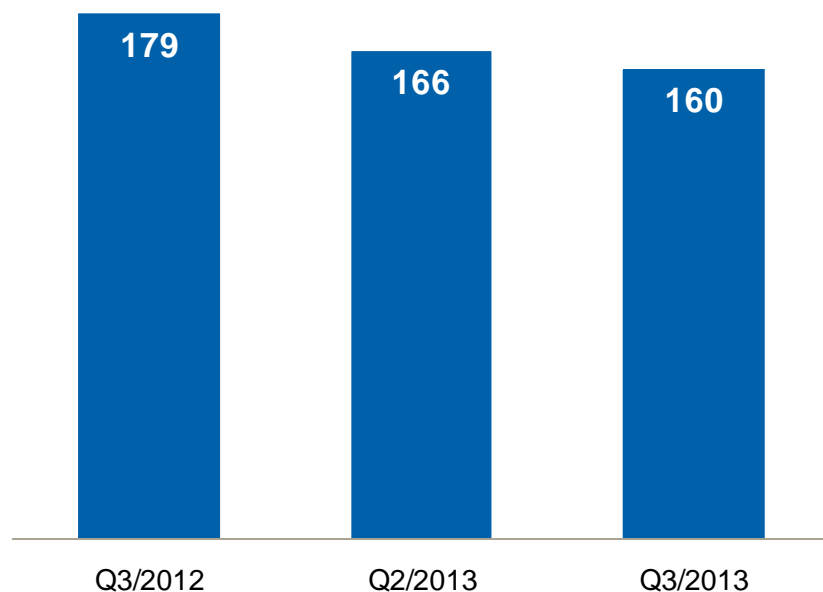
Third Quarter 2013 Results

(1) Adjusted measures exclude the unfavourable impact of \$29 million (\$21 million after-tax) related to certain regulatory and legal matters in Q3/2012. These are non-GAAP measures. For additional information see slides 17 and 30. (2) Average balances.

n.a.= not applicable

Net Income

(\$ millions)



| Percentage Change | QoQ | YoY |
|-------------------|------|-------|
| NIAT | (4)% | (11)% |

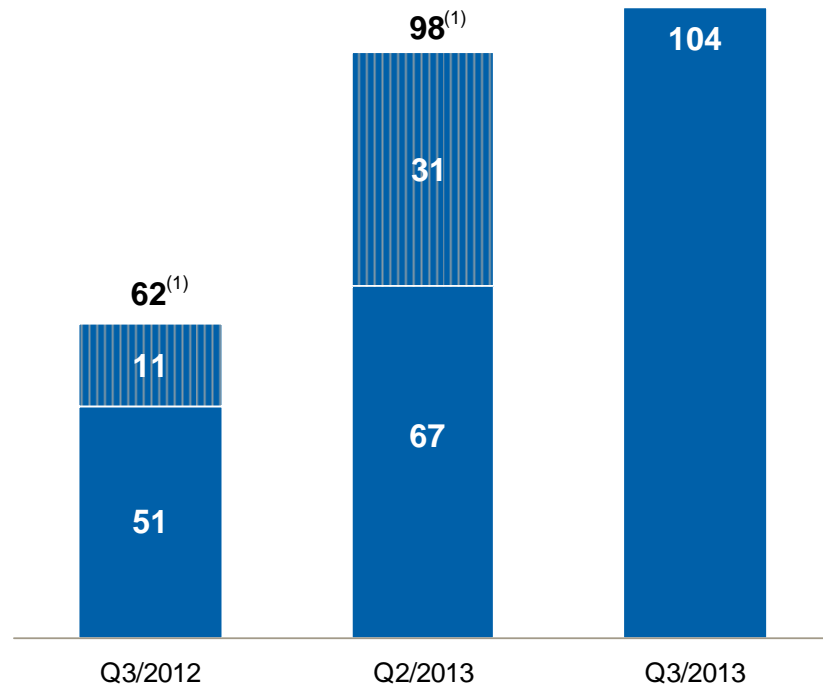
Q3/2013 Highlights

- Net income of \$160 million
 - Higher annuity earnings from a new U.K. annuity contract
 - Higher claims costs YoY, including net claims of \$14 million (\$10 million after-tax) related to severe weather conditions in Alberta and Ontario
- Q3/2012 favourably impacted by a \$33 million (\$24 million after-tax) reduction in policy acquisition cost-related liabilities due to changes to our proprietary distribution channel

Investor & Treasury Services

Net Income

(\$ millions)



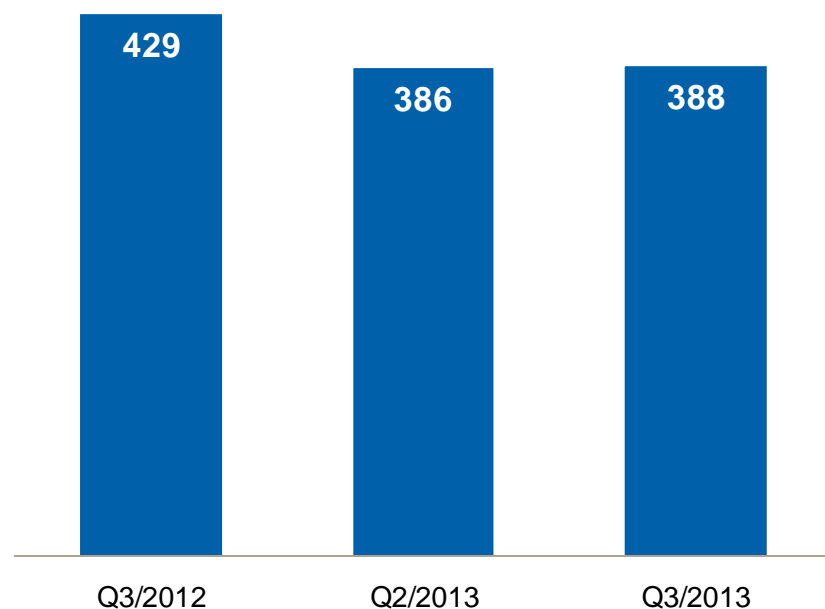
| Percentage Change | QoQ | YoY |
|------------------------------|-----|------|
| Reported NIAT | 55% | 104% |
| Adjusted NIAT ⁽¹⁾ | 6% | 68% |

Q3/2013 Highlights

- Net income was \$104 million, up \$53 million YoY and up \$37 million QoQ
- Excluding specified items⁽¹⁾, net income increased 68% YoY reflecting:
 - Higher revenue and benefits from our ongoing focus on cost management activities in Investor Services
 - Incremental earnings related to our additional 50% ownership of Investor Services
 - Lower funding and liquidity revenue
- Excluding specified items⁽¹⁾, net income increased 6% QoQ reflecting:
 - Higher securities lending due to stronger than anticipated European dividend season
 - Continuing benefits from ongoing cost management activities in Investor Services
 - Lower funding and liquidity revenue

Net Income

(\$ millions)



| Percentage Change | QoQ | YoY |
|-------------------|-----|-------|
| NIAT | 1% | (10)% |

Q3/2013 Highlights

▪ Corporate & Investment Banking

- Revenue of \$669 million, down 9% YoY and down 7% QoQ
- Lower investment banking activities across most geographies
 - Activity levels were down from a strong Q3/2012, especially for M&A and loan syndication
- Solid growth in lending, mainly in the U.S.

▪ Global Markets ⁽¹⁾

- Revenue of \$752 million, down 11% YoY and 8% QoQ
- Lower fixed income trading revenue partly due to market concerns related to the phase out of the U.S. quantitative easing program

▪ Lower variable compensation

- Favourable income tax adjustment of \$31 million related to the first half of the year, reflecting a lower effective tax rate for the current year

Appendices





Specified items impacting results

| Adjusted Net Income (\$ millions, except for earnings per share (EPS) amounts) | Segment | Q3/2013 | | Q2/2013 | | Q3/2012 | |
|--|---------|----------------|----------------|----------------|----------------|----------------|----------------|
| | | NIAT | Diluted EPS | NIAT | Diluted EPS | NIAT | Diluted EPS |
| Reported GAAP net income | | \$2,304 | \$1.52 | \$1,936 | \$1.27 | \$2,240 | \$1.47 |
| Less: Specified items: | | | | | | | |
| Q3/2013 | | | | | | | |
| Favourable income tax adjustment related to prior year | CS | (90) | (0.06) | — | — | — | — |
| Q2/2013 | | | | | | | |
| Restructuring charge | I&TS | — | — | 31 | 0.02 | — | — |
| Q3/2012 | | | | | | | |
| Settlement of several tax matters with the Canada Revenue Agency | CS | — | — | — | — | (181) | (0.12) |
| Change in estimate of mortgage prepayment interest | P&CB | — | — | — | — | (92) | (0.06) |
| Loss related to RBC Dexia acquisition | I&TS | — | — | — | — | 11 | - |
| Adjusted Net Income / EPS ⁽¹⁾ | | \$2,214 | \$1.46 | \$1,967 | \$1.29 | \$1,978 | \$1.29 |

Third Quarter 2013 Results

(1) These are non-GAAP measures. For additional information see slide 30.

CS= Corporate Support, P&CB=Personal & Commercial Banking, I&TS=Investor & Treasury Services.

Canadian Banking – retail momentum



| Canadian Market Share | Q3/2013 | | Q3/2012 | |
|--|----------|-----------------------------|----------|-----------------------------|
| | Rank | Market Share ⁽¹⁾ | Rank | Market Share ⁽¹⁾ |
| Consumer Lending ⁽²⁾ | 1 | 23.6% | 2 | 22.9% |
| Personal Core Deposits + GICs | 2 | 20.1% | 2 | 19.5% |
| Long-Term Mutual Funds ⁽³⁾ | 1 | 14.2% | 1 | 14.1% |
| Business Loans ⁽⁴⁾ | | | | |
| \$0 - \$250 thousand | 1 | 27.8% | 1 | 26.8% |
| \$250 thousand - \$25 million | 1 | 24.3% | 1 | 25.1% |
| Business Deposits ⁽⁵⁾ | 1 | 26.0% | 1 | 24.6% |

- Personal core deposits and GICs market share up 60 bps YoY
- Long-term mutual fund market share up 10 bps YoY

(1) Market share is calculated using most current data available from OSFI (M4), Investment Funds Institute of Canada (IFIC) and Canadian Bankers Association (CBA). OSFI, IFIC and Consumer Lending CBA data is at May 2013 and May 2012, Business Loans CBA data is at March 2013 and March 2012. Market share is of total Chartered Banks except for Business Loans which is of total 7 Banks (RBC, BMO, BNS, CIBC, TD, NBC, CWB).

(2) Consumer Lending market share is of 6 banks (RBC, TD, CIBC, BMO, BNS and National). Consumer Lending comprises residential mortgages excluding acquired portfolios, personal loans and credit cards.

(3) Mutual fund market share is per IFIC.

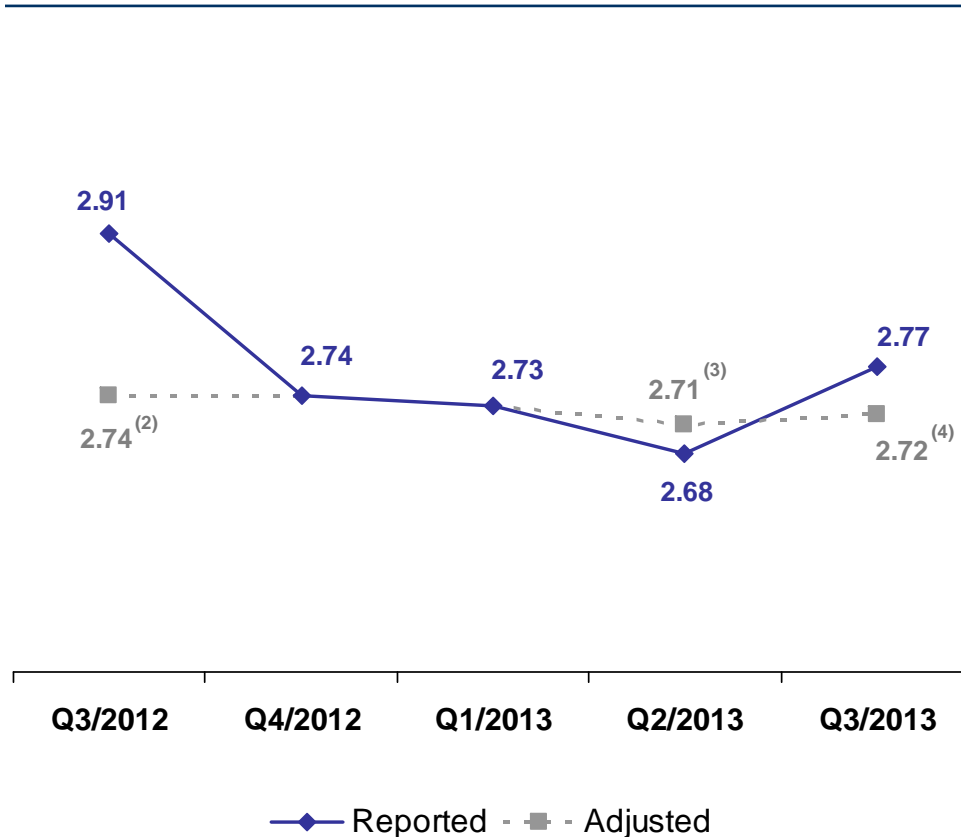
(4) Business Loans market share is of the 9 Chartered Banks that submit tiered data to CBA on a quarterly basis.

(5) Business Deposits market share excludes Fixed Term, Government and Deposit Taking Institution balances.

Leadership in most personal products and in all business products

Canadian Banking – net interest margin

Net interest margin (NIM)⁽¹⁾ (Percentage)



- NIM increased 9 bps QoQ reflecting:
 - Fair value purchase accounting adjustments related to Ally Canada (3 bps)
 - Reversal of prior quarter accounting volatility
- NIM continues to be impacted by low rate environment and competitive pressures

(1) Net interest margin: net interest income as a percentage of average total earning assets.

(2) NIM was favourably impacted by a mortgage prepayment interest adjustment of \$92 million (\$125 million before-tax) (17 bps). Excluding this adjustment, NIM was 2.74%.

(3) NIM was unfavourably impacted by accounting volatility (2 bps) and our Ally Canada acquisition (1 bp). Excluding these items, NIM was 2.71%.

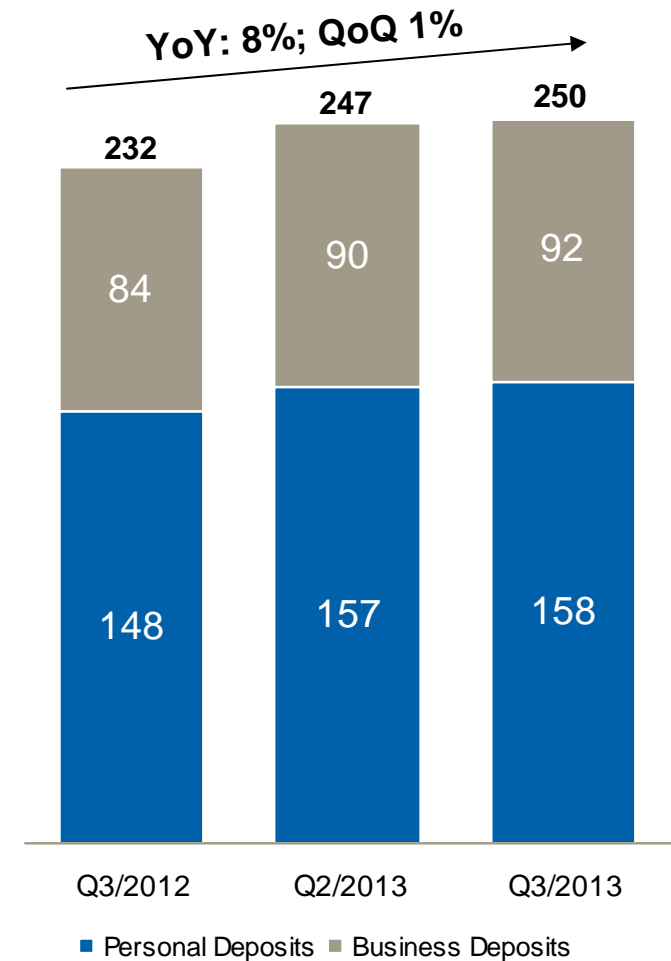
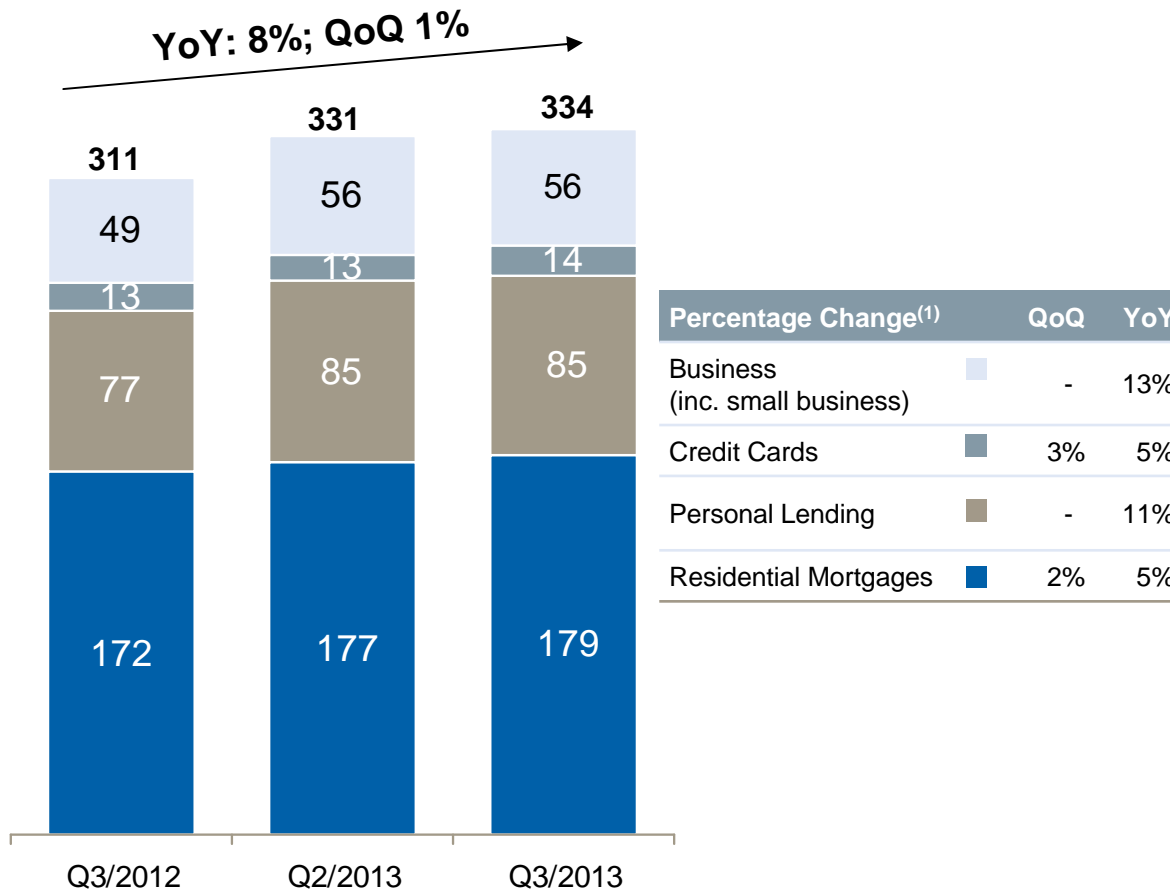
(4) NIM was favourably impacted by fair value purchase accounting adjustments (3 bps) and reversal of prior quarter accounting volatility (2 bps). Excluding these adjustments, NIM was 2.72%. Adjusted NIM is a non-GAAP measure. For additional information see slide 30.



Canadian Banking – volume growth

Average Loans & Acceptances⁽¹⁾⁽³⁾ (\$ billions)

Average Deposits⁽²⁾⁽³⁾ (\$ billions)



Combined loan and deposit YoY growth of 8%

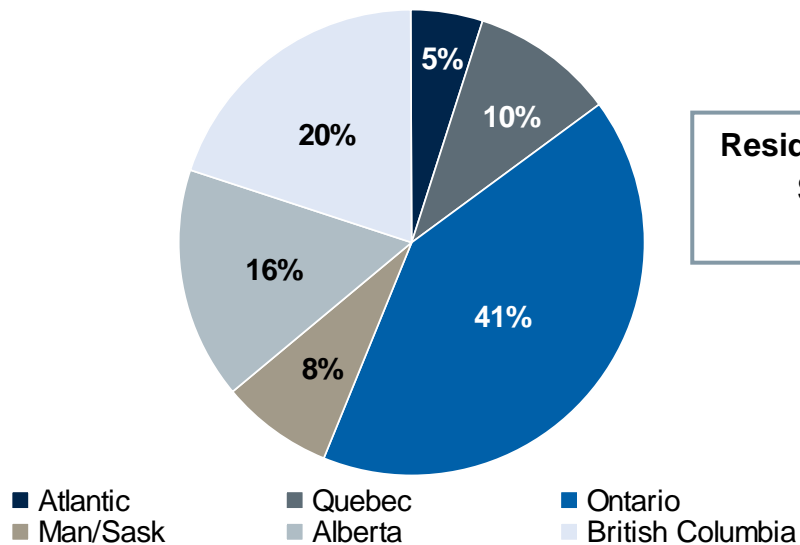
Third Quarter 2013 Results

(1) Total loans & acceptances and percentage change may not reflect the average loans & acceptances balances for each loan type shown due to rounding.
 (2) Total deposits and percentage change may not reflect the average deposits for each deposit type shown due to rounding.
 (3) At July 31, 2013 Ally Canada contributed personal loans & acceptances of \$5 billion, business loans & acceptances of \$3 billion and deposits of \$2 billion.

Canadian Banking – residential mortgage portfolio

Geographic Diversification

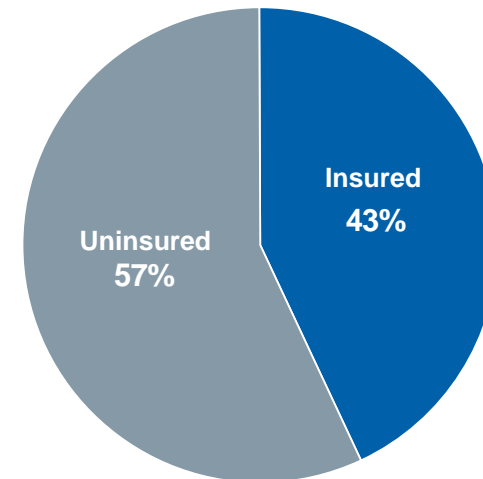
(as at July 31, 2013)



Residential Mortgages:
\$180 billion⁽¹⁾
LTV: 47%⁽²⁾

Insured vs. Uninsured mortgages

(as at July 31, 2013)

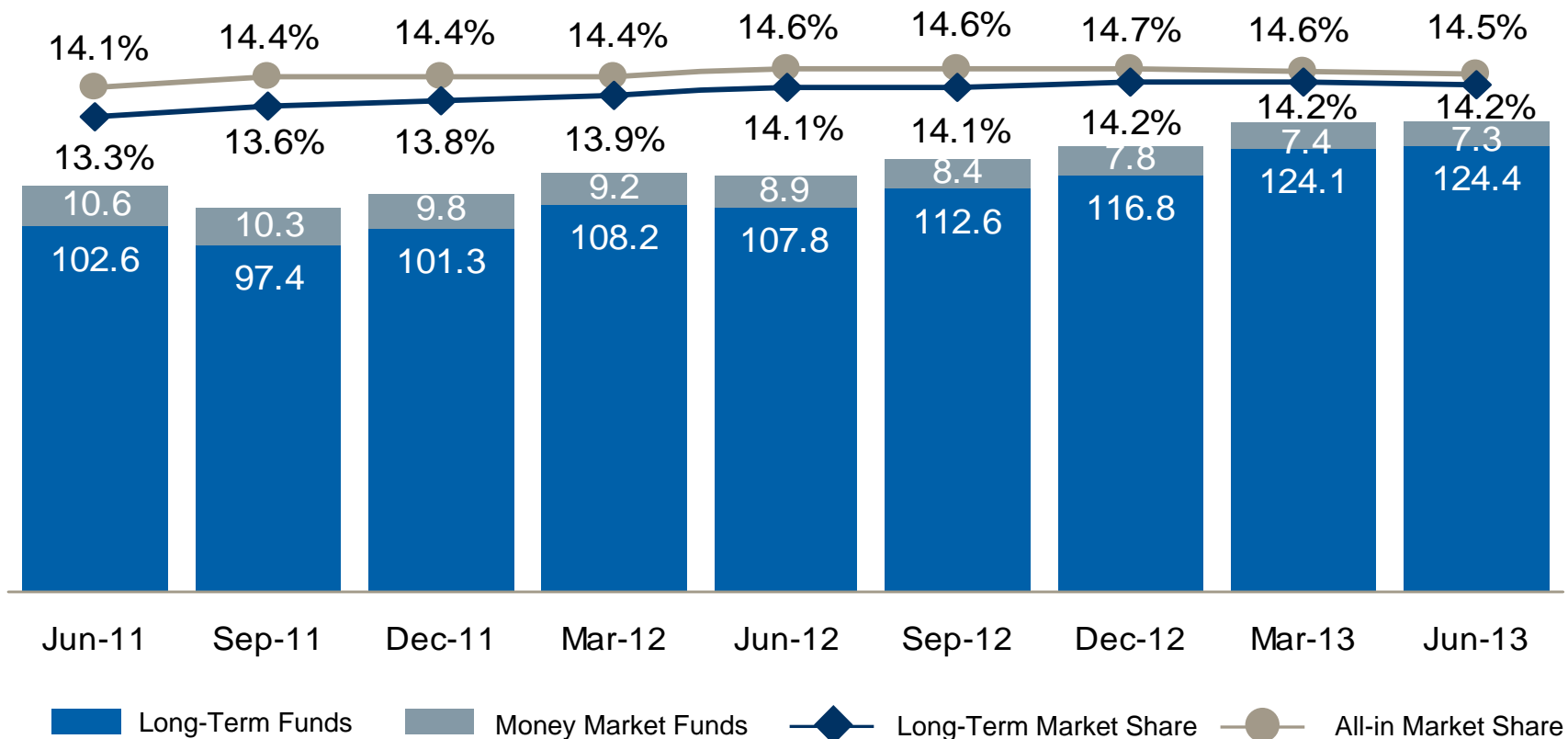


- Well diversified mortgage portfolio across Canada
- Ongoing stress testing for numerous scenarios including unemployment, interest rates, housing prices
- Strong underwriting practices with all mortgages originated through our proprietary channels

Wealth Management – asset management growth

Canadian mutual fund balances and market share⁽¹⁾

(\$ billions, except percentage amounts)



- For the 8th quarter in a row, RBC GAM ranked #1 in market share, for both all-in and long-term fund assets⁽¹⁾
- Long-term fund assets increased 21% since June 2011, with RBC GAM capturing over 22% of industry sales



Capital Markets – revenue by business

| (\$ millions) | Q3/2013 | Q2/2013 | Q3/2012 | QoQ | YoY |
|--|----------------|----------------|----------------|--------------|--------------|
| Fixed income, currencies and commodities | 352 | 393 | 471 | (10%) | (25%) |
| Global equities | 233 | 263 | 219 | (11%) | 6% |
| Repo and secured financing | 167 | 161 | 158 | 4% | 6% |
| Global Markets (teb) | \$752 | \$817 | \$848 | (8%) | (11%) |
| Investment banking | 310 | 370 | 397 | (16%) | (22%) |
| Lending and other | 359 | 349 | 335 | 3% | 7% |
| Corporate & Investment Banking | \$669 | \$719 | \$732 | (7%) | (9%) |
| Other | \$7 | \$26 | \$33 | (73%) | (79%) |
| Capital Markets total revenue (teb) | \$1,428 | \$1,562 | \$1,613 | (9%) | (11%) |

Global Markets

- YoY decrease reflects lower fixed income trading revenue, partly as a result of market concerns related to the phase-out of the U.S. quantitative easing program. This was partially offset by higher revenue from equity trading businesses and growth in equity origination activity largely reflecting solid issuance activity across most geographies
- QoQ decrease was largely driven by lower fixed income trading revenue in the U.S.

Corporate & Investment Banking

- YoY decrease reflects lower M&A activity across all geographies and lower loan syndication activity, primarily in the U.S., compared to strong levels last year. These factors were partially offset by solid volume growth in lending and higher equity origination activity in the U.S.
- QoQ decrease was driven by lower investment banking activity across most geographies compared to strong levels last quarter. These factors were partially offset by solid lending revenue, primarily in the U.S.



Capital Markets – revenue by geography

| (\$ millions) | Q3/2013 | Q2/2013 | Q3/2012 | QoQ | YoY |
|--|----------------|----------------|----------------|--------------|--------------|
| Canada | 486 | 540 | 479 | (10%) | 1% |
| U.S. | 703 | 816 | 864 | (14%) | (19%) |
| Europe | 175 | 168 | 205 | 4% | (15%) |
| Asia and Other | 43 | 59 | 37 | (27%) | 16% |
| Geographic revenue excluding certain items ⁽¹⁾ | \$1,407 | \$1,583 | \$1,585 | (11%) | (11%) |
| <i>Add / (Deduct):</i> | | | | | |
| BOLI ⁽²⁾ | (7) | (6) | 18 | (1) | (25) |
| CVA ⁽³⁾ | 36 | 10 | (29) | 26 | 65 |
| Fair value adjustment on RBC debt ⁽³⁾ | (8) | (24) | 39 | 16 | (47) |
| Consolidated SPE | - | (1) | - | 1 | - |
| Capital Markets total revenue (teb) | \$1,428 | \$1,562 | \$1,613 | (9%) | (11%) |

- In Canada, QoQ decrease driven by lower M&A advisory fees, equity origination and loan syndication activity, partially offset by higher revenue from fixed income trading and debt origination
- In the U.S., QoQ decrease reflects lower fixed income trading revenue, lower equity trading, as well as weaker origination activity driven by the market concerns discussed on slide 23
- In Europe, QoQ increase driven by higher fixed income and FX trading revenue partially offset by weaker loan syndication activity and the impact of an Overnight Index Swap adjustment (\$56 million)

Third Quarter 2013 Results

(1) These are non-GAAP measures. For additional information see slide 30.

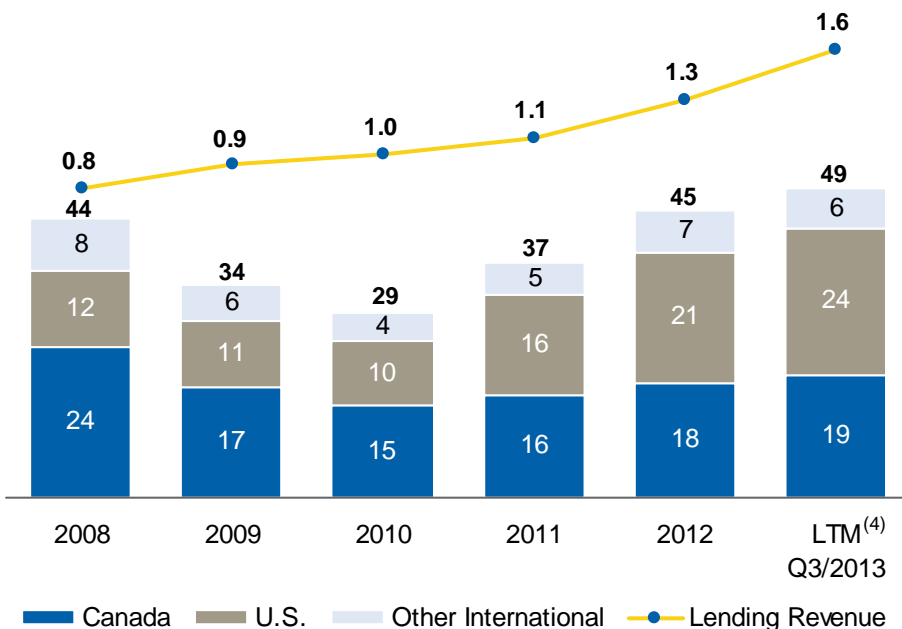
(2) Excluded from U.S.

(3) Excluded from all geographies.

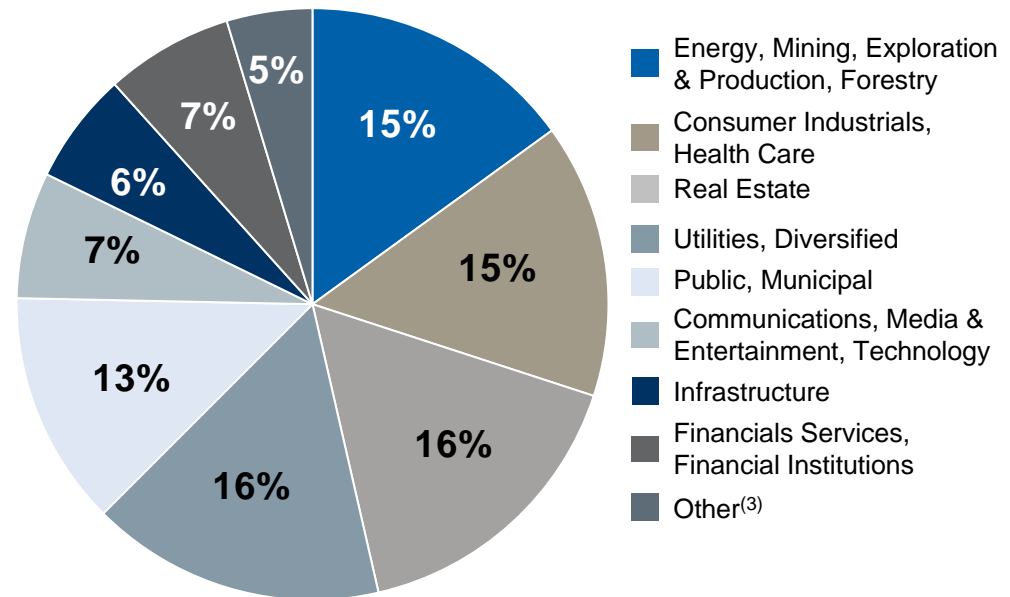
Capital Markets – loan portfolio

Lending Revenue and Loans Outstanding by Region⁽¹⁾ (\$ billions)

- In the last 2 years, our lending revenue grew by 30%, exceeding our loan book growth of 22%⁽²⁾



Loans Outstanding by Industry⁽¹⁾ Q3/2013



- Diversification driven by strict limits on single name, country, industry and product levels across all businesses, portfolios, transactions and products
- Consistent lending standards throughout the cycle, with PCL levels in line with our risk parameters
- Approximately 70% of our authorized Capital Markets loan portfolio is investment grade

Third Quarter 2013 Results

(1) Average loans & acceptances, and letters of credit and guaranteed for our Capital Markets portfolio, on single name basis. It excludes mortgage investments, securitized mortgages and other non-core items. Lending revenue includes loan syndication fees.

(2) Based on a compounded annual growth rate. (3) Mainly includes: Aerospace and Transportation. (4) Latest twelve months.

Capital Markets and I&TS – trading revenue



| (\$ millions) | Q3/2013 | Q2/2013 | Q3/2012 | QoQ | YoY |
|---|--------------|--------------|--------------|--------------|--------------|
| Capital Markets total revenue (teb) | \$1,428 | \$1,562 | \$1,613 | (9%) | (11%) |
| Capital Markets non-trading revenue ⁽¹⁾ | 885 | 976 | 920 | (9%) | (4%) |
| Capital Markets trading revenue (teb) | \$543 | \$586 | \$693 | (7%) | (22%) |
| <i>Add / (Deduct):</i> | | | | | |
| BOLI ⁽²⁾ | 7 | 6 | (18) | 1 | 25 |
| CVA ⁽³⁾ | (36) | (10) | 29 | (26) | (65) |
| Fair value adjustment on RBC debt ⁽³⁾ | 8 | 24 | (39) | (16) | 47 |
| Capital Markets trading revenue (teb) excl. certain items ⁽⁴⁾ | \$522 | \$606 | \$665 | (14%) | (22%) |
| Investor & Treasury Services (I&TS) trading revenue | 25 | 49 | 45 | (49%) | (44%) |
| Capital Markets and I&TS trading revenue (teb) excl. certain items | \$547 | \$655 | \$710 | (16%) | (23%) |

Third Quarter 2013 Results

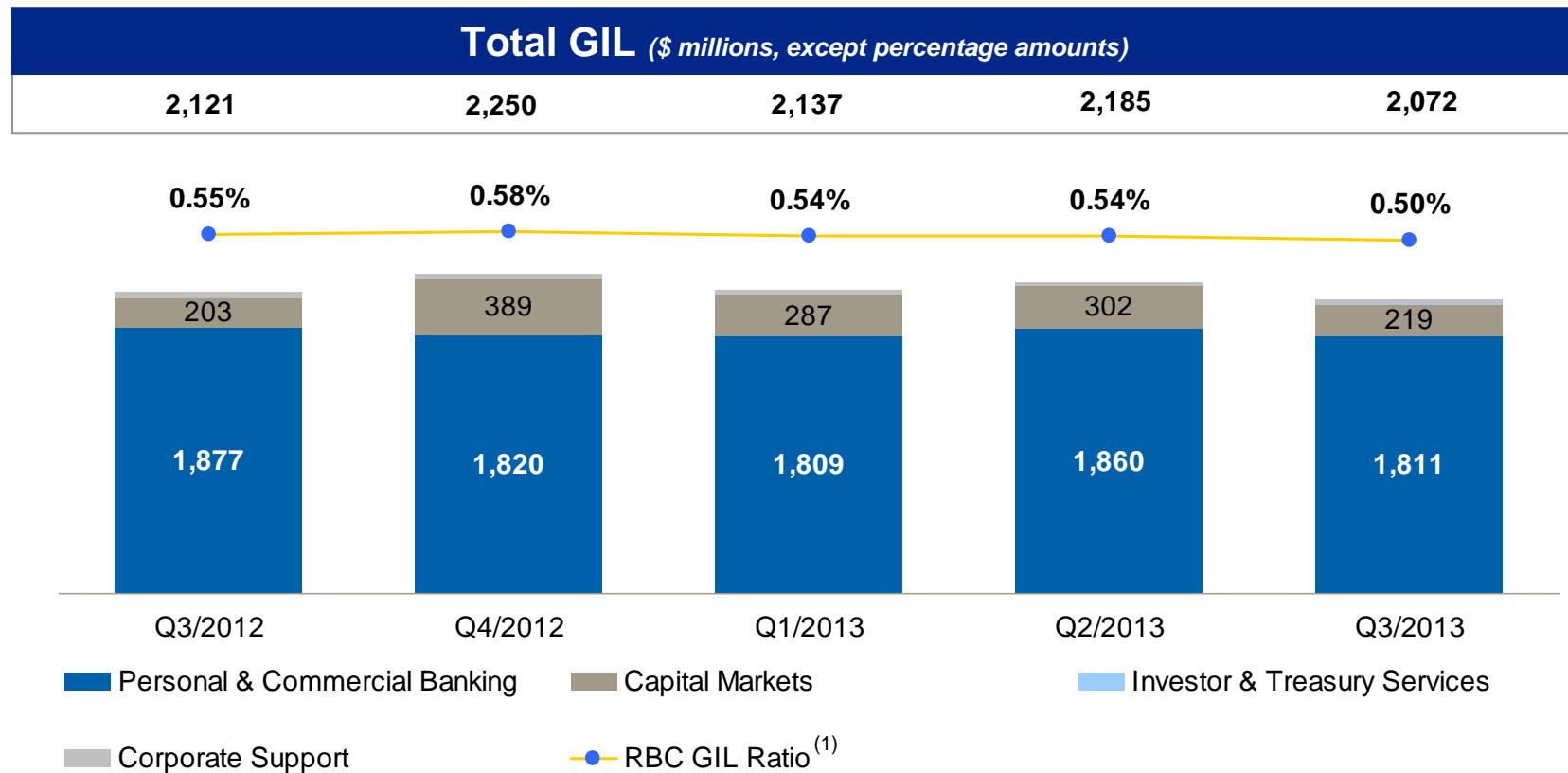
(1) Non-trading revenue primarily includes Corporate & Investment Banking and Global Markets origination and cash equities businesses.

(2) Excluded from U.S.

(3) Excluded from all geographies.

(4) These are non-GAAP measures. For additional information see slide 30.

Gross impaired loans



| GIL Ratio by Segment ⁽¹⁾ | Q3/2012 | Q4/2012 | Q1/2013 | Q2/2013 | Q3/2013 |
|-------------------------------------|---------|---------|---------|---------|--------------|
| Personal & Commercial Banking | 0.59% | 0.56% | 0.55% | 0.55% | 0.53% |
| Canadian Banking | 0.37% | 0.36% | 0.35% | 0.36% | 0.33% |
| Capital Markets | 0.41% | 0.76% | 0.54% | 0.56% | 0.40% |



Exposure to Europe

| European Exposure (\$ millions) | Loans Outstanding | Securities ⁽¹⁾ | Repo-style transactions | OTC Derivatives | Q3/2013 Total Exposure | Q2/2013 Total Exposure |
|--------------------------------------|----------------------|---------------------------|----------------------------|--------------------|------------------------------|------------------------------|
| U.K. ⁽²⁾ | 6,996 | 7,268 | 1,287 | 824 | 16,375 | 15,718 |
| Germany | 96 | 6,720 | 36 | 555 | 7,407 | 7,522 |
| France | 635 | 2,711 | 47 | 227 | 3,620 | 3,264 |
| Total U.K., Germany & France | 7,727 | 16,699 | 1,370 | 1,606 | 27,402 | 26,504 |
| Total Peripheral ⁽³⁾ | 515 | 241 | 30 | 129 | 915 | 1,231 |
| Total Other Europe | 2,751 | 14,746 | 214 | 628 | 18,339 | 18,067 |
| Total Europe⁽⁴⁾⁽⁵⁾ | \$10,993 | \$31,686 | \$1,614 | \$2,363 | \$46,656 | \$45,802 |

- Net exposure increased \$0.9 billion QoQ, primarily in the U.K., largely due to an increase in lending and trading securities
- Our net exposure to peripheral Europe declined \$316 million QoQ and was predominantly investment grade
- Our net exposures to U.K., Germany and France reflect our client-driven businesses in Capital Markets, Wealth Management and Investor & Treasury Services

(1) Securities include \$13.1 billion of deposits (Apr 30, 2013 – \$12.1 billion), \$11.5 billion of trading securities (Apr 30, 2013 – \$11.9 billion) and \$7.1 billion of AFS securities (Apr 30, 2013 – \$6.3 billion).

(2) U.K. as at October 31, 2012 was previously restated to include deposits with a central bank, which were previously not included in our disclosed exposure.

(3) Gross credit risk exposure to peripheral Europe is comprised of Ireland \$1.4 billion (Apr 30, 2013 - \$2.6 billion), Italy \$0.3 billion (Apr 30, 2013 - \$0.3 billion), Portugal \$NIL billion (Apr 30, 2013 - \$0.1 billion), and Spain \$0.9 billion (Apr 30, 2013 - \$1.3 billion).

(4) Excludes \$0.8 billion (Apr 30, 2013 – \$0.6 billion) of exposures to supra-national agencies.

(5) Geographic profile is based on country risk, which reflects our assessment of the geographic risk associated with a given exposure. Typically, this is the residence of the borrower.

We continue to transact in a prudent manner with well-rated counterparties

Other – other income



| <i>(\$ millions)</i> | Q3/2013 | Q2/2013 | Q3/2012 | QoQ | YoY |
|-----------------------------------|--------------|--------------|--------------|------------|-------------|
| Other income – segments | 114 | 125 | 107 | (11) | 7 |
| FV adjustments on RBC debt | 4 | (8) | 1 | 12 | 3 |
| CDS on corporate loans | (5) | (12) | (8) | 7 | 3 |
| Funding related items | 31 | 4 | 46 | 27 | (15) |
| Other misc. items | (15) | 12 | (34) | (27) | 19 |
| Total Other – other income | \$129 | \$121 | \$112 | \$8 | \$17 |



Note to users

We use a variety of financial measures to evaluate our performance. In addition to generally accepted accounting principles (GAAP) prescribed measures, we use certain non-GAAP measures we believe provide useful information to investors regarding our financial condition and result of operations. Readers are cautioned that non-GAAP measures, such as earnings excluding specified items related to Personal & Commercial Banking, Wealth Management, Investor & Treasury Services and Corporate Support, Canadian Banking performance measures excluding Ally Canada, Capital Markets trading revenue and Capital Markets geographic revenue excluding certain items, do not have any standardised meanings prescribed by GAAP, and therefore are unlikely to be comparable to similar measures disclosed by other financial institutions.

Additional information about our non-GAAP measures can be found under the “Key performance and non-GAAP measures” sections of our Q3 2013 Report to Shareholders and our 2012 Annual Report.

Definitions can be found under the “Glossary” sections in our Q3 2013 Supplementary Financial Information and our 2012 Annual Report.

Investor Relations Contacts

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