

Even when we're apart, we stand together.

While physical distancing is the right thing to do to defeat the COVID-19 virus, coming together to support one another is the most important thing we can do to keep our country strong. In these uncertain times, we need each other more than ever before.

That's why we've created the **RBC Client Relief Program**. You've had many questions and will have many more as events evolve. We want you to know we are listening, and we'll provide the support you need, especially if you are in challenging circumstances.

First, let me share what we're doing to relieve some of the day-to-day pressure on your personal finances by:

- Deferring payments on mortgages, credit cards, installment loans and auto loans for up to six months;
- Providing access to skipped payments through self-service online banking;
- Ensuring credit scores are not impacted by deferred payments, and;
- Waiving certain fees, like stop payment fees and ATM statement fees.

Second, we know many of our clients are facing additional pressure from lost employment, a major disruption in their business or unique family circumstances. Our employees are here to connect with you directly to create a personal plan to relieve the pressure you are facing. This may include reducing credit card interest charges by 50% for clients receiving credit card minimum payment deferrals. If you are experiencing more extreme financial hardship, please **book a call with an advisor** through our online appointment booking service.

Third, for our commercial and small business clients – key engines of the Canadian economy – you can count on RBC to provide immediate relief by enabling payment deferral and temporary limit increases where needed. We are also temporarily waiving setup fees for business client enrollment in electronic cash management and remote cheque processing solutions. We are working closely with government to implement their new programs for business, and our advisors are here to help you.

RBC has been serving Canadians for more than 150 years and we've seen a lot during that time. The challenges may differ, but the resolve of our employees never wavers. I want to thank all our employees for their compassion and extraordinary dedication during this time.

The situation today is very fluid, and as events evolve so will our approach.

We stand together with you.

Sincerely,



Neil McLaughlin

Group Head Personal and Commercial Banking
RBC

For information on the RBC Client Relief Program,
go to rbc.com/covid19 or book a call with an advisor
at rbc.com/appointment.

