Royal Bank of Canada First Quarter Results

February 24, 2021

All amounts are in Canadian dollars unless otherwise indicated and are based on financial statements prepared in compliance with International Accounting Standard 34 Interim Financial Reporting, unless otherwise noted. Our Q1 2021 Report to Shareholders and Supplementary Financial Information are available on our website at: http://www.rbc.com/investorrelations.

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, in other filings with Canadian regulators or the SEC, in other reports to shareholders, and in other communications, including statements by our President and Chief Executive Officer. Forward-looking statements in this document include, but are not limited to, statements relating to our financial performance objectives, vision and strategic goals, and the potential continued impacts of the coronavirus (COVID-19) pandemic on our business operations, financial results and financial condition, and on the global economy and financial market conditions, including statements about our actions in support of our employees, clients and communities, and projections relating to real gross domestic product and unemployment rates in Canada and the United States, respectively. 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, as well as 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, insurance, operational, regulatory compliance (which could lead to us being subject to various legal and regulatory proceedings, the potential outcome of which could include regulatory restrictions, penalties and fines), strategic, reputation, legal and regulatory environment, competitive and systemic risks and other risks discussed in the risk sections and Significant developments: COVID-19 section of our annual report for the fiscal year ended October 31, 2020 (the 2020 Annual Report) and the Risk management and Impact of COVID-19 pandemic sections of our Q1 2021 Report to Shareholders; including business and economic conditions, information technology and cyber risks, Canadian housing and household indebtedness, geopolitical uncertainty, privacy, data and third party related risks, regulatory changes, environmental and social risk (including climate change), and digital disruption and innovation, culture and conduct, the business and economic conditions in the geographic regions in which we operate, the effects of changes in government fiscal, monetary and other policies, tax risk and transparency, environmental and social risk, and the emergence of widespread health emergencies or public health crises such as pandemics and epidemics, including the COVID-19 pandemic and its impact on the global economy and financial market conditions and our business operations, and financial results, condition and objectives.

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 presentation are set out in the Economic, market and regulatory review and outlook section and for each business segment under the Strategic priorities and Outlook headings in our 2020 Annual Report, as updated by the Economic, market and regulatory review and outlook and Impact of COVID-19 pandemic sections of our Q1 2021 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 sections and Significant developments: COVID-19 section of our 2020 Annual Report and the Risk management and Impact of COVID-19 pandemic sections of our Q1 2021 Report to Shareholders.

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

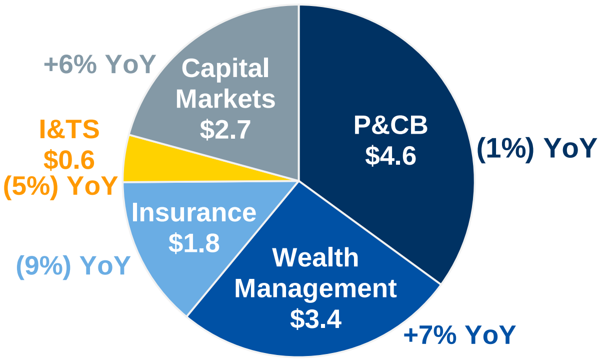
Overview

Dave McKay

President and Chief Executive Officer

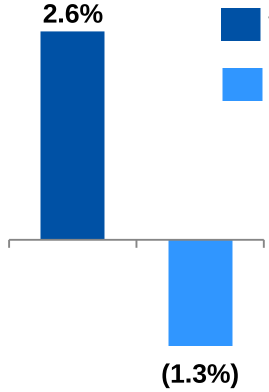
Strong volume growth and client activity offset impact of low interest rates

Diversified revenue streams[1]($BN)



- Revenue of $12.9BN, up 1% YoY or up 2% YoY[2] net of Insurance fair value change
- Strong client activity in Capital Markets and Wealth Management, and strong volume growth offset pressure from low interest rates

Expenses well controlled (YoY)



- Growth largely driven by variable and stock-based compensation, and investments to drive organic growth
- Discretionary costs continue to be contained

Strong earnings growth

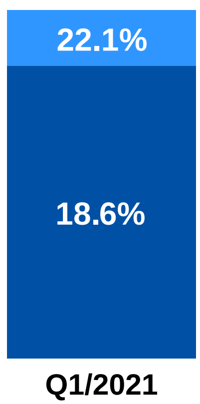
Net Income	$3.8BN	+10% YoY
Pre-Provision, Pre-Tax Earnings[4]	$5.0BN	+3% YoY
Reported Diluted EPS	$2.66 per share	+11% YoY
Adjusted Diluted EPS[5]	$2.69 per share	+10% YoY

Prudent provisioning

PCL[6] on loans ratio	ACL on loans
7 bps	$5.9BN
(down 16 bps QoQ)	0.85% of L&A

- $110MM of PCL includes a $97MM release of PCL on performing loans
- PCL on impaired loans ratio of 13 bps, down 2 bps QoQ
- ACL on loans up $2.4BN from pre-pandemic levels in Q1/2020

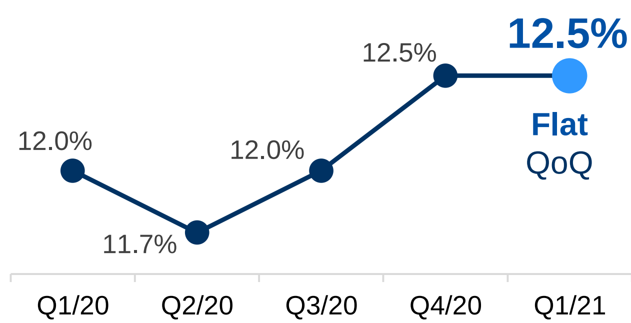
Premium return on equity



Tangible Book Value per Share
+7.8% YoY

5-YR ROE[7]
16.4%

Strong capital ratio (CET1)

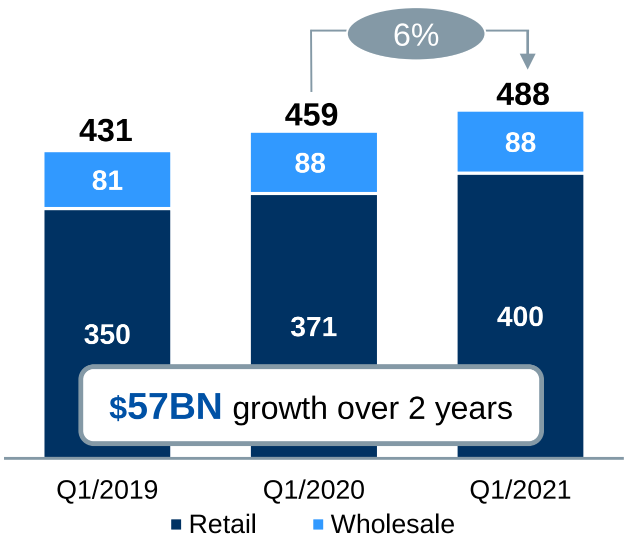


- Record internal capital generation deployed to drive strong organic growth
- $1.5BN common dividends paid in Q1/2021
- $19BN surplus over 9% CET1 minimum

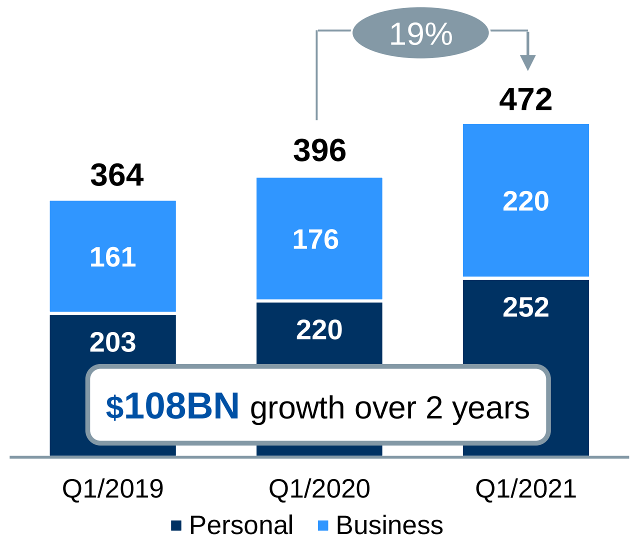
(1) Amounts exclude Corporate Support. (2) This is a non-GAAP measure. See note 2 on slide 35. (3) This is a non-GAAP measure. See note 3 on slide 35. (4) This is a non-GAAP measure. See note 4 on slide 35. (5) This is a non-GAAP measure. See note 5 on slide 35. (6). See note 6 on slide 35. (7) See note 7 on slide 35.

Strong volume growth and market share gains in our largest businesses

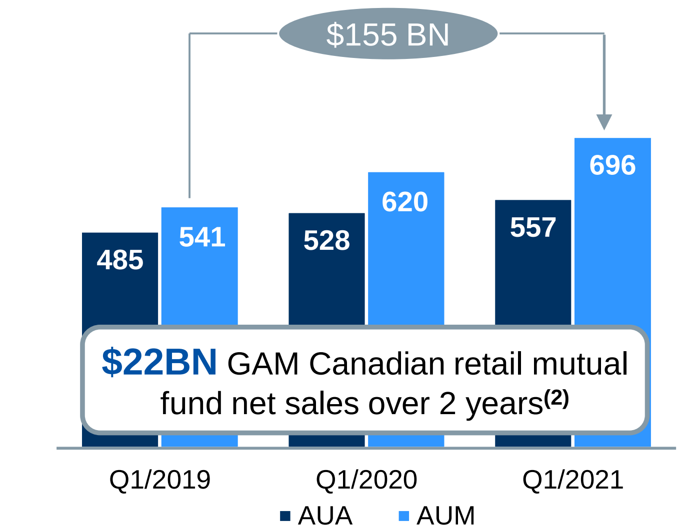
Canadian Banking average loans ($ billions) [1]



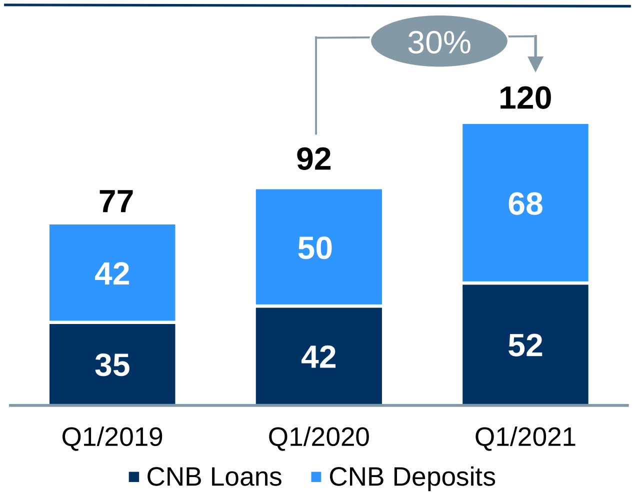
Canadian Banking average deposits ($ billions)



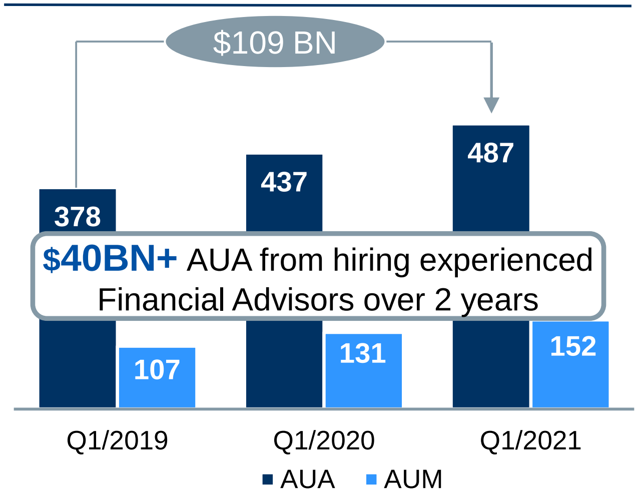
Wealth Management (non-U.S.) AUM and AUA ($ billions)



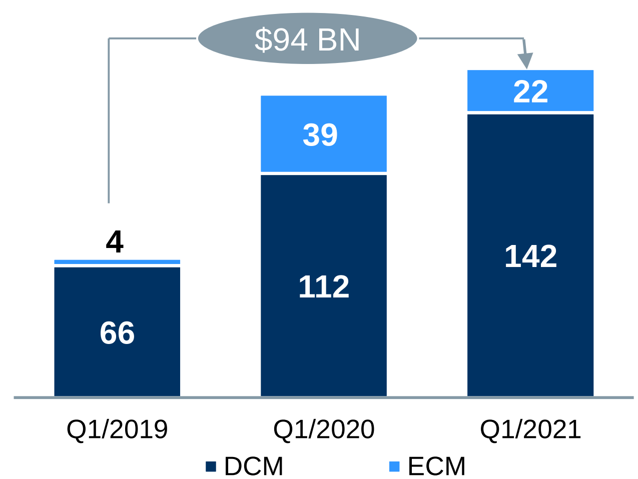
City National (CNB) average loans and deposits (US$ billions)



U.S. Wealth Management AUM and AUA (US$ billions)



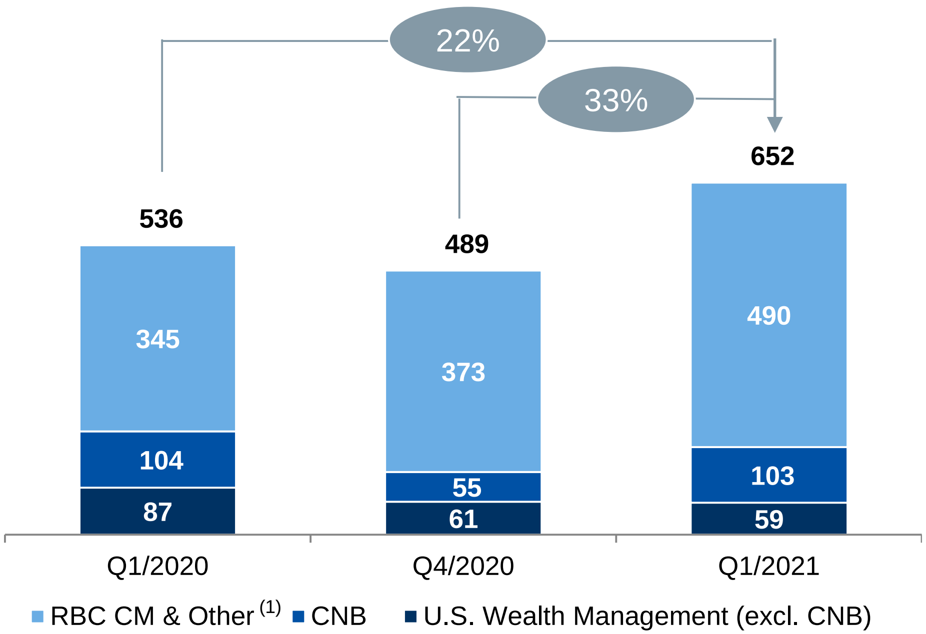
Capital Markets equity and debt issuance volumes (US$ billions) [3]



(1) Wholesale includes small business. (2) See note 8 on slide 35. (3) Dealogic.

Solid results from our U.S. operations

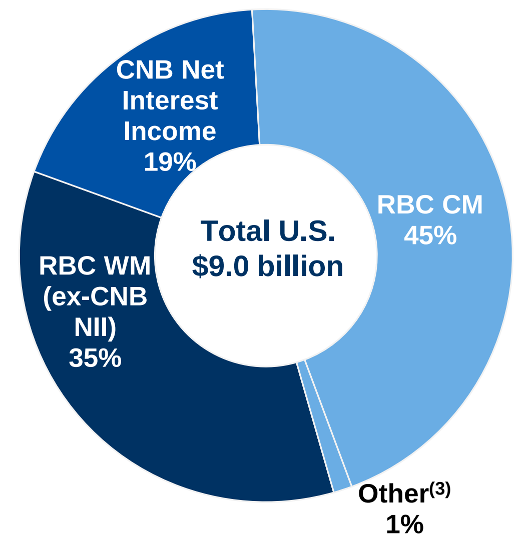
Net Income (US$ millions)



US$ millions (unless otherwise stated)	Q1/21	YoY	QoQ
Revenue	2,520	10%	14%
Pre-Provision, Pre-Tax Earnings[4]	706	10%	12%
Provisions for Credit Losses (PCL)	(42)	n.m.[5]	n.m.[5]
Net Income	**652**	**22%**	**33%**
Adj. Pre-Provision, Pre-Tax Earnings[4][6]	742	10%	11%
Adj. Net Income[6]	678	20%	31%
Pre-Provision, Pre-Tax Earnings (C$MM) [4]	907	8%	9%
Net Income (C$MM)	**837**	**19%**	**29%**
Adj. Pre-Provision, Pre-Tax Earnings (C$MM)[4][6]	953	7%	8%
Adj. Net Income (C$MM)[6]	871	18%	27%

U.S. Operations Revenue (US$ billions)[2]

Last 12 months ended Q1/2021



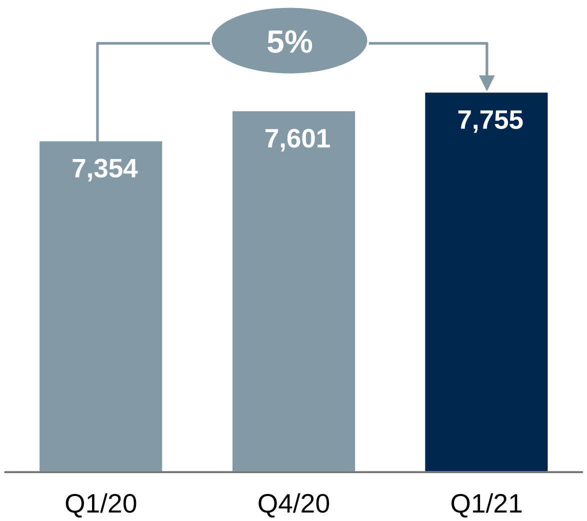
Q1/2021 Highlights

- The U.S. represented 20% or over $2 billion of total bank net income over the last 12 months[2][7]
  - Q1/2021 U.S. earnings were up 22% YoY, driven by Capital Markets
- The U.S. represented 25% of total bank revenue in the last 12 months[2][7]
  - Q1/2021 U.S. revenue was up 10% YoY, driven by Capital Markets and Wealth Management
- U.S. PCL on loans ratio of (19 bps), down from 30 bps last quarter

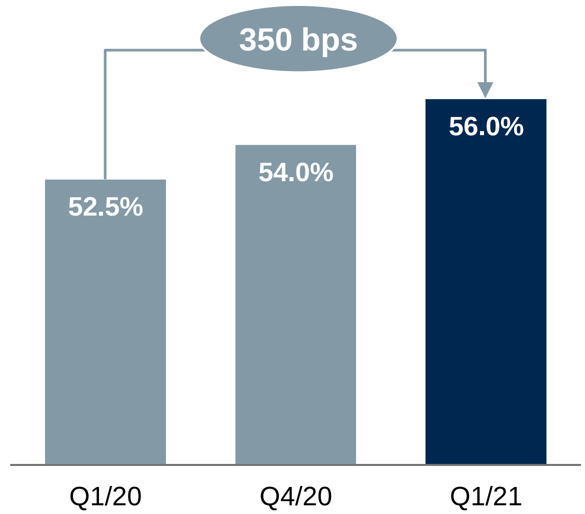
(1) RBC CM & Other net income includes U.S. portions of U.S. Banking, Capital Markets, Wealth Management excluding U.S. Wealth Management (including CNB), Insurance and I&TS. (2) This is a non-GAAP measure. See note 9 on slide 35. (3) Other revenue includes U.S. portions of U.S. Banking, Insurance and I&TS. (4) This is a non-GAAP measure. See note 4 on slide 35. (5) Not meaningful. (6) This is a non-GAAP measure. See note 10 on slide 35. (7) Based on C$ figures.

Our 14MM+ Canadian Banking clients continue to adopt our digital channels

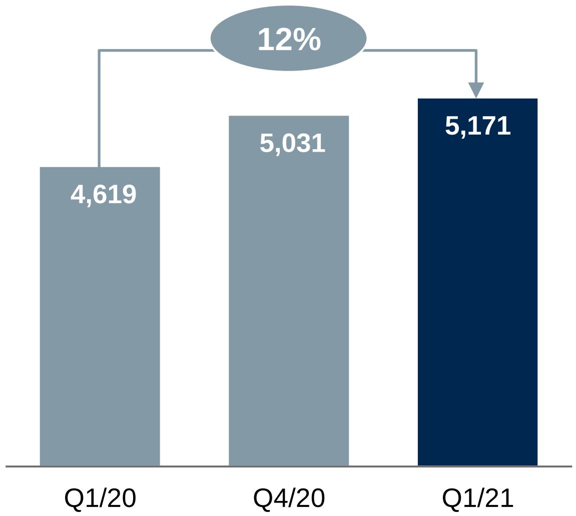
Active Digital Users (000s)(1)



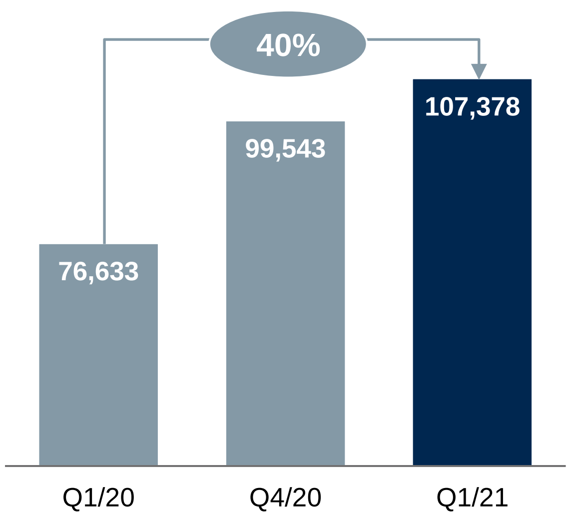
Digital Adoption Rate(2)



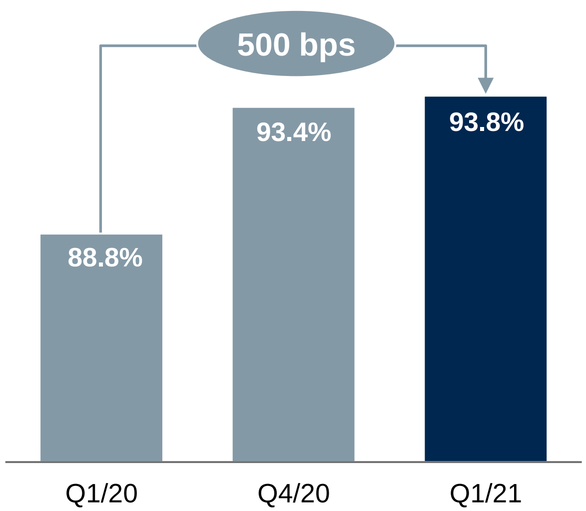
Active Mobile Users (000s)(1)



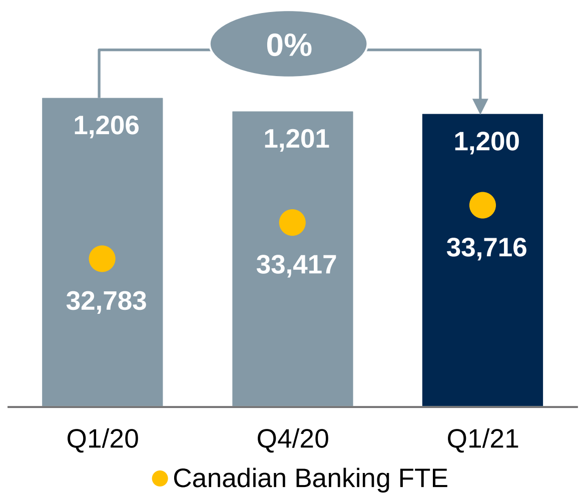
Mobile Sessions (000s)(3)



Self-Serve Transactions(4)



Branches



(1) These figures (in 000s) represent the 90-Day Active customers in Canadian Banking only and are spot values. (2) Digital Adoption rate calculated using 90-day active users. (3) These figures (in 000s) represents the total number of application logins using a mobile device. (4) Financial transactions only.

ESG performance highlights: Putting our Purpose into practice

Royal Bank of Canada is a **purpose-driven**, **principles-led** organization

How we deliver value

Building & attracting talent and driving a diverse & inclusive culture

- **46%** women executives[1] and **47%** women[1] on RBC's Board of Directors
- **21%** of executives[1][2] are Black, Indigenous and People of Colour (BIPOC)
- **#4** globally in the Refinitiv Diversity & Inclusion Index, ranking over **9,000** listed companies
- Increasing our staffing goals for BIPOC executives from 20% to **30%** with a focus on increasing Black and Indigenous representation[4]

Sustainable finance and responsible investment

- **$8.8 billion** in financing for sustainable bonds and loans, representing 64% growth over 2019
- Focused strategy to integrate ESG across all businesses in Capital Markets led by a dedicated Sustainable Finance Group
- Total value of socially responsible investments and impact assets under management grew to **$10.4 billion**[5]
- Published policy restrictions on lending to sensitive sectors, including coal and the Arctic

Climate change: accelerating clean economic growth

- Enterprise climate change strategy, RBC Climate Blueprint, aims to support clients in the low-carbon transition
- Joined pilot project on climate risk scenarios led by the Bank of Canada and OSFI
- Annual TCFD[3] aligned disclosures
- Carbon neutral in our global operations since 2017
- **124 organizations** supported with over **$19 million** in funding through RBC Tech for Nature – a multi-year commitment by the RBC Foundation to accelerate tech-based sustainability solutions

Preparing youth for the future of work

- Through RBC Future Launch, we are dedicating **$500 million** over **10 years** to help young people gain meaningful employment through work experience, skills development and networking; we have reached over **2.5 million** Canadian youth through **500+** partner programs since 2017
- Committing to invest **$50** million from 2020 to 2025 to create meaningful and transformative pathways to prosperity for **25,000** BIPOC youth[4]

RBC is recognized as an **"Outperformer"** or **"Leader"** by our top tier ESG rating agencies[5] and indices, including:

FTSE4Good	Sustainalytics	MSCI	SAM (Now a Part of S&P Global)	CDP
Banking industry ranking in 98th percentile	**ESG Risk Rating of 16.9 (low risk)**	**"A" Rating**	**Overall score 78, 90th percentile**	**'A-' score for our 2020 Climate Change response**

(1) See note 11 on slide 35. (2) See note 12 on slide 35. (3) Task Force on Climate-related Financial Disclosures (TCFD); (4) RBC's Actions Against Systemic Racism. (5) See note 13 on slide 35.

Financial Review

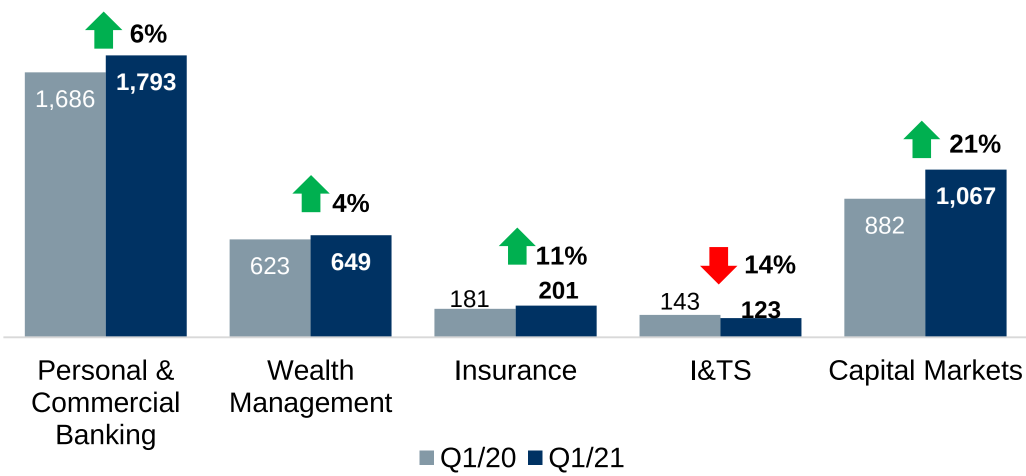
Rod Bolger

Chief Financial Officer

Higher fee-based revenue, volume growth and lower PCL offset low interest rates

($ millions, except for EPS and ROE)	Q1/2021	Reported	
		YoY	QoQ
Revenue	12,943	1%	17%
Revenue Net of Insurance FV Change[1]	12,597	2%	11%
Non-Interest Expense	6,542	3%	8%
Insurance PBCAE	1,406	(13)%	n.m.[9]
Pre-Provision, Pre-Tax Earnings[2]	**4,995**	**3%**	**9%**
Provisions for Credit Losses (PCL)	110	(74)%	(74)%
PCL on Performing Loans (Stage 1 & 2)	(97)	n.m.[9]	n.m.[9]
PCL on Impaired Loans (Stage 3)	218	(36)%	(13)%
Income Before Income Taxes	**4,885**	**10%**	**18%**
Net Income	**3,847**	**10%**	**19%**
Diluted Earnings per Share (EPS)	**$2.66**	**11%**	**19%**
Return on Common Equity (ROE)[3]	**18.6%**	**100 bps**	**260 bps**

Net Income ($ millions)



Earnings

- Q1/2021 net income of $3.8 billion, up 10% YoY; diluted earnings per share (EPS) of $2.66, up 11% YoY
  - Adjusted diluted EPS of $2.69[4], up 10%[4] YoY
- ROE[3] of 18.6%, up 100 bps from last year

Revenue

- **Net interest income:** Down 4% YoY, as strong volume growth and market-related client activity were more than offset by the impact of lower interest rates (see slide 11)
- **Non-interest income:** Up 4% YoY (see slide 12)
  - Non-interest income net of Insurance fair value change and changes in U.S. WM WAP, similarly up 4% YoY[1][5]

Non-Interest Expense

- Up 3% YoY (see slide 13)
  - Down 1% excluding impact of variable and stock-based compensation costs[6]
  - Strong positive operating leverage in Capital Markets and Wealth Management (non-U.S.)
  - Canadian Banking expenses up 1% YoY

Provisions for Credit Losses

- PCL on loans ratio[7] of 7 bps, down 19 bps YoY (down 16 bps QoQ) (see slide 20)
  - $(97) million of PCL on performing loans in Q1/2021
  - PCL on impaired loans ratio of 13 bps, down 8 bps YoY (down 2 bps QoQ) (see slide 22)

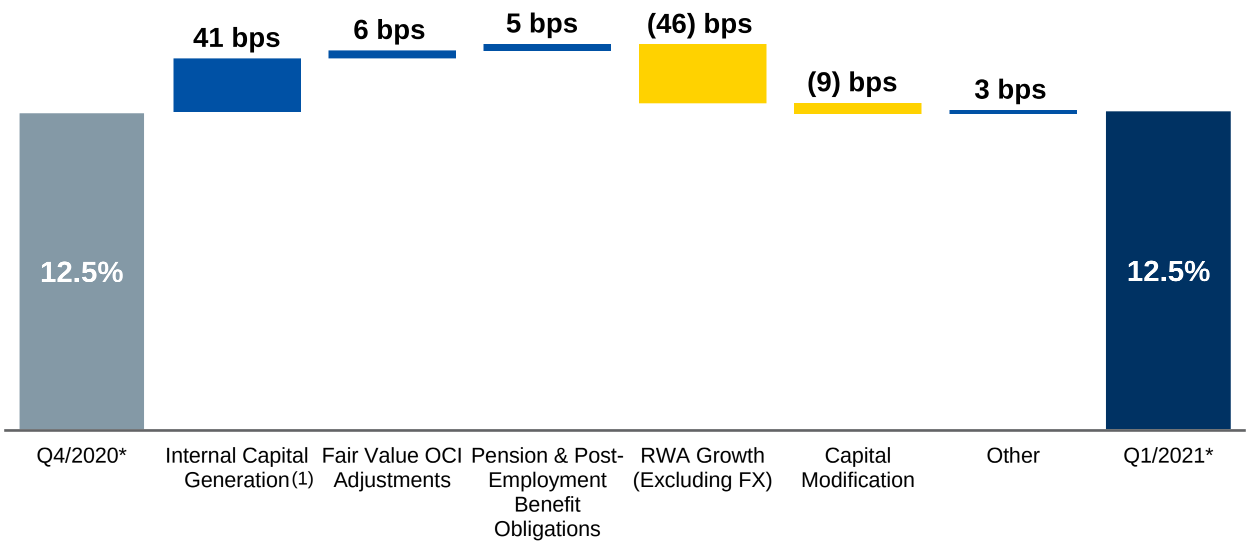
Tax Rate

- Effective tax rate of 21.2%, up 50 bps YoY
  - Effective tax rate (adjusted for TEB) of 23.3%[8], up 40 bps[8] from last year

(1) This is a non-GAAP measure. See note 14 on slide 35. (2) This is a non-GAAP measure. See note 4 on slide 35. (3) See note 7 on slide 35. (4) This is a non-GAAP measure. See note 5 on slide 35. (5) This is a non-GAAP measure. See note 15 on slide 35. (6) This is a non-GAAP measure. See note 3 on slide 35. (7) See note 6 on slide 35. (8) This is a non-GAAP measure. See note 16 on slide 35. (9) Not meaningful.

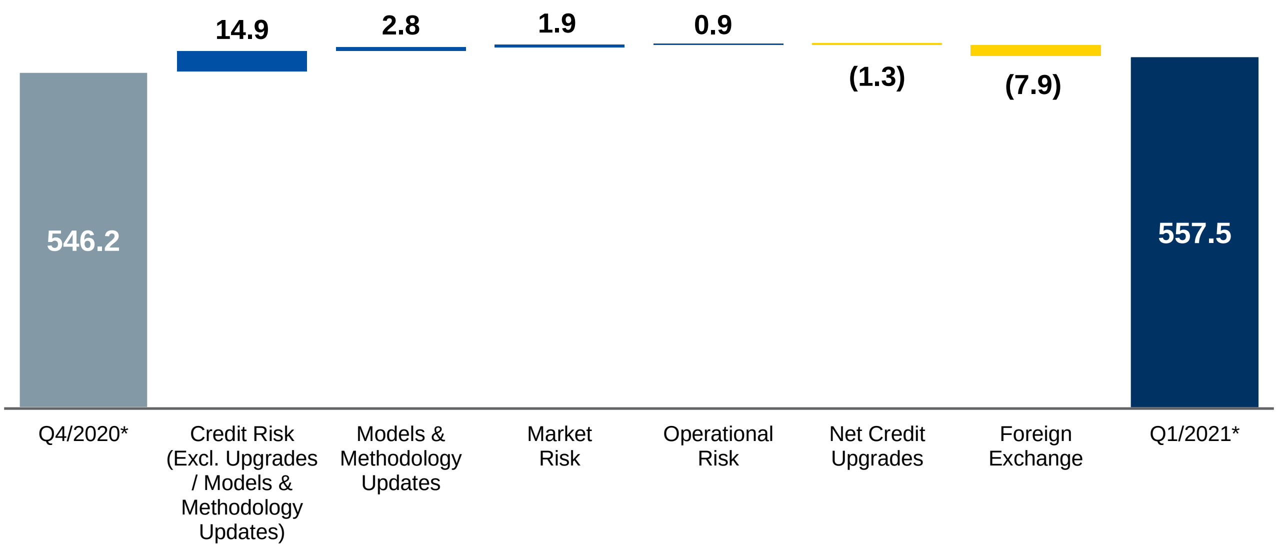
Record capital generation reinvested into strong organic client-driven growth

CET1 Movement



- CET1 ratio of 12.5%, flat QoQ, reflecting:
  - + Record internal capital generation
  - – Strong organic RWA growth supporting client-driven business activities
  - – Partial reversal of IFRS 9 capital modification, driven by lower exclusion rate
    - o Cumulative IFRS 9 capital modification benefit of 19 bps
- Leverage ratio of 4.8%, flat QoQ

RWA Movement ($ billions)



- RWA increased $11 billion, mainly reflecting:
  - – Strong business growth, mainly in retail and wholesale lending in Canadian Banking, City National and Capital Markets
  - – Transitional methodology changes to securitization framework
  - – Higher market risk RWA due to higher inventories
  - + Net credit upgrades, primarily in commercial lending portfolios
  - + Favourable FX translation

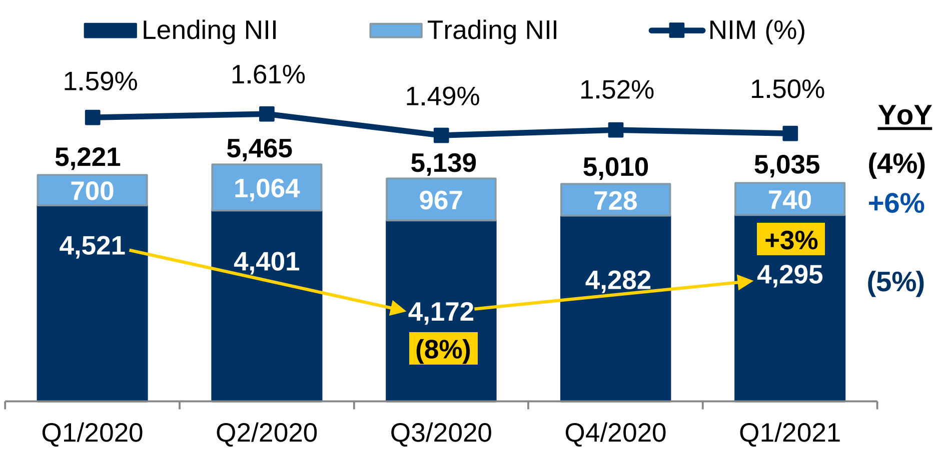
**Represents rounded figures. For more information, refer to the Capital Management section of our Q1/2021 Report to Shareholders.*

(1) Internal capital generation represents net income available to shareholders, less common and preferred share dividends and distributions on other equity instruments.

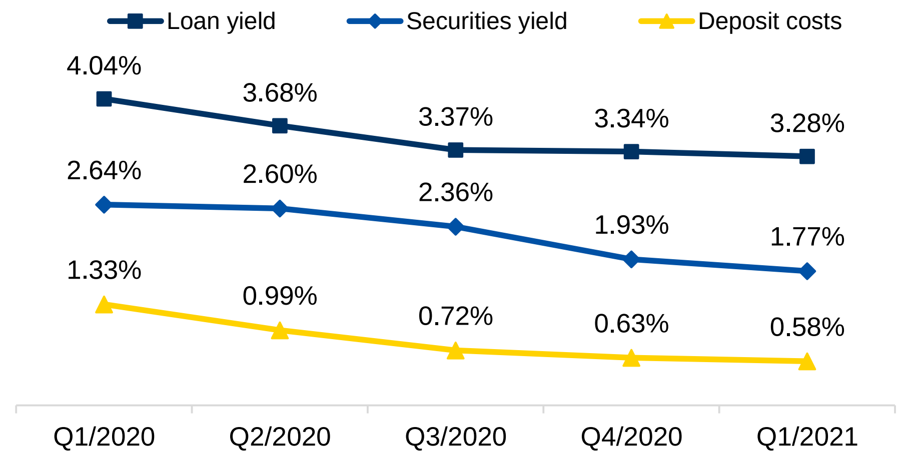
Net interest income: Strong volume growth more than offset by lower interest rates

- Net interest income down 4% YoY as strong volume growth in Canadian Banking and City National was more than offset by the impact of lower interest rates
- All-bank NIM declined 2 bps QoQ, primarily due to asset mix, as well as the ongoing impact of the lower interest rate environment
- Liquidity Coverage Ratio of 141% remains elevated

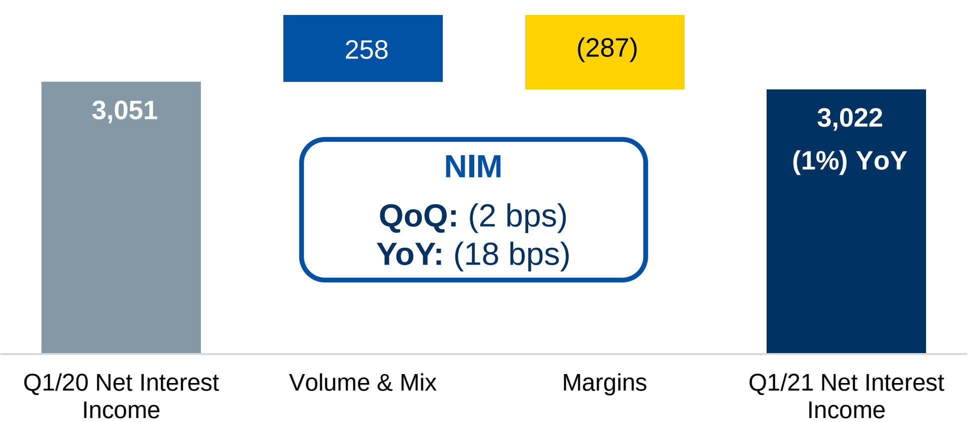
Net Interest Income and NIM on Average Earning Assets ($ millions)



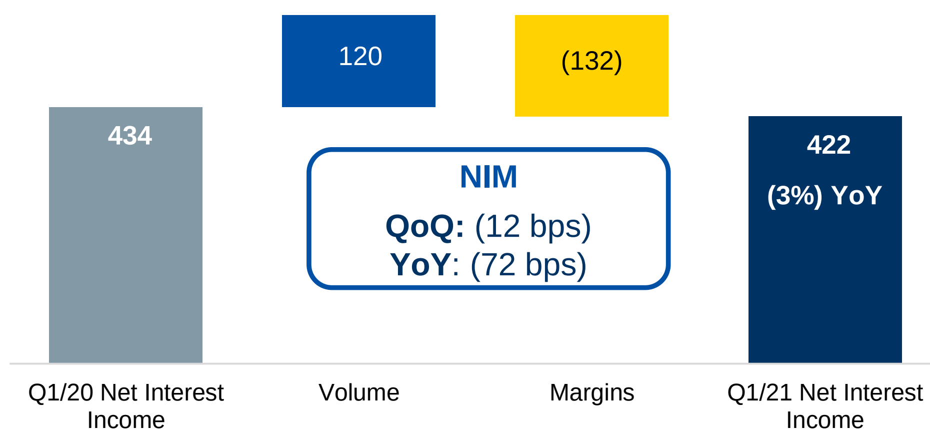
Average Rates(1)



Canadian Banking Net Interest Income ($ millions)



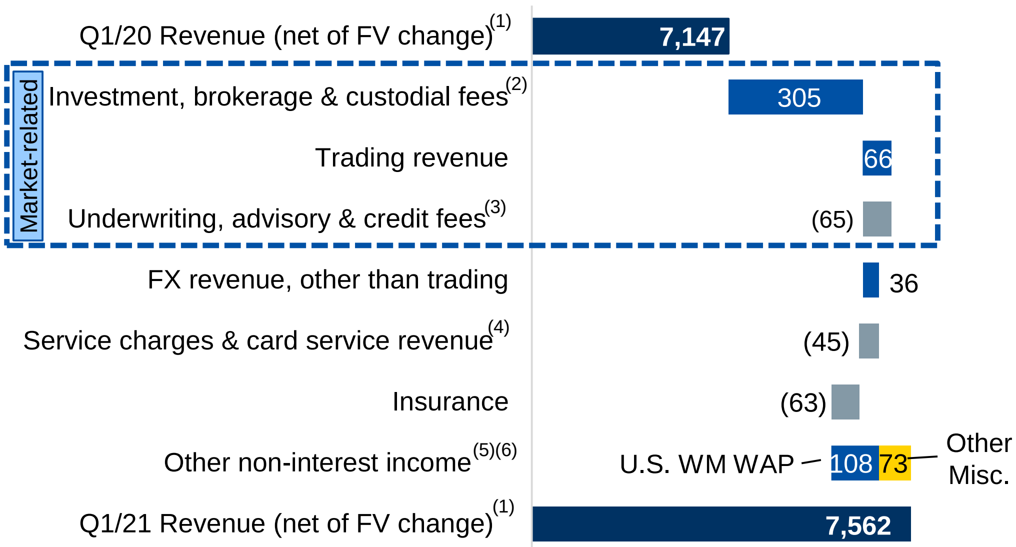
City National Bank Net Interest Income (US$ millions)



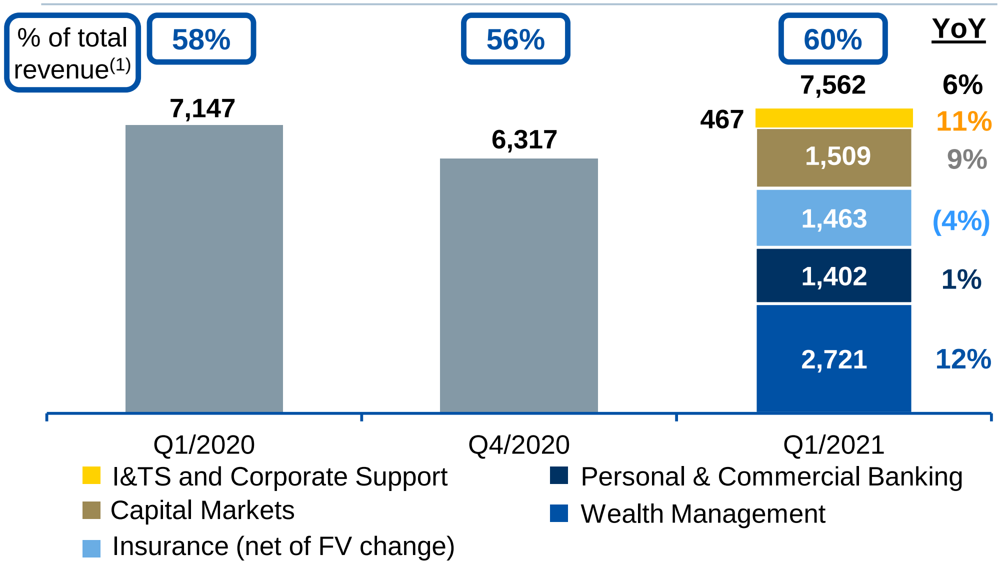
(1) Contains non-GAAP measures. See note 17 on slide 37.

Non-interest income: Strong results in Capital Markets and Wealth Management

Non-Interest Income[1] ($ millions)



Non-Interest Income by Segment[1] ($ millions)



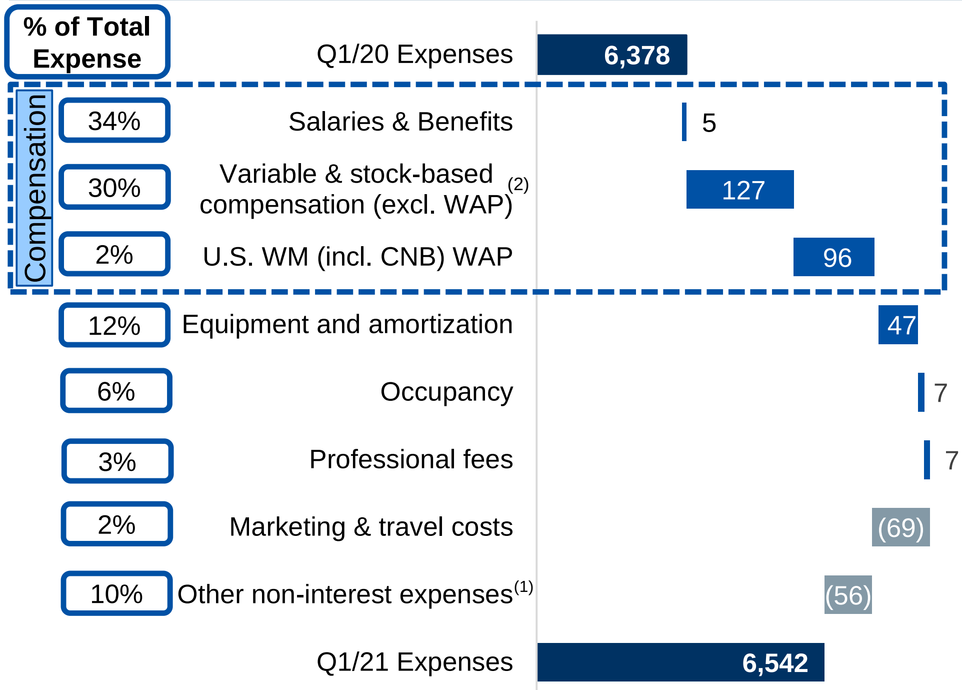
Q1/2021 Highlights

- **Non-interest income was up 4% YoY; up 6% net of Insurance FV change[1]**
- \+ Higher investment management & custodial fees and mutual fund revenue, largely in Wealth Management
- \+ Increased client activity drove higher securities brokerage commissions across Canadian Banking, Wealth Management and Capital Markets
- \+ Higher trading revenue in Capital Markets underpinned by robust client activity, partially offset by lower results in Investor & Treasury Services
- – Card service revenue and service charges in Canadian Banking continue to be affected by the impacts of COVID-19
- – Reduction in insurance revenue reflects lower Canadian group annuity sales and International Life volumes. Prior year included an unfavourable impact from reinsurance contract renegotiations
- \+ Other non-interest income:
  - \+ $108MM increase in the fair value of hedges related to our U.S. share-based compensation plans in U.S. Wealth Management (U.S. WAP gains / losses)[6], which are largely offset in expenses

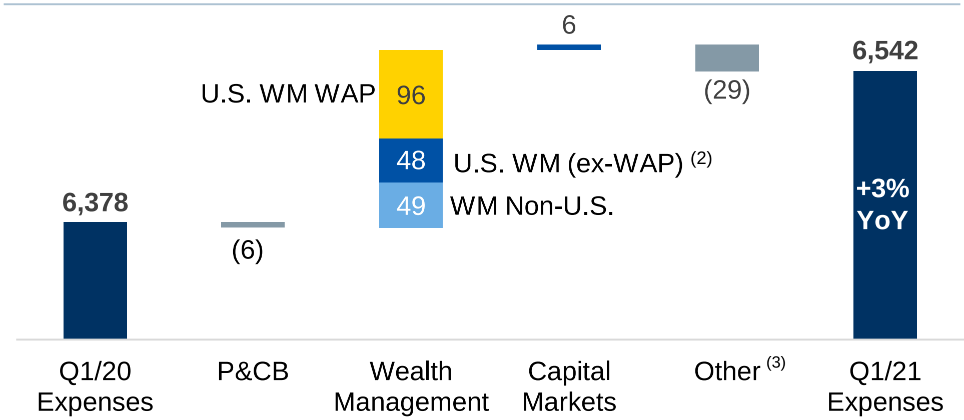
(1) This is a non-GAAP measure. See note 14 on slide 35. (2) Comprised of investment management & custodial fees, Securities brokerage commissions and Mutual fund revenue. (3) Comprised of Underwriting and other advisory fees and Credit fees. (4) Comprised of service charges and card service revenue. (5) See note 19 on slide 36. (6) See note 15 on slide 35.

Non-interest expense: Higher variable compensation commensurate with results

Non-Interest Expense ($ millions)



Non-Interest Expense by Segment ($ millions)



Q1/2021 Highlights

- **Non-interest expense was up 3% YoY**
- **Excluding variable and stock-based compensation (which includes changes in U.S. WM WAP), expenses were down 1% YoY(2)**

– Higher variable and stock-based compensation commensurate with improved results in Wealth Management and Capital Markets

– Favourable market conditions supported a change in the fair value of our U.S. share-based compensation plans in U.S. Wealth Management (U.S. WAP (gains)/ losses), largely offset in Other revenue

– Higher equipment and software amortization costs driven by prior year investment in technology and equipment

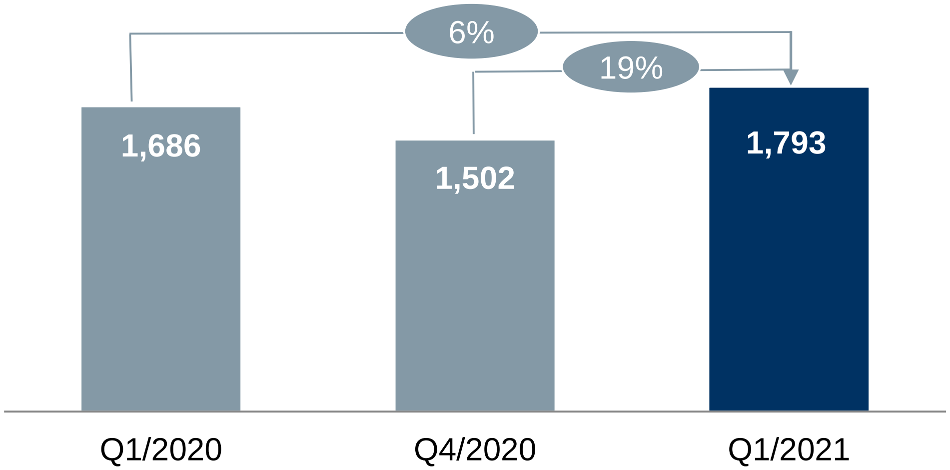
\+ Lower marketing and related costs across all segments. Lower travel costs, mainly in Capital Markets and Wealth Management as a result of COVID-19

\+ Lower other expenses, including stationery, printing and postage costs

(1) See note 20 on slide 36. (2) This is a non-GAAP measure. See note 3 on slide 35. (3) Other includes YoY change in non-interest expense from Insurance, I&TS and Corporate Support segments.

Strong volume growth in Personal and Commercial Banking

Net Income ($ millions)



Canadian Banking $ millions (unless otherwise stated)	Q1/2021	Reported	
		YoY	QoQ
Revenue	**4,352**	**-**	**4%**
Personal Banking	3,308	-	6%
Business Banking	1,044	(2%)	1%
Non-Interest Expense	1,823	1%	(3%)
Pre-Provision, Pre-Tax Earnings[1]	**2,529**	**(1%)**	**10%**
Provisions for Credit Losses (PCL)	155	(58%)	(48%)
Net Income	**1,754**	**8%**	**19%**
ROE [2]	33.6%	2.3pts	4.5pts
Net Interest Margin	2.54%	(18 bps)	(2 bps)
Efficiency Ratio	41.9%	0.6pts	(3.0pts)
Average loans & acceptances, net ($BN)	484.3	6%	2%
Average deposits ($BN)	471.7	19%	2%
Assets Under Administration ($BN)[3]	315.2	10%	10%

Q1/2021 Highlights

Canadian Banking

- **Net income up 8% YoY**
  - + Strong volume growth and lower PCL, partially offset by lower spreads
- **Revenue flat YoY**
  - – **Net interest income declined 1% YoY**
    - – NIM of 2.54%, down 18 bps YoY (down 2 bps QoQ), largely due to lower interest rates
    - + Strong 12% volume growth with average YoY deposit and loan growth of 19% and 6%, respectively (see slide 26)
  - – **Non interest income up 1% YoY**
    - + Higher securities brokerage commissions and mutual fund revenue, partially offset by lower service charges and card service revenue
- **Expense growth well-controlled at 1% YoY**
  - – Largely driven by higher staff-related costs, partially offset by lower discretionary spend
  - – Negative 1.6% operating leverage
- **Lower PCL YoY**

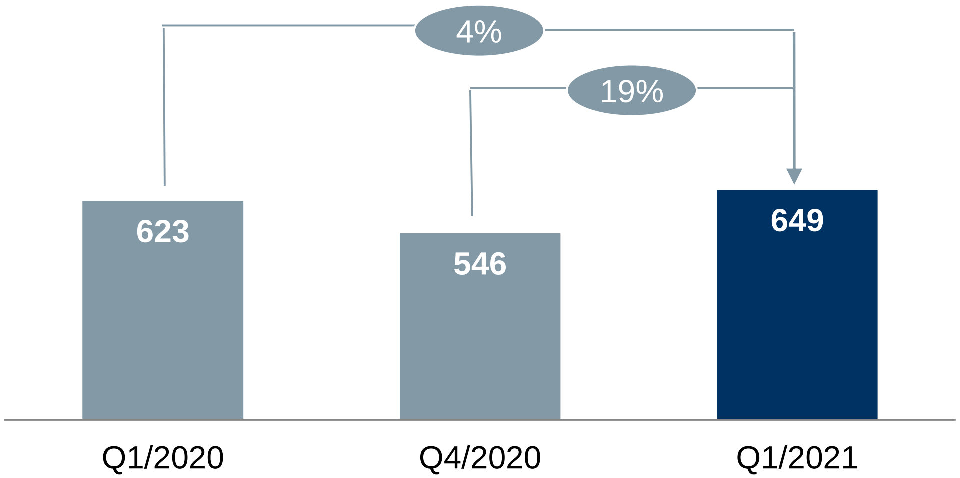
Caribbean & U.S. Banking

- Net income of $39 million, down $23 million YoY, largely due to lower revenue, mainly from lower yields on securities and loans, and higher PCL as compared to net recoveries in the prior year

(1) This is a non-GAAP measure. See note 4 on slide 35. (2) See note 7 on slide 35. (3) Spot balances.

Solid results in Wealth Management driven by market performance and net sales

Net Income ($ millions)



$ millions (unless otherwise stated)	Q1/2021	Reported	
		YoY	QoQ
Revenue	3,387	7%	10%
Non-Interest Expense	2,563	8%	11%
Pre-Provision, Pre-Tax Earnings(1)	**824**	**4%**	**9%**
Provisions for Credit Losses (PCL)	(29)	n.m. (2)	n.m. (2)
Net Income	**649**	**4%**	**19%**
ROE(3)	15.6%	(0.2pts)	2.6pts
Efficiency Ratio	**75.7%**	**0.80pts**	**0.30pts**
Wealth Management (Non-U.S.)	64.6%	(2.8pts)	(0.7pts)

Business Information ($ billions)	Q1/2021	Q1/2020	Q4/2020
Assets Under Administration	1,180.4	1,106.9	1,100.0
Assets Under Management	890.0	792.9	836.4
RBC GAM net sales (see slide 27)	7.2	6.1	3.1
Average loans & acceptances, net	81.8	69.6	81.0
Average deposits	137.9	105.6	132.1

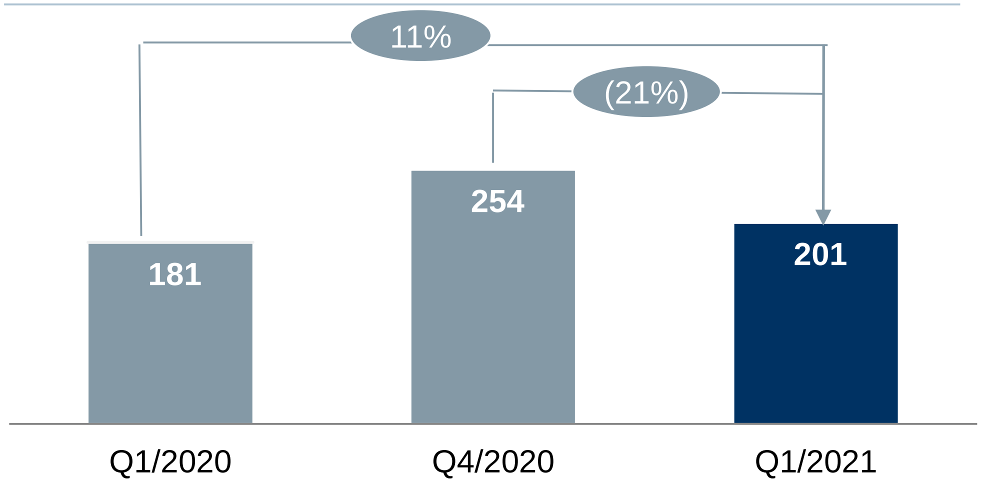
Q1/2021 Highlights

- **Net income up 4% YoY**
  - \+ Strong average volume growth, higher average fee-based client assets, higher performance fees, and lower PCL, partially offset by the impact of lower interest rates and higher staff-related costs
- **Revenue increased 7% YoY (up 4% ex-U.S. WAP gains)(4)**
  - \+ **Wealth Management (non-U.S.) revenue up 9% YoY**
    - \+ Higher average fee-based client assets, primarily reflecting market appreciation and net sales
    - \+ Higher performance fees
    - \+ Changes in the fair value of seed capital investments
  - \+ **U.S. Wealth Management (incl. CNB) revenue up 5% YoY (down 2% ex-U.S. WAP gains)(4)**
    - \+ Strong average loan growth of 22% (US$)
    - \+ Changes in the fair value of hedges related to U.S. share-based compensation plans, largely offset in expenses
    - \+ Higher average fee-based client assets, primarily reflecting net sales and market appreciation
    - – Impact of lower interest rates on net interest income and revenue from sweep deposits
- **Expenses up 8% YoY (up 4% ex-U.S. WAP losses)(5)**
  - – Changes in the fair value of our U.S. share-based compensation plans
  - – Higher variable compensation commensurate with increased commissionable revenue
  - – Higher staff-related costs in support of business growth
- **Lower PCL YoY**

(1) This is a non-GAAP measure. See note 4 on slide 35. (2) Not meaningful. (3) See note 7 on slide 35. (4) This is a non-GAAP measure. See note 15 on slide 35. (5) This is a non-GAAP measure. See note 3 on slide 35.

Solid results in Insurance

Net Income ($ millions)



$ millions (unless otherwise stated)	Q1/2021	Reported	
		YoY	QoQ
Revenue	1,809	(9%)	89%
Revenue net of insurance FV change[1]	1,463	(4%)	23%
Non-Interest Expense	149	(3%)	(1%)
PBCAE	1,406	(13%)	205%
Pre-Provision, Pre-Tax Earnings[2]	**254**	**12%**	**(27%)**
Net Income	**201**	**11%**	**(21%)**
ROE[3]	34.5%	2.0pts	(8.0pts)
Premiums and deposits	**1,444**	**(6%)**	**28%**
Canadian Insurance	1,157	(16%)	287%
International Insurance	652	7%	(1%)

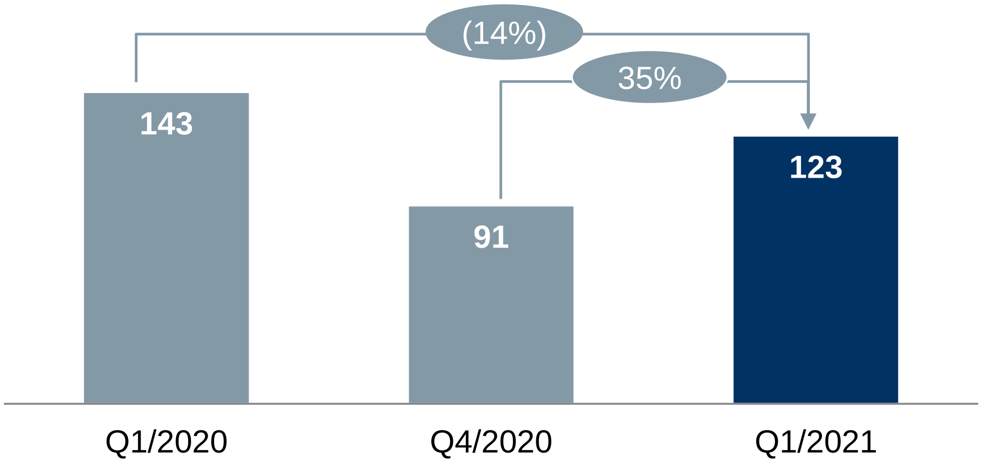
Q1/2021 Highlights

- **Net income up 11% YoY**
  - \+ Improved claims experience and higher favourable investment-related experience, partially offset by the impact of lower new longevity reinsurance contracts and lower international life volumes
- **Revenue down 9% YoY; down 4% net of Insurance FV change[1]**
  - – Change in fair value of investments backing policyholder liabilities and lower Canadian Insurance group annuity sales, both of which are largely offset in PBCAE
  - – Lower international life premium volumes
  - \+ Prior year included an unfavourable impact from reinsurance contract renegotiations
- **PBCAE down 13% YoY**
- **Expenses well controlled, down 3% YoY**

(1) This is a non-GAAP measure. See note 14 on slide 35. (2) This is a non-GAAP measure. See note 4 on slide 35. (3) This is a non-GAAP measure. See note 7 on slide 35.

I&TS continues to be impacted by less favourable rates and elevated liquidity

Net Income ($ millions)



$ millions (unless otherwise stated)	Q1/2021	Reported	
		YoY	QoQ
Revenue	565	(5%)	8%
Non-Interest Expense	401	-	(1%)
Pre-Provision, Pre-Tax Earnings[1]	**164**	**(16%)**	**44%**
Provisions for Credit Losses (PCL)	(2)	n.m.[2]	n.m.[2]
Net Income	**123**	**(14%)**	**35%**
ROE[3]	15.3%	(2.7 pts)	5.2 pts
Efficiency ratio	71.0%	3.7 pts	(7.1 pts)
Assets Under Administration ($BN)	**4,617.3**	**7%**	**3%**
Deposits ($BN)	**204.3**	**17%**	**9%**
Client deposits	63.1	9%	-
Wholesale funding deposits	141.2	21%	14%

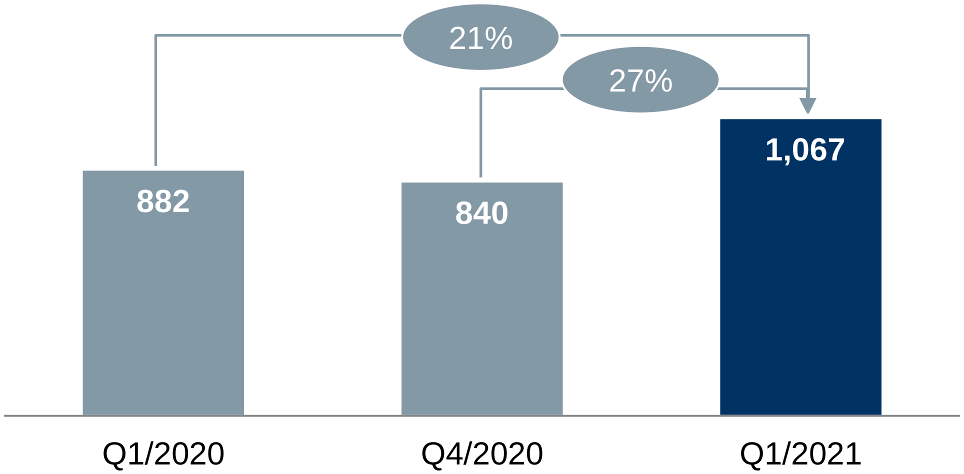
Q1/2021 Highlights

- **Net income down 14% YoY**
  - – Lower revenue from funding and liquidity, and client deposits
- **Revenue down 5% YoY**
  - – Lower **funding and liquidity** revenue, largely driven by the impact of a less favourable interest rate environment in the current quarter and elevated enterprise liquidity, partially offset by higher gains from the disposition of securities
  - – Lower **client deposit** revenue, largely driven by lower interest rates
  - + Impact of foreign exchange translation
  - + **QoQ:** Revenue up 8%, mainly due to higher funding and liquidity revenue driven by money market opportunities in the current quarter, and higher revenue from our asset services business from increased client activity
- **Expenses flat YoY**
  - + Benefit of ongoing efficiency initiatives
  - – Largely offset by the impact of foreign exchange translation

(1) This is a non-GAAP measure. See note 4 on slide 35. (2) Not meaningful. (3) This is a non-GAAP measure. See note 7 on slide 35.

Record earnings of over $1 billion in Capital Markets

Net Income ($ millions)



$ millions (unless otherwise stated)	Q1/2021	Reported	
		YoY	QoQ
Revenue	**2,708**	**6%**	**19%**
Corporate and Investment Banking	**1,112**	**(3%)**	**2%**
Investment Banking	581	(3%)	21%
Lending and Other	531	(2%)	(12%)
Global Markets	**1,626**	**12%**	**22%**
Equities	433	39%	22%
FICC	878	16%	34%
Repo & Secured Financing	315	(17%)	(2%)
Non-Interest Expense	1,441	-	24%
Pre-Provision, Pre-Tax Earnings(1)	**1,267**	**14%**	**14%**
Provisions for Credit Losses (PCL)	(23)	n.m.(2)	n.m.(2)
Net Income	**1,067**	**21%**	**27%**
ROE(3)	18.5%	3.4 pts	4.1 pts
Efficiency ratio	53.2%	(3.1 pts)	2.0 pts
Average loans & acceptances, net ($BN)	98.3	(1%)	(3%)

Q1/2021 Highlights

- **Net income up 21% YoY**
  - + Strong revenue growth in Global Markets and lower PCL, partially offset by higher taxes
- **Revenue up 6% YoY**
  - + **Global Markets** up 12% YoY
    - + Higher equity trading revenue, primarily in the U.S., reflecting increased client activity from elevated volatility and strong primary activity
    - + **QoQ:** Higher fixed income trading across most regions reflecting favourable market conditions and elevated volatility in rates and corporate bond trading
  - – **Corporate and Investment Banking** down 3% YoY
    - – Prior year quarter reflective of higher M&A activity, primarily in North America
    - + **QoQ:** Higher M&A activity across most regions from strong client activity
- **Expenses flat YoY**
  - + Lower marketing and other discretionary spend, and the impact of foreign exchange translation
  - – Higher compensation on improved results
- **Lower PCL YoY**
- **Higher effective tax rate YoY**

(1) This is a non-GAAP measure. See note 4 on slide 35. (2) Not meaningful. (3) This is a non-GAAP measure. See note 7 on slide 35.

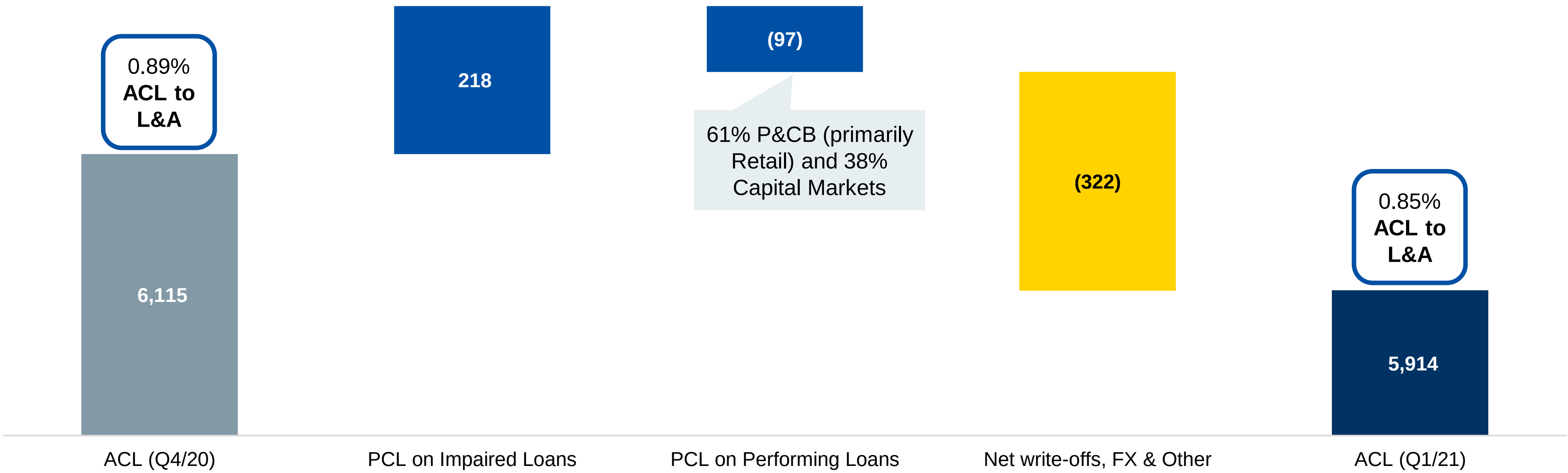
Risk Review

Graeme Hepworth

Chief Risk Officer

ACL reflects our prudent approach to provisioning

Movement in Allowance for Credit Losses on Loans[1] ($ millions)

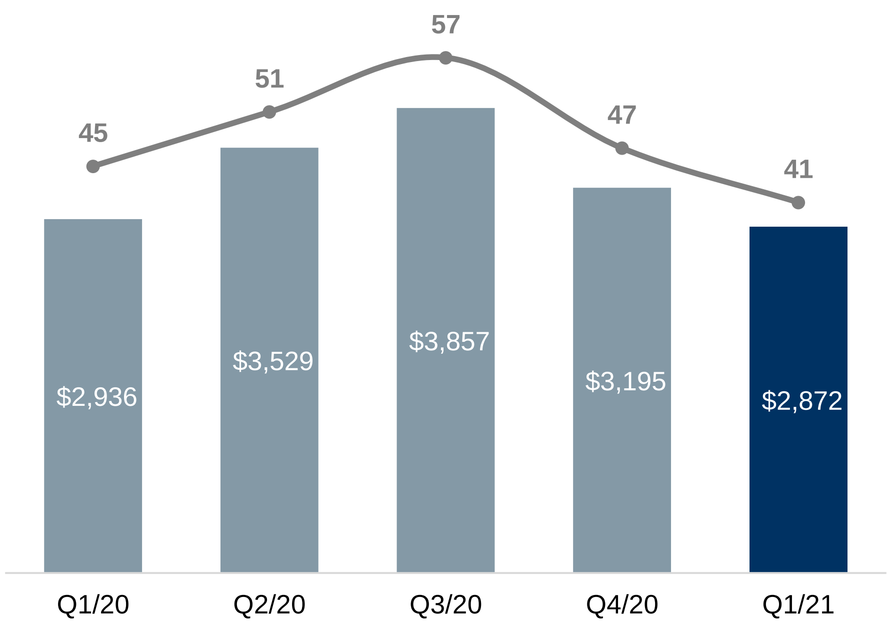


- ACL as a percentage of loans and acceptances of 0.85% was down 4 bps QoQ, but remains elevated relative to 0.53% at Q1/2020 reflecting the ongoing uncertainty related to COVID-19
- The $97 million release of reserves on performing loans in Q1/2021 reflects improvements in our credit quality outlook, and represents less than 4% of the FY2020 reserve build on performing loans
  - The release was primarily due to favourable changes in our credit quality outlook in Canadian Banking Retail and Capital Markets
- Changes in macroeconomic variables and the level of uncertainty related to COVID-19 will continue to impact ACL

(1) Totals may not add due to rounding.

Muted wholesale formations partially offset by rising retail formations

Gross Impaired Loans (GIL) ($ millions, bps)



Key Drivers of GIL (QoQ)

- Total GIL decreased $323 million (down 6 bps QoQ)
  - New formations were down $21 million QoQ

Canadian Banking

- GIL increased $95 million, with higher new formations QoQ in residential mortgages and personal lending, partially reflecting the impact of the roll-off of deferral programs

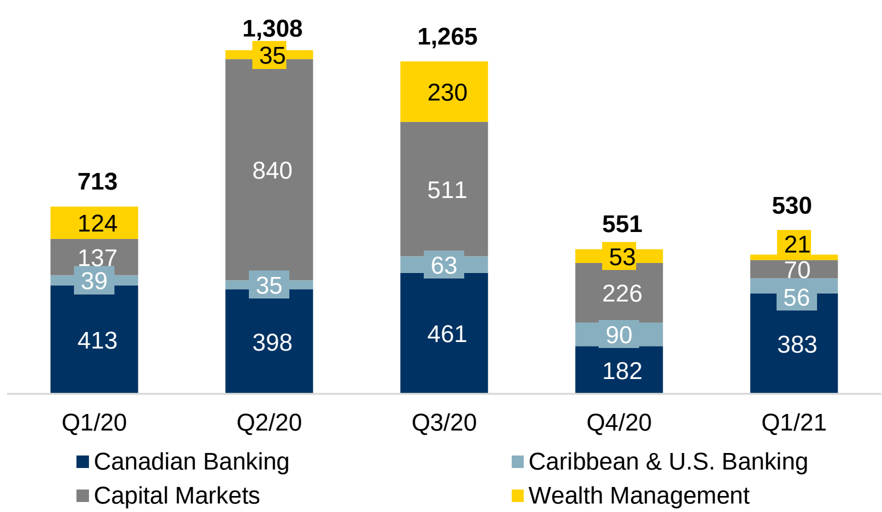
Capital Markets

- GIL decreased $348 million, reflecting resolution of previously impaired loans, mainly in the Oil & Gas and Automotive sectors

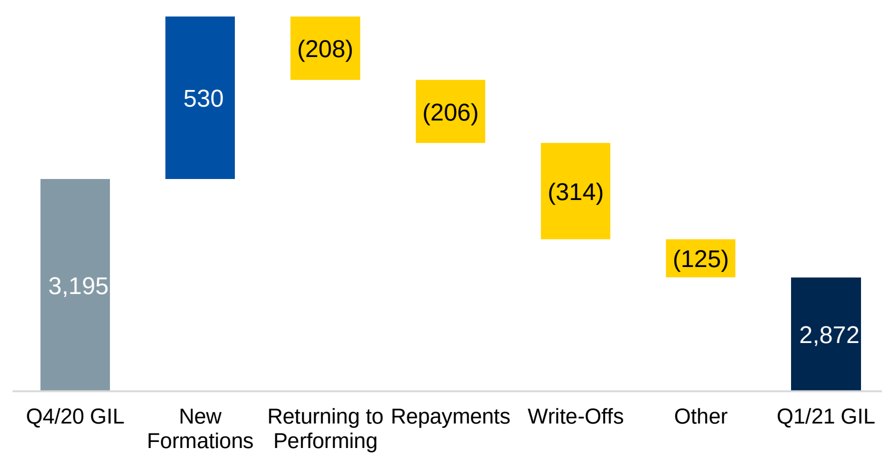
Wealth Management (including CNB)

- GIL decreased $56 million, on lower new formations, as well as repayments on previously impaired loans at CNB, primarily in the Consumer Discretionary and Consumer Staples sectors

New Formations ($ millions) (1)



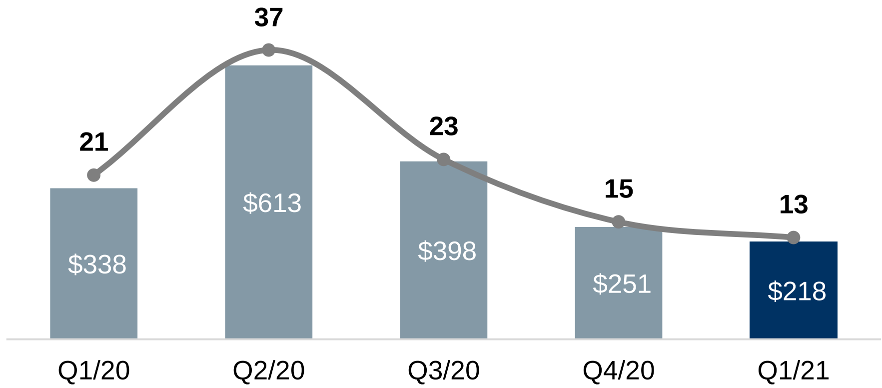
Net Formations ($ millions)



(1) See note 21 on slide 36.

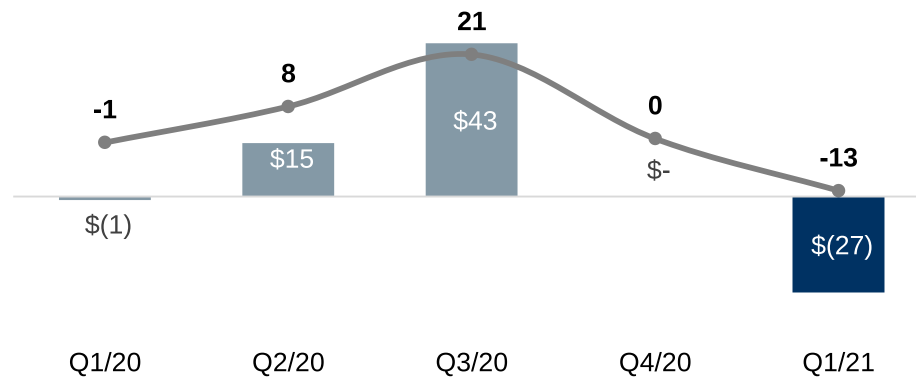
PCL on impaired loans remains below pre-pandemic levels

Total RBC ($ millions, bps)



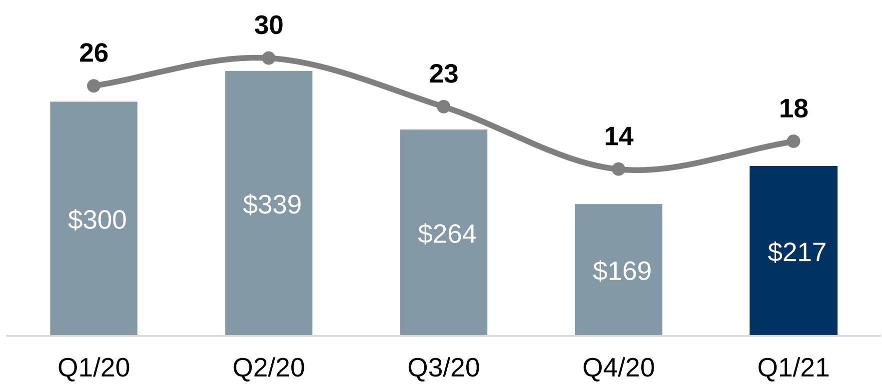
- Lower provisions QoQ in Capital Markets and Wealth Management, partially offset by higher provisions in Canadian Banking

Wealth Management ($ millions, bps)



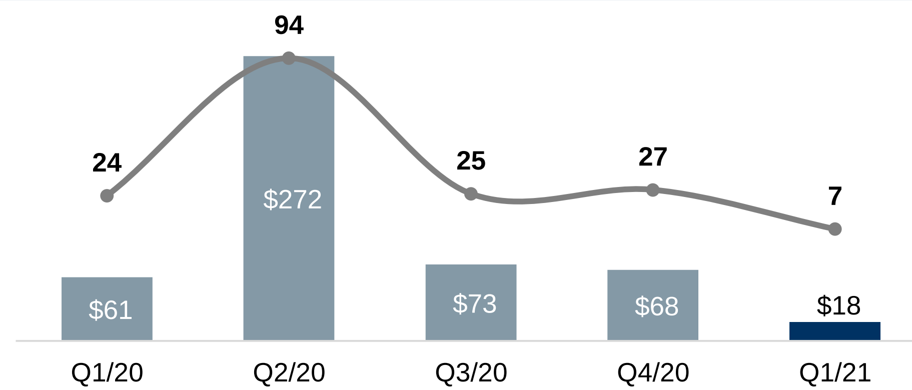
- Lower provisions QoQ, largely due to recoveries on previously impaired loans in City National Bank mainly in the Consumer Discretionary and Consumer Staples sectors

Canadian Banking ($ millions, bps)



- **Retail:** Higher provisions QoQ, primarily in personal lending due to the roll-off of deferral programs. Cards write-offs were lower QoQ, noting that delinquent cards balances are written off after 180 days past due
- **Commercial:** Higher QoQ, mainly due to a provision on an Other Services account

Capital Markets ($ millions, bps)



- Lower provisions QoQ, largely due to fewer new impairments and recoveries on previously impaired loans in the Oil & Gas sector

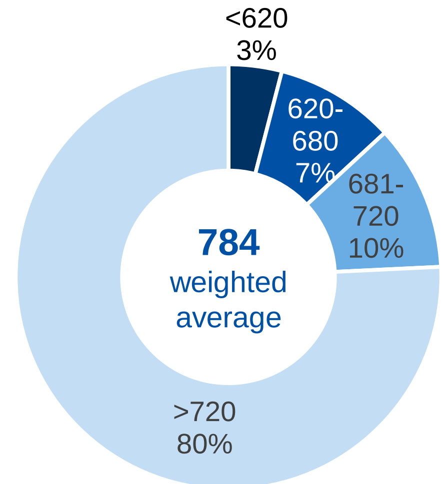
Strong underlying credit quality in Canadian Banking (CB)

Canadian Banking PCL on Impaired Loans and Gross Impaired Loans

	Q1/21 Avg Loan Balances ($BN)	PCL on Impaired Loans (bps) (1)			Gross Impaired Loans (bps)			Avg FICO Score (Q1/21)
		Q1/20	Q4/20	Q1/21	Q1/20	Q4/20	Q1/21	
Residential Mortgages	**305.1**	1	1	**2**	18	14	**15**	**789**
Personal Lending	**77.5**	64	22	**43**	33	22	**27**	**776**
Credit Cards	**17.0**	274	205	**156**	n.a.	n.a.	**n.a.**	**732**
Small Business	**5.7**	88	58	**60**	111	156	**155**	**n.a.**
Commercial (2)	**82.7**	6	9	**20**	64	72	**74**	**n.a.**
Total	**484.3**	**26**	**14**	**18**	**29**	**26**	**28**	**784**

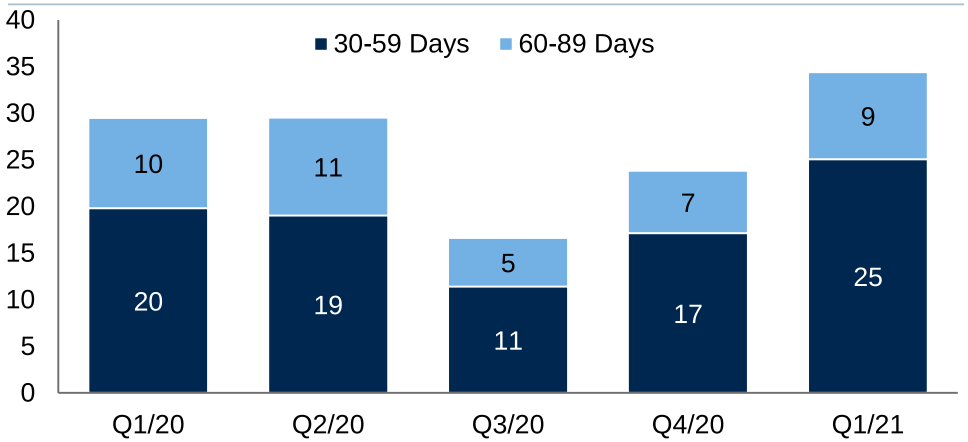
- PCL on impaired loans increased 4 bps QoQ, but remains below pre-pandemic levels
- Clients who took deferrals accounted for ~35% of PCL on impaired loans in Q1/21

CB Retail FICO Score Distribution (Q1/21)



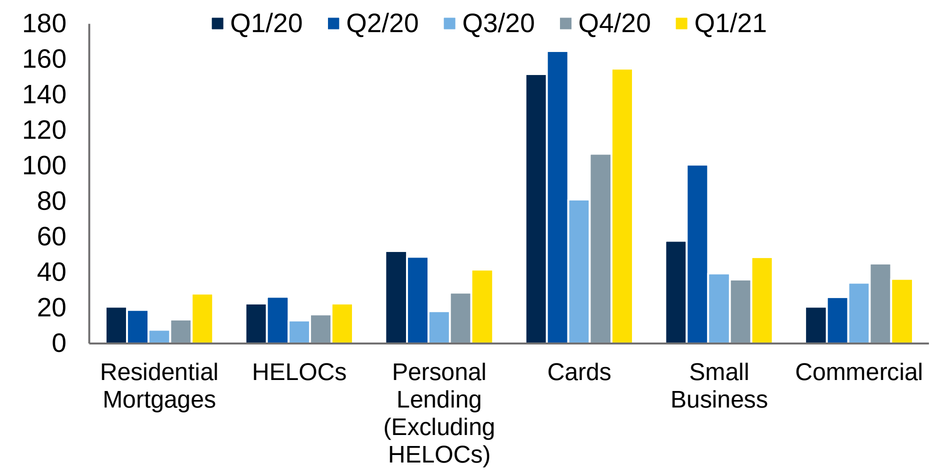
- Credit quality remains high with just 3% of the portfolio with a FICO score below 620

CB Delinquencies By Days Past Due (bps) (3)



- 30-89 day delinquencies of 34 bps increased 10 bps QoQ, with 30-59 day delinquencies up 8 bps QoQ
- Greater than 97% of expired deferral balances have resumed payments as performing loans (97% in retail and 99% in commercial and small business)

CB 30-89 Day Delinquencies by Product (bps) (3)



- 30-89 day delinquencies increased QoQ in all retail products, partially offset by a decrease in the commercial portfolio

(1) See note 22 on slide 36. (2) Commercial excludes Small Business. (3) See note 23 on slide 36.

Appendices

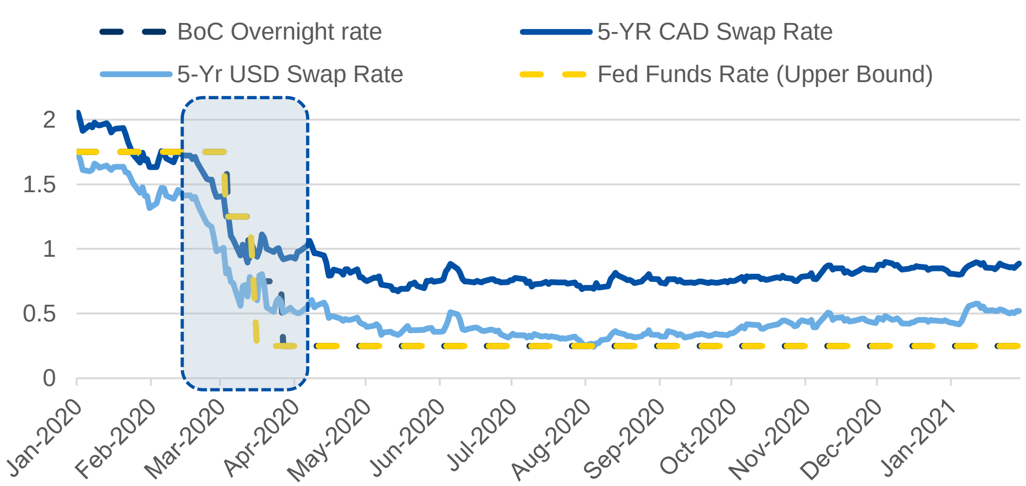
Net Interest Income sensitivity

Interest Rate Risk in the Banking Book (IRRBB) Sensitivities – NII risk[1] ($ millions)

		NII risk				
		Q1/20	Q2/20	Q3/20	Q4/20	Q1/21
Impact of +100 bps move in rates	Canadian dollar impact	377	566	640	571	560
	U.S. dollar impact	91	135	142	247	276
	Total	**468**	**701**	**782**	**818**	**836**
Impact of -100 bps move in rates	Canadian dollar impact	(508)	(571)	(485)	(472)	(530)
	U.S. dollar impact	(119)	(155)	(85)	(149)	(184)
	Total	**(627)**	**(726)**	**(570)**	**(621)**	**(714)**

- **Q1/2021:** The quarter-over-quarter change in net interest income sensitivity is largely attributed to growth in demand and notice deposits
- As at January 31, 2021, an immediate and sustained +100 bps shock would have had a positive impact to our net interest income of $836 million over a 12-month period

Lower rate environment in Canada and the U.S. [2]

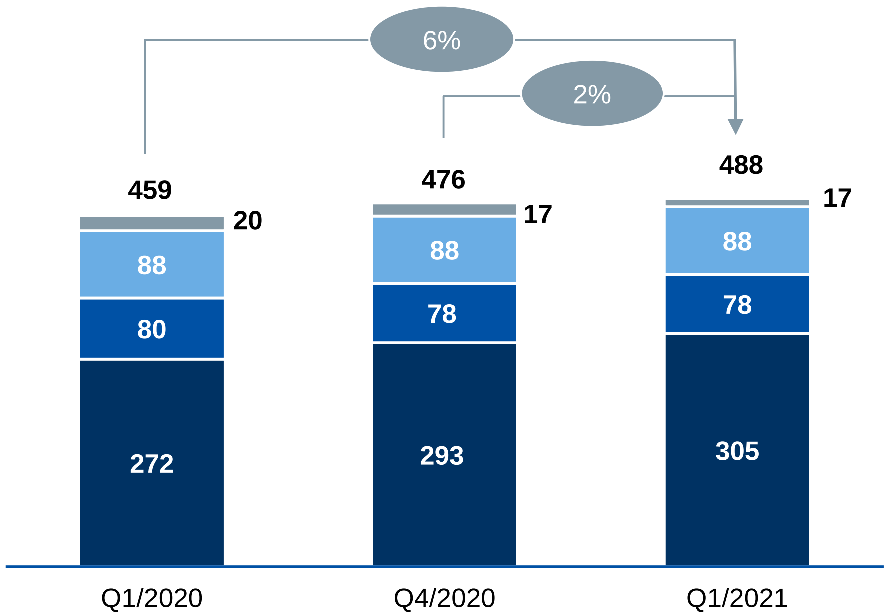


- Through March 2020, the Bank of Canada and U.S. Fed Funds rate each declined by 150 bps

(1) Represents the 12-month NII exposure (before-tax) to an instantaneous and sustained shift in interest rates. (2) Bloomberg data.

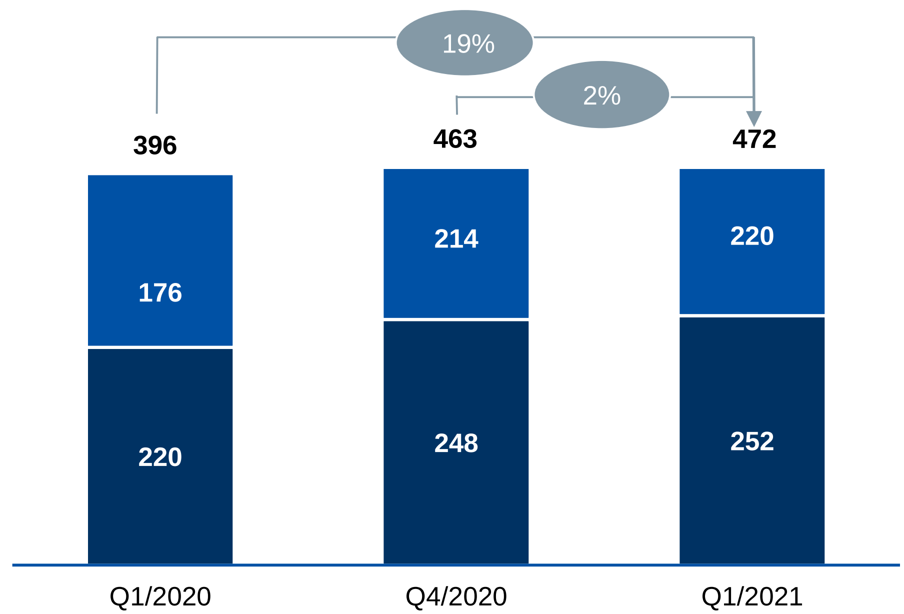
Strong volume growth in Canadian Banking

Average Gross Loans & Acceptances[1] ($ billions)



Percentage Change[1]	YoY		QoQ	
Residential Mortgages	12.3%	RESL[2] 10.1%	4.1%	RESL[2] 3.5%
HELOC	(4.9%)		(1.6%)	
Other Personal	(1.2%)		0.2%	
Credit Cards	(14.1%)		(1.7%)	
Business (Including Small Business)	0.7%		0.7%	

Average Deposits[1] ($ billions)

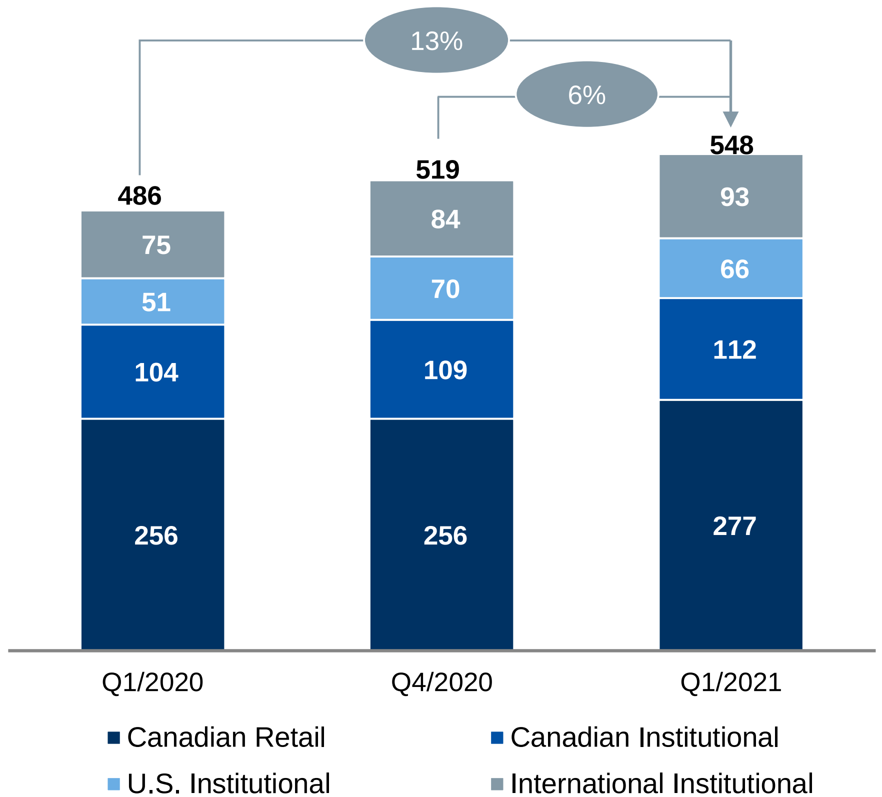


Percentage Change[1]	YoY	QoQ
Personal Deposits	14.4%	1.5%
Business Deposits	25.1%	2.5%

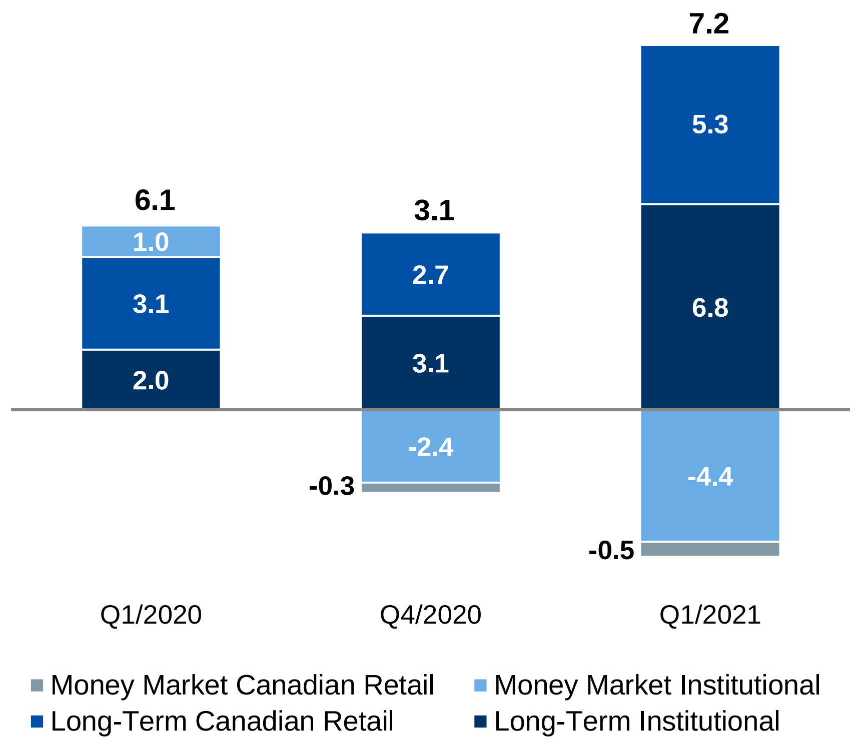
(1) Totals may not add and percentage change may not reflect actual change due to rounding. (2) Real estate secured lending (RESL) includes residential mortgages and HELOC.

Strong net sales at RBC Global Asset Management

RBC Global Asset Management AUM ($ billions)



RBC Global Asset Management Net Sales ($ billions)



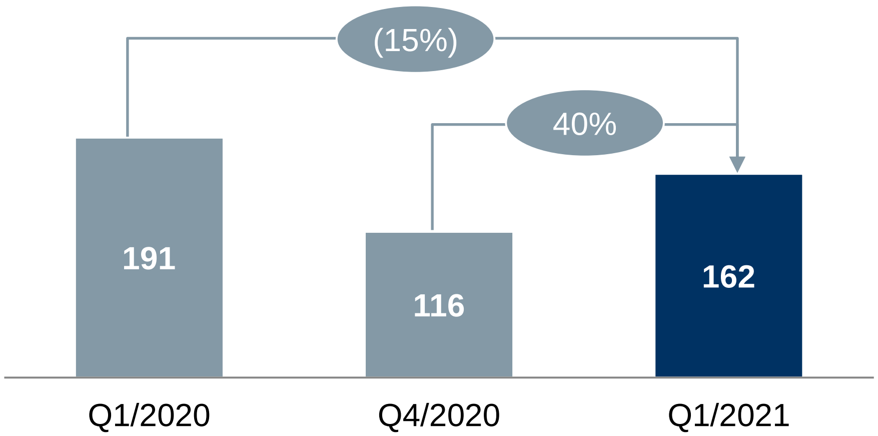
Maintaining our leading Canadian retail market share

- RBC Global Asset Management (GAM) ranks #1 in market share by Canadian Retail Mutual Fund AUM with 16.2% of all-in[(1)] share
- Amongst the bank fund companies, RBC GAM Canadian Retail Mutual Fund AUM has market share of 32.5%[(1)]
- RBC GAM captured 25.7% of total industry Canadian Retail Mutual Fund net sales for the past 12 months[(1)]

(1) See note 8 on slide 35.

Lower rates more than offset growth in U.S. Wealth Management (incl. CNB)

Net Income (US$ millions)



US$ millions (unless otherwise stated)(1)	Q1/2021	YoY	QoQ
Revenue	1,326	7%	14%
Revenue excl. U.S. WAP gains/(losses)(2)	1,196	1%	3%
Expenses	1,149	14%	16%
Expenses excl. U.S. WAP (gains)/losses(3)	1,027	6%	4%
Pre-Provision, Pre-Tax Earnings(4)	**177**	**(21%)**	**3%**
Adjusted Pre-Provision, Pre-Tax Earnings(4)(5)	213	(18%)	2%
Provisions For Credit Losses	(23)	n.m.(6)	n.m.(6)
Net Income	**162**	**(15%)**	**40%**
Adjusted Net Income(5)	188	(14%)	31%
Assets Under Administration (AUA) $BN	487	11%	11%
Assets Under Management (AUM) $BN	152	16%	11%
CNB Net Interest Income	**422**	**(3%)**	**2%**
CNB NIM	2.25%	(72 bps)	(12 bps)
CNB Average Wholesale Loans ($BN)	36	29%	6%
CNB Average Retail Loans ($BN)	16	14%	7%
CNB Average Deposits ($BN)	68	36%	8%
CNB Net Income	**103**	(1%)	87%
CNB Adjusted Net Income(5)	129	(2%)	57%

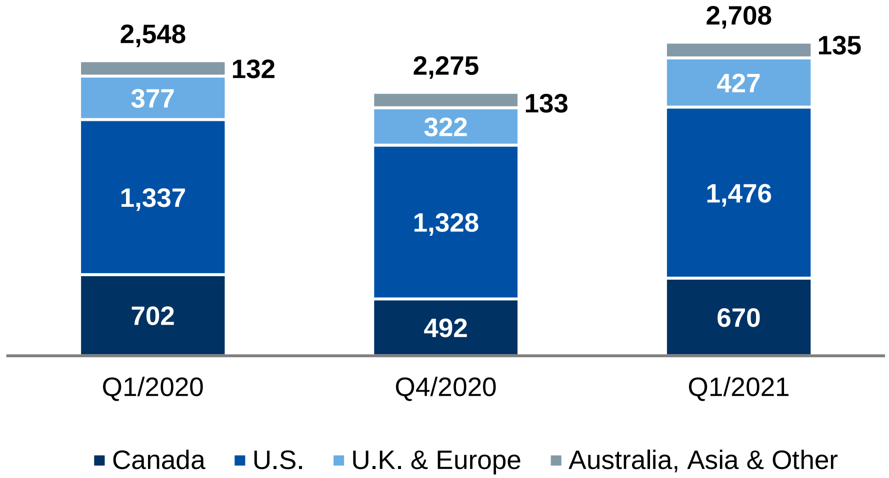
Q1/2021 Highlights (US$)

- **Net income down 15% YoY**
  - – Strong double-digit average volume growth was offset by the impact of lower interest rates and higher expenses
- **Revenue up 7% YoY**
  - + Higher average fee-based client assets reflecting net sales and market appreciation
  - – Net interest income at CNB down 3% YoY
    - - CNB NIM down 72 bps YoY
      - - Down 12 bps QoQ reflecting lower investment yields and asset mix driven by strong deposit growth
    - + 24% CNB loan growth (+13% ex-PPP(7) loans) driven by double-digit growth in both wholesale and retail loans
    - + 36% CNB deposit growth YoY
- **Expenses up 14% YoY**
  - – Higher costs to support underlying business growth
- **Lower PCL YoY**

(1) All balance sheet figures (except for AUA and AUM) represent average balances. (2) This is a non-GAAP measure. See note 24 on slide 36. (3) This is a non-GAAP measure. See note 25 on slide 36 (4) This is a non-GAAP measure. See note 4 on slide 35. (5) This is a non-GAAP measure. See note 26 on slide 36. (6) Not meaningful. (7) Paycheck Protection Program (PPP).

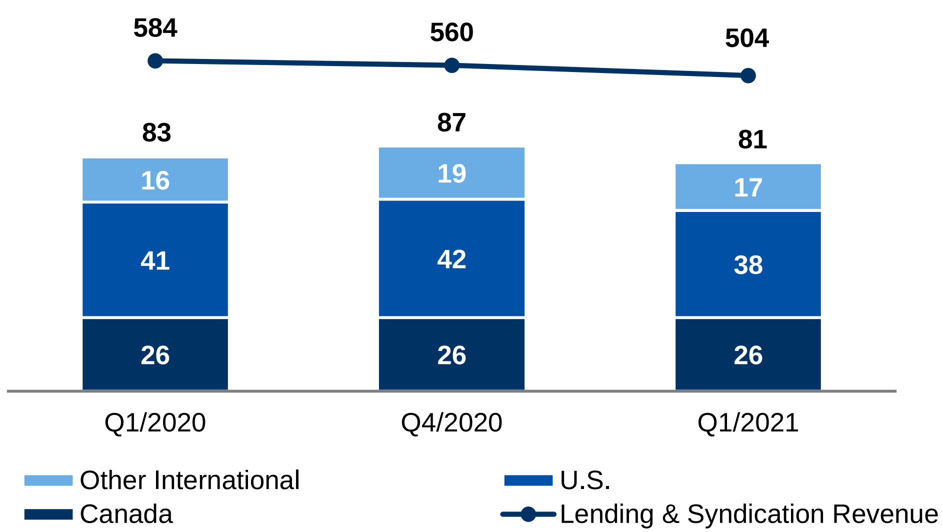
Capital Markets revenue and loan breakdown by geography

Capital Markets Revenue Breakdown by Geography ($ millions)



- **Canada:** Down YoY, driven by lower fixed income trading and lower M&A fees, partially offset by higher FX trading and lending
- **U.S.:** Up YoY, driven by higher equity trading and equity origination, partially offset by lower loan syndication and M&A fees
- **U.K. & Europe:** Up YoY, due to higher fixed income trading, partially offset by lower FX trading
- **Australia, Asia & Other:** Up YoY, driven by higher FX and fixed income trading, partially offset by lower equity origination and M&A fees

Capital Markets Lending & Syndication Revenue ($ millions) & Average Loans Outstanding by Region[(1)] ($ billions)



- Continue to deepen and optimize client relationships
- Diversification driven by strict limits on a single name basis, country, industry, and product levels across all businesses, portfolios, transactions, and products
- Consistent lending standards throughout the cycle
- Approximately 56% of our total Capital Markets exposure[(2)] is investment grade
- Lower loan syndication revenues YoY across most regions

(1) This is a non-GAAP measure. See note 27 on slide 36. (2) Total exposure represents exposure at default (EAD) which is the expected gross exposure upon the default of an obligor.

Canadian residential portfolio has strong underlying credit quality

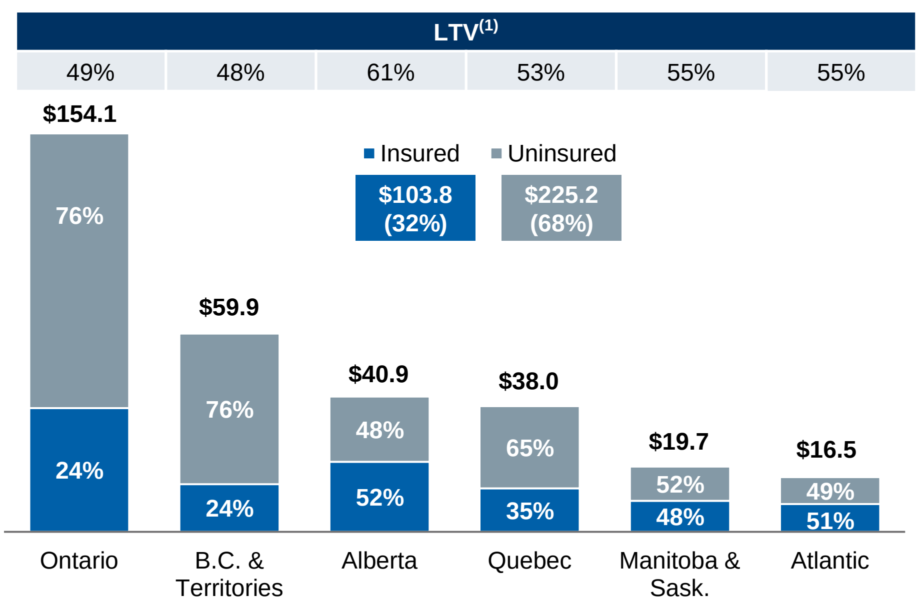
Q1/2021 Highlights

- Strong underlying quality of uninsured residential mortgage portfolio(1)
  - 53% of uninsured portfolio have a FICO score >800
- Greater Toronto Area and Greater Vancouver Area average FICO scores remain above the Canadian average
- Only 2% of our residential lending portfolio has an LTV >80% and FICO score of 720 or lower, and is predominantly all insured
- Condominium outstanding balance is 11% of our Canadian residential lending portfolio

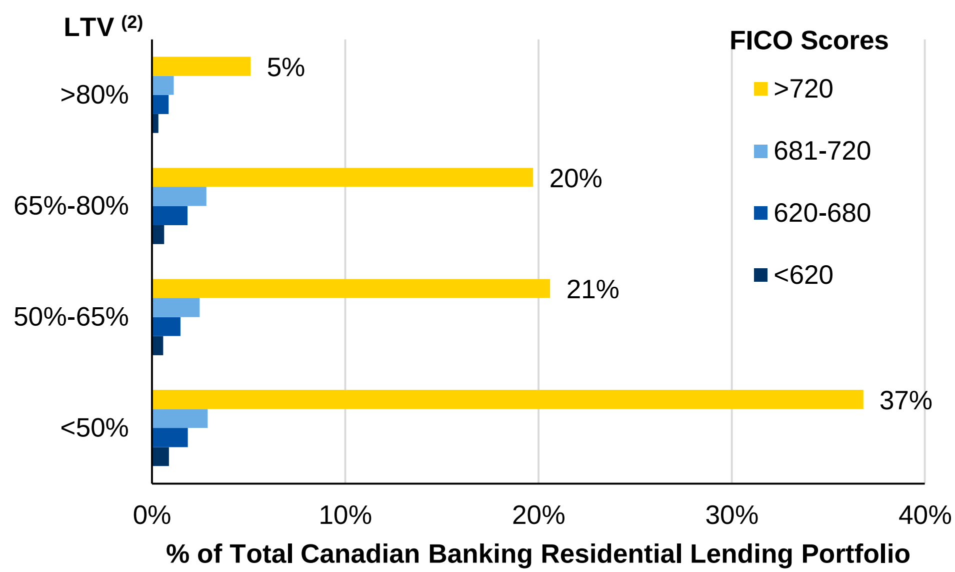
Canadian Banking Residential Lending Portfolio(1)

	Total ($335.8BN)	Uninsured ($261BN)
Mortgage	**$300.0BN**	**$225.2BN**
HELOC	**$35.8BN**	**$35.8BN**
LTV (2)	**51%**	**50%**
GVA	47%	46%
GTA	48%	48%
Average FICO Score(1)	**799**	**805**
90+ Days Past Due(1)(3)	**18 bps**	**14 bps**
GVA	11 bps	11 bps
GTA	9 bps	10 bps

Canadian Residential Mortgage Portfolio(2) ($ billions)



Canadian Banking Residential Lending Portfolio(1)

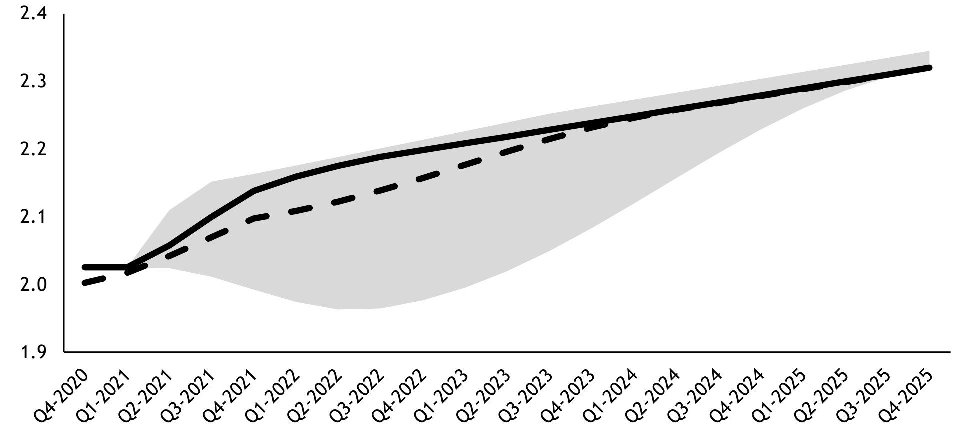


(1) See note 28 on slide 36. (2) See note 29 on slide 36. (3) The 90+ day past due rate includes all accounts that are either 90 days or more past due or are in impaired status.

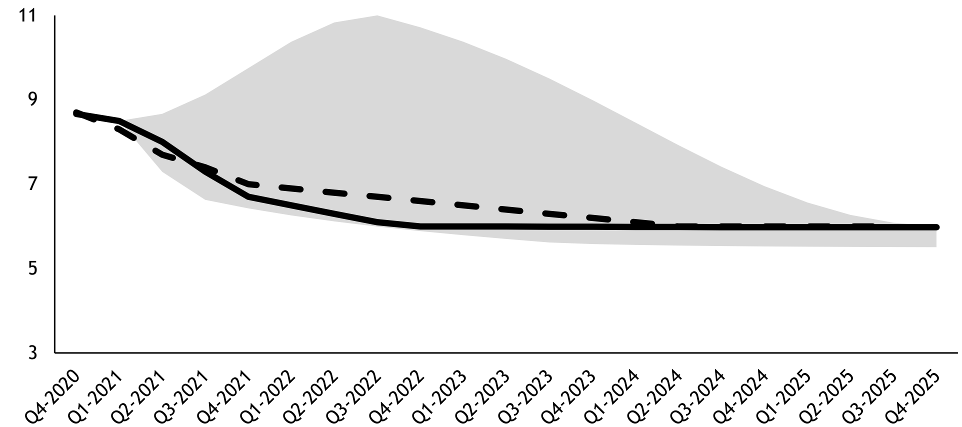
IFRS 9 range of macroeconomic scenario assumptions (as of January 31)

Range of alternative scenarios (January 31, 2021) Base case (January 31, 2021) Base case (October 31, 2020)

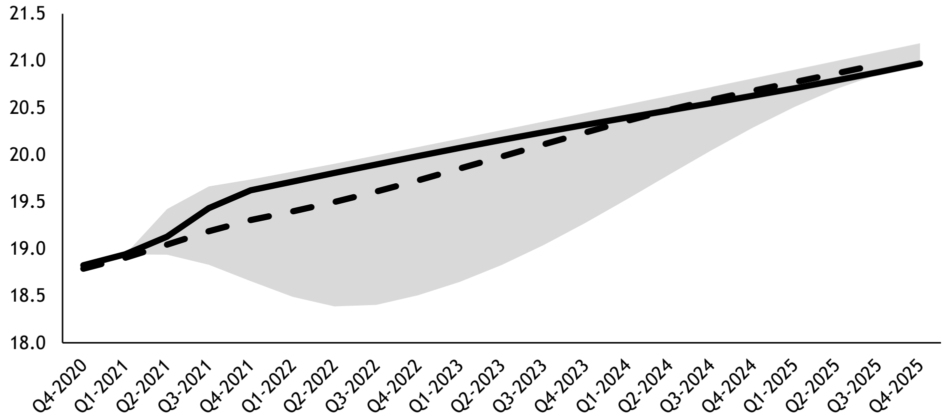
Canada Real GDP ($ Trillions)[(1)]



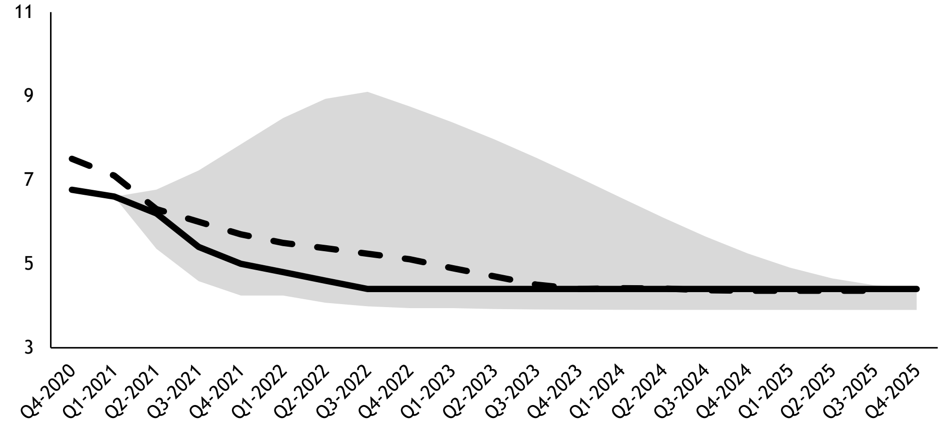
Canada Unemployment Rate (%)[(3)]



U.S. Real GDP (US$ Trillions)[(2)]



U.S. Unemployment Rate (%)[(3)]



Oil price (West Texas Intermediate in US$)

In our base forecast, we expect oil prices to recover from trough prices in April 2020 to an **average price of $50 per barrel over the next 12 months** and $51 per barrel in the following 2 to 5 years. The range of average prices in our alternative downside and upside scenarios is $24 to $59 per barrel for the next 12 months and $35 to $52 per barrel for the following 2 to 5 years.

Canadian housing price index

In our base forecast, **we expect housing prices to increase by 4.9% over the next 12 months**, with a compound annual growth rate of 4.5% for the following 2 to 5 years. The range of annual housing price growth (contraction) in our alternative downside and upside scenarios is (29.6)% to 8.0% over the next 12 months and 4.5% to 11.1% for the following 2 to 5 years.

For further details, refer to Note 5 of our Q1 2021 Report to Shareholders. (1) Represents the seasonally-adjusted annual rate indexed to 2012 Canadian dollars over the calendar quarters presented. (2) Represents the seasonally-adjusted annual rate indexed to 2012 U.S. dollars over the calendar quarters presented. (3) Represents the average quarterly unemployment level over the period.

Exposure to wholesale sectors most vulnerable to COVID-19 impacts

- Our most vulnerable wholesale exposure represents $36.5 billion or 5% of total loans & acceptances outstanding

Select Wholesale Sectors	Sector Group Information (Q1/21)						Sector Exposure Most Vulnerable to COVID-19 (Q1/21)			
	Loans & Acceptances Outstanding		PCL on Impaired Loans		GIL		Loans & Acceptances Outstanding			Select Vulnerable Segments
	$BN[3]	QoQ Growth	$MM	bps[1]	$MM	bps	$BN	QoQ Growth	% of Sector Group	
Commercial Real Estate (CRE)	**$60.2**	+4%	$11 [2]	7 bps	$361 [2]	60 bps	**$10.5**	0%	17%	Retail
Consumer Discretionary	**$16.4**	(1)%	$0	-	$276	168 bps	**$10.4**	0%	63%	Restaurants; Recreation; Hotels; Retail (excluding grocery and home goods); Jewelry; certain Textiles & Apparel
Oil & Gas	**$7.4**	(2)%	$(11)	(58) bps	$333	449 bps	**$7.4**	(2)%	100%	All segments
Transportation	**$7.5**	(3)%	$12	63 bps	$142	191 bps	**$3.7**	(10)%	50%	Aircraft; Airlines; Airports; Passenger-related Marine Transport; Transit-related Ground Transport
Other Services	**$22.7**	(2)%	$29	50 bps	$273	120 bps	**$3.1**	+4%	14%	Dental; certain Retail Services; certain Business Services
Telecommunications & Media	**$5.2**	+3%	$0	-	$6	12 bps	**$1.4**	(6)%	26%	Film & TV Production; Theaters
Total	**$119.4**	**+2%**	**$41**	**14 bps**	**$1,391**	**117 bps**	**$36.5**	**(1)%**	**31%**	

(1) Q1/21 PCL annualized. (2) Represents data for the Real Estate and Related sector group. (3) Totals may not add due to rounding.

ACL coverage: Lower-risk residential mortgages a large part of our balance sheet

Allocation of ACL by Product

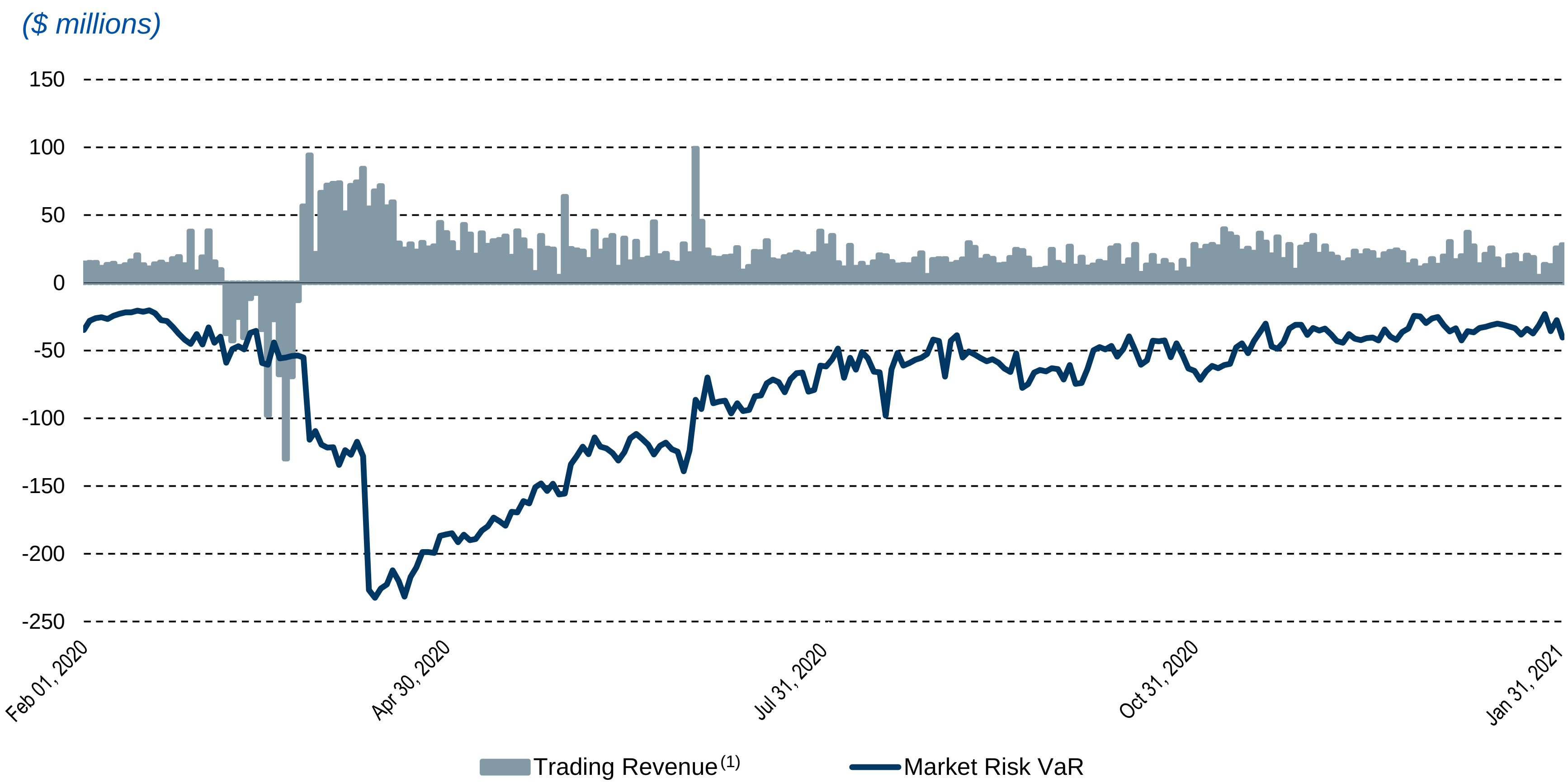
	Q4 / 2020					Q1 / 2021				
	% of Loans & Acceptances					% of Loans & Acceptances				
Product	**Stage 1**	**Stage 2**	**Stage 1 & 2**	**Stage 3**	**Total**	**Stage 1**	**Stage 2**	**Stage 1 & 2**	**Stage 3**	**Total**
Residential mortgages (1)	0.1%	1.9%	**0.1%**	**23.8%**	**0.15%**	0.1%	1.9%	**0.1%**	**23.3%**	**0.15%**
Other Retail	0.9%	12.5%	**2.2%**	**42.7%**	**2.34%**	0.9%	13.9%	**2.2%**	**46.4%**	**2.36%**
Personal	0.6%	9.1%	**1.3%**	**45.3%**	**1.42%**	0.6%	9.6%	**1.3%**	**48.8%**	**1.45%**
Credit cards	2.6%	24.6%	**7.1%**	**-**	**7.07%**	2.7%	27.3%	**7.3%**	**-**	**7.33%**
Small business	1.9%	1.9%	**1.9%**	**36.7%**	**2.44%**	1.6%	3.6%	**1.9%**	**40.0%**	**2.48%**
Retail	**0.3%**	**8.3%**	**0.6%**	**29.9%**	**0.70%**	**0.2%**	**8.7%**	**0.6%**	**30.9%**	**0.68%**
Wholesale (1)	**0.6%**	**4.1%**	**1.0%**	**29.6%**	**1.33%**	**0.5%**	**4.6%**	**1.0%**	**31.3%**	**1.24%**
Total ACL	**0.4%**	**5.9%**	**0.8%**	**29.7%**	**0.89%**	**0.3%**	**6.4%**	**0.7%**	**31.1%**	**0.85%**

Allocation of Loans By Product Within Each IFRS 9 Stage

	Q4 / 2020					Q1 / 2021				
	% of Loans & Acceptances					% of Loans & Acceptances				
Product	**Stage 1**	**Stage 2**	**Stage 1 & 2**	**Stage 3**	**Total ($BN)**	**Stage 1**	**Stage 2**	**Stage 1 & 2**	**Stage 3**	**Total ($BN)**
Residential mortgages (1)	97.3%	2.5%	**99.8%**	**0.2%**	**342.3**	97.3%	2.5%	**99.8%**	**0.2%**	**351.7**
Other Retail	88.3%	11.4%	**99.7%**	**0.3%**	**115.3**	89.5%	10.2%	**99.7%**	**0.3%**	**112.6**
Personal	91.0%	8.8%	**99.8%**	**0.2%**	**92.0**	91.5%	8.3%	**99.7%**	**0.3%**	**90.5**
Credit cards	79.7%	20.3%	**100.0%**	**0.0%**	**17.6**	81.1%	18.9%	**100.0%**	**0.0%**	**16.4**
Small business	72.2%	26.2%	**98.4%**	**1.6%**	**5.7**	82.7%	15.8%	**98.4%**	**1.6%**	**5.8**
Retail	**95.1%**	**4.7%**	**99.8%**	**0.2%**	**457.7**	**95.4%**	**4.3%**	**99.8%**	**0.2%**	**464.3**
Wholesale (1)	**85.9%**	**13.0%**	**99.0%**	**1.0%**	**218.7**	**87.4%**	**11.8%**	**99.2%**	**0.8%**	**221.9**
Total Loans	**92.1%**	**7.4%**	**99.5%**	**0.5%**	**676.4**	**92.8%**	**6.7%**	**99.6%**	**0.4%**	**686.3**

(1) See note 30 on slide 36.

Market risk trading revenue and VaR



- There were no days with net trading losses during Q1/2021.
- RBC maintained a cautious market risk profile in Q1/2021, with a further improvement in VaR levels from lower average risk exposures in the equity derivatives trading business. Trading book performance benefited from strong demand across credit and equity markets.

(1) Includes loan underwriting commitments.

Additional Notes (slides 3 to 11)

Slide 3

2. Revenue net of insurance fair value change of investments backing policyholder liabilities liabilities (Q1/21: $346MM; Q1/20: $468MM). This is a non-GAAP measure. For more information, see slide 37.
3. Expenses excluding variable and stock based compensation, including changes in U.S. wealth accumulation plans (WAP Q1/21: $157MM; Q4/20: $8MM; Q1/20: $61MM) is a non-GAAP measure. For more information, see slide 37.
4. Pre-provision, pre-tax earnings is revenue net of policyholder benefits, claims & acquisition expense (PBCAE) and non-interest expenses. This is a non-GAAP measure. For more information, see slide 37.
5. Adjusted for (i) after-tax effect of amortization of other intangibles (Q1/21: $48MM; Q4/20: $58MM; Q1/20: $47MM) and (ii) dilutive impact of exchangeable shares (Q1/21: $nil; Q4/20: $2MM; Q1/20: $4MM). These are non-GAAP measures. For more information, see slide 37.
6. PCL on loans ratio is calculated using PCL on loans as a percentage of average net loans and acceptances.
7. Return on equity (ROE) does not have a standardized meaning under GAAP and may not be comparable to similar measures disclosed by other financial institutions. This is a non-GAAP measure. For more information, see slide 37.

Slide 4

8. Investment Funds Institute of Canada (IFIC). January 2021 and RBC reporting. Comprised of long-term and money market prospective qualified mutual funds sold to Retail and Institutional clients.

Slide 5

9. Excludes Corporate Support. Revenue is on a Tax Equivalent Basis (TEB). These are non-GAAP measures. For more information, see slide 37.
10. Adjusted net income and adjusted pre-provision, pre-tax earnings for every quarter excludes CNB's amortization of intangibles and integration costs, which were US$26MM/C$34MM after-tax (US$36MM/C$46MM before-tax) in Q1/2021. This is a non-GAAP measure. For more information, see slide 37.

Slide 7

11. Represents data as at October 31, 2020 for businesses in Canada governed by the "Employment Equity Act (Canada)"; Board composition is reflective as of October 31, 2020.
12. Based on employee self-identification and aligned to the definitions of the Employment Equity Act in Canada
13. Includes Sustainalytics, FTSE4Good, MSCI, VigeoEIRIS and S&P Corporate Sustainability Assessment.

Slide 9

14. Revenue and non-interest income net of Insurance fair value change of investments backing policyholder liabilities (Q1/21: $346MM; Q1/20: $468MM). This is a non-GAAP measure. For more information, see slide 37.
15. Revenue and non-interest revenue net of U.S. wealth accumulation plans (WAP) gains/(losses), which was $168MM in Q1/21 and $60MM in Q1/20. This is a non-GAAP measure. For more information, see slide 37.
16. Effective tax rate (adjusted for TEB) (Q1/21: $128MM, Q4/20: $127MM; Q1/20: $128MM). This is a non-GAAP measure. For more information, see slide 37.

Slide 11

17. Loan yield calculated as interest income on loans as a percentage of average total net loans is a non-GAAP measure. Securities yield calculated as interest and dividend income on securities as a percentage of average securities, net of applicable allowance is a non-GAAP measure. Deposit costs calculated as interest expense on deposits and other as a % of average deposits is a non-GAAP measure. For more information, see slide 37.

Additional Notes (slides 12 to 33)

Slide 12

19. Comprised of Net gain on investment securities, Share of profit (loss) in joint ventures and associates, U.S. wealth accumulation plans (WAP) gains / (losses) and Other.

Slide 13

20. Other non-interest expenses include YoY change in non-interest expense from the following line items: Telecommunications, Postage and courier, Stationery and printing, Business and capital taxes, Employee training, Donations, Outsourced item processing, Impairment of other intangibles, Impairment of investments in joint ventures and associates and Other.

Slide 21

21. New formations for collectively assessed portfolios in Canadian Banking and Caribbean Banking are net of amounts returned to performing, repayments, sales, FX, and other movements, as amounts are not reasonably determinable.

Slide 23

22. Calculated using average net of allowance on impaired loans.
23. Includes restrained accounts, where loans 30-59 days past due result from administrative processes, such as mortgage loans where payments have been restricted pending payout due to sale or refinancing.

Slide 28

24. Revenue net of U.S. wealth accumulation plans (WAP) gains/(losses) which where US$130MM in Q1/21, is a non-GAAP measure. This is a non-GAAP measure. For more information, see slide 37.
25. Expenses net of U.S. WAP (gains)/losses, which were US$122MM in Q1/21, is a non-GAAP measure. This is a non-GAAP measure. For more information, see slide 37.
26. Adjusted net income and adjusted pre-provision, pre-tax earnings for every quarter excludes CNB's amortization of intangibles, which were US$26MM after-tax (US$36MM before-tax) in Q1/21. This is a non-GAAP measure. For more information, see slide 37.

Slide 29

27. Average loans outstanding includes wholesale loans, acceptances, and off balance sheet letters of credit and guarantees for our Capital Markets portfolio, on a single name basis. Excludes mortgage investments, securitized mortgages and other non-core items. This is a non-GAAP measure. This is a non-GAAP measure. For more information, see slide 37.

Slide 30

28. Based on $300BN in residential mortgages and HELOC in Canadian Banking ($35.8BN). Based on spot balances. Totals may not add due to rounding.
29. Canadian residential mortgage portfolio of $329BN comprised of $300BN of residential mortgages, $10BN of mortgages with commercial clients ($7BN insured) and $18BN of residential mortgages in Capital Markets held for securitization purposes.

Slide 33

30. Items not subject to impairment are loans held at FVTPL: Residential mortgages (Q1/21: $255MM, Q4/20: $253MM); Wholesale (Q1/21: $10.4BN, Q4/20: $8.6BN).

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 key performance and non-GAAP measures we believe provide useful information to investors regarding our financial condition and result of operations. Readers are cautioned that key performance measures, such as ROE and non-GAAP measures, including results excluding Corporate Support, adjusted earnings per share, pre-provision, pre-tax earnings, adjusted pre-provision and pre-tax earnings, Capital Markets average loans and acceptances excluding certain items, non-interest expense excluding variable and stock-based compensation, revenue and non-interest income net of insurance fair value change of investments backing policyholder liabilities, adjusted net income, revenue and expenses excluding WAP gains/losses, City National adjusted net income and effective tax rate (adjusted for TEB) do not have any standardized meanings prescribed by GAAP, and therefore are unlikely to be comparable to similar measures disclosed by other financial institutions.

Additional information about our ROE and non-GAAP measures can be found under the "Key performance and non-GAAP measures" sections of our Q1/2021 Report to Shareholders and 2020 Annual Report.

Definitions can be found under the "Glossary" sections in our Q1/2021 Supplementary Financial Information and our 2020 Annual Report.

Investor Relations Contacts

Nadine Ahn, SVP Wholesale Finance and Investor Relations (416) 974-3355
Asim Imran, Vice President, Investor Relations (416) 955-7804
Marco Giurleo, Senior Director, Investor Relations (416) 955-2546

www.rbc.com/investorrelations