

# VIRTUAL AGM USER GUIDE

## Getting Started

This year's annual meeting will be held virtually. You can participate online using your smartphone, tablet or computer.

We encourage you to provide voting instructions before the meeting by completing the Form of Proxy or voting information form that has been provided to you.

You will be able to participate online via a live webcast of the meeting, ask questions online and, if you have not already voted you will also be able to submit your votes in real time.

## Important Notice for Non-Registered (Beneficial) Holders:

Beneficial Shareholders (being shareholders who hold their shares through a broker, investment dealer, bank, trust company, custodian, nominee or other intermediary) who have not duly appointed themselves as proxy will not be able to vote at the meeting.

If you are a beneficial shareholder and wish to attend and participate at the meeting, you should carefully follow the instructions set out on your voting information form and in the management proxy circular relating to the meeting, in order to appoint and register yourself as proxy, otherwise you will not be able to vote at the meeting.

In order to participate online:

## Before the meeting:

1. Check that your browser for whichever device you are using is compatible. Visit <https://web.lumiagm.com/467409851> on your smartphone, tablet or computer. You will need the latest version of Chrome, Safari, Edge or Firefox.
2. All shareholders MUST register any 3rd party appointments at <http://www.computershare.com/RBC2021>. Failure to do so will result in the appointee not receiving login credentials.

Gather the information you need to access the online meeting:

**Meeting ID: 467409851**

**Password: rbc2021 (case sensitive)**

To log in, you must have the following information:

## Registered Holders

The 15 digit control number provided on your form of proxy provided by Computershare, which constitutes your user name.

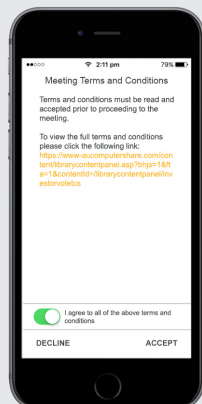
## Appointed Proxy

The user name provided by Computershare via email, provided your appointment has been registered.

Broadcast **The broadcast bar:** Allows you to view and listen to the proceedings.

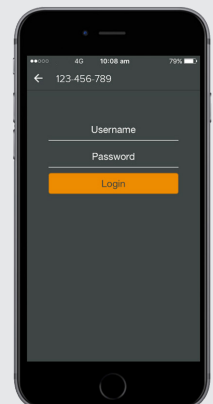
- Home page icon:** Displays meeting information
- Questions icon:** Used to ask questions
- Voting icon:** Used to vote. Only visible when the chairperson opens poll.

- 1 To proceed to the meeting, you will need to read and accept the Terms and Conditions.



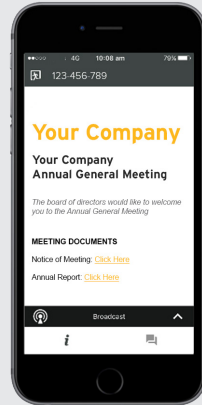
- 2 Registered holders: Your user name is the 15 digit control number printed on your proxy form.


Appointed proxy holders:  
Your user name can be found in the email sent to you from Computershare.




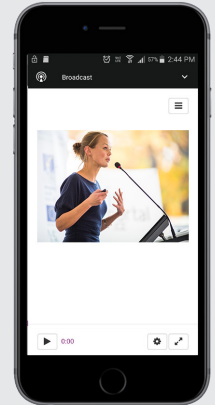
**3** Once logged in, you will see the home page, which displays the meeting documents and information on the meeting.

Icons will be displayed in different areas, depending on the device you are using.




**4** To view proceedings you must tap the broadcast arrow  on your screen.

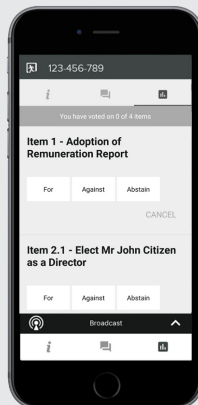
Toggle between the up and down arrow  to view another screen.



## TO VOTE


**5** When the Chair declares the poll open, if you are voting:

- > A voting icon  will appear on your device and the Meeting Resolutions will be displayed.
- > If you are voting, tap one of the voting options. Your response will be highlighted.





The number of items you have voted on, or are yet to vote on, is displayed at the top of the screen.

Votes may be changed up to the time the chair closes the poll.

**NOTE:** On some devices, in order to vote, you may need to minimize the audio cast by selecting the arrow  in the broadcast bar. Audio will still be available. To return to the audio cast after voting, select the arrow again.


## TO ASK QUESTIONS

**6** Tap on the Questions icon  to submit a question.

Compose your question and select the send icon .

Confirmation that your message has been received will appear.

OR

Send your phone number and the reason in the Questions icon  box.

The Virtual meeting operator will then dial you in the conference.

Once you pickup, you will hear the meeting from your phone.

Mute your computer and listen to the live feed on your phone only. This will prevent any delay or feedback to occur.

When called upon, the operator will unmuted your phone to ask your question.

