# RBC Wealth Management Online Services - User Guide

If you have any questions about service requests, Online Services in general, or any other matter of your financial affairs, please contact your Relationship Manager.



Grow more than wealth

# Contents

1.	Introdu	ction	3
	1.1	About this User Guide	3
	1.2	About Online Services	4
2.	How to	Login	5
	2.1	Desktop	5
	2.2	First time login	6
	2.3	Existing user	7
	2.4	Problems logging in?	8
3.	Viewing	g Products and Services	9
	3.1	Client Search	9
	3.1.1	Client Summary	10
	3.2	Bank Accounts	11
	3.3	Viewing Account Statements	12
	3.3.1	Account Statements cont.	13
	3.3.2	Account Statements – Historic Transactions	14
	3.4	Preferences	15
	3.5	Term Deposits	16
	3.6	Securities	17
	3.6.1	Portfolio Holdings	18
	3.6.2	Portfolio Holdings cont.	19
	3.6.3	Portfolio Holdings Details	20
	3.6.4	Portfolio Holdings Transactions	21
	3.6.5	Portfolio Holdings Transaction Details	22
	3.7	Downloading Account Statements and Advices	23
	3.7.1	DownloadingAccount Statements and Advices cont.	24
	3.7.2	Account Statements and Advices Transaction Dates	25
	3.8	Credit	26
	3.8.1	Loan Details	27
	3.8.2	Guarantee Details	28
	3.8.3	Foreign Exchange Details	29
	3.9	Overdraft Details	30
4.	Privacy	and Security	31
	4.1	Privacy and Security Details	32
5.	User G	uide to Service Requests	33

# 1. Introduction 1.1 About this User Guide

This user guide provides an overview of the online banking service offered to clients of the RBC subsidiary companies that comprise RBC's Wealth Management network. It contains step-by-step instructions to help you navigate around the Online Services site and to assist you on how to use the service. Please note that the screens referred to throughout this document are meant as a guide only and may differ depending on your available products and services.

# 1.2 About Online Services

### Online Services is the secure internet banking system for RBC Wealth Management clients with products and services in the British Isles.

- View your accounts including balances and statements
- View your portfolios, holdings and holding transactions
- View your term deposits and related information
- View your credit facilities such as loans and guarantees
- Make transfers and payments
- Track progress of your requests
- Export data to spreadsheets
- View and download your statements and advices
- View and download Custody Valuations (please see File Uploads in View Directories section)
- Elect and track Corporate Action notifications (please refer to the User Guide for Online Elections)

# How to Login Desktop



From rbcwealthmanagement.com, select the sign in button and select 'Online Services British Isles'. If you do not see the 'Online Services British Isles' option, select 'Other Country Account Access' and select the link from the International Logins page.

Upon first login, you will be prompted to read and accept the Online Services Terms and Conditions. We recommend that you print a copy of the Terms and Conditions for your personal reference. They can also be directly accessed online at any time.

# 2.2 First Time Login

Users logging into Online Services for the first time will need to go through a one-time account setup process. You will be prompted to perform the following steps:

Step 1 – Enter your login ID and temporary password (Your login number starts with 4519008)

Step 2 – Change Password

**Step 3** – Set Identification Question and Answer (You will be asked to enter 3 characters from your identification answer each time you login)

**Step 4** – Set Security Question and Answer

(If you ever forget your password or identification answer, you can reset your account using the question and answer set during this step)

## 2.3 Existing Users

Once you have completed the one-time setup detailed on the previous page, subsequent logins are as follows:

Step 1 – Enter your Login ID and Password

Step 2 – Enter the 3 characters from your identification answer as prompted on screen

Once you have successfully logged in you can change your password, identification question and answer or security question and answer from the 'Manage My Login' link on the navigation bar at any time.

You can check your previous logins by selecting the 'Login History' link under the Information section of the navigation bar.

# 2.4 Problems Logging In?

### **Existing Users**

If you encounter any difficulties while attempting to log in, please select the 'Having problems logging in?' link on the login page and follow the on-screen instructions to reset your login details. If you are unable to complete the reset process, please contact the eServices team.

### New Users (First-time Login)

If you are unable to complete the one-time account setup process, please contact the eServices team.

The eServices team provides general or technical assistance directly relating to the operation of Online Services system.

Telephone (UK): +44 (0) 1534 283 885 Email: iwmeservices@rbc.com Hours of service: 8.30am – 5.30pm UK time Monday – Friday (except bank holidays)

For queries relating specifically to your products, please continue to contact your Relationship Manager directly.

# Viewing Products and Services Client Search

Depending on your access, after you login you may be presented with a client search page from where you can select the desired customer to view their products.

Select Client				1
Name				
Client Number				
Reference				
Note - leave all fields empty to	view all Clients.			
Search Clear				
Found 4 customers using the Displaying 1 to 4 of 4 Custo	search criteria provided. <b>mers</b>			
Name	RBC Transit	RBC Client Number	Reference	
CLIENT1	1234	5678910	REF1	Select the underlined client name link
CLIENT2	1234	6789101	REF1	to view the client's summary.
CLIENT3	1234	7891011	REF1	······································
CLIENT4	1234	8910111	REF1	

If you do not have multiple clients to choose from, you will be directed straight to the Client Summary page. Please refer to Page 10.

### 3.1.1 Client Summary

lient Name	1234 0000 SH	DTNAME		C	ient Number			1024.0	000		
elationshin Manager	OFFICER	UNTING INC		in.	formation as	of		Dec 06	2012		
clationarilp manager	OFFICER				ion nation as			20000	. 2012		
ummary											
Displaying 1 to 5 of 5 Bank Accou	nts.										Extract
Type - Number		<ul> <li>Designation</li> </ul>		Status	Currenc	y	Current	t Balance		Equivalent(USD)	
DESCRIPTION - 4631313		DESIGNATION		Active	CAD				0.00	)	0.00
DESCRIPTION - 5299243		DESIGNATION		Active	USD				177,792.19	)	177,792.19
DESCRIPTION - 5299250		DESIGNATION		Active	GBP				0.02	2	0.03
DESCRIPTION - 5300009		DESIGNATION		Active	EUR				0,00	)	0.00
DESCRIPTION - 6960678		DESIGNATION		Active	CHF				35.00	)	37.83
									Balance:	:	177,830.05
										Include (	losed accounts
Displaying 1 to 1 of 1 Term Depos	sit.										Extract
Value Date	Maturity Date	Contract	Days	Interest Rate		Currency		Principal		Principal Equivalent	
Nov 23, 2012	Feb 25, 2013	1210236	94		0.200000		USD		2,424,634.38		2,424,634.38
									Total		2 4 2 4 6 3 4 3 9

Credit Summary.				
Overall Credit Limit	Currency	Amount		Equivalent(USD)
Credit Limit	USD		2,700,000.00	2,700,000.00
Credit Facility Details	Currency	Expiry Date	Amount	Equivalent(USD)
Guarantee - 3301785	USD	Dec 31, 2015	(10,000.00)	(10,000.00)
Loan - 3000274	GBP	Feb 26, 2015	(174,000.00)	(174,000.00)
Loan - 3000392	USD	May 22, 2017	(1,000,000.00)	(1,000,000.00)
Foreign Exchange Details	Currency	Value Date		Amount
Foreign Exchange - 9523574	EUR	Dec 07, 2012		120 000,00
Foreign Exchange - 9523966	GBP	Feb 08, 2013		410,000.00
Foreign Exchange - 9523967	EUR	Feb 08, 2013		1 150 000,00

Displaying 1 to 1 of 1 Portfolio.					
	Portfolio Name	~ F	Portfolio Number	Portfolio Status	
í	Port 01	0	01		

The summary page provides an aggregated view of the products held by the selected client.

The following products are displayed:

- Bank Accounts
- Term Deposits
- Credit Facilities (including Loans, Guarantees and FX)
- Securities Portfolios

Please note that closed bank accounts can be viewed by selecting the 'Include Closed Accounts' tick box beneath the displayed bank accounts.

### 3.2 Bank Accounts

Displaying 1 to 4 of 4 Bank Accounts.								
	Type - Number 🔺	Designation	Status	Currency	Current Balance	Equivalent(GBP)		
<b>()</b>	DESCRIPTION - 2222222	DESIGNATION	Active	GBP	50.00	50.00		
í	DESCRIPTION - 33333333	DESIGNATION	Active	USD	23.61	11.92		
í	DESCRIPTION - 55555555	DESIGNATION	Active	GBP	40,113.01	40,113.01		
í	DESCRIPTION - 666666666	DESIGNATION	Active	GBP	265.00	265.00		
					Balance:	40,439.93		
						Include closed accounts?		

From the Summary screen you have two options:

- View the information of an account
- View a specific account statement

By default, all active bank accounts are displayed on the summary screen.

To view the information regarding a specific account, click the information icon to the left of the underlined account

▶ Select Client ▶ Summary ▶ Account Information								
Client Name	1234567 SHORTNAME	Client Number	1234567					
Relationship Manager	NAME	Information as of	Jul 07, 2008					
Account Number	123456789	Account Type	DESCRIPTION (GBP)					
Account Information		Balance Information						
Designation:	DESIGNATION	Available Balance:	50.00 GBP					
Currency:	GBP - Sterling	Current Balance:	50.00 GBP					
Status:	Active	Last Transaction Date:	Jun 27, 2008					
IBAN:	GB35ROYC000000123456789							
Date Opened:	Jul 13, 2006							
Date Closed:								
Credit Interest Information		Overdraft Information						
Accrued Credit Interest:	0.00 GBP	Accrued Debit Interest:	0.00 GBP					
Rate Applicable to Current Balance:	0.00000%	Rate:	15.00000%					

## 3.3 Viewing Account Statements

# Select Client Summary Account Statement Client Hame 777777 SHORTNAME Client Humber 5555 777777 Relationship Manager NAME Information as of Jul 07, 2008 Account Humber 5555 - 5555555 Account Type DESCRIPTION (GBP) IBAH GB35R0YC0000005555555 Count Type DESCRIPTION (GBP)

### Statement for account 55555555 (GBP)

There are no transactions against this account for the last 7 days.

See More

Displaying 1 to 1 of 1 Captured Transaction.								
Input Date	Value Date	<ul> <li>Narrative</li> </ul>	Reference	Payments	Receipts	Balance		
Jul 07, 2008	Jul 07, 2008	SECOND CREDIT	999022		50.00	50.00		
					Balance	50.00		

Displaying 1 to 6 of 6 Future Transactions.								
Input Date	Value Date 🔺	Narrative	Reference	Payments	Receipts	Balance		
Jul 07, 2008	Jul 22, 2008	CREDIT	999006		8.00	58.00		
Jul 07, 2008	Jul 22, 2008	CREDIT	999005		5.00	63.00		
Jul 07, 2008	Jul 22, 2008	CREDIT	999003		2.00	65.00		
Jul 07, 2008	Jul 22, 2008	CREDIT	999002		3.00	68.00		
Jul 07, 2008	Jul 22, 2008	CREDIT NRRTIVE:	999004		1.00	69.00		
Jul 07, 2008	Jul 22, 2008	CREDIT NRRTIVE	999001		4.00	73.00		
					Balance	73.00		
Back to Summary	View Account Information							

The account statement can be viewed either by selecting the underlined account number from the summary page or via the 'View Account Statement' button at the bottom of the account information screen.

By default 7 days worth of statement history is displayed. The default statement history can be changed via the preferences screen (please refer to Page 15).

### 3.3.1 Account Statements cont.

▶ <u>Select Client</u> ▶ <u>Summary</u> ▶ Account Statement								
Client Name	CLIENT NAME	Client Number	1234 0000000					
Relationship Manager	RM NAME	Information as of	Jun 20, 2016					
Account Number	1234 - 1234567	Account Type	DESCRIPTION (USD)					

### Statement for account 1234567 (USD)

Displaying 1 to 2 of 2 Posted (last 7 days) Transactions.								
Input Date	Value Date	Narrative		Reference	Payments	Receipts	Balance	
Jun 13, 2016	Jun 10, 2016	EXAMPLE CREDIT		REF1		154.42	159.50	
Jun 14, 2016	Jun 14, 2016	EXAMPLE DEBIT		REF2	2.08		157.42	
						Balance	157.42	
See More								
Back to Summary	View A	ccount Information						

### Posted

These are the transactions that have been processed against your account.

### Captured Today

Once the value date of a future-dated or same-day transaction is reached, the transactions will be displayed in the Captured Today grid.

### **Future Transactions**

Transactions displayed in this grid have a value date greater than today. All future-dated transactions due against your account will be displayed here.

# 3.3.2 Account Statements – Historic Transactions

Select Date Range	To view your historic transactions, select the 'See More' button on the account statement screen.
Start Date 7 🖌 6 🖌 2008 🗸 End Date 7 🗸 7 🖌 2008 🗸	You are able to search at least five years' worth of historical transactions.
Submit Please note that selecting a period with extensive data may take some time to be retrieved. Kindly retrieve only the period that you need.	To execute a search, select the date range that you require and then select the 'Submit' button.

## 3.4 Preferences

This section allows paging to be enabled for bank accounts on the summary screen, and the transaction centre pages. It will also allow you to set your preferred default account history period by setting how many days worth of transactions you would like to see (up to 1000 days).

Select Client      Preferences
Preferences
Use bank account paging. This option will display five accounts per page on the summary screen / transaction centre.
Enable sidebar toggling (menu position)
Display 7 days worth of history on the statement screen.
Save Changes Cancel

ank Account Paging

Select this option to display five accounts at a time on the summary page. If you do not enable the paging option, all accounts will be displayed on one page.

To access the Preferences page, select the Preferences link in the navigation bar.

### Statement History

To change the default value for the number of days statement history returned, replace the default value with your preferred number of days statement history, select 'Save Changes' when finished.

# 3.5 Term Deposits

Displaying 1 to 1 of 1 Term Deposit.					Extract			
	Value Date	Maturity Date	Contract	Days	Interest Rate	Currency	Principal	Principal Equivalent
í	Jun 27, 2008	Jul 28, 2008	1234567	31	4.850000	GBP	314,014.95	314,014.95
							Total:	314,014.95

The Term Deposit summary view displays a list of the term deposits held by the selected client.

By selecting the information icon on the Summary page, you will be able to view the detailed information relating to the selected term deposit.

▶ Select Customer ▶ Su	immary 🕨 Term Deposits			
Client Name	1111111 SHORTNAME	Client Number	5555 7777777	
Relationship Manager	NAME	Information as of	Jul 07, 2008	
Contract	123456			
Contract Information				
Contract Designation:		Terms Days:		31
Currency:	GBP - Sterling	Cash Collateral:		No
Value Date:	Jun 27, 2008	Secondary Offset:		
Maturity Date:	Jul 28, 2008			
Principal Amount:	GBP 314,014.95	Interest Rate:		4.8500%
Total Interest Payable:	GBP 1,293.48	Interest Earned to Date:		GBP 417.25
Amount Payable on Maturity:	GBP 315,308.43	Next Maturity Date:		Aug 28, 2008
Principal Maturity Instruction	Rollover	Interest Maturity Instructio	n	Credit Account
Principal Account	2222222	Interest Account		3333333
Back to Summary				

### 3.6 Securities

Displaying 1 to 2 of 2 Portfol	ios.				Extrac
Portfolio Name		<ul> <li>Portfolio Nu</li> </ul>	ımber		Portfolio Status
(i) Port 001001001 -01		01			
▶ <u>Select Customer</u> ▶ <u>Sur</u>	mmary Portfolio Information				
Client Name	0000000 SHORTNAME		Client Number	5555 66	
Relationship Manager	NAME		Information as of	Dec 24, 2008	
Portfolio Title	Port 00000000-00		Portfolio Number	01	
Portfolio Status			Book Currency	USD - US Dollar	
Portfolio Information			Charge Information		
Title:	Port 00000000-00		Add Purchase/Sale Charges Cost:	to Yes	
Number:	1		Add Free Charges to Cost:	Yes	
Date Opened:	Jan 01, 2005				
/ear End Date:	31 December				
nvestment Manager:	CLOSING-CLOSED INV MAN A	VC			
Dividend Information			Interest Information		
Dividend Accounting:	Pay Date		Add Accrued Interest:	Income	
Stock Div Elections:	Take Cash Divs				
Displaying 1 to 8 of 8 Acc	ount Instructions.				Extract
Purpose of Account	Instructions			Account No.	Transit
Income Account	All Currencia	es Unless Listed		5555555	99999

The Securities Portfolios summary view displays a list of the securities portfolios held by the selected client.

Should you wish to hide the portfolios that currently have zero holdings, un-tick the checkbox entitled 'Include Portfolios with no holdings'.

To view the detailed information relating to the selected portfolio, click the information icon to the left of the portfolio name.

# 3.6.1 Portfolio Holdings

Select Customer     Summary     Portfolio Holdings			
Client Name	7777777 SHORTNAME	Client Number	5555 7777777
Relationship Manager	NAME	Information as of	Dec 24, 2008
Portfolio Title	Port 001001001 -02	Portfolio Number	02
Portfolio Status		Book Currency	GBP - Sterling

Disp	Displaying 1 to 5 of 5 Portfolio Holdings.						Extract	
	Security Name 🔺	Sedol	ISIN	Loc Code	Quantity Held	Last Price	Estimated Value	Equivalent Value(GBP)
í	ROYAL BK CDA 0/S	0000000	GB0000000000	RIM	0.0000	53.8200 GBP	0.00 GBP	0.00
í	SEVERFIELD-ROWEN	8888888	GB0000000000	GIS	0.0000	21.2950 GBP	0.00 GBP	0.00
í	SEVERFIELD-ROWEN	8888888	GB0000000000	GSS	0.0000	21.2950 GBP	0.00 GBP	0.00
í	SEVERFIELD-ROWEN	8888888	GB0000000000	X68	0.0000	21.2950 GBP	0.00 GBP	0.00
í	<u>Test Short Company</u>	B77YGJ7	GB0000000000	GIS	21,092.0000	1.6562 GBP	34,932.57 GBP	34,932.57
						Estimate	d Equivalent Total:	34,932.57
🗹 In	clude Zero Holdings							

NOTE - Prices of securities, bonds and funds displayed on Online Services are the closing mid market price as at the end of the previous business day or the most recent price available and are meant as a guide for information purposes only. Neither Royal Bank of Canada (Channel Islands) Limited nor any other RBC company makes any representation as to their accuracy or completeness and these prices should not be relied upon when making an investment decision. Source: Financial Times Interactive. Users should contact their relationship manager in the event that either an accurate valuation or up to date market price is required.

The holdings for a particular portfolio can be viewed by selecting the applicable underlined Portfolio Name on the Summary page. These can also be accessed by clicking the 'View Portfolio Holdings' button on the Portfolio Information page.

### **Securities Pricing**

The system displays the prices of securities based on the latest market prices available from our internal database (typically, closing prices on the previous business day). This provides you with an estimated value for your portfolio.

## 3.6.2 Portfolio Holdings cont.

### Include zero holdings

If you wish to display all historical holdings, including those where you hold zero units, then simply tick the check box. If more than 10 results are returned, you can use the Next and Previous buttons to navigate through the data.

### **Portfolio information**

The button at the bottom of the screen allows you to return to the Portfolio Information screen.

### Portfolio holding information

By clicking the information icon, alongside a Portfolio Holding summary, you will be able to view the detailed information relating to a holding.

### Portfolio holding transactions

By selecting the underlined link in the Security Name column, you will be able to view the transactions made against this holding.

### 3.6.3 Portfolio Holdings Details

#### ▶ Select Customer ▶ Summary ▶ Portfolio Holdings ▶ Holding Details Client Name 0000000 SHORTNAME Client Number 00000000 Relationship Manager NAME Information as of Jul 07, 2008 Portfolio Title Port 000000000-00 Portfolio Number 00 Portfolio Status Book Currency USD - US Dollar Security Name SEDOL 2295677 Security Description COM USD0.01 Location Description (Code) Holding Information Trading Information ISIN: US0000000000 Last Trade Date: May 18, 2007 Units Held: 0.0000 Last Trade Price: .0000 USD Current Value (Estimate): Last Price: Is Lien Held: Date of Last Price: No Jul 03, 2008 Book Cost: 0.00 USD Awaiting Delivery In: 0.0000 Profit(Loss) to Date: 202,385.19 USD Awaiting Delivery Out: 0.0000 0.0000 Awaiting Settlement In:

NOTE - Please contact your relationship manager for any queries about this information.

NOTE - Prices of securities, bonds and funds displayed on Online Services are the closing mid market price as at the end of the previous business day or the most recent price available and are meant as a guide for information purposes only. Neither Royal Bank of Canada (Channel Islands) Limited nor any other RBC company makes any representation as to their accuracy or completeness and these prices should not be relied upon when making an investment decision. Source: Financial Times Interactive. Users should contact their relationship manager in the event that either an accurate valuation or up to date market price is required.

Awaiting Settlement Out:

0.0000

Back to Holdings Summary

View Holding Transactions

By selecting the icon on the Portfolio Holdings screen, you will be able to view more detailed information relating to a holding.

### Portfolio holding transactions

The transactions pertaining to the selected portfolio holding can be viewed by selecting the 'View Holding Transactions' button.

# 3.6.4 Portfolio Holdings Transactions

<u>Select Customer</u> <u>Summary</u> <u>Portfolio Holdings</u> Portfolio Holding Transactions				
Client Name	0000000 SHORTNAME	Client Number	5555 66	
Relationship Manager	NAME	Information as of	Dec 24, 2008	
Portfolio Title	Port 00000000-01	Portfolio Number	01	
Portfolio Status		Book Currency	USD - US Dollar	
Security Name		SEDOL	2222222	
Security Description	CLS'A'COM USD0.0000225	Location Description (Code)		
Last Price (Date)	30.3700 (Dec 18,2008)	Quantity Held	0.0000	

Display	Displaying 1 to 6 of 6 Portfolio Holding Transactions.				
	Transaction Date	Transaction Type	Quantity	Voucher	Book Amount (USD)
í	Nov 07, 2006	Purchase	2,600.0000	XXX001AA	88,481.82
	Nov 10, 2006	Delivery	2,600.0000	XXX001AA	0.00
	Nov 10, 2006	Settlement	2,600.0000	XXX001AA	0.00
	Nov 15, 2007	Dividend	2,600.0000	XXX001AA	1,092.00
í	Nov 23, 2007	Sale	(2,600.0000)	XXX001AA	90,452.62
	Nov 28, 2007	Settlement	2,600.0000	XXX001AA	0.00
					Show Reversals

To view the transactions that have been made against a holding, select the 'View Holding Transactions' button on the Holding Details screen, or directly from the Portfolio Holdings screen by selecting the appropriate underlined holding.

### Portfolio holding details

To view the details relating to this holding, select the 'View Holding Details' button.

# 3.6.5 Portfolio Holdings Transaction Details

Client Name	NAME	Client Number	0000 000000
Calencinanie Relationebin Manager		Information as of	W 07, 2008
Relationship Manager			301 07, 2008
Portrolio Intie	Port 00000000-00	Portfolio Number	01
Portfolio Status		Book Currency	USD - US Dollar
Security Name	NAME	SEDOL	000000
Security Description	NAM USD1	Location Description (Code)	
Last Price (Date)	52.9000 (Feb 28,2007)	Quantity Held	0.0000
Transaction Information		Pricing Information	
Transaction Type:	SALE	Price:	48.93
Reference:	AAA777AA	Book Cost:	210,959.35
Number of Units:	-4334.0000	Book Profit/Loss:	0.00
Narrative:	Narrative	Stock Currency Cost:	210,959.35
		Stock Currency Profit/Loss:	0.00
Posted Date:	Oct 24, 2006		
Bargain Date:	Oct 04, 2006	Consideration:	212,069.55
Settlement Date:	Oct 10, 2006	Broker Charges:	(49.86)
Date Settled:	Oct 25, 2006	Custodian Transaction Charges:	(1,060.34)
Interest Information		Accounting Exchange Rate:	1.0000
Acc. Interest (Book):			
Acc. Interest (Stock):			
Acc. Interest:			

Where further information is available for a specific transaction, an information icon will be displayed next to the transaction summary. The types of transaction for which there is currently additional information are:

- Sales
- Purchases
- Calls
- Multi Movements
- Free Movements

The screens will vary slightly, depending on the transaction type, but an example for a sale is displayed here.

## 3.7 Downloading Account Statements and Advices

Select Client					Client Links
Statements & Advices					Select Client
*Client Number :	1234567	Document Type :	Account Statement		<ul> <li>Statements &amp; Advices</li> </ul>
Annu at Contain Mumber					Summary
Account a control number .	autora land		and a second		Client Information
From Date:	21/08/2017	To Date:	21/11/2017		Preferences
				Search	
Disclusion 6 to 0 of 0 Statements 8 Advisor					Workspace
Uspaying 110 9 ct 9 Salements & Advices					My Work
Document Date	Туре	Account Number	File Size(Bytes)		New Request
31-10-2017	Account Statement		7811	Vite	File Unloads
31-10-2017	Account Statement		7625	View	View Directories
31-10-2017	Account Statement		7733	View	
29-09-2017	Account Statement		7750	View	Information
29-09-2017	Account Statement		7654	View	RBC Wealth Management
29-09-2017	Account Statement		7821	View	Banking Agents
31-08-2017	Account Statement		7746	View	Custody Agents
31-08-2017	Account Statement		7652	View	User Guide
21-02-2017	Arrowed Chalamant		7759	Max	Manage My Login
01-00-2017	Account obtaining t		1120	100	Login History

• To view and download your statements and advices, select the 'Statements and Advices' link in the right hand navigation panel, under 'Client Links'

• You can search for 'All' documents or use the 'Document Type' option to filter your search to a specific document type such as account statement or securities advice

- You can refine your search further by entering an account or portfolio number, as well as selecting a specific date
- range using the provided calendar buttons
- Once you have selected your search criteria, select the 'Search' button
- Statements and advices matching your search criteria will be displayed (as shown above)
- Use the 'View' link view open and save your statements and advices

# 3.7.1 Downloading Account Statements and Advices cont.

Sum	Summary				
Disp	laying	1 to 3 of 3 Bank Accounts.			
		Type - Number			
	i	SPECIAL CALL DEPOSIT - 5903000			
	i	SPECIAL CALL DEPOSIT - 5903026			
	i	SPECIAL CALL DEPOSIT - 5975560			
Disp	Displaying 1 to 1 of 1 Portfolio.				
	Portfolio Name				
	i	Portfolio Number One			

- Alternatively, if multiple Accounts/Portfolios exist, you can select the individual Account/Portfolio from the Summary page by clicking on the document icon .
- This option will pre fill the Account/Portfolio Number option.
- From here, the available Document Type and range of dates can be selected.
- Click Search.
- The returned statements or advices will be displayed.
- These statements or advices can be viewed and downloaded via the 'View' option.

### 3.7.2 Account Statements and Advices Transaction Dates

Select Client			
Statements & Advices			
* Client Number :	1234567	Document Type :	Account Statement 🗸
From Date:	28/08/2017	To Date:	28/11/2017

- The default transaction date selection shows the last 3 months of Account activity.
- It is possible to download statements and advices as far back as 3 years from the current date.
- To do this, use the 'From Date' and 'To Date' drop down calendars to select the range of transactions that you wish to view and download.

# 3.8 Credit

Credit Summary										
									141000	
Overall Credit Limit			Currency	Amount				Equivaler	nt(USD)	
Credit Limit			USD				20,000,000.00			20,000,000.00
Credit Facility Details		•	Currency	Expiry D	ate	Amount		Equivaler	nt(USD)	
Loan - 3001150			USD	Dec 31,	2012		(6,370,000.00)			(6,370,000.00)
Summary Loan Inf	ormation									
Client Name	C	0000000 SHORTNAME	E		Client Nu	mber	12	34 5678		
Relationship Manager	1	NAME			Informat	ion as of	De	c 06, 2012		
Loan Details.										
Contract Number			Currency		Amount			Expi	iry Date	
12345678			USD				6,370,000	0.00 Dec	31, 2012	
Drawdown Details	Currency	Amount	Start Date	Maturity Date	Last Inte	erest Date	Next Interest du	e Date	Interest Due at N	ext Interest Date
3001150-001	USD	(5,000,000.00)	Dec 19, 2011	Dec 27, 2012	Nov 25,	2012	Dec 27, 2012			5,629.51
3001150-002	USD	(370,000.00)	Oct 29, 2012	Dec 31, 2012	Nov 28,	2012	Dec 31, 2012			479.85
3001150-003	USD	(1,000,000.00)	Oct 29, 2012	Dec 31, 2012	Nov 28,	2012	Dec 31, 2012			1,163.56
NOTE - Please contact y	our relationshi	p manager for any	queries about this	s information.						
Back to Summary										

The credit summary view displays all the credit facilities held by the selected client. Credit facilities displayed are loans, guarantees, FX and overdrafts. The adjacent example shows a loan.

### 3.8.1 Loan Details

Client Name	C	0000000 SHORTNAME			Client Number	1234 56	78	
Relationship Manager	١	IAME			Information as of	Dec 06,	2012	
Loan Details.								
Contract Number			Currency		Amount		Expiry I	Date
12345678			USD			6,370,000.00	Dec 31	1, 2012
Drawdown Details	Currency	Amount	Start Date	Maturity Date	Last Interest Date	Next Interest due Da	te	Interest Due at Next Interest Date
3001150-001	USD	(5,000,000.00)	Dec 19, 2011	Dec 27, 2012	Nov 25, 2012	Dec 27, 2012		5,629.5
3001150-002	USD	(370,000.00)	Oct 29, 2012	Dec 31, 2012	Nov 28, 2012	Dec 31, 2012		479.8
3001150-003	USD	(1,000,000.00)	Oct 29, 2012	Dec 31, 2012	Nov 28, 2012	Dec 31, 2012		1,163.50
NOTE - Please contact	our relationshi	p manager for any o	ueries about this	information.				

By selecting the underlined link in the Credit Summary screen, full details of all current drawdowns will be displayed.

Click on the 'Back to Summary' button at the bottom of the page to return to the summary page.

Please note: Next interest due date may not be the same as the next interest rollover date.

# 3.8.2 Guarantee Details

Credit Summary.					
Overall Credit Limit	Currency	Amount		Equivalent(GBP)	
Credit Limit	USD		13,000,000.00	8,097,6	70.36
Credit Facility Details	Currency	Expiry Date	Amount	Equivalent(GBP)	
Guarantee - 3303006	USD	Jun 14, 2013	(5,000,000.00)	(3,114,48	8.60)
Foreign Exchange Details	Currency	Value Date		Amount	
Foreign Exchange - 9525750	USD	Dec 31, 2012		73,700,4	48.16

If under the Credit Summary the client holds a guarantee, further details may be displayed by selecting the Guarantee link. The adjacent screen will then be displayed. This shows all current guarantees for the selected client.

Click on the 'Back to Summary' button at the bottom of the page to return to the summary page.

Client Name	0000000 SHORTNAME		Client Number	1234 56	78
Relationship Manager	NAME		Information as of	Dec 06,	2012
Guarantee Details.					
Contract Number	Currency	Amount		Start Date	Expiry Date
12345678	USD		(5,000,000.00)	May 08, 2007	Jun 14, 2013
GUARANTEE TO NAME					

Back to Summary

# 3.8.3 Foreign Exchange Details

Credit Summary.					
Overall Credit Limit	Currency	Amount		Equivalent(GBP)	
Credit Limit	USD		13,000,000.00		8,097,670.36
Credit Facility Details	Currency	Expiry Date	Amount	Equivalent(GBP)	
Guarantee - 3303006	USD	Jun 14, 2013	(5,000,000.00)		(3,114,488.60)
Foreign Exchange Details	Currency	Value Date		Amount	
Foreign Exchange - 9525750	USD	Dec 31, 2012			73,700,448.16

This section displays all current foreign exchange contracts. Further details are available by selecting the Foreign Exchange link.

Click on the 'Back to Summary' button at the bottom of the page to return to the summary page.

Foreign Exchange Detai	ils.						
Contract Number	Sold Currency	Sold Amount	Contract Date	Value Date	Exchange Rate	Purchased Currency	Purchased Amount
9525750	USD	73,700,448.16	Nov 27, 2012	Dec 31, 2012	1.29527000	EUR	56 899 679,73
NOTE - Please contact yo Back to Summary	our relationship mana	ger for any queries at	oout this information	L.			

# 3.9 Overdraft Details

Client Name Relationship Manager	1234 0000 SHORTNAME OFFICER	E		Client Number Information as of	12 D	234 0000 ec 06, 2012	
Summary							
Displaying 1 to 5 of 5 Bank Accounts.							Extract
Type - Number	▲ [	Designation	Status	Currency	Current Balan	се	Equivalent(GBP)
DESCRIPTION - 5913447		DESIGNATION	Active	GBP		0.00	0.00
DESCRIPTION - 5090579	-	DESIGNATION	Inactive	ELID		0.00	0.00
			macuve	LOR		0,00	0.00
DESCRIPTION - 5980610	L	DESIGNATION	Inactive	USD		0.00	0.00
(j) <u>DESCRIPTION - 5980628</u>	C	DESIGNATION	Active	GBP		141,980.22	141,980.22
DESCRIPTION - 6084495	C	DESIGNATION	Inactive	SEK		0,00	0.00
						Balance:	141,980.22
1							Include closed accounts?
Credit Summary.							
Querell Credit Limit		Curronau	Amount			Equivalent(CDD)	
Overall Credit Limit		Currency	Amount			Equivalent(GBP)	
Credit Limit		GBP			19,200,000.00		19,200,000.00
▶ <u>Select Client</u> ▶ <u>Summary</u> ▶	Account Informatio	on					
Client Name	0000000 SHORTN	JAME		Client Number	1	234 5678	
Relationship Manager	NAME			Information as of	0	Oct 17, 2013	
Account Number	0000 - 000000			Account Type	(	CALL (GBP)	
Account Information				Balance Informatio	DN		
Designation:	CURR N001 RTMS			Available Balance:		18,508.32 GBP	
Currency:	GBP - Sterling			Current Balance:	(	(146,491.68) GBP	
Status:	Active			Last Transaction D	late:	Sep 30, 2013	
IBAN:	NUMBER						
Date Opened:	Oct 01, 2000						
Date Closed:							
Credit Interest Information				Overdraft Informa	tion		
Accrued Credit Interest:	0.00 GBP			Accrued Debit Inte	rest:	192.65 GBP	
Rate Applicable to Current Balance:	0.00000%			Rate:	:	3.00000%	
Credit Interest Frequency:	Monthly Last Day	of the Month		Debit Interest Freq	juency: 1	Monthly Last Day of t	the Month
Interest Instruction:	Add to Principal			Limit:	1	165,000.00 GBP	
Interest Destination:				Expiry Date:	0	Oct 31, 2013	
Statement Information							
Cycle:	Semi-Annual Jun E	Dec on the 30th					
Last Statement Balance:	(145,388.71) GBP						
Last Statement Date:	Jun 28, 2013						
NOTE - Please contact your re	lationship manager	for any queries a	bout this inform	ation.			
Dealista Communication	10000 0 0 0 0 0 0						
Back to Summary	view Account Stater	nent					

Where a credit limit is shown for a particular client and no other credit products are listed (loan guarantee or foreign exchange), the limit refers to an overdraft facility.

To view further details, click the information icon to the left of the underlined account.

# 4. Privacy and Security

RBC Wealth Management treats security issues extremely seriously and the privacy of your data is of utmost importance to us. RBC has gone to great lengths to ensure your confidentiality and security. We use one of the highest commercially available levels of encryption for all online banking sessions and whenever personal or financial information is requested of you.

We strongly recommend that you regularly refer to RBC's security website for important updates: http://www.rbc.com/privacysecurity

You will be automatically logged out after 20 minutes of inactivity.

## 4.1 Privacy and Security Details

### Security reminder

Remember that standard email, those sent from outside a protected environment, are unencrypted and are therefore not considered secure. You should never send any personal or financial information when corresponding with RBC by email.

If you are accessing Online Services through a device which is not your own, you should take precautions to ensure that your personal information remains secure at all times. Users with Service Request access can send RBC a secure message using the 'Message to RBC' request type.

### **Extracting information**

Remember that any data extracted out of the system, for example via export to a Microsoft Excel file, implies that data will be outside of the security of Online Services, and the extracted file may reside on your local hard disk. You will need to ensure you protect any data on your hard disk.

# User Guide to Service Requests

# 1. Service Request Summary



### There are four types of available service request:

- 1. Account to Account Transfer / FX Transfer\*
- 2. Change Personal Details
- 3. Message to RBC
- 4. Payment Request

To instigate a service request, begin by clicking on the New Request link under the Workspace heading, which will always be present on the right hand side of the screen you are on.

You will then see this screen, which will present you with a dropdown menu of these four different options. From here, just select the required service request and click Continue.

# 2. Change personal details

ew Request		Log
vice Request		Client Links
vice Requests - Step 2 of	13	Select Client
		Statements & Advices
Service Request Detail	Change Personal Details - Page 2	Summary
Page 2		Client Information
	Address Line 1:	Preferences
Confirmation	Address Line D	
	Address Line 2.	Workspace
	Address Line 3:	My Work
		New Request
	Address Line 4.	
	Post / Zip Code:	File Uploads
		View Directories
	Home Telephone	
	Work Talashana	Information
	No:	RBC Wealth Management
	Mobile Telephone	Banking Agents
	No:	Custody Agents
	Fax No:	User Guide
		Manage My Login
	Email Address:	Login History
	Please click the Continue button to review your service request details on the confirmation page. Once you have checked these details, click the Finish button to submit your service request to BDP.	

This option should be used if you wish to change any part of your address or contact details.

After selecting the Change Personal Details option from the main Service Request screen (see section 1 above), your basic details will appear.

Press Continue one more time and you will then be taken to the screen shown on the right. From here, all you need to do is enter your updated details.

Once this has been done, just press Continue. These new details will then appear on a final new screen. You should check these details one final time before confirming the changes to RBC by clicking Finish.

### 3. Account to account transfers

New Request				Logo
rvice Request				Client Links
rvice Requests - Step 2 of	3			Select Client
nine negeona - stop t of				Statements & Advices
Service Request Detail	Account to Accou	int Transfer / FX Transfer - Pag	2	Summary
Page 2				Client Information
raye z	For FX transfers ab	ove USD25,000.00 or currency equ	valent we may contact you in due course to confirm the	Preferences
Confirmation	exchange rate befo	re proceeding with this instruction.		
				Workspace
	Debit Account	[Select]	v	My Work
	Condition and			New Request
	Credit Account.	[Select]	V	
	Amount	Transfer Currency:		File Uploads
	0.00	The currency of the debit ac	count 🗸	View Directories
				Information
	Value Date:	as soon as possible		RBC Wealth Management
				Banking Agents
		RBC will try to meet your value	date requirements on a best efforts basis	Custody Agents
	Disease stick De Co		convert details on the conferentian same frame our boun	User Guide
	checked these det	ails, click the Finish button to subm	your service request to RBC.	Manage My Login
				Login History



After selecting this option, your basic details will appear on the screen.. These should be confirmed by clicking Continue. You will then be presented with the screen shown on the right. All you then need to do is:

- Select the account you wish to debit, from the first dropdown
- Select the account you wish to credit, from the second dropdown
- Enter the exact amount of currency and confirm whether the figure
- relates to the currency of the debit account or the credit account, — using the third dropdown)
- Confirm the required value date for the transaction to be effected; the default will be "as soon as possible"

Once you have entered the details, you can proceed by clicking Continue.



After clicking Continue, you will be taken to a new screen which will show all the account transfer details that you have just entered.

You must ensure that these details are carefully checked. Once you are satisfied that they are correct, the transaction can be confirmed to RBC by clicking Finish.

### 4. Payment requests

ervice request			Client Links
Service Requests - Step 2 of	(3		Summary
			<ul> <li>Client Information</li> </ul>
1. Service Request Defail	Payment Request - Page 2	2	<ul> <li>Preferences</li> </ul>
2. Page 2	* Fields marked with an aster	risk are mandatory	Workspace
3. Confernation	Debit Account		My Work
	* Select the Debit Account	<ul> <li>New Request</li> </ul>	
	Amount and contracts of any	[[eentel	
	Amount and currency or pay	For Exception Each access have face above 100000 AM AM AM or	istomatios
		currency equivalent we may contact you in due course to	<ul> <li>REC Wealth Managerr</li> <li>Displane Acastra</li> </ul>
		confirm the exchange rate before proceeding with this instruction	Custody Agents
	0.00	The currency of the debit account N	User Guide
	0.00	Internetty to be tool account of	<ul> <li>Manage My Login</li> </ul>
	seno paiment in	[The currency of the debit account] Y	<ul> <li>Login History</li> </ul>
	Date Options		
	Value Date:	as soon as possible 10 4	
		Belected dats (This is to enable you to provide a specific date for the payment to be processed up to 55 working days in the future, RBC will meet your selected date result for a best efforth pairs )	
	Payne / Repeticiary Details		
	* Payee / Beneficiary Name		
	al inconstitution of		
	Payee / Eeneficiary Address:		
	Line all and a Rill		
	* Account Number of IBANK		
	Payment Relerance:		
	Repeticiary's Rank Details		
	* Denoticiary Dank Name:		
	-		
	Branch Name:		
	Address:		
	Car		
	1.00		
	* Country	[Select]	
	Bank Code:		
		If you do not provide a Bank Code, we may not be able to	
		effect the transfer without contacting you first.	
	Correspondent Bank Details		
	Through, please enter the det	alls below.	
	Correspondent Bank Name:		
	Account Humper.		
	Branch Name:		
	Address:		
	City:		
	Country	[Select]	
	Post Code:		
	Bank Code:		
	Foreign Bank Charge		
	In some discumstances come another bank or institutions p the charges can be deducted appropriate option.	epondent banks mar make a charge when cealing with captersts. You can pay these as the remitter of the funds or from the funds transferred. Please select the most	
		Debit foreign bank charges from the amount ${f v}$	
		(Foreign bank charges will be taken from the funds bransferred, therefore the recipient will receive the payment minus these charges.)	
	Please click the Continue but page. Once you have checker request to RPC.	ton to raview your service request details on the confirmation o these details, click the Finish button to submit your service	

Having selected the Payment Request option, your basic details will appear. These should be confirmed by clicking Continue. You will then be taken to the screen shown on the left. From here:

- Select the account you wish to debit from the "Debit Account" dropdown
- Enter the exact amount of the required payment, using the freeform box on the left for the figure, and the first of the next two dropdowns for the currency
- Select the currency in which you want the payment to be sent

It is important to be aware of the difference between the two dropdown menus under the sub-heading "Amount and currency of payment".

The payment will always be sent in the currency selected in the second dropdown, if this option is chosen. The first dropdown, which defaults to the currency of the debit account, gives you the option to provide a different currency equivalent.

### Example 1:

### Send 1,000 US Dollars from a US Dollar account

- Select your USD account to debit, using the "Debit Account" dropdown
- Enter a figure of 1000.00
- Leave adjacent currency dropdown as "The currency of the debit account"
- Leave the "Send payment in" dropdown as "The currency of the debit account"

### Example 2:

### Send 1,000 US Dollars from a Sterling account

- Select your GBP account to debit, using the "Debit Account" dropdown
- Enter a figure of 1000.00
- Leave adjacent currency dropdown as "The currency of Select US Dollars in the adjacent currency dropdown
  - Select US Dollars from the "Send payment in" dropdown

Once you have entered the payment amount and debit account, you can proceed with entering the beneficiary name, account number (or IBAN) and bank details.

Please note that the "Correspondent Bank Details" are optional.

You will need to use the last dropdown on this page to confirm how you would prefer the charges to be taken. Once this has been done, you can proceed to the next screen by clicking Continue.

The subsequent final screen gives you a last opportunity to check all of the payment details that you have just entered. If they are correct, press Finish to complete the payment request. If any corrections are required, simply press Previous to go back and make any necessary changes before following the same process to completion.

# 5. Secure messaging to RBC

ervice Request		Client Links
Service Requests - Step 2 of	3	▶ Select Client
		► Summary
1. Service Request Detail	Message to RBC - Page 2	Client Information
2 Dago 2	monage to reserve and	▶ Preferences
Z. Fage Z	Subject	
3. Confirmation		Workspace
	Message	► My Work
		► New Request
		Information
		▶ RBC Wealth Management
		Banking Agents
		Custody Agents
		► User Guide
		► Manage Passwords
		► Login History
		5
	(message length - 1000 characters maximum)	
	Place click the Continue button to review your cervice request details on the co	nfirmation have. Once you have
	checked these details, click the Finish button to submit your service request to F	BC.

When you have selected the "Message to RBC" option, the screen will update to show your basic details. These should be confirmed by clicking Continue. Once these have been confirmed, you will be presented with the screen illustrated on the left.

You will then be able to simply click on the box and write a freeform message to RBC of up to 1000 characters. When your message is complete, just click Continue.

From here, as with other similar screens, you will be given a chance to check your message. If you are happy with your message, you can then click Finish to confirm and send the secure message.

# 6. Creating service request templates

Please click the Continue button to review your service reque checked these details, click the Finish button to submit your a	st details on the confirmation page. Once you have service request to RBC.	
Save This Request As a Template:	V	
Previous		Cancel

Before finally confirming a service request, you will be given the option to Save This Request as a Template.

If you wish to save these details with a view to repeating the service request in the future, just tick (check) the box as illustrated, prior to clicking Finish.

You will then be presented with a new screen, prompting you to provide a name and description for the newly created template.

These service request details will then be saved and readily available for future use.

# 7. Viewing submitted service requests

e				David Smith Logout	т	o view convice	roquests that	thave	alroe	dy boon	s cubmitted cl	lick or		Work in the
t Number				Client Links  Select Client		st of options o	n the right ha	ndsic	le of	the scree	en, under the V	Works	space	e section.
ance				Summary     Client Information		•	0						'	
leave all fields empty to view all Clie	ents.			Preferences										
Clear				Workspace										
2 customers using the search criter	ria provided.			My Work     New Remust										
laying 1 to 2 of 2 Customers				Information										
PP/	C Transit	DBC Client Number	Peterence	RBC Wealth Management										
T1 050	of manual	1515477	PEE	Banking Agents     Custody Agents										
4T 2 622	29	5000765	REF	User Guide										
1.6			. (56)	Manage Passwords	Service	e Requests Tab	details				Click View for	or ser	vice	request
					Select Cile My Work	m + My Work								David Smith
					my work	•								Select Client
					Transaction R	equests Service Requests								Summary
	onens showi	ing two tabs			My Service R	equests								ClientInformation
	i opens snowi	ing two tobs.			News									Freferences
	Liblad Transa				None									Workspace
The first tab, entitled Transaction Requests, will not be required and can			na can	Distaying	to 10 of co Workhow Inbox Rems						10	existors	My Work	
erefore be igr	nored.				Start Date	Workflow	Priority Status Locked By	Initiated By	Step Name	Client Name			Databa	
Click on the second tab, entitled Service Requests. You will then be presented with a list of all service requests that you have submitted to			2	17/05/11		The second s		Thomas	descent of the server	Peek	Workflow	Detaks	New Request	
esented with	u list ul ul se	rvice requests that y	ou have submitte	ed to	16:48	Payment Request	Medium Pending	David Smith	ln Progress	1515477 SHORTNAME	Peek Citent Name: 1515472 SHORTNAME Namber: 1515477 Transit: 9585 Pafronce: SR1752011 - D0164533	Wordlaw <u>View</u>	View	New Request Information     RBC Weath Manageme     Banking Agents     Custody Agents     User Guide
sented with C, listed chro view full det	cails of a servio	vith the most recent ce request, click the	ou have submitte at the top. View link on the f	ed to ar right	16.48 17/05/11 16.45	Payment Request Message to RBC	Medium Pending Medium Pending	David Smith David Smith	In Progress In Progress	1515477 SHORTNAME 1515477 SHORTNAME	Peek Client Name: 1515477 SHORTMARE Humber: 1515477 Transit: 9585 Reference: BR1752011 - D0114537 Client Name: 1516477 SHORTMARE Humber: 1515477 Transit: 9586 Reference: BR1752011 - D0114439	Worktow View View	View	New Request  Information     RBC Weath Manageme     Banking Agents     Cusbod Agents     User Guide     Manage Passwords     Login History
sented with 2, listed chro view full det ts row.	anst of an second s	vite requests that y	vou have submitte at the top. View link on the f	ed to ar right	18:48 17/05/11 16:45 17/05/11 16:43	Payment Request Message to RBC Change Personal Defails	Medium Pending Medium Pending Medium Pending	David Smith David Smith David	In Progress In Progress	1515477 ЭНОЯТИАМЕ 1515477 ЗНОЯТИАМЕ 1515477 SHORTNAME	Peek           Client Name: 1515472           SHORTMAN:           SHORTMAN:	View View View	<u>View</u> <u>View</u> <u>View</u>	New Request  Information     RBC Weath Managem     Banking Agents     Custody Agents     User Guide     Manage Passwords     Login Hilstory
sented with C, listed chrc view full det ts row.	anst of an servio	vite requests that y	vou have submitte at the top. View link on the f	ed to ar right	18.49 1705/11 18.45 1705/11 18.43 1805/11 11.42	Payment Request Message to RBC Change Personal Details Message to RBC	Medium Pending Medium Pending Medium Pending Medium Pending	David Smith David Smith David Smith	In Progress In Progress In Progress	1515477 SHORTIVAME 1515477 SHORTIVAME 1515477 SHORTIVAME	Peek           Clenet Name: 1515477 Transit: 5016 Transit: 515477 Transit: 9018 - Reference: 581752011 - 0014537           Scient Name: 1515477 Transit: 9018 - Reference: 581752011 - 0014537           Scient Name: 1515477 Transit: 9018 - Reference: 581752011 - 0014538           Scient Name: 1515477 Transit: 9018 - Reference: 581752011 - 0014538           Scient Name: 1515477 Transit: 9018 - Reference: 581752011 - 0016428           Scient Name: 1515477 Transit: 9018 - Reference: 581752011 - 0016428           Scient Name: 1515477 Transit: 9018 - 0016428	View View View View	View View View View	New Request  Information      PBC: Vieath Managem      Banking Agents      Usabdy Agents      Usabdy Agents      Usabdy Agents      Usabdy Agents      Login History
sented with C, listed chrc view full det its row.	anst of an servio	vite requests that y	vou have submitte at the top. View link on the f	ed to ar right	18.49 17/05/11 18.45 17/05/11 16:43 16/05/11 11.42	Payment Request Message to RBC Change Personal Details Message to RBC Account to Account Transfer / FX Transfer	Medium Pending Medium Pending Medium Pending Medium Pending Nedium Pending	David Smith David Smith David Smith David Smith	In Progress In Progress In Progress In Progress	1515477 5HORTIVAME 1515477 5HORTIVAME 1515477 5HORTIVAME 1515477 5HORTIVAME	Peek           Clean Name: 1515477 Transit: 5016 Transit: 5015477 Transit: 9018 Reference: BR1752011- 00114530           Scient Name: 1515477 Transit: 9018 Reference: BR1552011- 0011413           Scient Name: 1515477 Transit: 9018 Reference: BR1652011- 0011413           Scient Name: 1515477 Transit: 9018 Scient Name: 1515477 Transit: 9019 Reference: BR1652011- 0011413	Viane Viane Viane Viane Viane	View View View View	New Request Information     ReC: Westh Managem     Banking Agents     Usabdy Agents     Usabdy Agents     User Outde     Manage Passwords     Login History



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