

RBC Wealth Management

RBC Hub

A quick and easy guide to go paperless

RBC Wealth Management International - British Isles

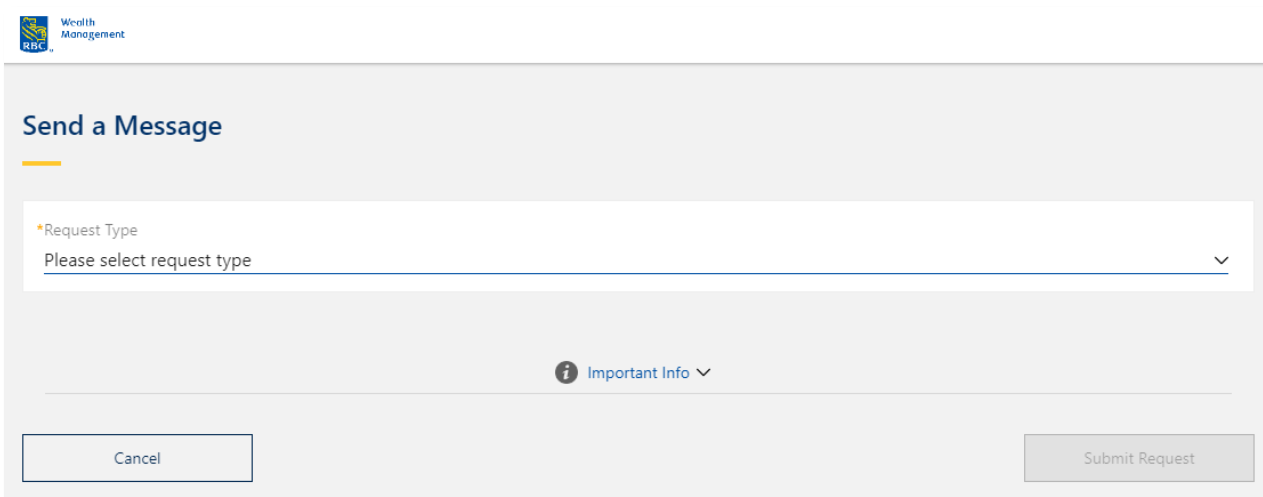
If you have any questions about RBC Hub or any other matter relating to your wealth management in general, please contact your relationship manager.



Grow more than wealth



Send a Message



The screenshot shows the 'Send a Message' form. At the top left is the RBC Wealth Management logo. The title 'Send a Message' is displayed in blue. Below the title is a dropdown menu for 'Request Type' with the placeholder text 'Please select request type'. Below the dropdown is an 'Important Info' link with a downward arrow. At the bottom are two buttons: 'Cancel' on the left and 'Submit Request' on the right.

In the **Bank account tab** you will find a **'Send a message'** button which enables you to make a number of requests:

- Request a call back from a relationship manager
- Inform us of your travel arrangements
- Request to go paperless
- Send us a secure message by selecting **'other'**

Select your preferred request from the dropdown list, and complete the relevant information as required.

When you have completed the above, simply select the **'Submit Request'** button on the bottom right.

If you do not have the functionality to send a message please contact your relationship manager.

Paperless request

The screenshot shows the 'Send a Message' form in the RBC Wealth Management portal. The form is titled 'Send a Message' and contains the following fields and options:

- *Request Type:** A dropdown menu with 'Request to go paperless' selected.
- *Apply across all RBC WM BI relationships?:** A dropdown menu with 'Yes' selected.
- I wish to receive my statements and advices via online only
- What frequency would you like your online statments to be made available?**
 - No change - keep my existing statement frequency
 - Monthly
 - Quarterly
 - Semi Annually
 - Annually

A blue information box contains the following text: "Please note, your selection will also be applied to any future products, if eligible, for online delivery. Not all correspondence will be available and you may still receive some letters or product information from us by post. Please contact your Relationship Manager if you have any questions about going paperless."

At the bottom of the form, there is an 'Important Info' link and two buttons: 'Cancel' and 'Submit Request'.

Select **'Request to go paperless'** from the dropdown, and depending on your account type(s), you can either:

1. Opt to go paperless for all account relationships by selecting 'Yes' under **'Apply across all RBC WM BI relationships?'**; *or*
2. Opt to go paperless for specific account relationships only.

You will then need tick the checkbox next to **'I wish to receive my statements and advices online only'**. Once you have selected this you will no longer receive paper copies of these communications in the post.

You can currently opt to go paperless for:

- Bank account statements
- Valuations
- Transaction advices (purchases, sales and dividends)
- Overdraft charge advice
- Retail FX confirmations
- Retail term deposit confirmations

Once complete, click on **'Submit Request'**.

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.

At the bottom of the RBC Hub website you can find a link to **RBC's Privacy and Security** page and **Terms and Conditions**.

Security reminder

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

If you are accessing RBC Hub 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 free format secure message using the **'Other'** request type.

Extracting information

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


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For further queries about RBC Hub, please contact your relationship manager or the eServices team

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.

