RBC Wealth Management

RBC Hub

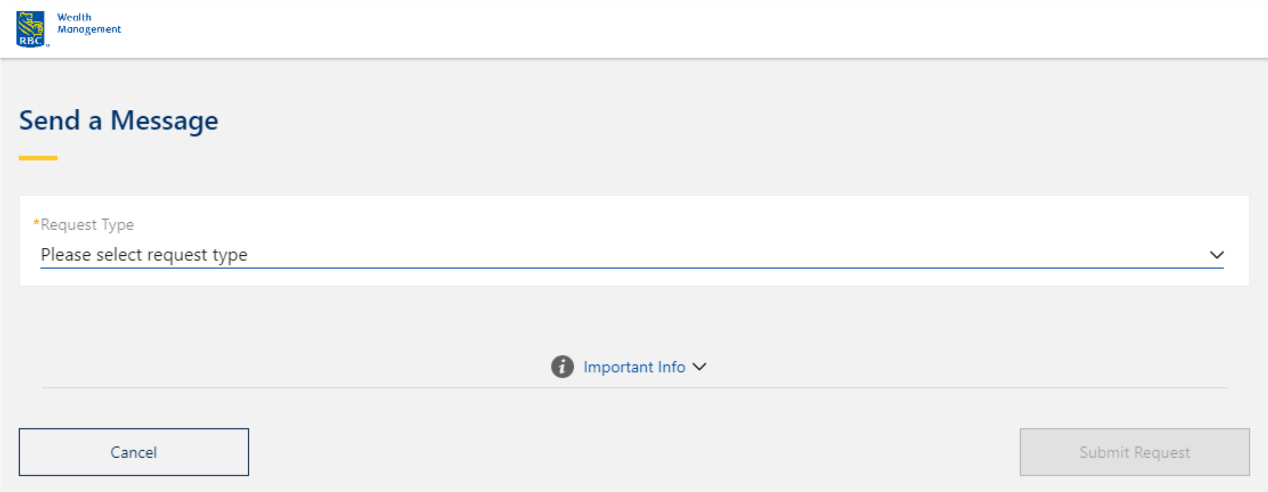
A quick and easy guide to go paperless

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



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

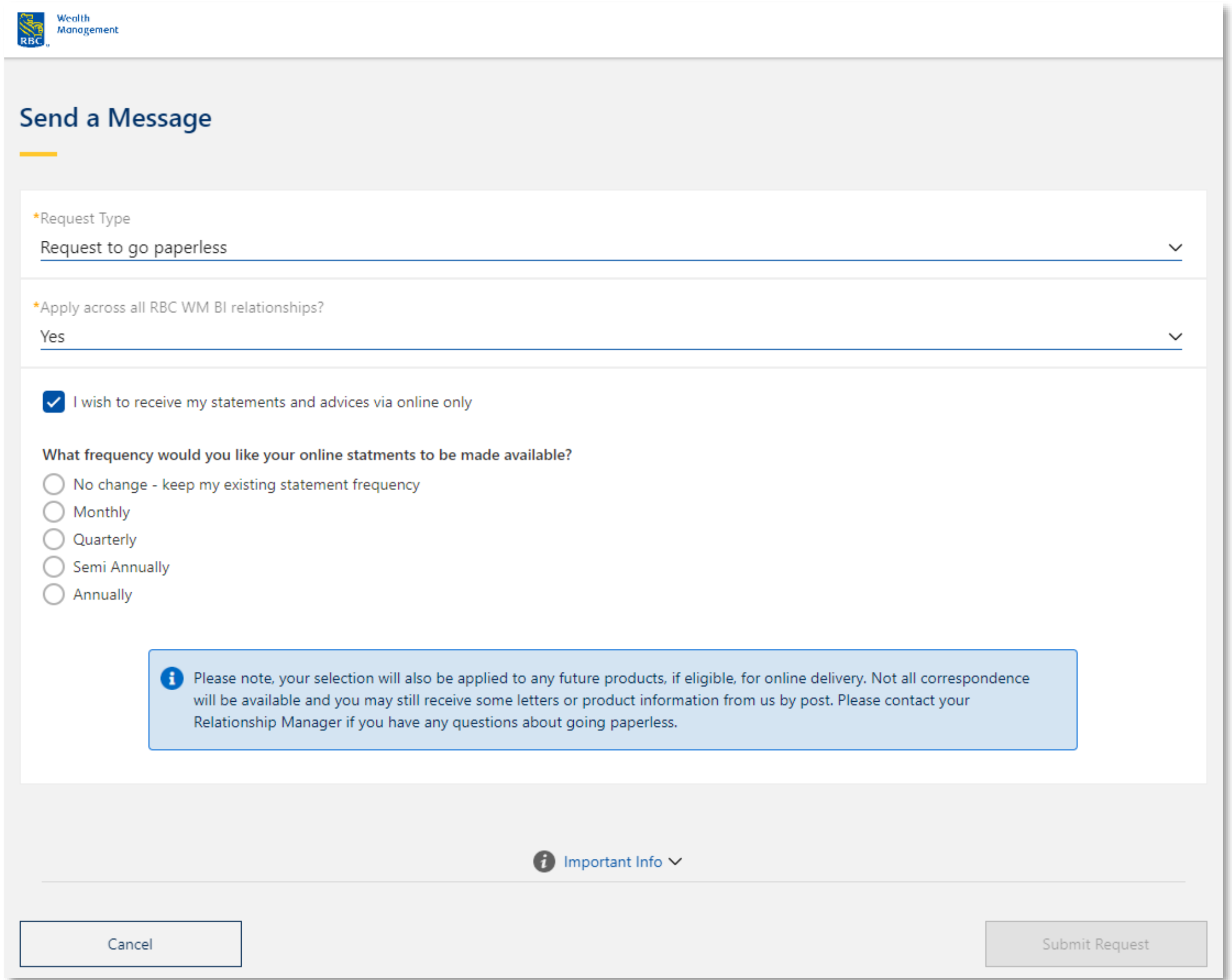
- Request a call back from a relationship manager
- Inform us of your travel arrangements
- Request to go paperless
- Send us a secure message by selecting '**other**'

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



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.

Help & Support

Support

Lost or Stolen Card

Terms & Conditions

External Links

Research & Insights

Privacy & Security

RBC Wealth Management

How-To

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.