



Wealth Management
PH&N Investment Counsel



RBC Wealth Management Mobile App

Questions? We're here to help – contact our Helpdesk at 1-866-342-3992, or contact your Investment Counselling team.

How to send secure messages

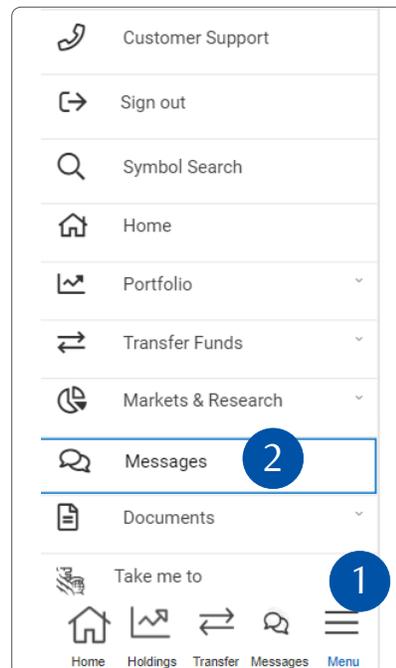
Safely send and receive messages containing personal, confidential information through the RBC Wealth Management Online Secure Message Centre. Here's how:

Sign in to the RBC Mobile app with your RBC login ID and Password. If you have not downloaded the RBC Mobile app, you can do so through the Apple Store (iPhone) or the Google Play Store (Android).

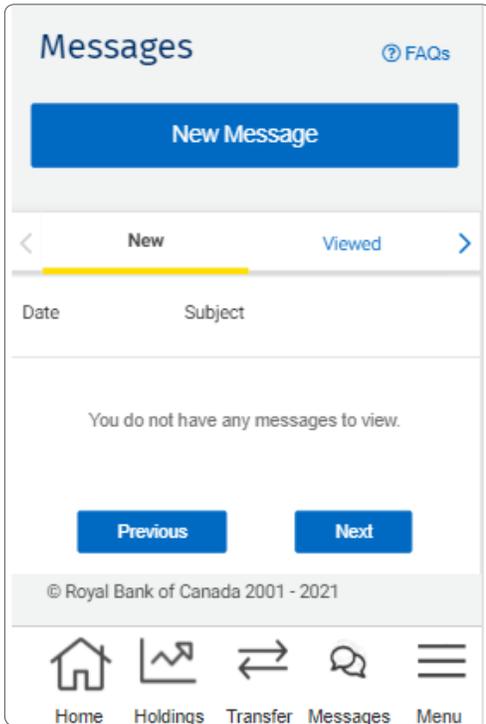
If you don't remember your ID/password, please contact the RBC Wealth Management Online Helpdesk at 1-866-342-3992. If you don't have access to RBC Wealth Management Online, please speak with your Investment Counselling team for assistance.

Sending secure messages

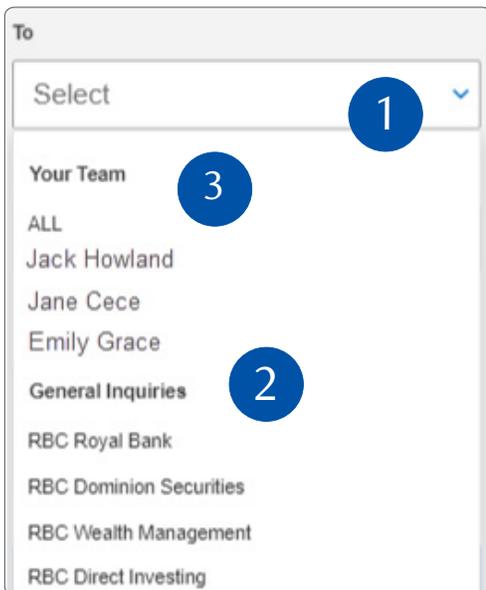
1. Once logged into the RBC Mobile app, tap the menu tab/button at the bottom right of your screen (1), then scroll down and tap on the messages tab (2).



2. Tap on “New Message.”



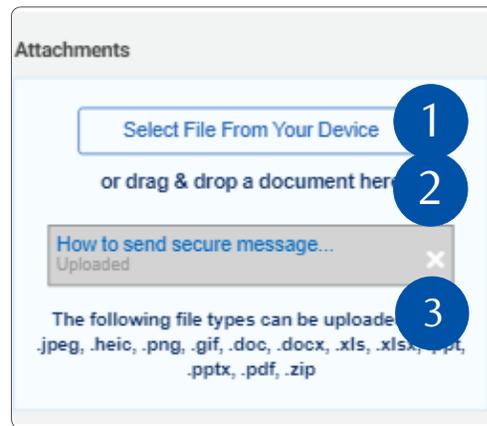
3. Tap the drop-down menu (1) and choose who you want to send your message to. You can send a general inquiry (2) or message your RBC Wealth Management team (3).



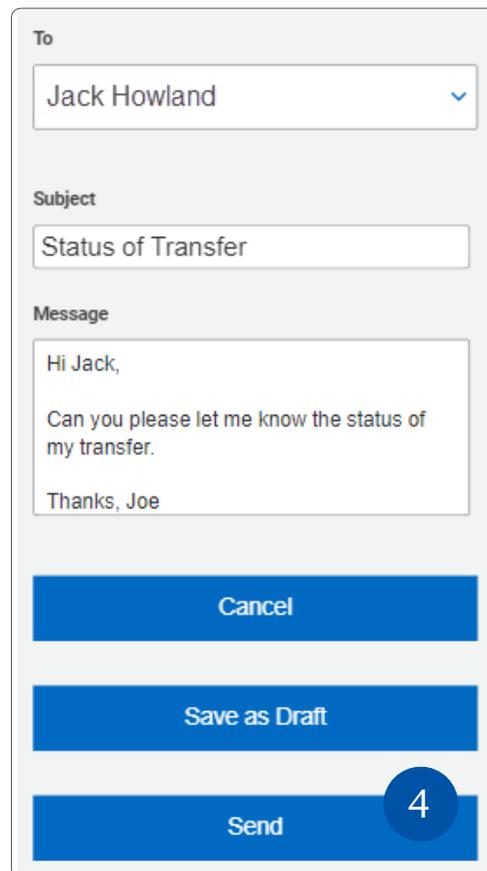
4. Compose your message.

To add an attachment, tap “Select from Your Device” (1) or drag and drop (2) the attachment into the message.

To remove an attachment, tap the “X” to the right of the attachment (3). Please note, you can attach up to 7MB (including text) per message.

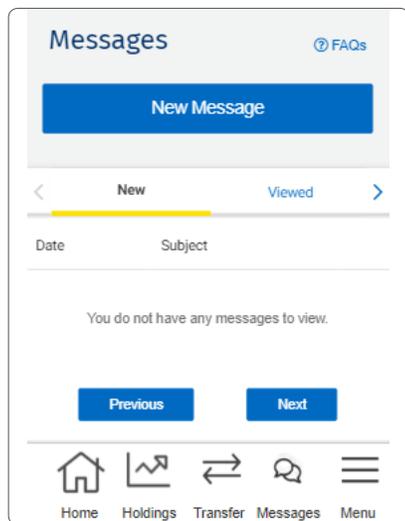


5. When you're ready, hit “Send” (4).

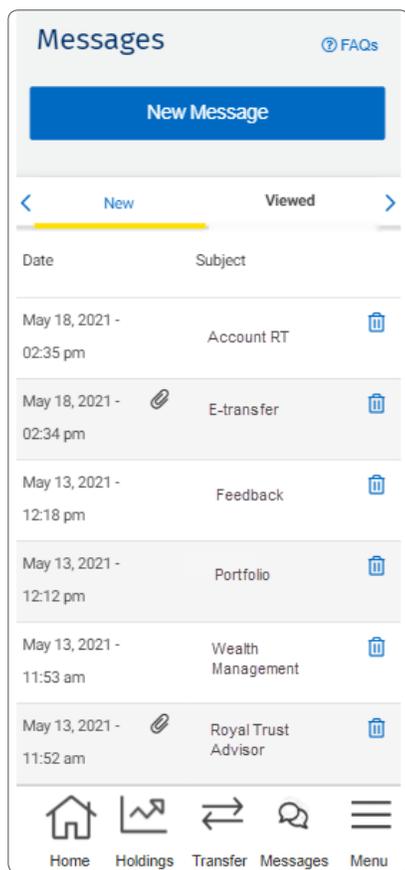


Receiving secure messages

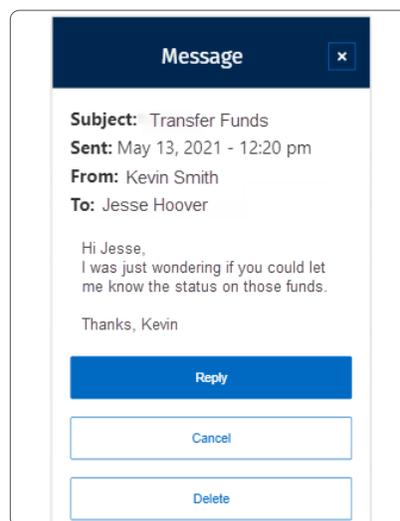
1. Once logged into the RBC Mobile app, tap on the “Messages” tab at the bottom of your smartphone screen.



2. Tap on a message to view it.

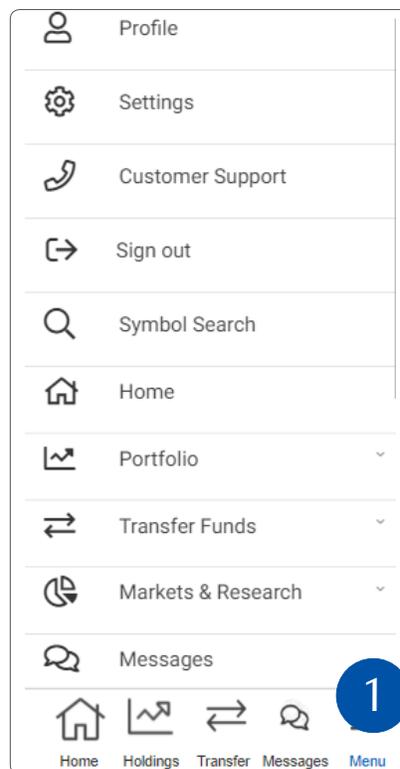


3. Reply if needed.



Getting notified by email when you receive a secure message

1. Once you’re signed in, tap the menu tab/button at the bottom right of the screen (1). Then select “Settings”.



2. Enter your email address (1), then tap “Save Changes” (2).

Make sure you do **not** check the checkbox under Message Centre Notifications.

Settings FAQs

Notifications Account Groups

Notification Settings

You may update or remove your email address below at any time.
You can also opt out of any promotional emails you receive from us at any time.

Email Address

paulsquire12335@rbc.com **1**

Note:

Please add our email address, **ibanking@ib.rbc.com** to your "safe senders" list. Then you can receive emails from RBC and they won't be blocked by spam filters.

Cancel Save Changes **2**

Email Address

paulsquire12335@rbc.com

Note:

Please add our email address, **ibanking@ib.rbc.com** to your "safe senders" list. Then you can receive emails from RBC and they won't be blocked by spam filters.

Cancel Save Changes

Preferences

eDocument Notifications

Do not send me an email when a new eDocument (electronic document) is available.

Message Centre Notifications
(This will only apply to messages from your team.)

Do not send me an email when a there is a new message in my Wealth Management Message Centre.

Cancel Save Changes

Please note: this email address will be used for both your eDocuments and Message Centre Notifications. If desired, you may opt out of either or both by checking the appropriate checkbox.

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