



Wealth Management Dominion Securities

DS Online secure messaging

Through the DS Online Secure Message Centre, you can send and receive secure messages to and from your Investment Advisor. With DS Online Secure Messaging, you can take comfort in sending personal and confidential information in a secure online environment protected by DS Online's state-of-the-art technology and security procedures, backed by the RBC Dominion Securities 100% Online Guarantee.[†]

Sending and receiving messssages with DS Online secure messaging

- 1. Log on to DS Online via www.rbcds.com, RBC Royal Bank Online Banking or through your Investment Advisor's website. If you don't remember your ID/password, please speak with the DS Online Helpdesk at 1-888-820-8006. If you don't have access to DS Online, please speak with your Investment Advisor for assistance.
- 2. Once logged in to your DS Online session, the Message Centre can be found on the summary page under the My Home tab.

My Home	My Accounts	Markets & Resear	rch Quotes			
Summary	Edit Profile Forms					
	Vour Com	munications		_		
	You have 6	new messages	Send a Secure Message	View and Manage Documents		

With DS Online Secure Messaging, you can take comfort in sending personal and confidential information in a secure online environment.

- 3. To send a Secure Message, Click "Send a Secure Message" under "Your Communications."
- 4. You will be presented with a list of available recipients when you click the drop down menu next to the "To" field.
- 5. Select the contact you wish to send a message to.

If you would like to send a message to someone who does not appear on your list, contact your Investment Advisor.

You may also choose to send a general inquiry. Select RBC Dominion Securities from the list.

- 6. Type your message subject into the "Subject" field and begin composing your message in the "Message" box.
- If you would like to add one or more attachments click "Add Attachments." A dialog box will appear so you can search for your file. You can attach up to 7MB (including text) per message.
- If you have added an attachment, you will see it in the "Attachments" box below your message. Click "Delete" if you need to remove the attachment.
- 9. Once you are satisfied with your message and attachments (if applicable) click "Send." You will receive confirmation that your message was sent.

Send a Secure Message

Replies will be sent to your Domin messages. Select a recipient from the dropdo	nion Securities Message Centre. Go to the own menu.	Edit Profile
To speak to us immediately - Con	tact Us	
* Required Information		
'To :	Tse, Steff	•
*Subject :	Select Your Team	^
* Message:	ALL Tse, Steff Ahmed, Alexander Tuss, Luc	
	General Inquiries RBC Royal Bank	-
		Hov
Back		

'To :	ALL				
"Subject:	Status of Transfer				
· Message:					
Hi there,					
Can you please provide a	in update on the status of the transfer	2			
Thanks,					
	How	to send attachments @	Add Attachments		
"To:	ALL				
*Subject :	Status of Transfer				
*Message:					
ni torre,					
Lan you please provide an update on the status or the transfer?					
Inanks:					
Attachments		File size			
Transfor Doss doss		12.2 Kb	Delete		
Transier Docs.docx	Message and/or file(s) total:	12.2 Kb	MANAN		
	incode analor me(a) tour.				
	How	to send attachments 🕐	Add Attachments		
Back			Send		
			- Send		

Opting in and out of message centre notifications

RBC Dominion Securities can send you an email notification when you have a new message in your DS Online Message Centre from your Investment Advisor.

1. Sign in to DS Online and from the "My Home" tab, then click on "Edit Profile" and "Email Addresses and Preferences."



2. To opt in to notifications, or to update the email address where notifications will be sent, enter your email address in the "Email Address" field and click "Update Info."

Please note: this email address will be used for your eDocuments and Message Centre Notifications.

My Email Address and Preferences
Important Information: Verify your email address
When you add or make changes to your email address, always verify that the email address is correct before you submit the changes.
 Please provide RBC Dominion Securities[®] with your email address so we can use it as selected below, to share important information about your account(s) with you, and to communicate with you for any purpose for which you have otherwise consented. You may update your email address and the preference below at any time.
Any promotional email you receive from us will allow you to opt out of future such emails.
Email address: TEST@RBC.COM
Email address preference: Do not send me an email when a new eDocument (electronic document) is available. Message Centre Notifications (These preferences will only apply to messages from your Investment Advisor) Do not send me an email when there is a new message in my Dominion Securities Message Centre.
Note: Please add our email address, ibanking@ib.rbc.com , to your "safe senders" list. This should ensure email from RBC Dominion Securities is not blocked by spam filters.
Enter any changes you wish to make above, then Update Info.
Remove My Email Address and you will no longer receive eDocument email notifications.
Back will return you to the Edit Profile page.
Back Remove My Email Address Update Info

If you have any questions about accessing Secure Messaging, please contact your Investment Advisor. 3. To opt out of receiving notifications, under "Message Centre Notifications" check the box "Do not send me an email when there is a new message in my Dominion Securities Message Centre" and click "Update Info."

Email address: TE	ST@RBC.COM			
Email address pref	erence:			
Do not send me	a an email when a new eDocum	ent (electronic document) is	avaliable.	
(These preferences	will only apply to messages from	m vour Investment Advisor)		
De anterendere		n your inteennent /(dwisor)		
Message Centre.	an email when there is a new r	nessage in my Dominion Se	scunues	
Note: Please add ou ensure email from F	ur email address, ibanking@ib.r RBC Dominion Securities is not	bc.com , to your "safe sende blocked by spam filters.	rs" list. This should	
Enter any changes y	ou wish to make above, then Up	date Info.		
Remove My Email A	ddress and you will no longer re	eceive eDocument email not	ifications.	
Back will return you	to the Edit Profile page.			
Back Rem	ove My Email Address		Update Info	

4. To opt out of both notification types click "Remove My Email Address" and "Update Info."

Back Remove My Email Address Update Info
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¹With the 100% DS Online Security Guarantee, we guarantee that you will not lose money due to fraud in your RBC Dominion Securities account when using DS Online. And, in the highly unlikely event a transaction occurs in any of your other RBC accounts due to unauthorized access to DS Online, you will be reimbursed 100% for any losses in those accounts due to unauthorized transaction" and for full details regarding the protections and limitations of the DS Online 100% Security Guarantee, please see your RBC Automated Services Agreement. RBC Dominion Securities Inc.* and Royal Bank of Canada are separate corporate entities which are affiliated. *Member-Canadian Investor Protection Fund. RBC Dominion Securities Inc. is a member company of RBC Wealth Management, a business segment of Royal Bank of Canada. Used under licence. © RBC Dominion Securities Inc. 2016. All rights reserved. 16_90081_255 (05/2016)