



LAURA SNAPE'S CLIENT BILL OF RIGHTS

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As a client of mine with RBC Dominion Securities, you have a right to expect the very best service. The following is a list of your client rights and what you can expect when you work with me.

1. You have the right to feel comfortable with me and feel that my approach and personality allow you to participate fully in the management of your finances.
2. You have a right to have your goals and concerns treated with respect.
3. You have a right to total confidentiality.
4. You are entitled to written recommendations that are specifically related to your goals and that take into consideration the uniqueness of your individual situation.
5. You have a right to full disclosure on the fees that you pay and the services you receive for your fees.
6. You have a right to clear explanations for all recommendations and to thorough answers to all your questions.
7. You have a right to timely communications with me. Your needs are important and if you need information or have questions, I will be there for you by phone, by email or in person to discuss.

I have the responsibility to be not only your investment advisor but also an educator, and I will ensure that you fully understand all decisions before I put them into action. My collaborative approach to managing your wealth and helping you reach your goals is based on mutual trust and honesty. Please contact me at any time if you have questions or concerns.

Sincerely,

Laura J. Snape, FMA, FCSI
Investment Advisor



RBC Wealth Management
Dominion Securities