

RBC Dominion Securities Inc.



Duke Wealth Management of RBC Dominion Securities



Wealth Management
Dominion Securities

Our Philosophy

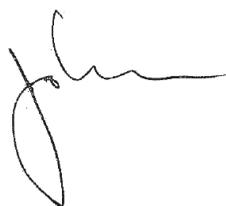
Thank you for your interest in Duke Wealth Management, choosing the right financial advisor is one of the most important decisions of your life! Over time, that person will have a huge impact on your net worth and your ability to reach your financial goals.

At Duke Wealth Management we take that responsibility very seriously. We manage portfolios on a discretionary basis, acting as a fiduciary for the families and organizations that have trusted us to give them financial guidance. Our objective is to give clients consistent service and consistent returns.

Investing is an art, not a science. The next 20 years will be very different from the past 20 years and you will need someone with calm, clear, rational advice to get you there safely and with peace of mind. That is what we do, that is who we are.

I look forward to meeting you and helping you reach your financial goals.

Sincerely,



John Duke, CIM FCSI
Senior Portfolio Manager & Wealth Advisor
Duke Wealth Management of RBC Dominion Securities



Investing is an art, not a science. A plan needs to be flexible, adaptable and it needs to fit you and your family.



“The investment business is about people, not money.”

“After working for more than two decades as a financial advisor, I’ve learned to ignore the noise from stock markets and focus on what is really important – people. Money is simply a tool, a means to an end, a way to give back to the people and the causes that you care about.

Some investments may work out better than others, but you can always make more money. You cannot replace your loved ones and you cannot replace time.”

John Duke, CIM, FCSI
Senior Portfolio Manager & Wealth Advisor



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Custom Solutions

Unlike other Portfolio Managers, we manage money using “sleeves” rather than a “one-size-fits-all” approach. Our clients often have a mix of fee-based, discretionary and commission-based accounts: a tax-efficient strategy that allows us to utilize bulk trading, provide customized solutions and minimize fees. Multiple accounts could lead to a lot of confusion, but our consolidated Portfolio Reviews are simple and easy to read.

Custom Reporting

We are proud to provide our clients with some of the best reporting in the country; our custom-designed Portfolio Reviews can be viewed more like a movie than a snapshot in time. The reports are sent out quarterly and illustrate clients’ deposits and withdrawals, gains and losses, cumulative returns and an attribution analysis from each account.

Consolidated Reporting for Corporate Accounts

Most corporations have a fiscal year-end that does not match the calendar year-end, making their investment accounting very labour-intensive. We resolve that issue for corporate accounts with a detailed tax package from Royal Trust that saves time, money and friction, for our clients, their accountants and our team.



The investment business is unlike any other; success is both relative and subjective. A good outcome for one client might be a disappointment for another.



Avoid common investment mistakes

Discretionary management improves two-way communication; conversations can focus on clients instead of day-to-day trading.

Mistake 1: Trying to time the market

Some investors think that they can time the market – even some advisors. The unfortunate reality is that anyone who thinks they can time the market is either kidding you or kidding themselves. Our investment process works in both good markets and bad markets, but we do not pretend to know what is going to happen next.

Mistake 2: Placing too much importance on past returns

Most investors own a collection of yesterday's good ideas. More often than not, somebody forgot to read the fine print that said, "Past results are not an indication of future performance."

Mistake 3: Impatience

It is quite common for an investment to do poorly before it turns around and becomes a top performer. Investors need to be prepared to hold on while the manager's strategy plays itself out.

Mistake 4: Following the herd

Snowmobilers have a great motto: "If you don't know, don't go!" Investors need to have the same mentality, i.e. mining stocks make up a large part of the TSX index, but if you don't think they can be valued accurately, don't buy them.

Mistake 5: Getting too close to your advisor

The choice of an Investment Advisor will have a huge impact on your life and there needs to be a healthy distance in the relationship. *Find someone honest, smart, experienced and with the right chemistry – in that order!*

Discretionary management improves two-way communication; conversations can focus on clients instead of day-to-day trading.



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Chris

Chief Executive Officer of a major real estate company

“Communication with your financial advisor is extremely important. The landscape is often shifting and it’s good to be able to communicate regularly. John does just that! He eliminates the uncertainties and insecurities that come with the changing environment.”

Chris’s unique story

I think of John not only as my investment advisor but also as my friend. It’s wonderful when the person that you’re working with, who has care and control of a substantial component of your net worth, is also your friend; someone whom you can rely on, trust, and feel comfortable working with.

I have recommended John to numerous friends, family members, and colleagues, speaking to them about his attributes and the confidence that he provides for me. He listens to my needs, he communicates and at the end of the day, he delivers. If you have all those attributes as a financial advisor, that’s the kind of person you want to work with.

John and I have a fun side bet: if my portfolio makes money in a given year, I buy him dinner. If my portfolio loses money, he buys me dinner. This is one of those bargains that you want to lose and I’ve only won the bet one time since 2005!



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Neil & Kim

Technical engineer, entrepreneur, board member, philanthropist

“John is open and honest with us and always conducts himself in such a great way – the integrity is a big part of it. He is highly trustworthy and really nice to deal with. He also has a great team of people working with him.”

Our story

We first started working with John with a very small Registered Education Savings Plan (RESP) before 2008, and when the financial crisis happened, he was great. He added in conservative investments. Nothing went down. Through giving him a small part of our business, we realized we wanted to have him involved in a lot more of our business. John now manages all of our investments across the board.

When we sold the business, we didn't want to take big risks but still wanted to see good growth. John's been able to produce great returns on an annualized basis on that capital base. What we love the most is that it's been done in a very conservative manner – it is wonderful to get those kind of returns with that kind of a risk profile.

Not all of John's advice is necessarily financial. He's also honest with us in terms of how we should use our money. As an example, John helped us buy Toronto Maple Leaf season tickets just before Auston Matthews was drafted. Talk about great timing! We also get the right of first refusal for all concerts at the major local entertainment venue. We've had a great time and are really pleased that we made the investment.



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Dave & Louise

Retired dentist

“We enjoy the consistent results. John is a steady personality, honest, trustworthy and a really good listener. He truly has our best interests in mind.”

“We have recommended John to good friends of ours who are notorious for thorough research. They met with John as well as three other financial advisors and interviewed them all before they determined that they would trust John with their money.”

Our story

We had been working with another financial advisor and hadn't been getting the results we had hoped for. So we asked for advice from our accountant, who we respect very much, and he recommended John Duke in 2003. When we first met John, he was very careful to find out what our personal needs were going to be and he would modify whatever he had available to suit them. It's been a steady rise ever since and we haven't looked back.

We've been able to take advantage of the advice from the team of professionals with whom he works. We were particularly interested in estate planning because of our unique circumstances. It's been wonderful in that regard: we met with estate planners about budgeting and a number of disciplines. It exceeded our expectations and proved very helpful.

What do you like most about being John's client?

We like the fact that we are comfortable enough with John to not have to be personally involved in any decisions on a day-to-day basis. We don't expect to be giving John advice as to what kind of investments we might want to have. We trust him to figure out for us what is best for our investments.



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Steve

Chartered accountant,
private business owner



An accounting expert at a successful midtown Toronto accounting firm, Steve makes sure his own clients are well looked after by referring them to Duke Wealth Management of RBC Dominion Securities.

“I like John because of his consistent approach and thorough service. He’s really not trying to shoot the lights out in terms of getting astronomical returns or promising anything of the sort. He is just trying to get a good long-term return for his clients.”

The biggest problem I see when someone chooses a friend or family member as an investment advisor is that they become less objective in terms of listening to that advisor, or the relationship sometimes doesn’t allow them to be critical at times if they have to be. We would discourage this. Are they picking them because they’re convenient or are they picking them because it’s somebody that really fits their needs? People really need to question that! It’s probably one of the biggest single decisions they’re going to make in their lives. They may hear of a referral from somebody, not conduct their due diligence, and begin working with that person. There’s inertia to keep working with that same person, even long after it’s not working for them anymore. We are always looking for good advisors for clients because it’s a natural extension of our service to make sure they’re

well looked after.

Most of the investment advisors we’ve dealt with aren’t very good and we hear about it from our clients. What started out as being a small pool of investment advisor referrals turned into John as our main advisor. We like to tell clients they’re not going to be disappointed. Over the years, we’ve referred many clients to John. As we saw those clients satisfied, we became confident that John is a good, safe person to send referrals to. Clients have consistently come back and said they like John because he really does listen to them; he gives them that time. He’s pretty candid with his clients, not simply telling them what they want to hear. He tells them what they need to hear and understand. It’s that honesty that ensures they stay on the right track.



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Integrated Wealth Management

Investing is just one of the four legs to a financial table. Wealthy Canadians need integrated advice for their finances, estate planning and insurance solutions.



John Duke, CIM FCSI
Senior Portfolio Manager
& Wealth Advisor

John is a respected and established portfolio manager who can offer a broad range of financial solutions to high-net-worth individuals, trusts and estates. He is one of a select group of advisors that can offer clients RBC Dominion Securities' elite discretionary management service, Private Investment Management (PIM).



Christine Chang, B.Comm.
Associate Wealth Advisor

Christine plays an integral role in the management of client service, trading and administration. She has over a decade of experience as a licensed representative and is a warm and friendly person you will enjoy working with.



Ted Chan, B.Comm., CFP, CLU, FMA, FCSI, TEP
Financial Planning Consultant,
RBC Wealth Management Services

Ted prepares comprehensive Personal Financial Plans to help clients identify and reach their specific goals for retirement, education, major purchase funding and estate planning.

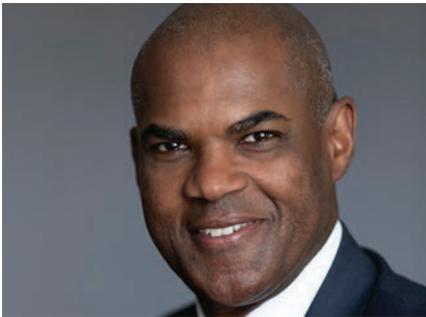
Extended Team Member



Ariel-Charles Guigui, B.Adm., LL.B., TEP
Will & Estate Consultant, RBC Wealth
Management Services

Ariel is a member in good standing of the Law Society of Upper Canada, and the Society of Trust and Estate Practitioners (Canadian chapter). His significant practical experience in estate planning and administration allows him to offer valuable guidance during the creation of your estate plan.

Extended Team Member



Barrington Grey, CFP, CLU, FEA
Vice-President & Estate Planning
Specialist, RBC Wealth Management
Financial Services

Barrington helps bind one generation to the next through the powerful tool of tax-exempt insurance. He works with John to enhance the lives of our clients' families by helping them take advantage of opportunities that only financial security can bring.

Extended Team Member



Bobby Hinduja, CPA, CA, CVA
Vice-President, High Net Worth Planning
Services, RBC Wealth Management

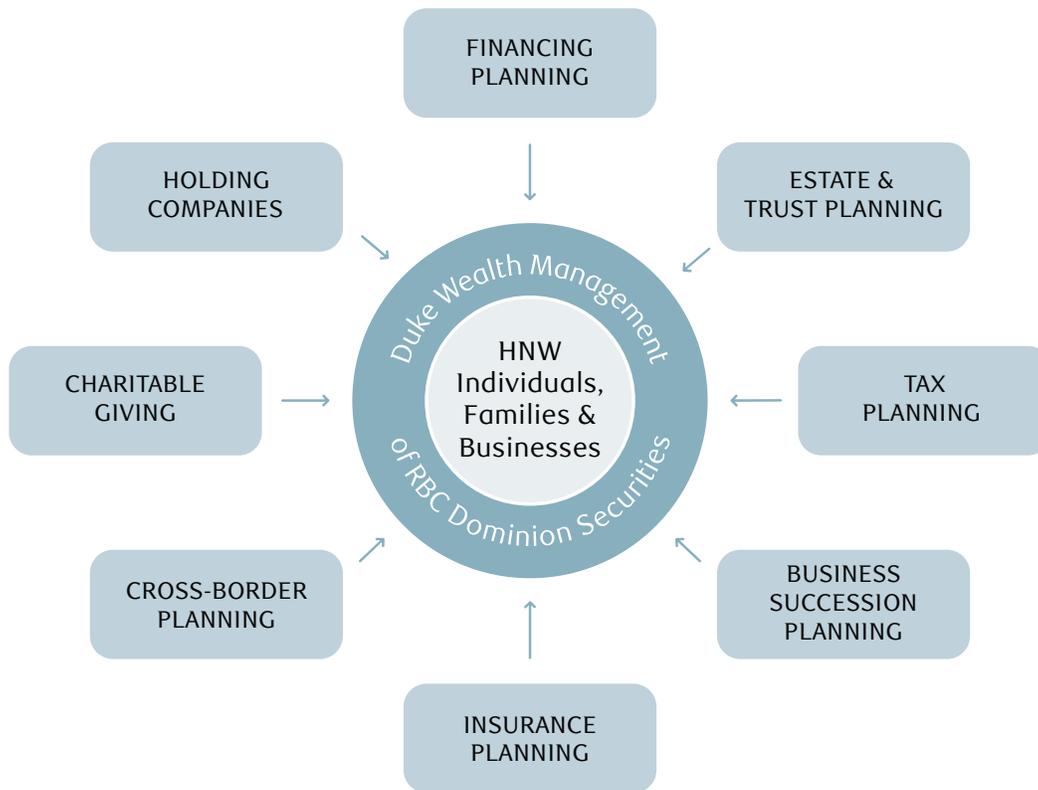
Bobby has over 15 years of experience working with owners of privately held businesses to help develop business succession, tax and estate planning solutions tailored to their goals and objectives. He works closely with John to identify strategies and solutions that address overall wealth planning needs for you to discuss and implement with your accountant or lawyer.

Extended Team Member



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Integrated Wealth Planning Advice



Best-in-Class Wealth Planning Talent

200+ Access to over 200 accredited wealth specialists

1,700+ Over 1,700 years of collective experience amongst our wealth specialists

We have been able to enhance the experience of our high-net-worth clients by complementing our best-in-class investment management with superior wealth planning services.

As clients age and begin thinking about retirement and succession planning, wealth planning has become an essential part of our value proposition.

The 200 wealth planning specialists in our RBC Wealth Management Services team are a competitive advantage.



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Coordinating every facet of your financial life

Investment management

Investment and portfolio management is the foundation of our business at RBC Dominion Securities. Our clients rely on us to provide expert advice and a disciplined approach to managing their portfolios to help them manage risk and achieve their financial goals.

Financial planning

The financial planning strategy helps you take a step back and look at your overall financial situation by having a comprehensive written financial plan prepared for you and your family. This type of financial plan addresses all aspects of your financial affairs, including cash and debt management, tax and investment planning, risk management and retirement and estate planning.

Estate planning

A Will and Estate Consultant can assist in structuring the succession of your estate in an efficient and tax-effective manner. The Will and Estate Consultant will provide a personalized report that outlines the various estate planning strategies discussed and recommendations. These strategies can then be explored further, or acted upon by Duke Wealth Management.

Insurance

To help you live the way you want to, we aim to help every client understand the crucial role that insurance advice plays in your wealth management plan. It's important that you get the best advice, service and assistance possible. We champion life insurance, living benefits and retirement solutions for our clients.

Premier banking

RBC Private Banking Premier provides banking, non-complex credit and specialized capability to eligible Wealth Management Canada (WMC) clients. Acting as the clients' anchor point for banking and credit needs, highly-skilled, experienced and specially-trained Premier Banking Advisors (PA), can offer RBC Private Banking Premier solutions to complement WMC's investment management and wealth planning capabilities.



Professional wealth management since 1901

Today, with over 465,000 clients across Canada and worldwide, and \$361 billion in assets under administration, RBC Dominion Securities is Canada's leading full-service investment and wealth management firm*.

Our comprehensive approach to wealth management gives you access to all of the solutions and services you need to achieve your financial goals. This means we provide more than just investment advice and money management – we help protect your lifestyle and business, manage your nest egg, create your legacy and more.

We understand how important it is to have confidence in the people you entrust with your investment assets. RBC Dominion Securities is a member of the Investment Industry Regulatory Organization of Canada (IIROC) and the Canadian Investor Protection Fund (CIPF).

As a member company of RBC, we are also fully backed by the reliability, strength and resources of Canada's leading provider of financial services.

It all starts with you

Getting the right investment advice is a key part of managing wealth, but it's just one part of a bigger picture. Managing finances, minimizing taxes, planning for retirement and/or structuring an estate in a tax-efficient manner may also be required.

Because these various aspects of managing wealth are all interconnected, we will create a total, coordinated wealth management strategy that addresses the financial concerns at each stage of life. We can help with:

- Growing assets for future goals like retirement
- Maintaining assets to protect financial well-being
- Creating an income stream for retirement
- Creating a lasting legacy

* Strategic Insight's Retail Brokerage and Distribution Report—Canada (Fall 2019).

At RBC Dominion Securities, our vision is simple: to always earn the right to be our clients' first choice for wealth management services.

For more than a century, we have helped individuals, families, businesses, charitable foundations and other organizations build on and preserve their wealth through sound financial planning, trusted investment advice and unparalleled wealth management solutions.



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John Duke, CIM FCSI

Senior Portfolio Manager & Wealth Advisor

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