



Wealth
Management

Update on COVID-19 (Coronavirus): advice for clients and external visitors

At RBC Wealth Management, the health and safety of our clients and employees is our top priority.

We are closely monitoring COVID-19 and its potential impact on our business activities globally. We are also taking precautionary measures to minimize the COVID-19 risk in our offices. This includes limiting travel between our locations, using telephone and video conferencing in place of in-person meetings, providing guidance to employees to stay home when displaying flu-like symptoms, and implementing enhanced workplace hygiene protocols.

While the health and safety of our clients and employees comes first, we will continue taking care of your financial needs. If there is a disruption in business operations, we have contingency plans in place to ensure that we can maintain the delivery of financial products and services to our clients, even if we experience reduced staffing levels at our offices. This includes secure technology that enables our employees to work offsite as needed. At all times, your financial information will be safeguarded.

At this time, we continue to welcome clients and visitors to our offices; however, if you are concerned about the risk of infection and would rather not meet in person, we would be happy to make alternate arrangements such as rescheduling meetings for a later date, having a telephone call or meeting via video conference.

In addition, RBC protocols ensure employees, or someone in their household, who have travelled to, from or through the following areas, abide by a 14 day quarantine before returning to the office. If you or someone in your household has travelled to any of these places, and you have an in-person meeting scheduled, please let us know and we will work with you to make alternative arrangements.

- China
- Italy
- Hong Kong
- Japan
- Iran
- South Korea

Thank you for your understanding and assistance with these precautionary measures. Once again, please be assured that we have detailed contingency plans in place and we look forward to continuing to serve your financial needs. If you have any questions or concerns, please do not hesitate to contact us.