



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.<sup>†</sup>

# Sending messages 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 of the My Home tab under Your Communications.
- 3. To send a Secure Message, Click "Send a Secure Message" under "Your Communications."

My Home	My Accounts dit Profile	Markets & Research	Quotes	
M Your Co	mmunications		_	
You have n	nessages	Send a Secure Messa	age	► <u>View and Manage Documents</u>

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

- 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.

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 Dominion Securities Message Centre. Messages sent to "General Inquiries" are typically responded to within two business days. Go to the East Profile page to choose how we notify you about new messages.

 Select a recipient from the dropdown menu.

 To speak to us immediately - Contact Us

 \* Required information

 Select ...

 Your Team

 \*To:
 Alt.

 Doe, John

 \*Subject:

 Lane, Brian

 General Inquiries

 RBC Dominion Securities

 \*Message:

 How to send attachments ?

 Add Attachments

 Back

*То:	ALL
*Subject :	Status of Transfer
* Message:	
Hi there,	
Can you please p	ovide an update on the status of the transfer?
Thanks,	
	How to send attachments ⑦ Add Attachments

•To :	ALL	•		
*Subject :	Status of Transfer			
* Message:				
Hi there,				
Can you please provi	ide an update on the statu	s of the transfer?		
Thanks!				
Attachments				
File name			File size	
File name Transfer Docs.docx	(		File size 12.2 Kb	Delete
		l/or file(s) total:		<u>Delete</u>
		l/or file(s) total:	12.2 Kb	Delete
			12.2 Kb	Delete Add Attachments
			12.2 Kb 12.2 Kb	d
			12.2 Kb 12.2 Kb	d

# Receiving messages with DS Online secure messaging

1. Once logged in to your DS Online session, the Message Centre can be found on the Summary Page of the My Home tab under Your Communications. You will see a notification of a new message there.

My Home	My Accounts Markets & Research Quotes
Summary	Edit Profile
	Vour Communications
1	You have 1 new message     Send a Secure Message     View and Manage Documents

2. Click on the Subject under New Messages to open and view your message.

Message Centre	)				
Show Message Centre to RBC Dominion Sec		View	RBC Dominion Securities - Customer Support Centre	Need Help? Send Secure Email	Telephone Us
New Messages					
Date 🔻	Subject 🛦		Туре 🛦	From 🛦	
16 Jun 2016 06:31:03	RE: Status of Transfer	]	Message	RBC Dominion Securities	Delete
Viewed Messages					
Date V	Subject 🛦		Туре 🛦	From 🛦	
16 Jun 2016 03:07:56	Welcome back!		General Messag	ge RBC Dominion Securities	Delete
Sent Messages					
Date 🔻	Subject 🛦		Туре 🛦	To 🛦	
29 Sep 2016 08:03:10	Status of Transfer		General Messag	ge RBC Dominion Securities	Delete
The Message Cent	re is a secure and confider	itial way to communica	ate with us online. <u>Learn more al</u>	bout the Message Cen	tre

3. To reply to a message click Reply.

View Message					
Read Message Reply					
To:	John Smith				
From :	Your Investment Advisor				
Subject :	RE: Status of Transfer				
Date :	16 Jun 2016 06:31:03				
Hi John, Got the transfer docu Thanks! Reply Back	ments. I'll keep you posted on the status.	Delete TOP			

## 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 <sup>®</sup> 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.					
<ul> <li>You may update your email address and the preference below at any time.</li> <li>Any promotional email you receive from us will allow you to opt out of future such emails.</li> </ul>					
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, <b>ibanking@ib.rbc.com</b> , 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 <b>Update Info.</b> <b>Remove My Email Address</b> and you will no longer receive eDocument email notifications.					
Back will return you to the Edit Profile page.           Back         Remove My Email Address					

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:	TEST@RBC.COM
Email address pr	reference:
🔲 Do not send	me an email when a new eDocument (electronic document) is available.
Message Centre	
(These preferenc	ces will only apply to messages from your Investment Advisor)
Do not send Message Centre.	me an email when there is a new message in my Dominion Securities
ensure email fror Enter any change	d our email address, <b>ibanking@ib.rbc.com</b> , to your "safe senders" list. Thi m RBC Dominion Securities is not blocked by spam filters. as you wish to make above, then <b>Update Info.</b>
ensure email fror Enter any change	m RBC Dominion Securities is not blocked by spam filters.
ensure email fror Enter any change Remove My Emai	m RBC Dominion Securities is not blocked by spam filters. Is you wish to make above, then <b>Update Info.</b>

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

Back	Remove My Email Address	Update Info

<sup>&</sup>lt;sup>1</sup>With 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. 2017. All rights reserved. 17\_90081\_255 (03/2017)