



Wealth Management
Dominion Securities

Durward Wealth Management
RBC Dominion Securities

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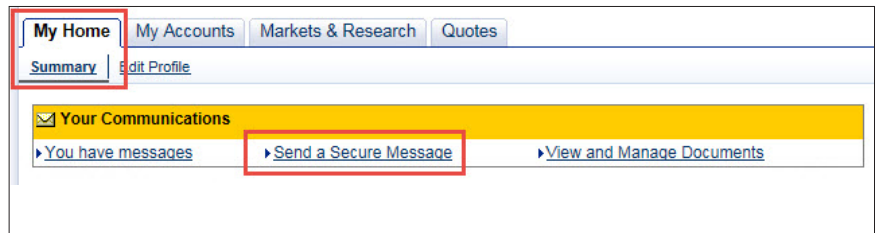
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DS Online secure messaging

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 messages with DS Online secure messaging

1. Log on to DS Online via www.rbc.ds.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."



- 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.
- 7. 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.
- 8. 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 [Edit 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

*To:
Your Team
ALL
DOE, John
Lane, Brian
General Inquiries
RBC Dominion Securities

*Subject:

*Message:

[How to send attachments ?](#) [Add Attachments](#)

[Back](#) [Send](#)

*To:

*Subject:

*Message:

[How to send attachments ?](#) [Add Attachments](#)

*To:

*Subject:

*Message:

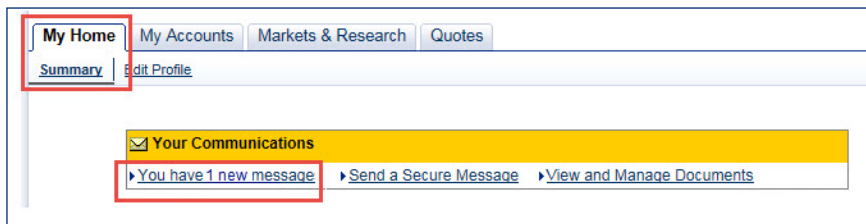
Attachments		
File name	File size	
Transfer Docs.docx	12.2 Kb	Delete
Message and/or file(s) total:		12.2 Kb

[How to send attachments ?](#) [Add Attachments](#)

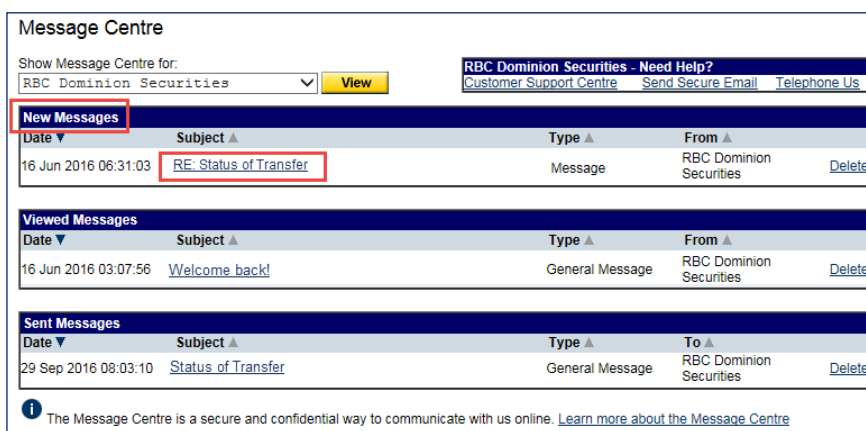
[Back](#) [Send](#)

Receiving messages with DS Online secure messaging

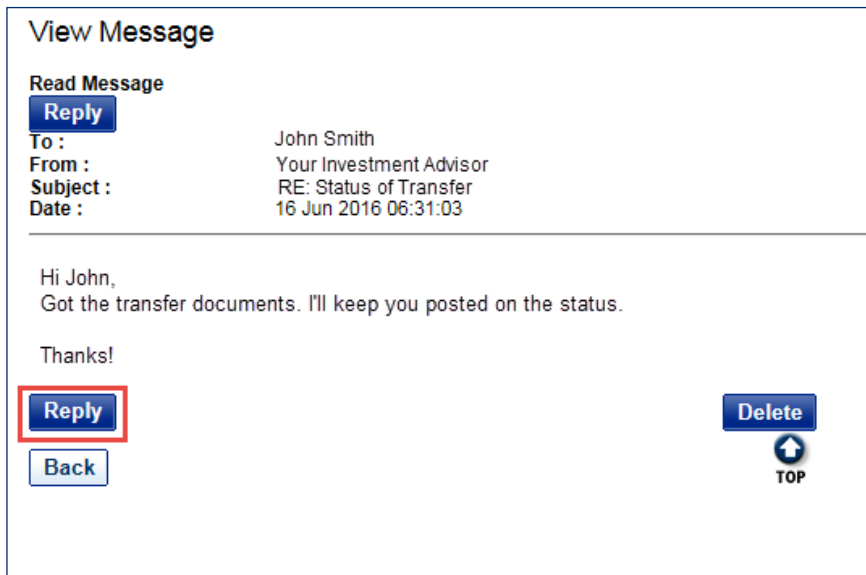
1. Once logged in to your DS Online session, the Message Centre can be found on the Summary Page of the My Home tab under Your Communications. You will see a notification of a new message there.



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



3. To reply to a message click Reply.



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.”

My Home My Accounts Markets & Research Quotes

Summary **Edit Profile** Forms

Edit Profile

Preferences

[▶ Email Address and Preferences](#)

Provide or update your email address and let us know how we can use it.

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

i 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:

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.

If you have any questions about accessing Secure Messaging, please contact your Investment Advisor.

- 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 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](#)

- To opt out of both notification types click “Remove My Email Address” and “Update Info.”

[Back](#) [Remove My Email Address](#) [Update Info](#)