RBC Dominion Securities Inc.

Welcome to RBC Dominion Securities

A guide for clients



Wealth Management Dominion Securities

Welcome



Thank you for choosing RBC Dominion Securities for professional wealth management. Through RBC Dominion Securities, you have access to the resources of Canada's leading full-service investment firm¹, including the expertise and personal attention of your advisor.

Your advisor is able to provide the investment solutions you need to help achieve your specific goals, whether you are investing for yourself, your family, your business or your organization. Helping your personal advisor provide you with comprehensive wealth management is an extensive team of professionals, including estate planners, insurance consultants, portfolio strategists and research analysts.

Through our partners at RBC[®], you also have access to a full range of financial services, including personal and business banking.

In this welcome guide, we highlight some of the services you can expect as a client. If you would like more information about any of these services, or if you have any questions about your new account, your advisor would be happy to assist you.

If you have a concern, your advisor is your first point of contact. Our management team is also here to help — your concerns will be addressed in a timely and confidential manner. You can find the contact information for both your advisor and the branch manager at your local office on the front page of your account statement.

Once again, thank you for choosing RBC Dominion Securities. We look forward to a long and successful relationship.

Sincerely,

David Agnew Chief Executive Officer, RBC Wealth Management Canada



A wealth management approach designed for you

It all starts with you

At RBC Dominion Securities, we believe your future investment success depends on having a clear idea of what you are trying to accomplish, coupled with a realistic understanding of what you are like as an investor. We focus on helping you formulate a long-term wealth management strategy appropriate for your situation.

Personalized service from your advisor

Your relationship with us starts with the selection of your personal advisor. A dedicated professional, your advisor will devote time and energy to fully understand your financial situation, life goals and tolerance for risk when creating a wealth management strategy that is right for you.

A plan is essential for success

Success rarely happens by chance. You and your advisor will work together to define your investment objectives. Then, your advisor will help you devise a strategy to achieve your objectives over a realistic time frame.

This is a long-term partnership

There is no simple, one-time solution. Your situation changes, financial markets change and the factors that determine investment success can also change. Your wealth management strategy needs the flexibility to anticipate and respond to these changes. Your personal advisor is committed to working with you through each stage of your life to help you meet your objectives.

A commitment to the highest standards

We understand how important it is to have confidence in the people you have entrusted with your investment assets. As a member company of RBC, we are fully backed by the resources of Canada's leading provider of financial services.² We are also a member of the Investment Industry Regulatory Organization of Canada (IIROC) and the Canadian Investor Protection Fund (CIPF).



Put our resources to work for you

Behind your advisor is a support team dedicated to helping you achieve your wealth management goals.

Investment strategy

Our senior investment strategists provide your advisor with quarterly forecasts based on in-depth research and sophisticated analysis.

Wealth management services

A group of financial, tax and legal experts helps your advisor address your various wealth management needs. In addition, we offer insurancebased wealth enhancement and protection strategies.

Capital markets research

Timely research from RBC Capital Markets helps your advisor identify opportunities in today's fast-changing investment climate. The RBC Capital Markets research team – Canada's largest with coverage of all major industry sectors and analytical disciplines – provides ideas that aid your advisor in building and preserving your wealth.

Unique to RBC Dominion Securities, independent research from Veritas provides insights on selected Canadian companies through an in-depth analysis of balance sheets.

Through our partnerships with leading U.S. research firms, your advisor has access to research on U.S. and international companies.

Mutual fund analysis

Our team of mutual fund experts conducts extensive research on the thousands of mutual funds available to identify superior opportunities.

Commodity futures

We can help you manage commodities risk, including exposure to energy, base metals, forest products and agriculture.

Keep track of your progress

RBC Wealth Management Online

Access your account information from the convenience of your computer through our private client website, RBC Wealth Management Online. Available 24 hours a day, seven days a week, RBC Wealth Management Online provides access to a consolidated view of your **RBC** Dominion Securities account balances, holdings and transactions. You can also make real-time fund transfers, send secure messages to your Investment Advisor, get realtime quotes, and more. Please see Page 16 of this welcome guide for more information on signing in for the first time. Or simply contact your Investment Advisor team and they will be pleased to assist.

Account statements

You will receive a statement for each account quarterly or monthly when there is activity in your account. Your account statements detail all the transactions and activity occurring in the account during the previous month, including:

- The market value of your assets
- A summary of your dividend, interest and other income
- The purchase or sale of any securities
- Details of withdrawals or purchases

You will also receive a quarterly portfolio review statement, which

summarizes the activity in your portfolio over specific time periods. It shows the total investment return on your portfolio and how its value has changed over time.

If you are a client in the A+ program, you can receive a comprehensive quarterly statement unique to those programs, instead of the portfolio review statement.

eDocuments

eDocuments are official RBC Dominion Securities account documents that you can view online, save to your computer and print whenever necessary. That means you no longer have to wait for your paper documents to arrive in the mail. Plus, you can access up to a sevenyear archive of past statements and trade confirmations, with annual reports available from 2017 and tax documents from 2019.

Not only are eDocuments more timely and convenient than paper documents, they are also better for the environment. Together with our clients, we have made great strides in reducing amount of paper we use. To switch to eDocuments, simply contact your Investment Advisor team.

The following pages highlight the key features of your various account statements. If you have any questions about your statements, please contact your Investment Advisor team.

Your statement of account

Account summary page

1 Account type

Appearing at the top of your statement, this information refers to the given RBC Dominion Securities account name and number.

2 Advisory team

These are your points of contact should you have any questions.

3 For your information

We use this section to highlight items of interest.

4 Account details

This section contains a spousal RSP indicator as well as your beneficiary information. If you have a spousal registered account, your statement will identify the spousal account at the top right-hand corner of the statement.

If you have designated a beneficiary for your registered account, you will see the beneficiary listed on the top right-hand side of your statement.

In the event you have more than two beneficiaries designated, you will see "Multiple" on your statement. If no beneficiaries are designated, the default message will read "Refer to your Investment Advisor." Please note that due to legislation in place in Quebec, this beneficiary designation is not applicable to Quebec-based residents.

5 Asset summary

You will get a snapshot of the market value of your total portfolio and the percentage of your portfolio that each security type represents.

6 Income summary

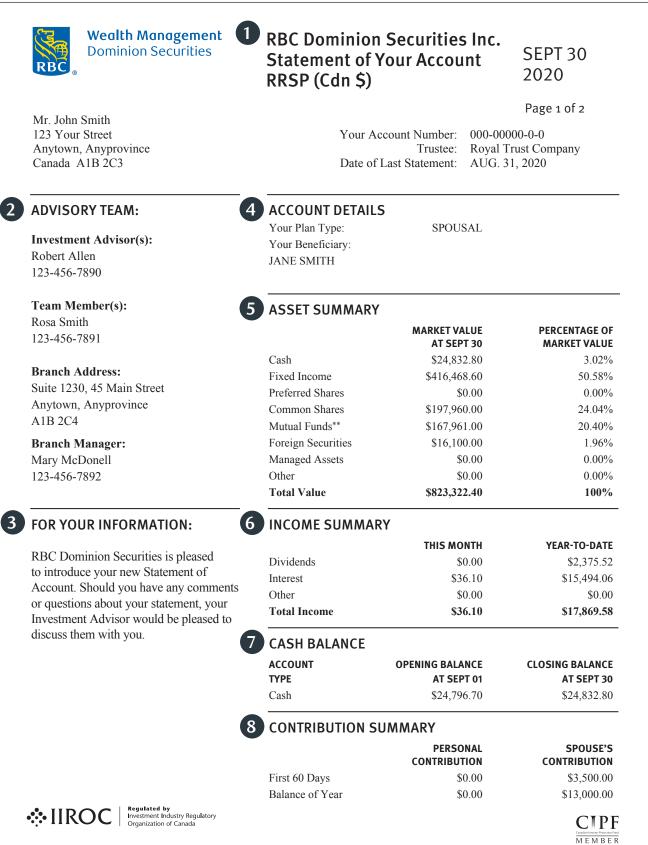
This section shows you the totals for interest, dividends and other income processed through your account for the current month and calendar year to date. Other income includes distributions from managed investments such as mutual funds, pooled funds and segregated funds, as well as income from other investments such as Income Trusts, Royalty Trusts and Real Estate Investment Trusts (REITs).

7 Cash balance

This section lists the opening and closing cash balances by account type.

8 Contribution summary*

This section shows contributions to this account within the first 60 days (and therefore applicable to the previous tax year) and for the balance of the year (applicable to the current tax year).



If you have any questions regarding your statement, please speak with your Investment Advisor team.

Your account activity page(s)

1 Asset review

The portfolio summary section shows the quantity of a security, the current market price of your securities and the current market value of your securities.

2 Foreign exchange rates

The exchange rate used to convert U.S. dollar denominated assets held in your Canadian Dollar Account (these include all your Registered Account Statements which are always in Canadian dollars) appears on your statement when there are security positions in your account.

3 Book cost

Unless otherwise advised, "book cost" means: in the case of a long security position, the total amount paid for the security, including any transaction charges related to the purchase, adjusted for reinvested distributions, returns of capital and corporate actions; or in the case of a short security position, the total amount received for the security, net of any transaction charges related to the sale, adjusted for any distributions (other than dividends), returns of capital and corporate actions. Where a book cost is not available on a security position, market value will be used to calculate the book cost.

4 YTM – yield to maturity

This shows you the rate of return on an interest-bearing investment if you hold it to maturity, and takes into account purchase price, coupon rate and value at maturity.

5 Accrued interest included in market value

All fixed-income securities (except Monthly Pay Bonds) include accrued interest in the market value. This will be indicated by a superscript (¹).

6 Account activity

This section allows you to follow the activity in your account over the past month. You will see:

- A chronological listing of activity dates
- The type of transaction that constitutes each activity
- A complete description of the activity
- The quantity and price of the security involved in the activity
- The debit/credit effect that activity had on your account

7 Open orders

This section shows all of your orders that are not yet completed because the current market price does not match the price you want to pay or receive. If and when the order is filled, the transaction will appear in the Account Activity section of the applicable monthly statement.

8 Trades for future settlement

Here's where you can see those orders that have been executed, but not settled during the statement period. These transactions will appear in your next statement in the Account Activity section.

Wealth Managemen Dominion Securities		ent of Your A	Securities Inc. our Account SEPT 30 2020			
	Your Accoun	Your Account Number: 000-00000-0-0			Page 2 of 2	
ASSET REVIEW	(Exchange rate 1 USD = 1	.1627CAD as of SEPT 30,	2020)		-	
	SECURITY	QUANTITY/ SEGREGATED	MKT. PRICE	3 BOOK COST	MARKET VALUE	
FIXED INCOME PROVINCE OF BRITISH COLUMBIA – 9.50% 01/09/2023 YTM AT PURCHASE DATE 7.113%		330,000 330,000	121.83	\$378,607.80	\$416,468.60 ¹	
Total Value of Fixed Income				\$378,607.80	\$416,468.60	
COMMON SHARES ROYAL BANK OF CANADA	RY	2000 2000	98.98	\$124,480.00	\$197,960.00	
Total Value of Common Shares		2000		\$124,480.00	\$197,960.00	
MUTUAL FUNDS SIGNATURE INCOME AND GROWTH FUND (6116)	CIG6116	30,895.380	5.340	\$165,785.70	\$164,981.30	
SEGREGATED FUNDS AIC ADVANTAGE SEGREGATED FUND II P60 DSC (502)	TAI502	30,895.380 672,620 672,620	4.430	\$2,771.10	\$2,979.70	
Total Value of Mutual Funds**		072,020		\$168,556.80	\$167,961.00	
FOREIGN SECURITIES FORD MOTOR CORP	F	2000 2000	8.05	\$20,100.00	\$16,100.00	
Total Value of Foreign Securities				\$20,100.00	\$16,100.00	
Total Value of All Securities				\$691,744.60	\$798,489.60	
SEPT 29 INTEREST INTEREST OF	nce (SEPT. 1, 2020) N CREDIT BALANCE THRU 09/27 @ 1 3/4%	QUANTITY	PRICE/ RATE	DEBIT	CREDIT \$24,796.70 \$36.10	
	LANCE (SEPT. 30, 2020)				\$24,832.80	
OPEN ORDERS						
ORDER ACTIVITY DATE SEPT 15 BUY	DESCRIPTION AND YOUR ORDER PRICE ROYAL BANK OF CANADA	QUANTITY 400		SECURITY SYMBOL RY	MARKET PRICE \$95.00	
TRADES FOR FUTURE SETTLE	MENT					
DATE ACTIVITY OCT 02 SOLD	DESCRIPTION FORD MOTOR CORP	QUANTITY 2000		PRICE 8.05	AMOUNT \$16,100.00	

Your portfolio review statement

1 Investment return

The total investment return on your portfolio, in dollars, over specific time periods.

2 Interest

Payments from such investments as bonds, debentures, GICs, term deposits and cash balances.

3 Dividends

Paid from common and preferred shares.

4 Managed fund distributions

From managed investments such as mutual funds, pooled funds and segregated funds.

5 Other distributions

Paid to you from other investments, such as Income Trusts, Royalty Trusts and Real Estate Investment Trusts (REITs).

6 Change in market value

The change in what your securities, including cash balances, are worth on the open market over specified time periods.

7 Total investment return

Calculated after management fees and commissions.

8 Capital review

This section summarizes how the value of your portfolio has changed over various time periods.

9 Beginning portfolio review

The market value of your portfolio, including accrued interest, at the beginning of each specified period of time.

10 Deposits/transfer ins

The value of all cash and/or securities deposited to your portfolio, including currency transfers and cash and/or securities transferred in from other RBC Dominion Securities accounts.

11 Withdrawals/transfer outs

The value of all cash and/or securities withdrawn from your portfolio, including currency transfers and cash and/or securities transferred out to other RBC Dominion Securities accounts.

12 Withholding tax

The amount of tax paid on any income earned in your portfolio subject to withholding taxes.

13 Ending portfolio value

The market value of your portfolio at the end of the current period, including accrued interest but not accrued dividends.

		Statement for July 1 to September 30, 2020					
		Page 1 of 1					
PORTFOL	IO REVIEW	Your Account Number: 111-22222-1-7					
		Current Quarter	Year-to-Date	5 Year:			
	ENT RETURN	(July 1, 2020 – Sept. 30, 2020)	(Jan. 1, 2020 – Sept. 30, 2020)	(Oct. 1, 2015 – Sept. 30, 2020)			
Interest		3,603.13	14,412.50	43,236.00			
Dividenc		406.25	1,625.50	4,911.00			
	l Fund Distributions		2,700.00	5,355.00			
Other Distributions		382.50	1,530.00	4,678.00			
Change	n Market Value	3,431.50	19,732.00	48,245.00			
Total Inv	vestment Return	7,823.38	40,000.00	106,425.00			
CAPITAL	REVIEW	Current Quarter (July 1, 2020 – Sept. 30, 2020)	Year-to-Date (Jan. 1, 2020 – Sept. 30, 2020)	5 Year: (Oct. 1, 2015 – Sept. 30, 2020)			
Beginnir	ng Portfolio Value	549,625.62	500,000.00	400,000.00			
	/Transfer Ins	0.00	20,000.00	65,000.00			
	wals/Transfer Outs	-500.00	-3,000.00	-12,000.00			
Withhold	8	-24.00	-75.00	-2,500.00			
	restment Return	7,823.38	40,000.00	106,425.00			
Ending F	Portfolio Value	556,925.00	556,925.00	556,925.00			

You may receive an Annual Investment Performance Report or an Annual Charges and Compensation Report or both.

Your annual investment performance report

1 Change in account value table

This section shows how the total market value of your account changed throughout the calendar year.

2 Summary of amount invested compared to market value

This section shows information found in section 1, but displays it in a bar graph format. The first bar is the sum of lines marked "A," "B" and "C." The second bar is "E" – the ending market value. The difference between the two bars is the line marked as "D" in section 1 – your net investment return. "D" represents the increase or decrease in the value of your account since Jan. 1, 2016 (or later if opened afterwards)..

3 Money-weighted rate of return

Performance is calculated using a money-weighted rate of return method and presented after the deduction of charges and applicable sales taxes from the account.

Note: An "N/A" will display if the rate of return is incalculable. A "–" will display when the ending market value of the account was zero or in any specific column where we do not have a full 1, 3, 5, or 10 year(s) of data..

RBC Dominion Securities Inc.

Annual Investment Performance Report

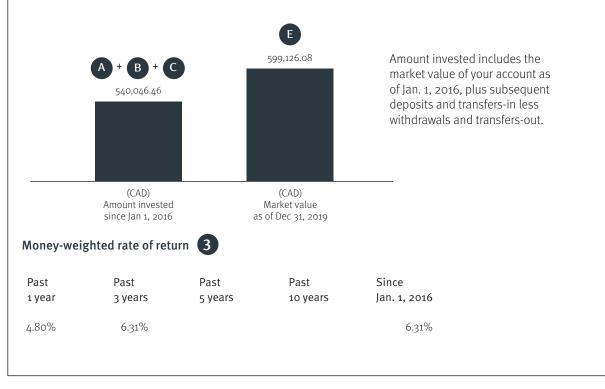
Your Canadian dollar account

Change in account value 1

This table is a summary of the activity in your account. It shows how the value of your account has changed based on the type of activity.

	Past 1 year	Since Jan. 1, 2016
Beginning market value	557,481.39	497,612.46
Deposits and transfers-in	28,687.00	154,475.00
Withdrawals and transfers-out	-11,613.00	-112,031.00
Net investment return	24,570.70	59,069.63
Ending market value at December 31, 2019 (CAD)	599,126.08	599,126.08

Summary of amount invested compared to market value **2**



Your annual charges and compensation report

1 Charges you paid

Costs paid by you to RBC Dominion Securities.

2 Operating charges

Costs associated with the operation of your account.

3 Investment management

Costs that are based on a percentage of the month-end market value of your account (applicable to "fee-based accounts" only). Applicable taxes – any sales taxes or goods and services taxes paid with respect to investment management fees.

4 Administration

Costs to administer your account (includes cost of annual registered plan administration).

5 Interest

Any interest charged to your account.

6 Transaction charges

Costs for completing transactions such as buying or selling investments in your account.

7 Commissions

Commissions you pay to complete transactions in your account:

- a. Fixed income such as corporate bonds and notes
- b. Equities/options such as stocks, preferred shares, exchange traded funds (ETFs)
- c. Mutual funds including hedge funds and segregated funds
- d. Other precious metal certificates and commission on foreign exchange transactions

8 Account trading surcharge(s)

Costs paid when the annual number of trades allotted is exceeded (only applicable on Advisor Accounts or RBC Dominion Securities Tax-Free Savings Accounts).

9 Processing

Costs that apply to Cash on Delivery (COD) and Delivery Against Payment (DAP) accounts only.

10 Compensation our firm received from third parties

Compensation our firm receives in connection with some of the investment products you have purchased in your account.

11 Trailing commission

Compensation paid by the fund company/note issuer to our firm for providing ongoing financial advice and service.

12 Commission – DSC

Some funds/notes offer a deferred sales charge (DSC) commission structure that is paid by the fund company/note issuer to our firm.

13 GIC remuneration

Compensation that is paid by the issuer of Guaranteed Investment Certificates (GICs) to our firm.

14 New issue selling concession

Commissions that are paid by the issuer of the securities to our firm.

15 Other compensation

Canada Savings Bond commissions and Provincial Savings Bond commissions paid by the bond issuer to our firm.

Note: Only the items applicable to your account will display on your actual report(s).

RBC Dominion Securities Inc.

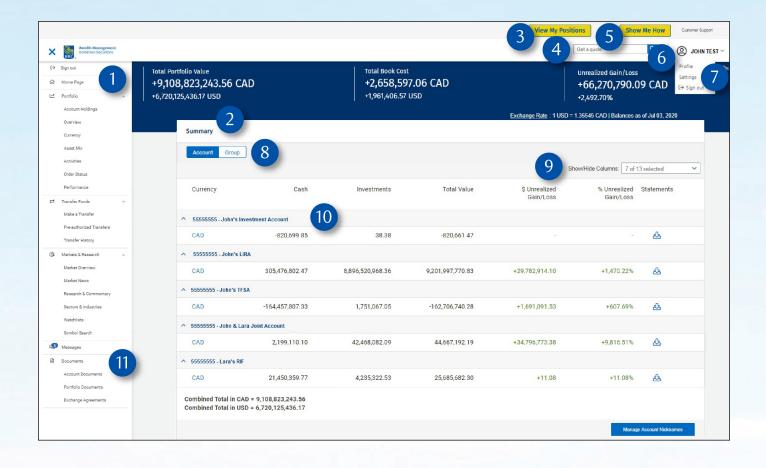
Annual Charges and Compensation Report Please do not use this report for tax reporting purposes



Stay connected with RBC Wealth Management Online

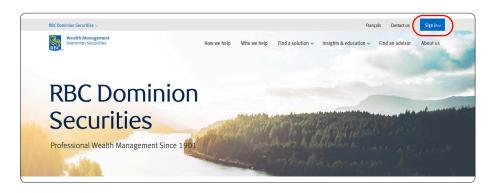
Together, you and your Investment Advisor are planning your financial future. Through RBC Wealth Management Online, you can keep track of the progress you are making towards achieving your financial goals safely from home or wherever it's convenient for you.

- 1 Find what you are looking for with simplified navigation.
- 2 See important information at a glance on the homepage dashboard and drill down to see more details.
- 3 Quickly view your individual holdings by clicking on the **View My Positions** button.
- **4** View detailed quotes by entering a security symbol or description.
- 5 Take interactive online tours of your Homepage, Holdings and Settings by selecting the **Show Me How** button.
- 6 Quickly update your **Profile** information or submit a request to change the address or phone numbers you have on file with us.
- 7 Choose your email notification and document delivery preferences.
- 8 See at-a-glance information about the balances in your **Accounts** or **Account Groups**.
- **9** Choose what you want to see using the flexible data columns.
- **10** Give **Nicknames** to your accounts to make them easily identifiable.
- 11 Access your **eDocuments**, including account statements and tax slips.



RBC Wealth Management Online first-time Sign In

1. Go to www.rbcds.com and click on "Sign In" (top right)



2. On the sign-in page, click "Enrol for online access."

Sign in to RBC Dominion Securities	
Client card number	¥
Remove selected client card number	•
Password	
Forgot password?	
Sign in	
Enrol for online access Help	

Through RBC Wealth Management Online, you can access your account information, eDocuments, real-time fund transfers, market updates, RBC reports and more.

3. Enter the following information and click "Continue."

	Enrol for online access
Identification	Password creation Personal Verification Questions setup
Client card nu	umber Iber (first 8 digits)
Postal code	
Date of birth Month	T Day T Year T
Cancel	Continue

4. Create your confidential password.

	Enrol	for online access		
ldi	lentification		rsonal Verification Questions setup	
	Password Re-enter Password Cancel	Contin	 ✓ 8 - 32 ✓ at least 	ds must contain: characters st 1 upper case letter (A-Z) st 1 lower case letter (a-z) st 1 number (0-9) or 1 special ccter (@&\$") words must match

5. Set up Personal Verification Questions for added protection.

For additional security we will occasionally ask you to answer a Personal Verification Question when you sign in, especially if you're signing in from a computer you don't normally use or if you need to reset your password.

Enrol for online access		
0	0	
Identification	Password creation	Personal Verification Questions setup
Why do I need p	ersonal verification question	15?
Question 1		
Select a quest	ion	•
Answer 1:		
4-20 characters		
Question 2		
Select a quest	ion	-
Answer 2:		
4-20 characters		
Question 3		
Select a quest	ion	•
Answer 3:		
4-20 characters		
Cancel	Se	t Questions

If you are an RBC Royal Bank client, you can also access RBC Wealth Management Online through RBC Online Banking – simply contact your Investment Advisor team to set that up. If you have any questions about the information contained in this guide, or any other questions about your account, your advisor would be pleased to assist you.



Wealth Management Dominion Securities

¹ Strategic Insight's Retail Brokerage and Distribution Report—Canada (Winter 2019). ² Based on market capitalization as of Oct. 31, 2019.

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