A message from David Agnew

RBC Dominion Securities is Canada's leading full-service investment and wealth management firm. Since 1901, we have provided disciplined investment management and wealth management advice and solutions to help clients achieve their financial goals. We commit ourselves to earning our clients' trust by building lasting relationships, instilling confidence, and bringing our diverse expertise and knowledge to the sophisticated financial needs of our clients across Canada.

Every interaction with us is defined by our core values and a culture of doing what's right for our clients and our communities. Forward-looking, innovative, and committed to helping our clients and communities prosper – our clients depend on us to achieve their financial goals.

As a member of our team, you will be backed by Canada's largest and most trusted financial institution. We have the sustainable advantage of scale, talent and infrastructure to ensure we continue to invest in industry-leading capabilities and maintain our track record of premium growth vs. the industry.

Explore how the support available to you at RBC Dominion Securities can help you deliver an unmatched client experience and provide you with the opportunity to grow your business.

Sincerely,

David Agnew
Head, RBC Wealth Management - Canada
Chairman and CEO The Royal Trust Company

RBC Dominion Securities at a Glance

Wealth Management
Dominion Securities

Ranked # 1

overall amongst bank-owned firms* for 12 years in a row

*As voted by advisors in the IE Brokerage Report Card results

Founded in
1901

120
Branches

17%
of the advisors in the industry

1800+
investment advisors and portfolio managers

2,700
associates and support staff

400,000+
clients

25%
of the industry's assets under administration

Awarded Best Private Bank in Canada for the seventh consecutive year by The Banker & PWM Global Private Banking Awards 2018. Awarded Outstanding Global Private Bank - North America - by the Private Banker International Global Wealth Awards 2018.

Custom investment solutions that work for your clients

Wealth Management
Dominion Securities

Clients rely on us to provide expert advice and a disciplined approach to manage their portfolios. Our advisors have access to a variety of investment account structures that address the individual needs of each client.

"PIM is the largest advisor-managed discretionary brokerage program in Canada with over $100B AUM (2019)"

Discretionary Portfolio Management

Private Investment Management (PIM) is our premium level of discretionary portfolio management. Accredited portfolio managers have access to a suite of proprietary web-based tools to seamlessly manage and review their discretionary portfolios. These integrated tools allow portfolio managers to create models, bulk trade across multiple accounts, manage and view clients at the household level.

A+, our unified managed account platform, is an innovative investment platform that gives advisors convenient access to over 50 of the world's leading internal and external investment managers, typically available only to large individual and institutional accounts, as well as a suite of more than 2,500 Mutual funds and ETF's. Fully customizable, A+ is a sophisticated, tax-efficient portfolio that gives your clients direct ownership of individual investments in their portfolio.

Personalized client reporting

Our client reporting system allows advisors to create customized client reports quickly and easily across all DS programs in a single report.

"At RBC, you have the distinct advantage of holding both discretionary and advisory relationships with the same client."

Non-Discretionary Portfolio Management

Designed for clients who wish to remain involved in the day-to-day details of managing their wealth, the Advisor and Commission programs are a non-discretionary approach to investing, where the client and advisor work in partnership to reach financial goals. The Advisor program is built on a single household fee, while the commission program follows a traditional fee for transaction model.

Delivering an unmatched wealth management experience

Wealth Management
Dominion Securities

Our Wealth Management Services (WMS) team of more than 200 designated professionals works with advisors to provide integrated solutions and expertise to your high-net-worth clients.

Financial well-being extends far beyond portfolio performance. Our in-house teams of lawyers, accountants and financial planning professionals are dedicated to providing comprehensive and personalized wealth planning guidance to your clientele.

Expertise is offered in the areas of:

Financial Planning

Specialists develop comprehensive financial plans that include projections to determine if clients are on track to meeting their goals (e.g. includes tax, retirement, estate and risk management strategies). They also assist clients in taking a financial planning approach related to every financial decision that impacts their lives.

Estate and Trust Planning

Experts help clients determine which estate and trust solutions may be appropriate based on the family situation and objectives. They identify tax-efficient strategies for wealth transfer to chosen beneficiaries and assist clients with wealth transfer needs by providing future inheritors and the next generation with financial education.

Retirement Planning

Specialists can help with registered retirement plans, locked-in plans, defined benefit and defined contribution pensions, individual pension plans and retirement compensation arrangements.

Business Ownership Planning

Leverage the knowledge and expertise of our business owner strategists to assist business owner clients with their specialized financial needs, preparing for business succession and transition, risk management and safeguarding wealth.

Tax Planning

Tax consultants work with advisors to develop tax-efficient investment strategies to help manage risk, deduct interest and address tax preparation. They also work with advisors and clients to identify potential solutions for non-residents, executives, holding companies and corporation issues.

Charitable Giving

Experts help clients determine which charitable giving strategies are most suitable based on their objectives. They can also assist clients and their family in implementing a charitable foundation to maximize tax benefits and leave a lasting legacy.

Insurance

Help your clients analyze their insurance needs to ensure they provide for loved ones in the event of disability or death and deliver creative insurance strategies to increase retirement income and create a lasting legacy.

Success starts with unrivalled expertise

Wealth Management
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A dedicated team of specialists stands behind each and every investment advisor.

The RBC Dominion Securities (RBC DS) Portfolio Advisory Group (PAG) provides advisors with asset allocation guidance, investment ideas and recommendations. They can assist you with preparing portfolio reviews and proposals by delivering objective and independent insights and provide one-on-one advice on fulfillment selection and client presentations. All to better help you to service your clients.

Leverage multi-faceted support from market information and commentaries, model-guided portfolios, the DS daily *Morning Insight* and *Mid-Day Insight* publications, as well as regular client communications such as *Global Insight Weekly* and *Global Insight Monthly*. The RBC DS Asset Allocation Guide also provides guidance on asset allocation from the Canadian Investment Committee.

Every advisor benefits from access to robust and insightful global research and strategy. Our award-winning analysts at RBC Capital Markets, and our third party research and independent research providers, provide in-depth coverage of equities, fixed income, investment grade and high-yield credit, foreign exchange and economics, in a customizable website — *RBC Insight*. Using interactive tools, you can create custom searches, subscribe to specific commentary, explore recent reports and access an archive of research products.

Resources to help grow your business

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At RBC Dominion Securities (RBC DS), we provide top-calibre practice management and marketing support to help you take your business to the next level.

Training and Practice Management

The training and practice management team offers consultant coaching and training programs to identify strategies and best practices for the creation of business and action plans. They will also provide you and your team with the knowledge and tools to support you in growing your business.

Through a series of interviews with you and your team members and a thorough review of your business, consultants will conduct an in-depth analysis of your practice. They will help identify strategies and best practices that suit your business objectives to help you run an efficient and profitable wealth management practice.

Your team will also be offered a variety of career development opportunities tailored to their specific role and experience levels. They will be given multiple training opportunities through in-class learning, ongoing business application support and online courses to ensure that they have a good understanding of your business objectives and the tools they will need to support you in growing your business.

> "Our approach is focused on execution and our recommendations and action plans are a collaborative effort. The result is a practical, customized solution to grow your business."

Marketing

Our in-house marketing professionals and business development consultants can help you identify growth opportunities and create tailored marketing plans. You can build your own brochures, websites and other marketing materials using our self-serve tools, or work with one of our creative consultants to develop your own customized materials and social media strategy.

Strengthening your client relationship

Wealth Management
Dominion Securities

Offer your clients the advantage of the leading investment management firm in the industry backed by the power of Canada's most respected brand.

Our partnerships are a strong driver of business growth, adding approximately $5 billion assets under care each year.

Partnering initiatives:

RBC Private Banking Premier

RBC Private Banking Premier provides your clients with straightforward banking and non-complex credit solutions, while providing an elevated service experience delivered by a Premier Banking advisor. The monthly banking fee is fully rebated for eligible clients.

Business Owner Planning

A significant number of Canadian business owners are set to transition their business over the next 10 years. RBC Commercial Financial Services is committed to introducing their business owner clients to advisors who will provide guidance on succession strategies and wealth planning.

RBC Homeline Plan

RBC Retail Banking is consistently recognized as the best global retail bank and is the highest in customer satisfaction in Canada, according to JD Power's 2018 Canada Retail Banking Study. RBC DS clients are offered preferred rates on new and switched-in mortgages and the RBC Homeline Plan (new mortgage plus home equity line of credit) from our partners in RBC Canadian Banking.

"RBC is a financial services leader in Canada with #1 or #2 market share in all key Canadian banking product categories."

At RBC Dominion Securities, we continue to explore new joint initiatives that bring the best of RBC to our clients, where appropriate.

In addition to complete, customized wealth management solutions, your high-net-worth clients reap the rewards of being connected to a leading global financial institution through special complementary partnerships within RBC

Incomparable investment in technology

Wealth Management
Dominion Securities

As the industry leader, RBC Dominion Securities has the size and scale to continually reinvest in the business to support future growth. Our digital applications will transform the way we do business and ensure we remain relevant to clients now and in the future.

"In 2017, our mobile app Advisor's Virtual Assistant (AVA) won Banker & PWM Global Private Banking Awards, for *Best Initiative of the year in relationship management*"

Each year, we put more than $60 million in our technology platforms, with a focus on improving advisor efficiency, enhancing client experience, and meeting regulatory requirements.

As we continue to transform client accounts to better manage and share data, our systems are becoming more integrated and efficient, resulting in more time for you to serve clients and grow your business.

In a rapidly evolving regulatory environment, we leverage technology to enable us to meet our obligations in an efficient manner. Whether we're delivering client materials through our secure DS Online platform or enhancing our client reporting, we continue to innovate to ensure clients receive timely account information.

Award-Winning Mobile App

Advisor's Virtual Assistant (AVA) provides advisors with on-the-go access. With AVA, you can quickly find clients/households, instantly connect with clients via e-mail and phone and easily review a client's portfolio of accounts details. Client bios, notes, tasks and client emails are all at your fingertips. You can also dictate notes straight into the client record and review and approve eKYCs on the fly.

Wealth Projection

A real-time projection tool that provides a holistic overview of a client's financial picture, myGPS™ is designed to meet the changing wealth management needs of clients by providing a holistic view of client goals, priorities and solutions.

Social Media

Hearsay Social is RBC Dominion Securities' social media supervision and digital marketing tool. The application includes a content library of pre-approved marketing materials which advisors can share with their clients using LinkedIn and Facebook.

One Trade Platform

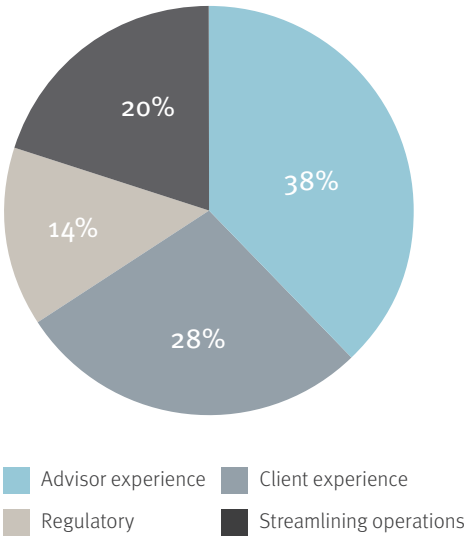
RBC has one, easy to understand trade platform that is mobile enabled.

Online Client Access

DS Online is our secure, private website that gives clients convenient 24-hour access to account information, research, tools and eDocuments from any computer with secure internet access. Clients can keep track of the progress they are making towards achieving their financial goals at their convenience.

Commitment to ongoing investment

$60MM Annual
Technology Investment



Broad range of technology solutions you expect, including:

- Customer relationship management and planning
- Trading and research
- Reporting
- Practice Management
- Mobility
- Client Communication

Your business, backed by the best of RBC

Wealth Management
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When you choose RBC, you're choosing to benefit from the financial stability and strength of a truly global institution, ranked 12th largest in the world based on market capitalization and fifth largest in North America. Beyond the assurance of knowing we have one of the highest quality balance sheets, we truly believe in creating an advisor experience that will enable you to serve your clients and continue to grow your business.

As a distinct business within RBC, we're supported by the highly-respected reputation of the RBC and RBC Wealth Management brands while maintaining an independent focus.

We're committed to providing our advisors with a boutique firm feel that allows them to grow professionally and find personal balance. As an investment advisor with us, you have access to our experts in investment and portfolio management, wealth planning, trusts, will and estates, business owner planning, banking and insurance.

Our advisor teams are given the support they need to realize their business goals, and offer an unmatched experience to their clients that grows more than wealth.

A world of expertise

Canada's Most Valuable Brand
Brand Finance, 2018

Best Private Banking Services in Canada
Euromoney, 2018

Highest in Customer Satisfaction Among the Big Five Retail Banks
JD Power's 2018 Canada Retail Banking Study

North American Retail Bank of the Year
Retail Banker International magazine, 2018

Best Innovative Client Solution
Family Wealth Report Awards, 2018

Best Workplaces in Canada
Great Place to Work™ Institute Canada and The Globe and Mail

Ranked #1 by our advisors, year after year

Wealth Management
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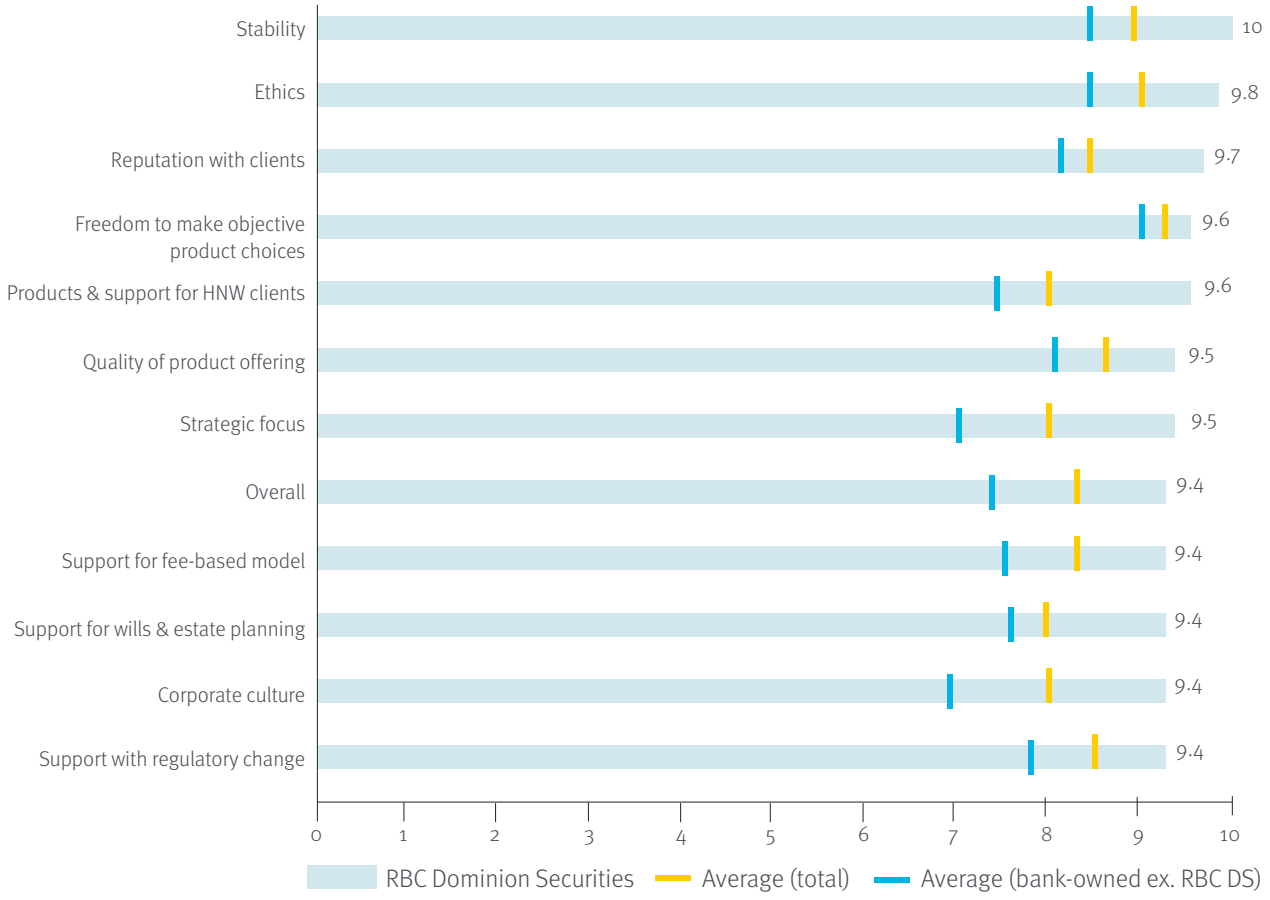
RBC Dominion Securities leads the industry in advisor satisfaction, support and firm stability – for the 12th consecutive year

Investment Advisors ranked RBC Dominion Securities the highest overall (9.4/10) among all Canadian wealth management firms in the 2018 Investment Executive Brokerage Report Card, the industry's annual survey of advisors' satisfaction with their firms.

In total, RBC Dominion Securities led in 31/32 categories for which a rating was calculated among bank-owned wealth management firms, including a perfect 10/10 for firm stability (the survey's only perfect score).

The survey results reflect our focus on the significant changes facing advisors' businesses, including digital disruption, ongoing regulatory reform, the shifting competitive landscape and higher expectations from high-net-worth clients.

How Investment Advisors rated their firms



Making a difference in our community

Wealth Management
Dominion Securities

A leading corporate citizen that helps clients thrive and communities prosper.

Our corporate citizenship strategy puts communities at the center of what we do. In 2019, through the RBC Foundation, RBC Dominion Securities provided donations to over 1,000 charitable organizations in communities where we have a business presence. In addition to our financial contributions, DS employees contributed 137,000 non work hours towards branch.

RBC is one of Canada's largest corporate funders of charitable organizations, and have contributed over $101 million globally to more than 6,250 organizations in 2018. As signatories to Imagine Canada's Caring Company Program, ***we invest a minimum of 1% of our domestic net income before income taxes in support of charitable and non-profit endeavours in Canada***.

2018 Donations by cause

Youth	$54.1 million
Arts	$8.6 million
Environment	$7.6 million
Other	$30.4 million

Investing in Canadian youth

We are moving beyond financial investment by engaging the public and private sectors to make a significant impact on the lives of young Canadians. Over the next 10 years, RBC Future Launch, a $500 million commitment, will dedicate knowledge, skills and resources to bring people together to create solutions — so young people are better prepared for the future of work

Financial Literacy

In the coming years and decades, it's estimated that approximately $400 billion will be passed down to inheritors in Canada. With this in mind, we are strengthening our focus on younger generations. The Wealth Management Financial Literacy program, designed for individuals 16 years of age and older, will allow advisor teams to educate their clients, families, and communities.

National Community Initiatives

RBC DS branches across the country support our national community partners through their volunteer efforts. Last year, we supported Habitat for Humanity, Canada Food Banks, Dress for Success and Women's Brain Health Initiative. This is in addition to the many community organizations that our advisors support through their own personal giving.

We believe that creating positive social impact is absolutely integral to everything we do. It is fundamental to our philosophy and at the very heart of our approach to corporate giving.

Youth

RBC Race for the Kids
RBC Future Launch
Financial Literacy Education
Youth Mental Health Project
The Robb Nash Project

Arts

Emerging Artists Project

Sports

Canadian Olympic Committee
RBC Olympians
Team RBC (golf)
RBC Canadian Open

Grant Programs

Team RBC Grant
RBC Employee Volunteer Grant
RBC Global Citizen Award

Branch Engagement Opportunities

Habitat for Humanity Builds
Local Food Banks
Volunteer/Donation Events
International Women's Day
Engagement Events
Women's Brain Health Initiative

Opportunity to provide continuous feedback for improvement

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At RBC Dominion Securities (RBC DS), you have all the advantages of the largest wealth management firm in Canada — world-class investment products, research and tools, but with a boutique-firm culture. We strive to solicit feedback and encourage thoughtful sharing through our advisory boards, ensuring voices are heard at all levels.

Comprised of advisors from across Canada, representing diverse business practices, the Dominion Securities Advisory Board (DSAB) focuses on making our advisors the best informed and most profitable in the industry. They are the link between investment advisors and the senior management and support teams.

The Board meets regularly to enhance business operations and proactively bring field issues to the attention of management.

The Managers Advisory Board (MAB) are a group of Branch Managers nationwide that aim to improve the Branch Manager experience and are motivated to make RBC DS a great place for advisors to build their business.

The MAB acts as a sounding board for various firm initiatives, strategies and policies and also shares best practices and operations at the branch level.

The Associates Advisory Board (IAAB) consists of Associates and Assistants who act as a voice for their peers, passing on concerns about operational and training issues.

The IAAB are also consulted on operational initiatives that impact client service to obtain feedback drawn from their unique perspectives.

Furthermore, there are many other established Advisory Boards that provide vehicles for communication, collaboration and development of all functions at RBC DS.

"I have been privileged to be a part of the DS Advisory Board for the past two years. We are lucky, despite our large size, to have a culture where our executive team is very accessible and responsive to our feedback. Our ideas and feedback are not only welcomed, but in many cases our advice is solicited in the early stages of major initiatives. The advisory boards provide a formal avenue for all employees to provide feedback directly to the firm's decision makers. This collective voice provides unique insight and valuable information that will allow RBC DS to be highly adaptable and a continued leader in our industry."

– Michelle Vickers, Vice President and Portfolio Manager; Chair DSAB

Fostering an inclusive environment

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Dominion Securities

At RBC, we believe building your business should help you grow more than personal wealth. It should fulfill you in ways that satisfy your ambitions, allow you to make an impact and give you the opportunity to find meaningful balance in all aspects of your life.

That's why we've implemented and continue to support a number of initiatives to attract the industry's most talented women advisors to our firm, and leave a legacy for more than just their clients.

The **Women's Advisory Board (WAB)**, established in 2009, is a forum for women advisors across Wealth Management Canada that is committed to diversity and inclusivity in the workplace, and helping women empower each other to achieve their professional goals.

Through the **IA leave program**, a first in the Canadian investment industry, advisors can take time away from their business with the peace of mind that their book of clients will be managed by a colleague in their absence. The freedom to focus on what matters most is ingrained in everything we do at RBC.

We also believe strongly in personal growth and nurturing curiosity. Through the RBC Wealth Management **mentorship program**, you have the opportunity to learn from senior peers on how to navigate your careers, build your business, and share your experiences with advisors who are new to the industry.

Every other year, the WAB organizes a **Women's Symposium** which is a networking opportunity for women advisors and teams and a forum for sharing ideas and best practices to help teams take their businesses to the next level.

We also look for opportunities to help women in our communities grow. Together with the **Women's Brain Initiative (WBHI)**, RBC Wealth Management Canada created the Healthy, Wealthy, and Wise client event series to raise awareness of the brain aging diseases affecting women and the importance of having a financial plan for the future. Over 500 women have participated since 2016, helping to shed light on this issue, and allowing our advisors to offer an unmatched experience to their female clients.

Through all of these initiatives and more, we believe that fostering a collaborative, value-based culture of inclusivity and integrity means we can meet new challenges together, help create a purposeful and prosperous future for our communities and grow more than wealth for our clients.

And while your role with RBC Dominion Securities will be to preserve the legacies of your clients for generations to come, the opportunity is here to establish your own.

> "The best part of the IA leave program is that it gave me the flexibility to look after my family with the peace of mind that my clients were being well taken care of."
>
> – Macy Fine, Wealth Advisor