



Your advisor's trusted  
clearing provider



Correspondent  
Services

# Introducing RBC Correspondent Services

As an investor, you want the best professional support available to help you reach your financial goals and that's why you've carefully selected a financial advisor you trust and respect. Your advisor's firm used that same level of care when it selected RBC Correspondent Services as its clearing and custody provider.

## Who is RBC Correspondent Services?

RBC Correspondent Services (RBC CS), one of the largest clearing providers in the United States, has offered clearing, custody and execution services to broker-dealers since 1979. We are a values-based organization that shares the same stewardship principles as our parent company, Royal Bank of Canada (RBC), one of the world's leading diversified financial services companies.

## What is a clearing provider?

Securities markets and the transactions that take place within them are highly regulated and therefore require documentation of trade related transactions. This process is known as execution and clearance. Your advisor's broker-dealer maintains a fully disclosed relationship with RBC Correspondent Services, which signifies a contractual agreement between them as the broker-dealer and RBC CS as the clearing firm.

## How does RBC Correspondent Services work with your advisor?

RBC processes your transactions but does not provide any investment advice — your financial advisor is responsible for determining the suitability of your investments, initiating transactions and investigating and resolving any inquiries you may have on your account. RBC CS generates confirmations of securities transactions in your accounts and producing account statements in a clear, easy-to-read format.

## Strong commitment to clearing business

In conducting your transactions efficiently and effectively, your advisor can rely on the experienced, responsive support of RBC CS. And, as part of RBC's Wealth Management business, we share a rich hundred-year history of helping families like yours achieve their goals. Delivering our world-class solutions and clearing services to broker-dealers is an important strategic priority to RBC.

# Strength and stability you can trust

RBC CS is a division of RBC Capital Markets, LLC (RBC CM), one of the largest securities firms in the nation. RBC CM is owned by Royal Bank of Canada (RBC), which trades under the symbol RY on the New York and Toronto Stock exchanges. By all measures of financial performance, RBC is one of the strongest, most secure and best performing global banks.

## About Royal Bank of Canada

### Key facts

- Chartered in 1869
- Approximately 80,000 employees speaking over 100 languages and serving more than 16 million clients worldwide

### Among the world's best

- Top 10 of largest banks in North America<sup>1</sup> and Top 15 of largest banks globally<sup>1</sup> as measured by market capitalization
- Top 100 Most Valuable Global Brands (BrandZ™ 10th annual global brands ranking)
- Named one of the World's Most Admired Companies by *Fortune*, ranking fifth in the Megabanks (March 2015)

## Canada's leading financial institution

- Largest bank in Canada with over C\$1,180 billion<sup>2</sup> in total assets and a Common Equity Tier 1 capital ratio of 10.8% (Base III)<sup>3</sup>
- #1 or #2 market share across all major financial products and services in Canada

### Stable, safe and sustainable

- Consistently high credit ratings – Moody's A1, Standard & Poor's AA- and Fitch Ratings AA
- Consistently strong and stable with a high-quality balance sheet, proactive risk management and a strong liquidity position
- Recognized among the world's financial, social and environmental corporate leaders for the 15th consecutive year on the 2015/2016 Dow Jones Sustainability World Index

### Top North American banks<sup>3</sup>

| Rank | Company              | Market Cap (US\$ B) |
|------|----------------------|---------------------|
| 1    | JPMorgan Chase       | 312                 |
| 2    | Wells Fargo & Co     | 275                 |
| 3    | Bank of America Corp | 233                 |
| 4    | Citigroup            | 171                 |
| 5    | RBC                  | 106                 |
| 6    | Goldman Sachs        | 103                 |

### Top Global banks<sup>3</sup>

| Rank | Company                  | Market Cap (US\$ B) |
|------|--------------------------|---------------------|
| 1    | JPMorgan Chase           | 312                 |
| 4    | Ind & Comm Bank of China | 228                 |
| 7    | HSBC                     | 164                 |
| 9    | Bank of China            | 143                 |
| 12   | RBC                      | 106                 |
| 14   | Toronto-Dominion         | 95                  |

1. As measured by market capitalization as of January 12, 2017

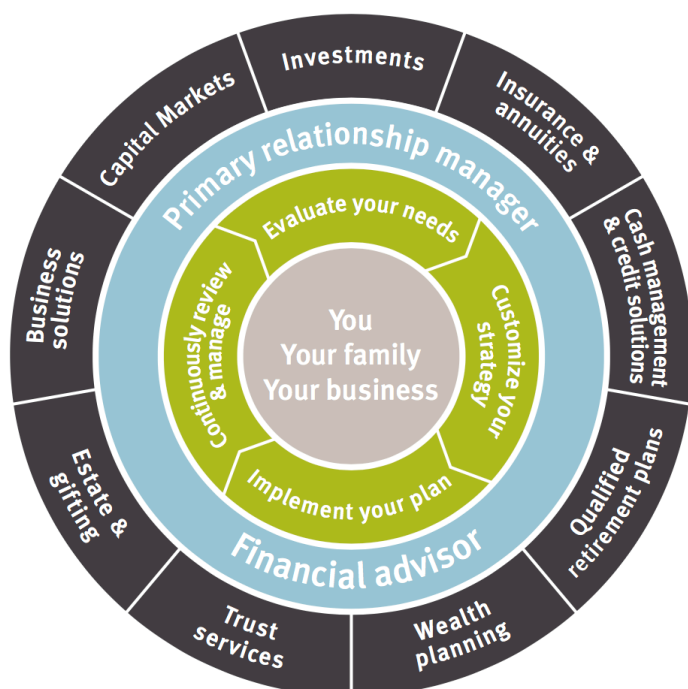
2. As of October 31, 2016. Capital calculated to include all regulatory adjustments that will be required by 2019 but retaining the phase-out rules of non-qualifying capital.

3. As of April 30, 2017.

# It all starts with you



Your financial advisor is focused on serving your best interests, through highly effective and customized solutions that help to meet your needs and objectives — now and for years to come.



# A wealth of client solutions

Through RBC Correspondent Services, your financial advisor has access to a wide assortment of products and capabilities that can help you navigate through the complex choices and challenges of planning for your future

## Investments

- Advisory investment management services across the entire investment spectrum
- Access to world-class managers across all asset classes
- Access to a variety of investments, including mutual funds and investment alternatives, such as structured product solutions
- In-depth global research on equities, fixed income and investment managers

## Cash management & credit solutions

- Access to online bill pay and electric funds transfer
- Visa Platinum debit card and check writing
- Flexible cash sweep choices
- Margin lending and non-margin based credit lines
- Customized solutions from highly skilled credit specialists located in key global financial centers

## Capital Markets

- Investment banking services including equity and debt underwriting and IPOs
- Access to debt and foreign exchange markets
- Access to Executive Services, including affiliate trading programs (10b5-1) and restricted securities transactions

## Trust services

- More than 100 years' experience as independent, professional trustees
- Multi-jurisdictional planning and cross-border tax awareness
- Estate or trust/estate settlement
- RBC Trust Company (Delaware) Limited and South Dakota Trust Company, LLC offer personal trust services in two of the top trust jurisdictions for clients



# Protecting your assets

Your financial advisor understands the importance of entrusting your investments to a strong partner. At RBC, we view the safety and security of the assets in your accounts as a priority, we take various measures to protect them. Assets held in an RBC CM brokerage account benefit from four layers of protection

**1. The fiscal stewardship of RBC CM** - RBC CM is known for careful, fiscally conscious decision that benefits our clients and the firm as a whole.

**2. Compliance with Securities and Exchange Commission requirements** - In addition to complying with Securities and Exchange Commission (SEC) net capital requirement rules, RBC CM complies with SEC rules governing the separation of client assets from firm assets. By segregating your non-margin securities and keeping careful record of margin securities held "in street name", your assets would be readily identifiable in the unlikely event of a firm liquidation.

**3. Securities Investor Protection Corporation (SIPC) insurance<sup>1</sup>** - In the rare event that RBC CM were to become insolvent, SIPC reserve funds would be available to satisfy your claims against the firm, up to \$500,000 per client, including up to \$250,000 in cash.

**4. An additional insurance policy purchased from Lloyd's of London<sup>2</sup>** - This policy provides additional securities and cash protection up to \$99.5 million per SIPC qualified account (of which \$900,000 may be cash). The firm's excess SIPC policy is subject to a maximum aggregate amount payable of \$400 million.

| Investment type     | SIPC coverage                            | Excess SIPC coverage                        | Total coverage                                       |
|---------------------|--|---|--|
| Securities and cash | \$500,000<br>(maximum<br>\$250,000 cash) | \$99,500,000<br>(maximum<br>\$900,000 cash) | \$100,000,000<br>(maximum of<br>\$1,150,000<br>cash) |

1. Neither SIPC protection nor protection in excess of that provided by SIPC covers a decline in the value of your assets due to market loss.

2. Subject to a maximum aggregate of \$400 million.

# Account information at your fingertips

We understand the importance of knowing where you stand each day with regards to your investments. Staying up to date on the information that matters most can give you greater control and valuable insights, which is why we provide access to your account and relevant market data through our secure client website. And through our vendor partner, we bring you additional account aggregation capabilities. Having timely information at your fingertips allows you to make well-informed investment decisions and to work more closely with your financial advisor.

## Investor Connect®

Investor Connect is RBC's simple and secure website that provides you with online account access from anywhere. We diligently work to maintain our online security to the highest possible standards. No one views your password-protected account without your permission, and we encrypt all data to help prevent unauthorized users from reading your account information.

Access includes:

- **Account information** – review your holdings and cost basis, transaction details, gain/loss information, cash and money market balances and open orders
- **Online documents** – review your account statements, trade confirmations, tax documents and mutual fund prospectuses
- **Paperless options** – control which documents you receive in the mail by selecting “Go Paperless”

- **Compatibility** – download information about your transaction balances and positions into your Intuit Quicken and/or TurboTax software
- **Current news & information** – review world markets and indices, and get breaking news and insight from industry experts
- **Stock watch** – create up to 10 distinct lists and decide which symbols you'd like to track
- **Alerts** – receive email alerts and gain insight into the symbols you're tracking
- **Calculators** – measure progress on reaching your various investment goals

## Take a tour

Visit [www.investor-connect.com](http://www.investor-connect.com) and select “Take a tour” to see how simple it is to have powerful, insightful information at your fingertips.

Through RBC's relationship with CircleBlack, a leader in account data aggregation, you can access their tool that places your entire portfolio, including assets held outside of RBC, at your fingertips:

- **Big number** – view your total net worth in one place, including all accounts, 401k and Paypal
- **Performance** – track your whole portfolio, group accounts into goals, or track investments individually
- **Watch it** – track what you hold and receive wealth alerts if action is required
- **Be in the know** – review content provided by industry experts and tailored to your unique holdings
- **Track your goals** – set long or short-term goals and receive alerts if you drift off track



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