

RBC Royal Bank® Refund Request

RBC Royal Bank recently conducted a review of client banking packages which revealed that some clients were inadvertently charged service fees that were already included in their banking package. Refunds for these fees have been distributed to identified clients.

The majority of affected accounts were automatically refunded. However, if you were enrolled in the Royal V.I.P. Service® or Royal Certified Service (RCS) banking package and:

1. ceased to be a client of RBC Royal Bank before October 1, 2000, or
2. were enrolled in one of the above packages prior to July 1999,

you may be entitled to a refund, or a further refund. Please request a refund by completing this form. We will respond to your request within four to six weeks of receiving this form.

| | | |
|-----------------------------|---|----------------------|
| _____ Surname | _____ First Name | _____ Initial(s) |
| _____ Suite/Apt.# | _____ Street Address | |
| _____ City () | _____ Province () | _____ Postal Code |
| _____ Home Phone 4519 | _____ Work Phone _____ - _____ | |
| _____ RBC Client Card | _____ Personal Deposit account number (example 0001-0000000) | |
| _____ Branch Address | | |

PLEASE COMPLETE THE FOLLOWING INFORMATION TO THE BEST OF YOUR ABILITY

Is your RBC Royal Bank account currently open? Yes No

If closed, when was this account closed? MM YYYY

The following questions apply to both open and closed accounts:

When did you open this account? MM YYYY

(continued on back)



RBC
Royal Bank

Is this account held jointly with someone else? Yes No

If it is a joint account, please list the other account holder(s).

Is this account part of a banking package? Yes No Unknown

If yes, please indicate the name of the banking package and monthly fee paid (if known).

Are you, or were you ever enrolled in RBC Telephone and Online Banking? Yes No

If yes, when did you enrol in RBC Telephone and Online Banking?

| | | | | | |
|----|--|------|--|--|--|
| MM | | YYYY | | | |
|----|--|------|--|--|--|

If applicable, please indicate when you stopped using RBC Telephone and Online Banking.

| | | | | | |
|----|--|------|--|--|--|
| MM | | YYYY | | | |
|----|--|------|--|--|--|

Please provide any additional information that may help us determine if you are eligible for a service fee refund.

IF AVAILABLE , PLEASE ENCLOSE A COPY OF YOUR MONTHLY BANK STATEMENT, A VOID CHEQUE OR BANKBOOK FROM JANUARY 1997 TO OCTOBER 2000.

Total amount of claim: \$ _____

I am attaching _____ pages of documentation to my refund request.

Declaration

I hereby declare that to the best of my knowledge the information provided above is complete and accurate.

Date _____ Client Signature _____

Please submit this form to RBC Royal Bank before June 30, 2005.

This form, accompanied by all documentation, may be submitted **by mail** to :

RBC Royal Bank
Service Fee Refund – Administrator
1199 St. George Boulevard
Moncton, NB
E1E 4N4

By Fax to: RBC Royal Bank at 1-800-987-5777

PLEASE KEEP A COPY OF THIS FORM, AND ANY DOCUMENTS YOU ATTACH, FOR YOUR OWN RECORDS.

PRIVACY STATEMENT

Information you provide to RBC Royal Bank with your refund request form will be used only to evaluate and consider your eligibility status under the RBC Royal Bank Service Fee Refund Process.

Your information will be kept strictly private and confidential and will not be disclosed to anyone else without your consent except as required by law or as provided in the RBC Royal Bank Service Fee Refund Process.