

News Release



FOR IMMEDIATE RELEASE

RBC wins CFI's Best Digital Banking Services award in Caribbean

NASSAU (THE BAHAMAS) – MAY 5, 2022 — RBC Financial (Caribbean) Limited (“RBC”) has been awarded the coveted “Best Digital Banking Services - Caribbean 2022” by Capital Finance International (CFI). The award is an endorsement of the Bank's strength in the area of digital banking.

“We are honoured to receive this recognition from Capital Finance International,” said Chris Ronald, Head of Caribbean.

“RBC has been on a digital transformation journey. We began this pursuit when we started to make significant investments in the channels we believed would be the future of banking across the region. We are grateful to CFI for recognizing the value of our digital banking channels. This award serves as a reminder that we are committed to anticipating how our client’s banking needs and preferences continue to evolve so we can serve them today and in the future. This recognition supports our vision to be the premier digitally enabled relationship bank.”

A report by the panel of judges made available to the Bank states “access and convenience were the driving factors for the early investments. People rely on the Bank’s digital services, which have proven convenient in normal times and critical during a crisis, like the pandemic.”

RBC’s digital banking app has more than 170,000 active users who log in more than two million times each month. Transactions have been moving steadily away from the branch into self-serve channels, with a notable surge driven by the initial COVID-19 lockdowns. Today, RBC clients do more transactions digitally than in the branch (over-the-counter).

The report further states “RBC Caribbean Banking has no intentions of becoming a digital-only bank. It will maintain a strategic branch network for more complex financial advice, supported by knowledgeable staff and modern banking infrastructure. The idea is to complement the Bank's growing digital services with that ever-ineestimable human touch.”

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About RBC in the Caribbean

With more than 110 years of dedicated service to the region, RBC has a presence in 10 countries and territories, with 38 branches and over 2,800+ employees serving more than half a million clients. As one of the Caribbean's leading diversified financial services companies, RBC provides personal and commercial banking, wealth management, corporate and investment banking, insurance and trust and asset management services to a wide range of clients, including individuals, small businesses, general commercial entities, regional and multi-national corporations and governments. For more information, please visit [rbc.com/caribbean](https://www.rbc.com/caribbean).

About RBC

Royal Bank of Canada is a global financial institution with a purpose-driven, principles-led approach to delivering leading performance. Our success comes from the 87,000+ employees who leverage their imaginations and insights to bring our vision, values and strategy to life so we can help our clients thrive and communities prosper. As Canada's biggest bank, and one of the largest in the world based on market capitalization, we have a diversified business model with a focus on innovation and providing exceptional experiences to our 17 million clients in Canada, the U.S. and 27 other countries. Learn more at [rbc.com](https://www.rbc.com).

We are proud to support a broad range of community initiatives through donations, community investments and employee volunteer activities. See how at [rbc.com/community-sustainability](https://www.rbc.com/community-sustainability)

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