



ISSUE 3, 2013

Keeping in Touch

A PUBLICATION FOR RBC PENSIONERS



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RBC Reports Record Third Quarter 2013 Results

On August 29, 2013, RBC reported record net income of \$2,304 million for the quarter ended July 31, 2013, up \$64 million or 3% from the prior year and up \$368 million or 19% from last quarter. We also announced an increase to our quarterly dividend of \$0.04 or 6%, to \$0.67 per share.

“We continue to deliver solid performance, with record earnings of over \$2.3 billion, as we leverage our strength, scale, and strong capital position to successfully execute on our disciplined growth strategy through a slow growth environment,” said Gordon M. Nixon, RBC President and CEO.
“Today we are also pleased to announce a 6% increase in our quarterly dividend”.



RBC Chair David O'Brien announces retirement

In August, Royal Bank of Canada announced that David O'Brien plans to retire as Chair of the Board, effective December 31, 2013. Kathleen Taylor, an independent director of Royal Bank of Canada since 2001, will become Chair.

Mr. O'Brien, who has served with distinction as non-executive Chair since 2004 and as an independent director since 1996, will stay on as a director until the annual meeting of shareholders in Toronto on February 26, 2014.



Editor's Note

Dear RBC Pensioner,

Welcome to our newest *Keeping in Touch* feature, the *Editor's Note*. This column is one way to enhance the quality and relevance of your publication: it allows for additional

space to comment on the content we've selected for each issue as well as news and information that is of interest to our diverse readership. I'll have the opportunity to move from behind the editor's desk to connect with you in a more direct way and importantly, Gord Nixon will continue to use this page for his quarterly updates.

When I think of why we produce *Keeping in Touch*, the adage, *“you can't know where you are going until you know where you have been”* always comes to mind. This publication reminds us of RBC's deep roots that have set the tone for the success we have today. For this reason, I know you will be interested in reading about the new history website that was launched this summer.

Keeping in Touch is not all about looking back. In each edition we celebrate the accomplishments of retirees and

in the pages that follow, you'll read about two former bankers who have gone on to fulfilling if somewhat surprising second careers.

We are also pleased to introduce you to the new Pension Plan Management Committee Chair, Neil Skelding, with an interview that focuses on his new role as well as the plans' performance in 2012.

RBC has a well-entrenched history of helping others, as Gord Nixon spotlights in his column. United Way/Centraide is once again working closely with RBC to raise funds for vital charitable organizations in our communities. Every September/October we are pleased to provide you with a way to join in these efforts should you wish to contribute.

As I close this inaugural Editor's Note, I want to thank all of you who have contributed story ideas, responded to surveys, sent in pictures and continued to remain engaged in RBC. We will do our best to keep your connections strong through the pages of this publication.

Jill Quinn
Keeping In Touch Editor

Linda Blaschek

- First joined RBC in 1972
- Retired in 2004
- Role prior to retirement: Manager, Customer Information Management, Toronto

“Helping people achieve their goals is what I have always done. Why change now?”

“Unusual” Second Career Makes Perfect Sense to RBC Retiree

As a branch manager at Woodbine and Esna Park in Toronto, Linda Blaschek spent 10 years honing skills that would benefit her long RBC career. But she never anticipated how well those skills would serve her in a full-time, second career.



Linda retired in 2004, with serious reservations. “I was fearful of losing my RBC employee identity and of what lay ahead,” she explains. Working with a career trainer opened up new possibilities she had never considered. “During that process, I found overwhelmingly that I was suited to industries geared to seniors. Then they told me -- even though it sounded unusual -- I’d be good in the cemetery and funeral services industry. Helping people through such a difficult time matched up with my values and nurturing.”

Soon thereafter, Linda joined a cemetery and funeral services company where she helps families work through the arrangements that coincide with the death of a loved one. Increasingly and importantly, she also helps families plan ahead. “Ideally, we encourage pre-planning so that the family members don’t have to make all the decisions at such an emotional time,” says Linda whose own husband passed away two years after she began her new role. “Customers know that I understand the grief. I’m one of them at that moment in time.”

Linda is quick to point out that her job isn’t depressing. She performs a vital service and when she meets with couples who are pre-planning, they’re usually healthy and in good spirits. “They see the benefits of paying for their arrangements in today’s dollars so that their family or friends don’t have to make and pay for these decisions later on,” she says. Drawing on experience from her banking days, Linda strives to build trust with her clients. “I really get to know my customers. There are many similarities with being a branch manager.”

As with any business today, the funeral industry is experiencing change. “People are not necessarily traditional anymore,” Linda observes. “Our customers are trending towards greater individuality and personal expression and are more creative than previous generations. They want to celebrate life, even in death.”

Transitioning from banker to family services director may sound like an unusual career path to some, but it makes perfect sense to Linda. “I’ve been working all my life,” she says. “Helping people achieve their goals is what I have always done. Why change now?”

New web site celebrates RBC’s proud history

Longevity and stability are strong tests of character for an organization, and attract the loyalty of employees and clients. We have all seen well-known companies come and go – E.F. Hutton, Pan Am Airways and RCA, to name just a few. They were once household names but not anymore.

RBC’s new “Welcome to the History of Royal Bank of Canada” website tracks almost 145 years of company history, from its beginnings as a regional bank to its first steps as a diversified financial service company.

Now you can see the web site for yourself at www.rbc.com/history.



Many thanks to the retirees who responded to our request for nostalgic photos, in the previous edition of Keeping in Touch. Your contributions have been forwarded to the history web site team, including this photo sent by Karen Chamberlain. Dating to 1972 or 1973, it pictures Barry Tomlinson (left), Ron Armstrong (back), and Wayne Drury (front) from the “All Aboard Campaign” at the Dorval Shopping Centre branch.



Quotes, Words & Tips to Live By

Yvonne Blackwood retired from RBC in 2007 after a 35 year career. She became a published author in 2000 and hasn't stop writing since. Her published books include **Into Africa The Return**. She has also written articles for magazines and newspapers. She resides in Toronto.

by Yvonne Blackwood

Muhammad Ali (born **Cassius Marcellus Clay, Jr.**, January, 1942) is an American former professional boxer, philanthropist, and social activist. Considered a cultural icon, Ali has been idolized. Three years after he won the heavyweight championship in 1967, he was publicly vilified for refusing to be

conscripted into the US military based on his religious beliefs and opposition to the Vietnam War. He was arrested and found guilty on draft evasion charges and stripped of his boxing title. He eventually won his appeal at the US Supreme Court.

Quotes about life by Muhammad Ali:

“Often it isn’t the mountains ahead that wear you out, it’s the little pebble in your shoe.”

“The man who views the world at 50 the same as he did at 20 has wasted 30 years of his life.”

“Friendship is the hardest thing in the world to explain. It’s not something you learn in school. But if you haven’t learned the meaning of friendship, you really haven’t learned anything.”

“I hated every minute of training, but I said, ‘Don’t quit. Suffer now and live the rest of your life as a champion.’”

“The best way to make your dreams come true is to wake up.”

“The Service you do for others is the rent you pay for your room here on Earth.”

“It’s lack of faith that makes people afraid of meeting challenges, and I believed in myself.”

WORDS:

Excelsior: Ever upward.

Hiking Hamilton Mountain on a retreat exercise, Joan yelled ‘Excelsior!’ to urge the group on.

Maverick: Nonconformist; rebel; individualist.

Always a maverick, Don wore shorts to church whenever he attended.



Employee giving – both past and present – an opportunity to support your community

Since 1967, RBC pensioners and employees have joined together to support local United Way/Centraide charities and other charitable organizations of your choice. It’s a tradition that all employees - both past and present - can be proud of.

Every day, we see people in need: the homeless, the abused, the sick, and the elderly. By supporting United Way/Centraide and other charities in your community, you can help make a difference..

How you can help

Complete the enclosed gift card and return it to the United Way/Centraide location, as outlined on the back of the gift card. You can choose exactly where your donation will go. Just indicate on the gift card the amount you wish to contribute to your local United Way/Centraide and the amount you wish to contribute to any of the 80,000 registered charities in Canada, including local churches, schools, and universities.

Cheques must be payable to United Way or Centraide.

Thank you for being a part of the 2013 RBC Charity Campaign and for helping to find solutions that will bring hope to so many – children, families, and seniors. If you have any questions, telephone numbers to contact your respective United Way/Centraide locations for assistance have also been outlined on the back of the gift card.

Important Note for Residents of Quebec:

Centraide du Grande Montréal accepts donations only if designated to Centraide/United Way. If you live in Quebec and wish to donate to a registered charity other than Centraide/United Way, please forward your gift card to the United Way in the nearest province to you outside of Quebec.

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Retirements and In Memoriam

Retirements

FEBRUARY 2013

Aiello, Claudia

Operations Clerk
Winnipeg, MB
Joined September 13, 1999

Belanger, Marc

Vice President,
Business & Commercial
Sherbrooke, QC
Joined February 12, 1979

Bellos, Jim

TSA - Support &
Maintenance O.B.I.S.
Toronto, ON
Joined July 02, 1991

Bilodeau, Pat

Account Manager
Ingersoll, ON
Joined November 19, 1990

Bochove, Gail

Manager, Vendor
Relationships
Toronto, ON
Joined December 01, 1975

Brown, Lynda

Quality Assurance Analyst
Toronto, ON
Joined May 09, 1977

Caltabiano-Paulionis, Ellen

Business System Analyst
Toronto, ON
Joined January 08, 1982

Cameron, Jane

Mortgage Specialist
Calgary, AB
Joined January 04, 1983

Cheung, Una

Customer Assistance Officer
Toronto, ON
Joined September 21, 1987

Chin Fee, Anne Marie

Operations Officer/
Administrative Support
Toronto, ON
Joined January 11, 1982

Christie, Barb

Initiatives Support Officer
Winnipeg, MB
Joined March 26, 1979

Connell, Dennis

Senior Audit Manager
Toronto, ON
Joined July 12, 1976

Deneault, Carmen

Home Equity Closing Officer
Westmount, QC
Joined May 06, 1991

Depalma, Domenico

Technical System Specialist
Toronto, ON
Joined March 19, 1973

Diamantouros, Eva

Clerk
Toronto, ON
Joined October 02, 2006

Dunham, Erica

Account Manager
Langley, BC
Joined November 24, 1980

Fortin, Marthe

Client Service
Representative
St-Georges, QC
Joined August 24, 1970

Franks, Laverne

Account Manager
Prince George, BC
Joined October 12, 1981

Gagne, Denise

Field Operations Specialist
Montreal, QC
Joined April 13, 1970

Ghods, Farideh

Market Operations
Supervisor
Toronto, ON
Joined May 22, 1990

Hill, Gary

Program Director
Mississauga, ON
Joined September 08, 2008

Hill, Melanie

Regional Sales Manager
Ottawa, ON
Joined June 04, 1990

Hughes, Sally

Client Service
Representative
Abbotsford, BC
Joined October 17, 1983

Hung, Helen Yee Kuen

Investment Representative
Mississauga, ON
Joined February 05, 1997

Johnson, Mary Anne

Client Service
Representative
Corunna, ON
Joined February 08, 1999

Joyce, Roland

Senior Marketing Manager
Toronto, ON
Joined January 10, 1977

Kirkland, Sue

Assistant Manager
Field Support
Toronto, ON
Joined March 06, 1979

Korman, Harvey

Insurance Advisor
Scarborough, ON
Joined January 10, 2007

Lavergne, Johanna

Senior Business
Systems Analyst
Toronto, ON
Joined October 15, 1990

Levesque, Jeanne

Account Services Agent
Westmount, QC
Joined June 27, 1978

Lussier, Danielle

Senior Credit
Transaction Manager
Montreal, QC
Joined August 21, 1978

Manger, Kathy

Collection Associate
Mississauga, ON
Joined September 28, 1981

Mazurenko, Jim

Vice President &
Investment Counsellor
Edmonton, AB
Joined October 04, 1976

McDonnell, Judy

Assistant Manager,
Hourly Shared Resources
Toronto, ON
Joined January 05, 1983

Montreuil, Sonia

Directrice Succursale
Drummondville, QC
Joined June 02, 1986

Obcena, Elenita

Customer Service Officer
Mississauga, ON
Joined December 01, 1980

Oliver, Leona

Account Manager
Orleans, ON
Joined February 29, 1972

Osborne, Darlene

Client Service
Representative
Victoria, BC
Joined March 19, 1990

Ozog, Francesca

Senior Audit
Toronto, ON
Joined March 08, 2003

Retirements

Roberts, Joyce

Branch Manager
Yellowknife, NT
Joined October 03, 1977

Robinson, Heather

Senior Business
Systems Analyst
Toronto, ON
Joined February 04, 1972

Shaw, Vedra

Collections Officer
Mississauga, ON
Joined November 05, 1979

Shelton, Patricia

Analyst, Policy &
Procedure Writing
Vancouver, BC
Joined July 09, 1985

Singleton, Dorothy

Central Teller
Richmond, BC
Joined November 09, 1998

Spence, Ken

Group Banking Manager
Vancouver, BC
Joined February 05, 1979

Teja, Sadru

Vice President,
Head of Enterprise
Architecture Service
Toronto, ON
Joined October 16, 1978

Tingman, John

Operations Officer
Toronto, ON
Joined August 12, 1986

Tong, Stella

Client Service
Representative
Richmond Hill, ON
Joined December 16, 1991

Tyrer, Julie

Manager, Client Care
Navan, ON
Joined November 14, 1978

Vatan Abadi, Sedigheh

Central Teller
Mississauga, ON
Joined July 04, 1990

Vezina, Suzanne

Premier directeur
de comptes
Sherbrooke, QC
Joined May 13, 1974

Woodcock, Rose

Data Clerk
Vernon, BC
Joined July 30, 1985

MARCH 2013

Addy, Carol

Team Manager Branch
Procedures
Vancouver, BC
Joined August 18, 1980

Aust, Murray

Global Director, External
Legal Resources
Toronto, ON
Joined March 16, 1981

Austin, Margaret

Manager, Strategic
Initiatives
Toronto, ON
Joined October 30, 1978

Barchichat, Evelyne

Technical Support
Montreal, QC
Joined November 04, 1981

Berry, Peter

Director - Sales,
Treasury Solutions
Calgary, AB
Joined August 28, 1978

Birnie, Linda

Account Manager
Moosomin, SK
Joined February 27, 1979

Breen, Madonna

Account Services
Representative
Montreal, QC
Joined May 05, 2003

Brown, Kathy

Financial Planner
Prince George, BC
Joined May 03, 1979

Burgess, Glenda

Financial Planning
Associates
Vancouver, BC
Joined November 24, 1998

Burton, Tony

Senior Telecom Analyst
Toronto, ON
Joined February 26, 1990

Carlisle, Judy

Senior Account Manager,
Business Personal
Sherwood Park, AB
Joined June 17, 1996

Castrinos, Sam

Mobile Mortgage Specialist
Mississauga, ON
Joined April 22, 2002

Challenger, Jacki

Vice President,
Leadership Coaching
Toronto, ON
Joined July 21, 1975

Chetwynd, Rosie

Client Service
Representative
Barrington Passage, NS
Joined December 19, 1994

Chi, Calvin

Senior Technical
System Analyst
Toronto, ON
Joined December 08, 2008

Church, Nancy

Senior Manager, Business
Policy & Governance
Toronto, ON
Joined January 29, 2001

Cristalli, Maria

Client Service
Representative
Ottawa, ON
Joined May 05, 1986

Davidson, Clare

Client Service
Representative
Truro, NS
Joined October 05, 1983

Davis, Colleen

Financial Planner
Sudbury, ON
Joined May 10, 1976

De Mello, Rosa Maria

Client Service
Representative
Oshawa, ON
Joined August 28, 2000

Donison, Stacey

Customer Assistance Officer
Victoria, BC
Joined January 02, 1991

Doucette, Dorothy

Account Manager
Weymouth, NS
Joined December 12, 1983

Frost, Lilian

Client Service
Representative
Winnipeg, MB
Joined January 08, 2007

Gale, Judith

Manager, Estate Settlement
Montreal, QC
Joined January 05, 1988

Retirements

MARCH 2013

(CONTINUED)

Gegner, Arlene

Client Service Representative
Watrous, SK
Joined May 05, 1975

Gidney, Virginia

Client Assistance Officer
Digby, NS
Joined October 01, 1974

Gillett, Michael

VP/Branch Manager,
Collingwood & Owen Sound Branches
Collingwood, ON
Joined July 01, 1997

Greene, Robyn

Credit Specialist -
Online Banking
Moncton, NB
Joined March 30, 1998

Heald, Joyce

Client Service Representative
Delta, BC
Joined August 29, 1989

Hindle, Paul

Project Manager
Toronto, ON
Joined September 18, 1989

Iaconi, Patricia

Senior Account Manager
Saint-Leonard, QC
Joined January 13, 1986

Kam, Peter

Technical Systems Specialist
Toronto, ON
Joined June 22, 1981

Karcheglo, Svitlana

Client Service Representative
Vancouver, BC
Joined September 16, 2002

Kelleher, Irene

Account Officer
Hamilton, ON
Joined April 13, 1985

Kusiak, Florence

Cage Support
Collingwood, ON
Joined November 13, 2006

Lagace, Lucie

Associate Account Manager
Montreal, QC
Joined January 16, 1989

Langevin, Johanne

Sales Assistant
Montreal, QC
Joined December 12, 1988

Lischka, Donald

Branch Manager
Stonewall, MB
Joined March 01, 1978

Lytwenko, Lila

Senior Account Manager
Sault Ste Marie, ON
Joined February 24, 1978

McCarville, Amy

Administrative Assistant
Lunenburg, NS
Joined July 13, 1994

McDoom, Vijaya

Operations Analyst
Toronto, ON
Joined October 27, 1975

McLaughlin, Janice

Trader
Toronto, ON
Joined September 16, 1989

Mony, Lalitha

Executive Administrative
Toronto, ON
Joined September 07, 2008

Nekolaichuk, Debbie

Senior Account Manager
Edmonton, AB
Joined August 31, 1987

Ng, Shirley

Sales Assistant
Mississauga, ON
Joined August 25, 2003

Nichols, Patty

Financial Planner
Lethbridge, AB
Joined January 03, 1982

Nithiyananthan, Santhi

Client Service Representative
Scarborough, ON
Joined January 22, 2001

Nugent, Barbara

Customer Service Officer
Montreal, QC
Joined November 17, 1980

O'Dwyer, Brian

Commercial Mortgage Analyst
New Westminster, BC
Joined November 02, 1998

Petrochuk, Corine

Senior Account Manager
Brantford, ON
Joined March 11, 1985

Pound, Barry

Director, Global Equity Markets
Toronto, ON
Joined February 01, 1978

Prochinsky, Gloria

Account Services Representative
Regina, SK
Joined April 28, 1986

Randell, Stephanie

Client Service Representative
Burlington, ON
Joined June 24, 1977

Reis, Luisa

Account Service Agent
Toronto, ON
Joined March 22, 2006

Rixon, Cheryl

Senior Sales Consultant
Saskatoon, SK
Joined October 03, 1989

Roy, Guy

Regional Vice-President
Quebec, QC
Joined August 02, 1978

Roy, Johanne

Senior Account Manager
Geraldton, ON
Joined June 22, 1977

Rutherford, Suzanne

Vice President, Enterprise Collaboration
Vancouver, BC
Joined September 11, 1972

Sanders, Connie

Specialized Services Officer
Toronto, ON
Joined April 30, 1981

Scott, Louise

Client Service Representative
Edmonton, AB
Joined February 01, 2006

Senyk, Patricia

Account Services Representative
Winnipeg, MB
Joined May 26, 1989

Shatilla, Don

Manager, Market Operations
Regina, SK
Joined February 22, 1982

Retirements

Shenouda, Nabil

Manager, Technical Services
Toronto, ON
Joined January 31, 1977

Stagnaro, Maria

Department Manager
Westmount, QC
Joined February 06, 1989

Stiles, Carol

Central Teller
Rockwood, ON
Joined March 14, 1983

Tandie, Janice

Administration Support
Officer
Vancouver, BC
Joined September 12, 1977

Tang, Theresa

Client Service
Representative
Toronto, ON
Joined June 27, 1994

Thomas, Catherine

Client Service
Representative
Peterborough, ON
Joined February 27, 1990

Trahan, Lise

Equipe des Service-Conseils
Montreal, QC
Joined May 06, 2002

Tse, Grace

EDI Analyst, Accounts
Payable
Toronto, ON
Joined September 12, 1974

Vanderkooi, Kathy

Account Manager
Shubenacadie, NS
Joined November 05, 1984

Vanhereweghe, Del

Central Teller
Courtenay, BC
Joined August 01, 1984

Ward, Susan

Manager, Client Care
London, ON
Joined February 18, 1985

Whitby, Sue

Sanctions Analyst Officer
Toronto, ON
Joined October 15, 1996

Wong, Agnes

Account Services
Representative
Vancouver, BC
Joined April 25, 1983

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Adams, Katherine

Project Manager
Toronto, ON
Joined April 01, 1987

Atkinson, Maggie

Business Advisor
Mississauga, ON
Joined March 19, 2001

Auciello, Franka

Client Service
Representative
Toronto, ON
Joined September 25, 1981

Balcon, Keith

VP - Personal Banking –
Barbados
Barbados
Joined October 26, 1987

Bruce, Donna

Field Operations Specialist
Winnipeg, MB
Joined May 01, 1978

Brunelle, Gisele

Senior Licensed
Insurance Advisor
Montreal, QC
Joined August 07, 2006

Cadavez, Pacita

Central Teller
Toronto, ON
Joined November 07, 1988

Cameron, Faye

Client Service
Representative
Westville, NS
Joined February 05, 1990

Candeloro, Barb

Manager, Business
Requirements and Analysis
Toronto, ON
Joined December 05, 1977

Clidas, Debbie

Manager, Small Business
CAC
Montreal, QC
Joined September 14, 1981

Coleman, Sandi

Financial Planner
Nanaimo, BC
Joined May 03, 1976

Cousineau, Louise

Client Service
Representative
Pointe-Claire, QC
Joined April 08, 1982

Cyrenne, Lucie

Account Services Agent
Westmount, QC
Joined January 15, 1990

De Bock, Jean

Executive Assistant
Elmira, ON
April 11, 1988

Dias, Theodora

Administrative Assistant
Toronto, ON
Joined November 16, 1987

Gelinas, Claire

Central Teller
Saint-Hyacinthe, QC
Joined October 02, 1985

Giles, Ruth

Associate Account Manager
Calgary, AB
Joined August 22, 1984

Gowland, Fiona

Client Service
Representative
Peterborough, ON
Joined June 25, 2002

Griffiths-Jones, Iona

Service Manager
Toronto, ON
Joined February 17, 1975

Hogarth, Diane

Financial Planner
Perth, ON
Joined May 03, 1982

Jannetta, Frank

Investment Services
Representative
Mississauga, ON
Joined September 26, 2011

Klippenstein, Nancy

Portfolio Administrator
Calgary, AB
Joined September 04, 1984

Lambert, Jean

PFSR – Investments
Montreal, QC
Joined January 18, 2010

Langlois, Francine

Client Service
Representative
Drummondville, QC
Joined April 22, 2002

Laventure, Denis

Investment & Retirement
Montreal, QC
Joined June 02, 1975

Lee-Chan, Susanne

Manager, Marketing
Toronto, ON
Joined April 10, 1979

Retirements

APRIL 2013

(CONTINUED)

Legare, Richard

Regional Vice-President
Montreal, QC
Joined March 08, 1971

Lewis, Diane

Client Service
Representative
Melita, MB
Joined January 10, 1984

Mackie, Thomas

Investment & Retirement
Vancouver, BC
Joined September 05, 2007

Mahoney, Jeanette

Customer Assistance
Holyrood, NL
Joined August 15, 1977

Man, John Sik-Fai

VP Business and
Commercial
Toronto, ON
Joined March 01, 1999

Miller, Colette

Account Manager
Montreal, QC
Joined May 29, 1989

Miller, Susan

Client Service
Representative
Gravenhurst, ON
Joined April 28, 1975

Momy, Paul

Sales and Service
Representative
Montreal, QC
Joined October 04, 2010

Monteith, Marilyn

Manager, Corp HR
Toronto, ON
Joined November 12, 1974

Moore, Anne

Client Service
Representative
Chilliwack, BC
Joined March 02, 1981

Muszynski, Barbara

Business Systems Analyst
Toronto, ON
Joined November 01, 2007

Osland, Trish

Client Service
Representative
Oliver, BC
Joined July 24, 1978

Osmun, Cathy

Central Teller
Windsor, ON
Joined August 20, 1973

Paul, Dinali

Service Advisor
Toronto, ON
Joined December 04, 1989

Poirier, Gabrielle

Central Teller
Chelmsford, ON
Joined November 05, 1985

Quach, Nu

L&LB Insurance Advisor
Mississauga, ON
Joined June 16, 2008

Ramkissoon, Pauline

Client Service
Representative
Mississauga, ON
Joined January 12, 1987

Rollert, Lynn

Branch Manager
Hinton, AB
Joined November 14, 1994

Rottich, Richard

Client Service
Representative
Burlington, ON
Joined May 09, 2005

Sawatzky, Theresa

Cash Control/Central Teller
Winnipeg, MB
Joined July 18, 1983

Seale, Melinda

Senior Account Manager
Prince George, BC
Joined February 04, 1992

Self, Richard

Head, Marketing &
Communications
Vancouver, BC
Joined February 20, 1995

Shefsky, Lynda

Associate Advisor
North York, ON
Joined March 24, 2003

Shewfelt, Ruth

Senior Account Manager
Sherwood Park, AB
Joined April 01, 1965

Simkins, Brian

Regional Vice-President,
BC Interior
Vancouver, BC
Joined July 02, 1974

Smart, Ken

Senior Account Manager -
Commercial Market
Lethbridge, AB
Joined March 05, 1986

Smith, Cindy

Account Manager
100 Mile House, BC
Joined October 01, 1979

Smith, Jadzia

Senior Account Manager
Burlington, ON
Joined October 30, 1991

Veilleux, Johanne

Manager, Client Care
Thetford Mines, QC
Joined February 19, 1990

Vollweiter, Conny

Client Service Representative
Victoria, BC
Joined January 07, 1991

Wagner, Janet

Resolution Officer
Calgary, AB
Joined May 23, 1985

Wallace, Catherine

Client Service
Representative
Innisfail, AB
Joined April 11, 2005

Wang, Ben

Technical Analyst
Toronto, ON
Joined April 05, 1982

Wilson, Carol

Central Teller
Port Alberni, BC
Joined October 15, 2002

Witty, Sharon

Associate Account Manager,
Real Estate
Vancouver, BC
Joined October 03, 1988

PREVIOUS RETIREMENTS

Duarte, Manuel

Senior Manager, B to B
Client Implementations
Toronto, ON
Retired March 31, 2013
Joined September 10, 2001

Fournier, Pat

Branch Operating Officer
Hamilton, ON
Retired January 31, 2013
Joined March 26, 1990

Jones, Cindy

Central Teller
Rodney, ON
Retired December 31, 2012
Joined May 15, 2000

In Memoriam

We extend our condolences to the families and friends of:

Agner, Marilyn

Woodstock, ON
February 05, 2013
Retired July 31, 2006

Allison, William

Mississauga, ON
February 09, 2013
Retired May 31, 1980

Arndt, Marjorie

Saskatoon, SK
February 28, 2013
Retired January 31, 1982

Aspinall, Dawn

Toronto, ON
March 02, 2013
Retired December 31, 2009

Barber, James

Fergus, ON
February 24, 2013
Retired July 31, 1990

Bencke, Irmgard

Brampton, ON
March 18, 2013
Retired November 30, 1988

Berikoff, Eddie

Kemptville, ON
February 03, 2013
Retired March 31, 1993

Botham, Harvey

North Vancouver, BC
February 21, 2013
Retired October 31, 1980

Buchanan, Ruby

North Gower, ON
February 02, 2013
Retired May 31, 1983

Buchanan, Clive

Montreal, QC
February 18, 2013
Retired September 30, 1987

Carleton, Patricia

Thornhill, ON
March 25, 2013
Retired March 31, 1982

Charles, Richard G.

West Vancouver, BC
February 05, 2013
Retired March 31, 2003

Clarke, Margaret

Oshawa, ON
March 07, 2013
Retired April 30, 1983

Coate, Mary

Victoria, BC
March 14, 2013
Retired April 30, 1984

Coleman, Jane

Keswick, ON
February 11, 2013
Retired July 31, 1992

Coulombe, Gilles

Brighton, ON
April 25, 2013
Retired December 31, 1996

Crawford, Lorraine

Brampton, ON
April 19, 2013
Retired April 30, 1999

Cumming, James

Calgary, AB
January 24, 2013
Retired January 31, 2013

Demone, Roy

Oakville, ON
March 31, 2013
Retired February 29, 1980

Denman, Jean

Dorval, QC
November 22, 2012
Retired February 28, 1987

Dhillon, Raghbir

Scarborough, ON
February 27, 2013
Retired October 31, 1988

Duff, Betty

Sooke, BC
February 16, 2013
Retired November 30, 1995

Durling, William

Calgary, AB
February 07, 2013
Retired February 29, 1996

Erratt, Peter

Red Deer, AB
April 05, 2013
Retired April 30, 2005

Evans, Florence

Penticton, BC
October 10, 2012
Retired November 10, 1982

Fajardo, Carolina

Calgary, AB
November 12, 2012
Retired July 31, 1999

Flood, Edith

Parry Sound, ON
September 14, 2012
Retired February 28, 1990

Fontaine, Jacqueline

Montreal, QC
February 23, 2013
Retired April 30, 1987

Fournier, Bob

Lachine, QC
April 29, 2013
Retired January 31, 1991

Frame, Pamela

Stratford, ON
March 20, 2013
Retired March 31, 1983

Freeman, Anna

Calgary, AB
February 22, 2013
Retired April 30, 1994

Gallagher, Mary Ann

Etobicoke, ON
March 17, 2013
Retired July 31, 1996

Gerstner, George

Montreal, QC
March 31, 2013
Retired November 30, 1995

Gordon, Rick

Burlington, ON
March 15, 2013
Retired September 30, 2000

Gourlie, Thomas

Nipawin, SK
February 13, 2013
Retired January 31, 1981

Griffith, Elizabeth

St. Thomas, ON
January 29, 2011
Retired January 21, 1977

Hamilton, Helen

Berwick, NS
March 15, 2013
Retired April 30, 2009

Harrison, Bill

Kelowna, BC
March 12, 2013
Retired May 31, 2003

Hilson, Robert

Hamilton, ON
March 28, 2013
Retired October 30, 2009

Hutchins, Willena

Sydney, NS
February 15, 2013
Retired February 28, 1983

Hutton, Betty

Kincaid, SK
February 13, 2013
Retired August 31, 1995

Kazlauskas, Mary

Etobicoke, ON
February 26, 2013
Retired January 31, 1982

Keating, William

Kitchener, ON
April 15, 2013
Retired February 29, 1972

Kempton, Kendall

Halifax, NS
April 29, 2013
Retired May 31, 1987

In Memoriam

We extend our condolences to the families and friends of:

King, John

Halifax, NS
February 21, 2013
Retired October 31, 1993

Kravchenko, Olga

Edmonton, AB
January 06, 2013
Retired August 30, 1998

Kreager, Sandy

Brantford, ON
March 05, 2013
Retired July 31, 1992

Languedoc, Gerard

Anjou, QC
February 03, 2013
Retired May 31, 1979

Latimer, Eric

Sydney River, NS
February 20, 2013
Retired June 30, 1987

Lennox, James

Waterloo, ON
March 24, 2013
Retired October 31, 1987

Lovick, Edgar

Sidney, BC
March 20, 2013
Retired May 31, 1978

Macdougall, David

Fonthill, ON
March 04, 2013
Retired March 31, 1992

Malinowski, Emma

Toronto, ON
February 27, 2013
Retired May 31, 1982

Marshall, Florence

Mount Hope, ON
January 20, 2013
Retired April 30, 1980

Mcdonald, John

Cobble Hill, BC
April 11, 2013
Retired May 31, 1989

Mcdonnell, Elizabeth

Kirkland Lake, ON
April 28, 2013
Retired August 31, 1979

Mclaughlin, Bernard

Dorval, QC
March 31, 2013
Retired April 30, 1987

Mcleod, Dorothy

Beaconsfield, QC
April 13, 2013
Retired November 30, 1979

Miller, Agnes

Duncan, BC
February 25, 2013
Retired April 30, 1987

Millet, Lucille

Illes-Des Soeurs, QC
April 14, 2013
Retired March 31, 1989

Moore, Ruth

Grimsby, ON
February 18, 2013
Retired July 31, 1994

Moran, Gloria

Surrey, BC
April 23, 2013
Retired August 31, 2008

Morrow, Margaret

Pender Island, BC
April 09, 2013
Retired December 31, 1989

Nargolwalla, Kay

Mississauga, ON
January 29, 2013
Retired December 31, 1993

Navickas, Olga

Mississauga, ON
March 06, 2013
Retired June 30, 1981

Nordli, Kurt

Courtenay, BC
January 18, 2013
Retired October 31, 2009

Novak, Matt

Burlington, ON
March 06, 2013
Retired June 30, 1994

O'leary, Catherine

Stouffville, ON
January 03, 2013
Retired November 30, 1998

Perrott, Hazel

Kincardine, ON
January 07, 2013
Retired April 30, 1983

Pleau, Charles

Montreal, QC
February 15, 2013
Retired July 31, 1986

Potvin, Kathy

Stoney Creek, ON
April 08, 2013
Retired March 31, 2007

Povylius, Ingeborg

Ottawa, ON
October 10, 2012
Retired June 30, 1982

Pratt, Anthony

Winnipeg, MB
February 28, 2013
Retired April 30, 1984

Prusinowski, Shirley Mae

Grand Prairie, AB
March 12, 2013
Retired September 30, 1995

Rivest, Lise

Mascouche, QC
March 18, 2013
Retired March 31, 1990

Ross, Fred

Berwick, NS
April 20, 2013
Retired October 31, 1995

Rossi, June

Sudbury, ON
April 13, 2013
Retired December 31, 1988

Sarrazin, Marie

Montreal, QC
April 22, 2013
Retired January 23, 1976

Savoie, Lois

Mississauga, ON
April 28, 2013
Retired March 31, 2009

Smilie, Helen

Lindsay, ON
March 13, 2013
Retired November 12, 1971

Smith, Karen

Lower Sackville, NS
February 17, 2013
Retired September 30, 2000

Wilson, Margaret

London, ON
February 16, 2013
Retired May 31, 1980

Wright, Eve

Calgary, AB
April 09, 2013
Retired September 30, 1984

Wylie, Joan Evelyne

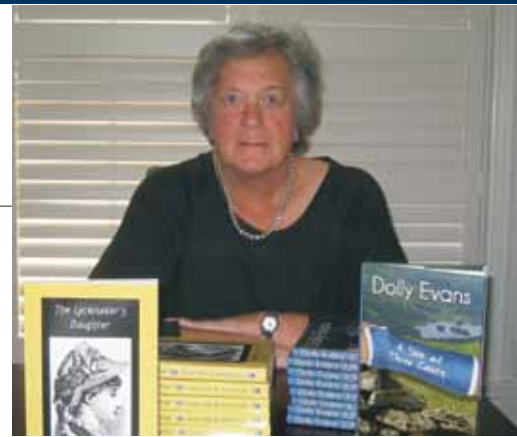
Bowmanville, ON
April 12, 2013
Retired December 31, 2004

Diane Keziah Robertson

- Joined RBC in 1980
- Retired in 2005
- Role prior to retirement: Executive Assistant in Commercial Banking, Toronto

Successful Author Soothes her Soul

Sixty-five year old Dolly Evans, eleven-year old Susannah Brigginsshaw, and sixteen-year old Elizabeth Sharpe may not appear to have a lot in common. Go a little deeper though, and you'll find they share two important features: each was born from the creative imaginings of Diane Keziah Robertson, and each is the main character in one of her three books of historical fiction, set in England.



Diane has been writing professionally since 2009 and no one could be more surprised than Diane herself. "I had never given a thought to doing anything like this," she reveals. Her 30-plus year banking career gave no inkling of the writing talent that would emerge upon retirement.

Diane, who immigrated to Canada from England in 1973 and now lives in London, Ontario, credits her next door neighbour, Eva, with unleashing her inner writer. "She asked me to take her to England and we rented a cottage in the Lake District," she explains. "We each bought a pink notebook and every night we would sit in the cottage and write home about what we had done." Diane's writing struck a chord with her readers and so when Eva told her she should write a book, she did.

Most authors struggle for years through the writing process and marketing of their work. Yet "Dolly Evans", Diane's first book about a woman who lives in the Cumbrian village of Upper Markham, quickly caught the attention of a publisher. Next came "The Lacemaker's

Daughter", set in 1770 Devon, England, about poverty-stricken young girl. Diane's third novel, "Passengers", is due for release shortly and centres on young and disobedient Elizabeth living in Honiton, England. An idea for a new novel – her fourth since 2009 -- is currently percolating in Diane's mind.

While Diane's ideas come from her love of English history, the "Lacemaker's Daughter", was more personal. She was teaching herself to make lace when her sister discovered they had an ancestor who was a lacemaker. That ancestor was the mother of Susannah, the main character in the fictionalized account.

With Diane's interest in history, it's unlikely her banking experiences will be reflected in future plots. "That's a slippery slope I'd better avoid," she laughs. Instead, Diane's inspiration will continue to be rooted in her love of storytelling, desire to transport readers to another place and time, and as she says, "to soothe my soul."

To read more about Diane's work visit: www.dianekrobertsonbooks.com

"I had never given a thought to doing anything like this."



Two Reports Available On-Line

RBC's 2012 *Diversity & Inclusion Report* and 2012 *Corporate Responsibility Report* are available at www.rbc.com. Each report includes interactive features and details of RBC's innovative programs which are so closely aligned to its core values of Service, Teamwork, Responsibility, Diversity and Integrity. The reports will be of particular interest to retirees who follow the company's role in economic, social and environmental leadership.



Message from the Chairman of the Pension Plan Management Committee

With Jim Westlake retiring from RBC last year, Neil Skelding, President & CEO of RBC Insurance was appointed Chairman of the Pension Plan Management Committee (PPMC) in October 2012. We recently had a conversation with Neil about his new role and the performance of RBC's pension plans in Canada during 2012.

Q. What are you most looking forward to in your new role as Chairman of RBC's Pension Plan Management Committee (PPMC)?

Neil: I think working closely with other senior leaders on the committee, and together, having a positive impact and influence over the management of one of Canada's largest private pension plans. That to me is exciting. The committee includes such a wide spectrum of expertise from across RBC – a testament to our core value of embracing diversity in people, skills and ideas – and I'm honoured to be a part of it.

Q. What are some of the key priorities of the PPMC?

Neil: There are a number of priorities but three key ones come to mind—protecting the interests of pension plan members; monitoring the assets of the pension plan; and ensuring that the pension plans have a strong governance and compliance framework in place.

When it comes to protecting the interests of pension plan members, we ensure that the pension plan contributions, both to the DB and DC plans, are made in accordance with applicable legislation and the actuary's recommendations. Over the last five years, RBC contributed approximately \$3 billion to its DB plans in Canada. This demonstrates RBC's commitment to the interest of its pension plan members and ensuring that the plans are in a strong financial position.

Let me elaborate on the importance of monitoring the assets of the pension plans. When it comes to the Defined Benefit (DB) plan, the committee looks for compelling long-term investment returns and opportunities, while managing an appropriate level of risk in light of the nature of the plan's future obligations. To manage to this objective, the committee regularly monitors and reviews each investment manager with respect to performance using a set of qualitative and quantitative criteria about the investment management team and firm. This is the case on the Defined Contribution (DC) side as well. We apply the same level of scrutiny in monitoring the performance of each investment manager, but in this case, we also ensure that a broad range of investment options are available to allow members to build a well-

diversified portfolio in keeping with their risk tolerance, and the new investment solutions, such as target date funds, for those who prefer a more "hands off" investment approach.

And last but not least, the PPMC ensures that the pension plans continue to have a strong governance framework and continue to meet evolving legislative and regulatory practices.

Q. As members read through the information attached on the Canadian DB plan assets, we thought they might be interested in your views on the performance of the Canadian DB plans during 2012?

Neil: The performance of the Canadian DB plans was strong. The plans achieved an overall return of 9.7% for the year, versus our benchmark return of 7.4%. This can mostly be attributed to a combination of good asset allocation decisions and our active management style.

On the other side of the balance sheet, we did experience an increase in liabilities. This was the result of a declining interest rate environment in long-term market yields in 2012. That said, the overall funded status of the Canadian DB plans improved during the year as a result of strong investment performance as well as \$900 million of contributions from RBC.

Q. You mentioned the funded status of the DB plan – i.e., the ratio of the DB plan's assets to its liabilities. What are the differences between the solvency funded status shown in the member pension statements and the funded status disclosed in the RBC's Annual Report?

Neil: The solvency funded status is a measure that is required by the pension regulators. It determines the funded status of a DB plan under a hypothetical scenario where the plan is terminated and all benefits are paid from the plan immediately. The assumptions are prescribed, including a discount rate based on long-term Government bond yields and annuity purchase rates.

On a solvency basis, our largest DB plan in Canada, the Royal Bank Pension Plan is 87% funded as at January 1, 2013, which has improved from 81% last year.

The accounting funded status is another measure, which is used for our financial disclosures in RBC's Annual Report, where we assume that both the Royal Bank Pension Plan and RBC continue indefinitely into the future and for this purpose we use AA Corporate Bond yields. On an accounting basis, the Royal Bank Pension Plan is 95% funded as at October 31, 2012.

Although the solvency valuation is required, the accounting valuation is more reflective of the financial position of the DB plans on an ongoing basis.

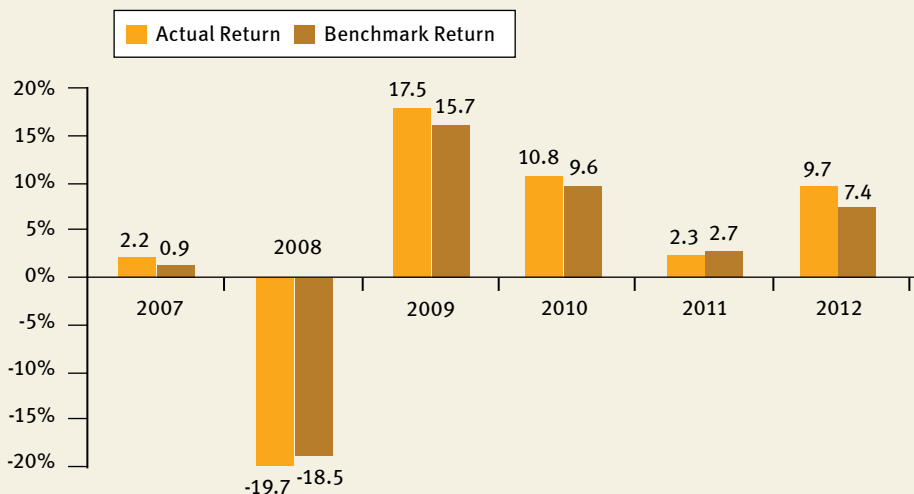
For More Information

If you have any questions, please contact the Human Resources Service Centre at 1-800-545-2555.

Royal Bank Pension Plan – Annual Performance

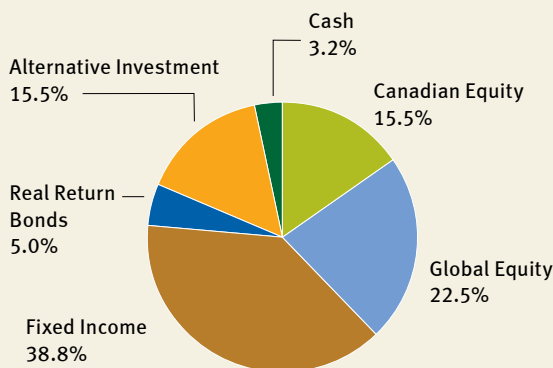
Our active management strategy continues to be effective, with results above our benchmark in the previous 10 calendar years with the exception of 2008 and 2011. In 2012, the DB pension plan assets earned an annual return of 9.7%, outperforming our benchmark return of 7.4%.

¹ The Royal Bank Pension Plan represents 86% of total RBC DB pension liabilities in Canada.



DB Pension Plan – Asset Mix (Dec. 31, 2012)

The asset mix policy is the long-term investment strategy that has been approved by the Board of Directors of Royal Bank of Canada. As at December 31, 2012, the actual asset mix was within the allowable range of its policy.



Asset Mix: Policy vs. Actual

Asset Class	Policy Allowable Range	Actual
Equity	25% to 55%	38.0%
Fixed Income	25% to 55%	43.8%
Alternative Investments	6% to 25%	15.5%
Cash	0% to 5%	3.2%

Keeping in Touch

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Keeping in Touch is published for all Canadian pensioners of RBC. It is also available online at www.rbc.com/pensioners

If you have questions about your pension contact RBC Human Resources Services Centre at 1-800-545-2555 or hrscpensions@rbc.com

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- Medical care that will help get you back on your feet as quickly as possible.
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