

RBC ROYAL BANK SMS SERVICE
Frequently Asked Questions

Q. What is RBC Royal Bank SMS service?

A. SMS is a technology-enabled service offering that enable clients to access select services using their mobile phones via SMS messaging

Q. What services do I get with RBC Royal Bank SMS service?

A. with RBC Royal Bank SMS service you can receive text alerts when a salary is credited to your account, and you can request and receive available balances on his/ her savings and chequing accounts

Q. Are there plans to add more services?

A. Yes, customers can look forward to additional features that will be released in the future

Q. Where do I text my balance inquiries?

A. Text to 4442492 if you are a Digicel customer or you can text to 4444214 if you are a lime customer. If you are roaming please include 876 in front of the premium code.

Q. Is RBC Royal Bank SMS service case sensitive?

A. RBC Royal Bank SMS service is not case sensitive; you can text BAL in either lower or uppercase.

Q. How much does it cost to use RBC Royal Bank SMS service

A. RBC Royal Bank does not charge for the use of SMS. However, carrier costs for sending and receiving texts are charged to the phone.

Q. Will RBC Royal Bank SMS work with my mobile phone?

A. Once your phone has text messaging capability, RBC Royal Bank SMS service will work on your phone

Q. Does it matter which service provider I am with?

A. RBC Royal Bank SMS service will work with LIME and Digicel networks in Jamaica

Q. Can I register more than one mobile phone with RBC Royal Bank SMS service?

A. At this time only one phone number per customer can be registered

Q. I have a pre paid phone; can I use RBC Royal Bank SMS service?

A. Yes you can, you should ensure you have enough credit to send and receive text messages

Q. Who do I contact if I need help?

A. You can call us at 876-960-4722 for assistance or you can text HELP for a list of features available

Q. How do I suspend my RBC Royal Bank SMS service?

A. You can come into any of our branches or call 876-960-4722

Q. What accounts can I access with RBC Royal Bank SMS service?

A. You can access any savings or chequing account in any currency.

Q. How safe is RBC Royal Bank SMS service?

A. At RBC Royal Bank your security is very important to us, text messages will only be sent to the mobile phone number that you register with us. We will not send your account details or any financial information to any third parties. While we will send your account balance to your telephone we will not send your full account number.

Q. What should I do if I lose my phone?

A. You should first call your mobile service provider to report your phone has been lost or stolen and have them deactivate your number. Then you should call our call centre at 876-960-4722 to suspend the service.

Q. What should I do if I receive a text message I think is not from RBC Royal Bank

A. You should contact us at 876-960-4722 and report the details of the message.

Q. How long does it take to get started with RBC Royal Bank SMS service

A. Registration can be less than 7 minutes, once you are an existing customer and you have a mobile phone number you are eligible for SMS

Q. Can I use RBC Royal Bank SMS service if I have a joint account?

A. If you are the primary holder on a joint account you can access balance on SMS

Q. Will the RBC Royal Bank SMS service be always available?

A. We try to be available 100% percent of the time. However, because the service is subject to mobile network traffic and may be subject to interruptions.

Q. Why is it that on occasion I do not receive a response to my transaction request?

A. Sending and receiving text messages are subject to your mobile operator's network traffic and may not always be delivered or you may sometimes experience a delay in receiving a response. SMS services are non transactional and are not critical if a message is lost.