

Please see the below frequently asked questions about our rebranding. The changes relate only to clients of RBC Royal Bank (Trinidad and Tobago) Limited, RBC Royal Bank (Jamaica) Limited, RBC Royal Bank (Suriname) N.V., RBC Royal Bank (Aruba) N.V., RBC Royal Bank N.V. and RBC Royal Bank (Barbados) Limited.

1. What does the change to RBC Royal Bank® mean for clients?

The change to RBC Royal Bank from RBTT Bank means the best of both worlds for you. By leveraging RBC and RBTT's more than 100-year heritage in the region, you will benefit from the best that our two companies have to offer as we put our strength to work for our clients: best-in-class global banking practices and resources, with in-depth local knowledge of the region.

2. Do I have to go into the branches to change my products and services?

No. We can assure you that we are not changing anything that will affect how you do your banking, and there is nothing you need to do as a result of this change. It will be seamless to you. While you will see a new name and logo on our branches, your statements and elsewhere, your current products and services will continue to be available for your use in an uninterrupted manner.

3. Is there anything RBTT clients need to do as a result of this change?

No, your accounts will not be affected by this change. Your cheques, debit and credit cards will remain valid, even if they don't display the RBC Royal Bank name and logo. There is no need to re-order new debit and credit cards or cheques. When your credit card expires, you will receive an RBC Royal Bank credit card. Debit cards will also be changed out over time.

4. Can I now use any RBC Royal Bank branch to conduct my banking?

No. You will need to continue using the current bank branch where you have been accessing your products and services. We are working to fully integrate our entire Barbados branch network, and we will inform you as operational changes are made to serve you better.

5. Can I use any RBC ATM in Barbados without incurring the interbank fee?

Yes. All RBTT ATMs have been rebranded to RBC, and clients can use any RBC ATM in Barbados without being charged the interbank fee. RBC now has the largest ATM network in Barbados, with a total of 32 machines available for your convenience.

If you should have any further questions please speak to your Branch Manager, or visit our website www.rbc.com/caribbean.