

**Please see the below frequently asked questions about our rebranding. The changes relate only to clients of RBC Royal Bank (Jamaica) Limited and RBC Royal Bank (Trinidad and Tobago) 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 I need to do as a result of this change?**

No. Your accounts will not be affected by this change, and there is no action required by our clients. 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 reorder new debit and credit cards or cheques.

**4. When will I receive my RBC Royal Bank branded credit and debit cards?**

Because your current cards will continue to function, there is no need to immediately change your credit and debit cards. Prior to the expiry date of your credit card, you will receive an RBC Royal Bank credit card. Debit cards will also be changed out over time.

**5. Will you be changing branch hours?**

There will be no changes to our hours of operation as a result of the new brand.

**6. Will my account number remain the same?**

Yes, your account number will remain the same.

**If you should have any further questions please [click here](http://www.rbtt.com/tt/customerservice/cid-231208.html)**  
**<http://www.rbtt.com/tt/customerservice/cid-231208.html>**