# Understanding your account statement



As a valued client of RBC Correspondent Services, you deserve comprehensive, timely account information—and that's just what you'll get with your account statement. This fact sheet can help you get the maximum benefit from your statement. You'll find descriptions of the various items that appear in the statement plus brief explanations of how to interpret what you see.

# A wealth of information in an easy-to-manage form

As you chart your progress toward your long-term financial goals, you may want to pay special attention to the following areas:

## **Summary of accounts**

In this section you'll get a "snapshot" of your accounts with RBC Correspondent Services. The summary is provided if you have multiple accounts at our firm and elect to have your statements delivered in one envelope.

The Summary of Accounts can be useful in helping you determine the current value of your investments. Always talk with your financial advisor before making changes based solely on what you see in this summary. Investments fluctuate on a daily, monthly and yearly basis, so remember to take a long-term perspective on how your investments are meeting your individual needs.

#### Asset allocation

This section illustrates how your investment dollars are diversified over a range of asset classes: U.S. equities, international equities, taxable fixed income, tax-exempt fixed income, etc.

Your asset allocation mix should reflect your individual tolerance for risk, your investment preferences and your time horizon (how many years you plan on investing). As your individual circumstances change over the years, you'll want to work with your financial advisor to adjust your asset allocation mix accordingly.

#### Gain/loss information

This section illustrates how your investment dollars are diversified over a range of asset classes: U.S. equities, international equities, taxable fixed income, tax-exempt fixed income, etc.

Your asset allocation mix should reflect your individual tolerance for risk, your investment preferences and your time horizon (how many years you plan on investing). As your individual circumstances change over the years, you'll want to work with your financial advisor to adjust your asset allocation mix accordingly.

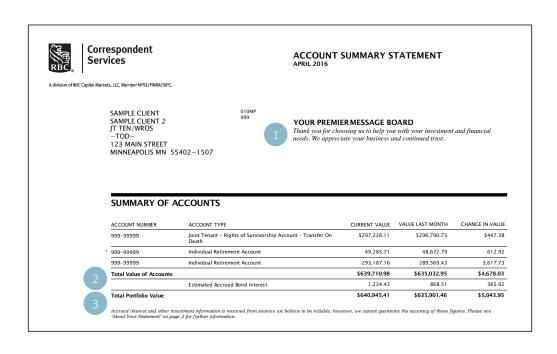
#### Investment objective

This section shows the investment objective you have provided to your financial advisor. While you may have a range of investment goals, remember that your "Investment Objective" reflects your overall risk tolerance—the risk you are willing to assume when seeking returns on your investments. For more information about our Investment Objective continuum, please see "About Your Investment Objective" on page two of your statement.

Please contact your financial advisor with any questions you may have about your account statement. Contact information is provided on the first page of your statement.

### **Summary of accounts**

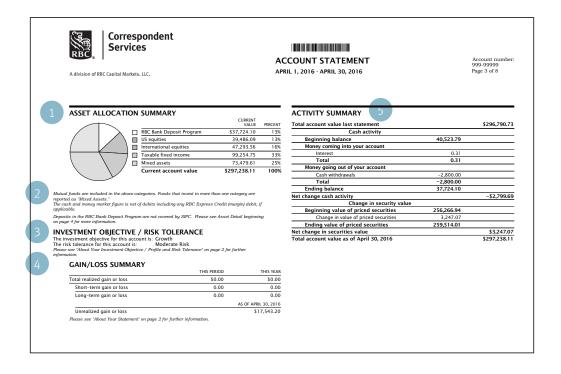
If you have several accounts at RBC Correspondent Services, and you've chosen to have all the statements delivered in one envelope, then you'll automatically receive an Account Summary Statement, which gives you a basic overview of all your accounts as a cover page to your account statements. Detailed statements for your individual accounts are located within your statement mailing.



- 1 Your message board In this area, you'll find important information or announcements from the firm.
- Total value of accounts This appears when accrued bond interest, a held away annuity or a held away alternative investment are present in one or more of the accounts listed on the account summary statement.
- 3 Total portfolio value This line shows the total value of all your accounts listed on the summary statement. Please note that an asterisk in the "Account Number" column indicates that additional details on that particular account are not available in the statement mailing.

## Holdings, activities and gain/loss

This page provides you with an overview of your account holdings, activity and gain/loss information.



- Asset allocation summary This pie chart and the accompanying table show how your money is allocated among different types of asset classes, such as cash and money markets, U.S. equities, international equities, taxable fixed income and tax-exempt fixed income. "Other Assets" include futures, commodities and other vehicles that do not fit into the main investment categories.
- 2 Mutual funds Mutual funds are listed with the asset class in which they are primarily invested. For example, the value of a fund that invests primarily in U.S. equities would be included in U.S. equities.
- Investment objective/risk tolerance The investment objective you and your financial advisor have set for your account is listed here. If your objective is not listed or your needs have changed, please discuss this with your financial advisor.
- 4 Gain/loss summary This summary shows realized and unrealized gains and losses for selected securities in your account, both year-to-date and for the current statement period.
- 5 Activity summary This section shows high-level information about the activity in your account for the current statement period.

#### **Asset detail**

The Asset Detail section lists all securities held in your account. Stocks and mutual funds are listed alphabetically within their asset class—U.S. equities, international equities, etc. Bonds are listed in alphabetical or maturity date order.

SAMPLE CLIENT 2				COUNT STA			Ac	count number: 999-99999 Page 4 of 8
ASSET DETAIL								
The Estimated Annualized Income ("EAI") for ce income generated by the investment and the ac							erstated. EAI is only o	an estimate of
* The Unrealized Gain/Loss may not reflect you appears in these columns may be based on infe	ur investments' total return. Sp ormation provided by you or at	ecifically, the net co tyour direction. RB	st may include divi C has not verified s	dend and capital gain uch data. Please see ".	s distributions whic About Your Stateme	ch have been reinvester ent" on page 2 for furthe	Additionally, the info er information.	rmation that
Your Financial Advisor has elected to display A	Isset Detail with the following	options: asset purch	ases (tax lots) cons	olidated.				
RBC BANK DEPOSIT PROGRAM								
Program Banks. Deposit information is include the accuracy of this information. Deposits are excess of \$250,000 in the same insurable	insured by the Federal Deposit capacity at any single Prog	Insurance Corpora ram Bank are not	tion (FDIC) p to \$2. insured. FDIC in:	50,000 per depositor a surance coverage amo	t each bank subjec unts are subject to	t to certain limitations. the combined total of a	This means that you il deposits at a specifi	ur funds in ic Program Bank
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1 Net cost — This column lists the total cost of the asset. If you've made several purchases of the same security—as you would when buying shares at different times—then this amount would include the total cost of all purchases.

Price per Share x Number of Shares + Any Commissions or Fees Net Cost Unrealized gain/loss — Your unrealized gain/loss is listed for certain securities in your account. The unrealized gain/loss figure does not include possible commissions when you sell your security or income earned while you own it. For example, you may hold a bond until it matures at face value; however, until it matures, in the Unrealized Gain/Loss column your bond will show a "real-time" unrealized gain or loss based on current market value.

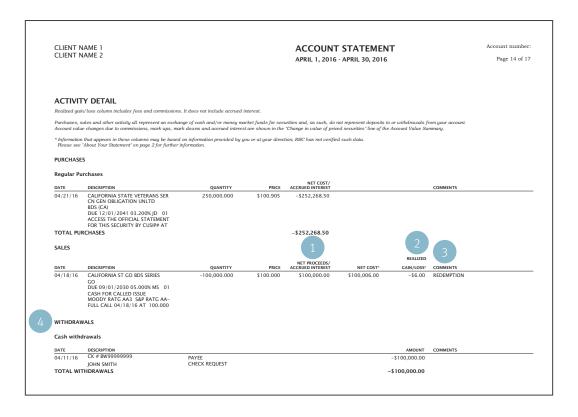
You can choose to see the unrealized gain or loss information displayed as consolidated tax lots or broken into individual tax lots.

If you see "N/A" in the Net Cost or Unrealized Gain/Loss column, it may mean that we do not have the original cost information for a security or do not provide unrealized gain/loss information for that security. If you have this information, please contact your financial advisor to update it.

**Estimated annualized income** — If this column is left blank, the estimated annual income information is not available for that security.

#### **Activity detail**

The Activity Detail section lists all activity in your account for the statement period by activity type.



- 1 Net proceeds/accrued interest —
  In this column, you'll find the
  net proceeds of each of your sell
  transactions since your last
  statement. You'll also see the interest
  you've accrued from those fixed
  income investments that issue
  payments that you've sold.
- Realized gain/loss Once you've completed a transaction, your realized gain or loss will appear in this column.
- Comments Notations in this column are usually specific to the activity type. For example, in the Other Activity section, the comment could note stock distributions (splits) and reorganizations.
- 4 Individual account information —

Your Activity Detail report may contain special information that's relevant to you, such as checks issued from your account (as shown above). This section could also contain itemized open orders, IRA information, checks written from your Investment Access Account, Visa Platinum<sup>©</sup> debit card transactions or ACH summary information.

As you go through your account statement—using this fact sheet to help understand key sections—keep these points in mind:

- You'll receive statements every quarter as long as your account contains a cash or security balance. Statements are mailed monthly when you have transactions during that month, with the exception of money market dividends. If you choose, you can have a statement produced monthly regardless of account activity.
- You can obtain three additional copies of your statement or have them sent to your tax advisor or any other professional with whom you work. For more information, please contact your financial advisor.
- You can view your account information online via our client account access website at: www.investor-connect.com. For further information, look to the shaded column on the far right-hand side of this page titled, "Interested in going paperless?"
- · Your cash and securities are protected. Your assets are protected by the Securities Investor Protection Corporation (SIPC). SIPC protection currently covers up to \$500,000 per client (of which \$250,000 may be cash). RBC Correspondent Services has purchased an additional policy that provides up to an additional \$99.5 million per SIPC-qualified account (of which \$900,000 may be cash) subject to a total maximum aggregate of \$400 million for RBC Correspondent Services. Neither SIPC protection nor protection in excess of that provided by SIPC covers a decline in the value of a customer's assets due to market loss. Additional information is available upon request or at www.sipc.org.
- Your statement is not intended to be used in preparing your tax return or forecasting what will be reported on your year-end tax information summary. Some securities—such as mutual funds or real estate investment trusts—may reclassify distributions after year-end, possibly causing differences between the amounts listed on your statement and the amounts reported for tax purposes.
- Please contact your financial advisor with any questions you may have about your account. Contact information is provided on the first page of your account statement.

# Interested in going paperless?

RBC Correspondent Services offers you the option to access your account information online and receive electronic versions\* of:

- Account statements
- Confirmations
- Tax documents
- Mutual fund prospectuses
- Proxy information/ reorganization notices

Paperless clients receive an email notification when the items listed above are ready to view online.

To register for online account access, visit <a href="https://www.investor-connect.com">www.investor-connect.com</a> and select "Register Now." If you're already registered for online account access, simply sign in and select "Go Paperless." Then, click on the "Delivery Settings" tab and select your paperless elections.

\*To register for online account access, visit www.investor-connect.com (for CS) and select "Register No." If you're already registered for online account access, simply sign in and select "Go Paperless." Then, click on the "Delivery Settings" tab and select your paperless elections.