



COVID-19 – How RBC is helping clients

We're taking added precautions to keep our clients and employees safe during the COVID-19 outbreak. We also recognize that now more than ever, clients turn to us for advice and support. And we're here to help. Our branches are open and our advisors are available to you across all of our channels. You've put your trust in RBC, and we remain committed to you.

Given the current situation, we are experiencing extremely high client inquiries to our phone lines. We appreciate your patience, and to help resolve some of your inquiries, we have created an FAQ below to answer some commonly asked questions. As always, the [RBC Mobile App and online banking](#) are safe, easy and available 24/7.

You can:

- View account balances, transaction history, and your RBC credit card account information

- Send money with *Interac* e-Transfer

- Make Canadian bill payments

- Manage your other banking needs

[Click here](#) to sign into Online Banking. For more information on how to sign up for online banking or to download the RBC Mobile App [click here](#).

We remain committed to supporting you and keeping you informed. Thank you for choosing RBC.

Frequently Asked Questions

1) What is RBC doing about COVID-19 for staff and clients?

Our priority is the safety and wellbeing of our employees and our clients. We continue to work closely with international and local public health authorities to monitor the situation regarding the Coronavirus. Our branches and offices have incorporated added precautionary measures including enhanced hygiene protocols. We will continue to follow the guidance of local and international health authorities to make informed decisions.

2) Are the branches clean?

Our priority is the safety and wellbeing of our employees and our clients. We have increased frequency of cleaning, with daily disinfection of our retail branches and ATMs, and will continue to improve as we need to.

3) What happens if my branch has to close?

In the event of a branch closure, a notice will be posted on the branch door. To find the next closest location, simply visit maps.rbcroyalbank.com. Our Branch locator will also have updated information on whether your branch is open or closed.

4) I don't want to go into the branch, what can I do?

RBC remains committed to supporting you through all channels. As always, the RBC Mobile App and online banking are safe, easy and available 24/7. You can:

- View account balances, transaction history, and your RBC credit card account information

- Send money with *Interac* e-Transfer

- Make Canadian bill payments

- Manage your other banking needs

You can also call us at 1-800-769-2511. Please know that given the current situation, we are experiencing extremely high client inquiries and the hold time may exceed 60 minutes.

[Click here](#) to sign into Online Banking. For more information on how to sign up for online banking or to download the RBC Mobile App [click here](#).

5) I have questions about travel I've booked through RBC Rewards?

For more answers related to RBC Rewards points, changes, cancellation policies and travel insurance, please visit the RBC Rewards page [here](#).

6) I have questions about my finances. What can I do?

We will continue to offer our perspectives to help you navigate through the uncertainties. Speak to your Financial Planner, or a banking advisor to help you to feel more at ease.

If you have questions specific to:

Investments: <https://www.rbcroyalbank.com/investments/index.html>

Mortgage: <https://www.rbcroyalbank.com/mortgages/index.html>

Credit cards: <https://www.rbcroyalbank.com/credit-cards/index.html>

Travel: <https://www.rbc Rewards.com/ann/covid/covid-advisory.html>

