

TABLE OF CONTENTS

LAW GROUP FOLIO CHEAT-SHEET	1
CUSTOMER COMPLAINTS / PROBLEM RESOLUTION PROCESS	1
COMMON LAW GROUP FOLIOS	1
A1 - CASH - CASH DELIVERY METHODS, LIMITS, AND CUSTODY	1
AB2 - ABORIGINAL BANKING - FIRST NATIONS LENDING	1
BA1 - NEGOTIATING ITEMS FOR BUSINESS CLIENTS	1
B5 - INTERNAL CONTROL - DIFFERENCES AND POTENTIAL LOSSES	1
B8 - INTERNAL CONTROL - FRAUD	1
B13 - ANTI-MONEY LAUNDERING AND ANTI-TERRORIST FINANCING AND GLOBAL ECONOMIC SANCTIONS – PERSONAL AND COMMERCIAL BANKING	1
G2 - BUSINESS AUTHORIZATIONS	1
FOLIO CHEAT-SHEET (cont'd)	2
G3 – ESTATES OF DECEASED CLIENTS	2
G4 - MENTALLY INCOMPETENT	2
G6 - POWER OF ATTORNEY	2
G8 - PERSONAL INFORMAL TRUST ACCOUNTS	2
G12 - BOND OF INDEMNITY	2
J6 - ACCEPTING AND PROCESSING ITEMS - REQUESTS FOR CLIENT INFORMATION / THIRD PARTY DEMANDS (TPD)	2
J7 - ACCEPTING AND PROCESSING ITEMS - DEMAND FOR PAYMENTS	2
S1 - SECURITIES AND CUSTODIAL SERVICES - SAFE DEPOSIT BOXES	2
S2 - SECURITIES AND CUSTODIAL SERVICES - SAFEKEEPING	2
POLICY AND PROCEDURE GUIDE TO LOCATING FOLIOS	3
STEP 1	3
STEP 2	4
STEP 3	4
RESULTS	5



Customer Complaints / Problem Resolution Process → <http://rbcnet.fg.rbc.com/cb/clientexperience/cid-313525.html>

Popular Law Group Folios

A1 - Cash - Cash Delivery Methods, Limits, and Custody ... # A1-1-EN-1

<http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=A1-1-EN-1>

AB2 - Aboriginal Banking - First Nations Lending ... # AB2-EN

<http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=AB2-EN&previousurl=http%3A%2F%2Fppl-reader.fg.rbc.com%2FSearchResults.aspx%3FsearchQuery%3Dfirst%2520nations%26documentNumber%3D%26documentType%3D%26language%3D%26location%3D%26targetAudiences%3D%26publishDate%3D>

BA1 - Negotiating Items for Business Clients ... # BA1-1-EN

<http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=BA1-1-EN>

B5 - Internal Control - Differences and Potential Losses ... # B5-EN

- i.e. Bills of Exchange

http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=B5-EN&previousurl=http%3A%2F%2Fppl-reader.fg.rbc.com%2FSearchResults.aspx%3FsearchQuery%3D*%26documentNumber%3Db5

B8 - Internal Control - Fraud ... # B8-1-EN

- Financial Abuse
- Form 7469

<http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=B8-1-EN>

When a client inquires about fraudulent scams or schemes, the Branch Salesperson must:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED] ering and Anti-Terrorist Financing and Global Economic Sanctions – Personal and Commercial Banking ... # B13-1-EN

<http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=B13-1-EN>

G2 - Business Authorizations ... # G2-29-1-EN

- Negotiating items for business clients

<http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=G2-29-1-EN>



Popular Law Group Folios (Cont'd)

G3 - Estates of Deceased Clients ... # G3-1-EN

<http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=G3-1-EN>

G4 - Mentally Incompetent ... # G4-1-EN

<http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=G4-1-EN>

G6 - Power of Attorney ... # G6-1-EN

- Form 07561

<http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=G6-1-EN>

Clients Capable of Making Financial Decisions

When a client appears capable of making financial decisions, the Salespersons **must**:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

G8 - Personal Informal Trust Accounts ... G8-1-EN

<http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=G8-1-EN>

G12 - Bond Of Indemnity ... # G12-1-EN

<http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=G12-1-EN>

J6 - Accepting and Processing Items - Requests for Client Information / Third Party Demands (TPD) # J6-1-EN

<http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=J6-1-EN>

J7 - Accepting and Processing Items - Demand for Payments ... # J7-1-EN

- Subpoenas (Original Copies Required)
- Garnishees (Original Copies Required)

<http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=J7-1-EN>

S1 - Securities and Custodial Services - Safe Deposit Boxes ... # S1-1

<http://ppl-reader.fg.rbc.com/GetDocument.aspx?documentNumber=S1-1>

S2 - Securities and Custodial Services - Safekeeping ... # PPL 2.5 S2

http://ppl-reader.fg.rbc.com/SearchResults.aspx?searchQuery=*&documentNumber=s2&documentType=&language=&location=&targetAudiences=&publishDate=





Policy and Procedure Guide to Locating Folios

Step 1

1. From RBC Net [<http://rbcnet.fg.rbc.com/>]
2. *Select* → “Popular Links”.
3. *Select* → “Policy & Procedure Library”.

The screenshot shows the RBCnet website interface. At the top left, the RBC logo and 'RBCnet' text are highlighted with a red box and labeled '1.'. Below this, the tagline 'Always Earning the Right to Be Our Clients' First Choice.' is visible. On the right, there are links for 'Employee Directory', 'Site Map', 'Search', 'Contact Us', and 'Français'. Below these is a 'Sign in to...' dropdown menu and a 'Go' button. The main navigation bar includes categories like 'Functional Units', 'Me & RBC', 'Self Serve Applications', 'Public Websites', and 'Popular Links'. The 'Popular Links' category is highlighted with a red box and labeled '2.'. Under 'Popular Links', the 'Policy & Procedure Library' link is highlighted with a red box and labeled '3.'. The bottom of the page features a 'World Wealth Report 2015' banner and a 'DAVE'S corner' section.

1. RBCnet Always Earning the Right to Be Our Clients' First Choice.

Employee Directory | Site Map | Search | Contact Us | Français

Online Services Sign in to... Go

2. Popular Links

3. Policy & Procedure Library

RBC Stock Value [20 min delayed]: \$78.26 +0.12 TSX Jun 26 2015, 04:00 Friday, June 26, 2015

World Wealth Report 2015

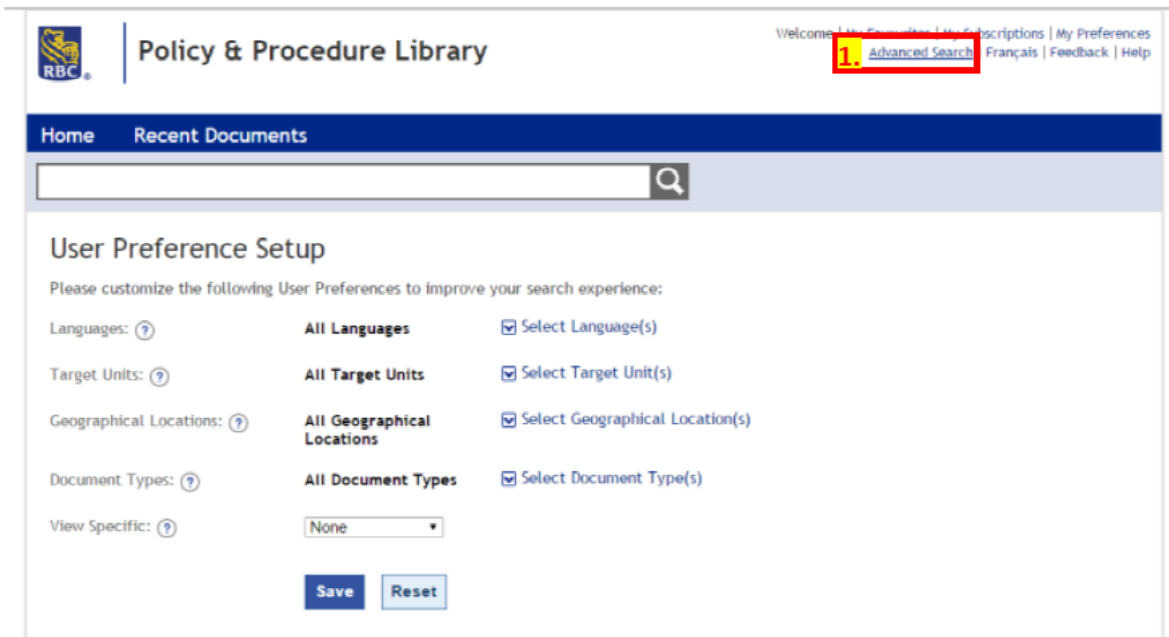
World Wealth Report 2015 What you need to know in five key

DAVE'S corner



Step 2


1. *Select* → “Advanced Search”.



Policy & Procedure Library






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Home Recent Documents



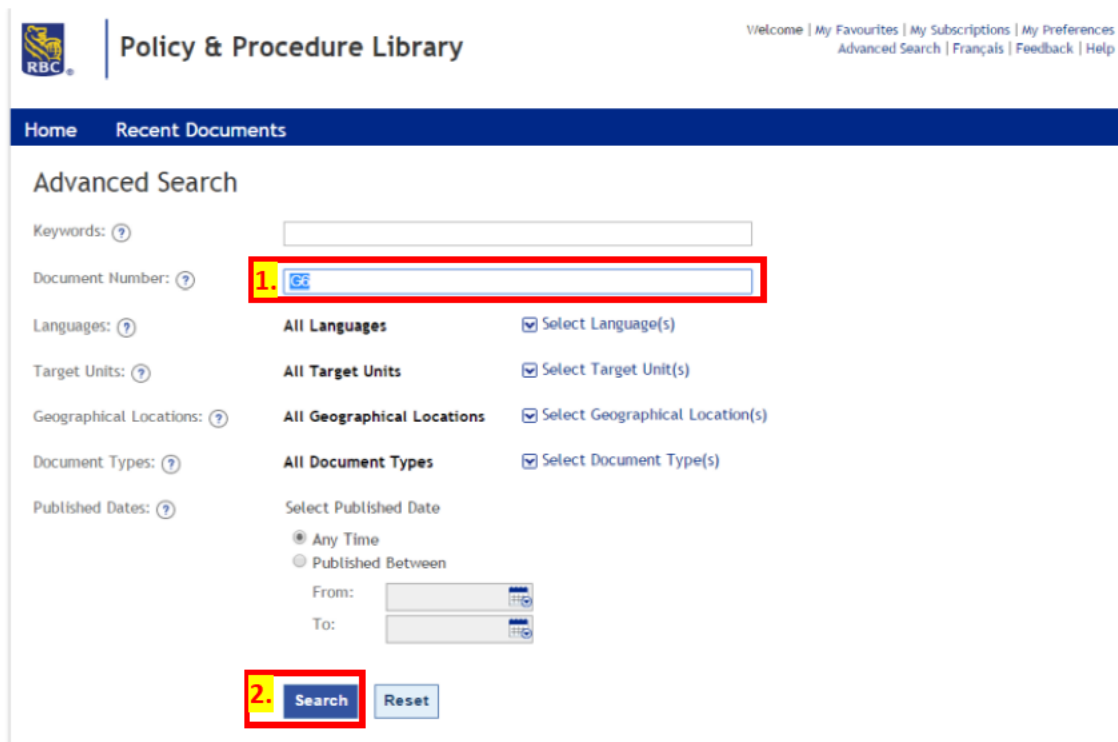
User Preference Setup

Please customize the following User Preferences to improve your search experience:

Languages: 	All Languages	<input checked="" type="checkbox"/> Select Language(s)
Target Units: 	All Target Units	<input checked="" type="checkbox"/> Select Target Unit(s)
Geographical Locations: 	All Geographical Locations	<input checked="" type="checkbox"/> Select Geographical Location(s)
Document Types: 	All Document Types	<input checked="" type="checkbox"/> Select Document Type(s)
View Specific: 	<input type="text" value="None"/>	

Step 3

1. Under “Document Number”, Enter → “Folio Number” (i.e. “G6”) – Power of Attorney)).
2. *Select* → “Search”.





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
Advanced Search


Keywords: 


Document Number:  **1.**

Languages:  All Languages ☒ Select Language(s)

Target Units:  All Target Units ☒ Select Target Unit(s)


Geographical Locations:  All Geographical Locations ☒ Select Geographical Location(s)


Document Types:  All Document Types ☒ Select Document Type(s)

Published Dates:  Select Published Date

☒ Any Time

☐ Published Between

From: 

To: 

2.

Results

1. The search result produces the entire policy, indicated with an “1”.
2. “Bookmark” the webpage by *Selecting* → the “Star”.
3. “Subscribe” and receive an email notification when the policy is updated.
4. “View Related Documents”, including operational procedures.



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Power of Attorney - Policy  

 # G6-1-EN

POLICY

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Languages: English French

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- [Purpose](#)
- [Target Audience](#)
- [Most Recent Changes](#)
- [Definitions](#)
 - [Attorney](#)
 - [Declarant](#)
 - [Donor](#)
 - [Homologated](#)
 - [Mandatar](#)
- [Power of Attorney \(POA\) General Guidelines](#)
 - [Introduction Power of Attorney General Guidelines](#)
 - [Complexity of POAs](#)
 - [Government Information on Power Of Attorney and Joint Deposit Accounts](#)
 - [When to use a RBC Standard POA Form](#)
 - [POA Qualifications](#)
 - [Other Considerations](#)
 - [General POA](#)
 - [Limited POA](#)
 - [Standard Forms](#)
 - [Non-Standard Forms](#)