



## **Supplementary Financial Information (U.S. GAAP)**

**3rd Quarter 2003**

(UNAUDITED)

**Investor Relations Department**

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## Notes to Users

This document is not audited and should be read in conjunction with the Q3/03 Report to Shareholders, Q3/03 Quarterly Results slides, the consolidated financial statements for the year ended October 31, 2002 and the Explanation of Certain Terms on page 1 of this document.

### Changes made to this Document in Q2/03:

#### **Pages 11-12: Cash basis measures.**

We present a reconciliation from GAAP numbers to cash numbers. In previous supplementary packages, cash information was found on pages 1-8, and on page 12. Our change in presentation is in response to Regulation G under the United States Securities Exchange Act of 1934, which requires certain disclosures when a company provides financial information that is calculated and presented on the basis of methodologies other than in accordance with GAAP.

#### **Page 13: Economic Profit.**

We compute Economic Profit based on cash operating earnings available to common shareholders. On page 11, we reconcile net income to cash operating earnings and show the derivation of Economic Profit on page 13. This information is also provided in response to Regulation G. Please refer to the discussion below, page 13 of this package, and to page 26 of RBC's 2002 Annual Report, which provides a discussion of Economic Profit.

#### **Pages 27-28: Special items.**

We provide a list of special items. There were no special items in Q3/03, Q2/03 and Q1/03, nor throughout 2002. Please see the discussion of special items.

### Changes made to this Document in Q1/03:

#### **Pages 2-10, 14: Net Interest Income.**

Net interest income is shown without any taxable equivalent adjustment. The amount of our taxable equivalent adjustment is not material.

#### **Page 18: Average Balances.**

We added the disclosure of loan categories to the Average Balance Sheet.

#### **Page 22-23: Loan Information.**

We enhanced disclosure of our industry sectors for loans, acceptances and reverse repurchase agreements for Canada, the U.S., and Other International regions.

### Non-GAAP financial measures

#### **General Caution**

We believe the use of non-GAAP financial measures, such as core earnings, cash earnings, economic profit, and average balances, can provide useful information to investors regarding the company's financial condition and results of operations. Readers are cautioned that non-GAAP financial measures do not have any standardized meaning prescribed by GAAP and therefore are unlikely to be comparable to similar measures presented by other companies. Further explanations of non-GAAP financial measures are provided in the **Explanation of Certain Terms on page 1**.

### **Special Items/Core Earnings**

Our management evaluates our performance primarily on the basis of our results as reported in our consolidated financial statements prepared in accordance with United States generally accepted accounting principles (GAAP) as well as on a "core" basis (i.e., excluding "special items", which are transactions or events that affect our reported results but that, in our view, are not part of our normal day-to-day business operations). We believe that the impact of special items may obscure or distort trends in the results of our ongoing operations and that investors evaluating our results may find core earnings information, which excludes such impact, to be a useful supplement to GAAP information. However, it should be noted that determining whether an item is a "special item" involves judgment by management. The impact of special items could be material to our operating results computed in accordance with GAAP in a period.

### **Cash Basis Measures**

Cash basis measures, such as cash earnings, and cash ROE, are computed by adding back to net income the after-tax amount of amortization of goodwill and other intangibles (and other non-cash charges such as depreciation). We believe that some investors can find it useful to review cash basis measures because non-cash charges such as the amortization of goodwill and other intangibles are accounting concepts that do not deplete an issuer's cash reserves. We believe these measures provide additional information on our ability to meet our fixed charges and present them solely as supplemental measures.

### **Common Equity**

GAAP does not prescribe a method for allocating equity to business segments. For management and reporting purposes, we attribute common equity to our business segments (including the Other segment) based on methodologies designed to measure the equity capital necessary to underpin the risks of the businesses in each segment, as discussed on page 54 of our 2002 Annual Report. The methodology used to allocate capital involves judgment by management, is revised from time to time, and significantly impacts other measures such as business segment ROE and Economic Profit.

### **Economic Profit**

Economic Profit is calculated using cash operating earnings (i.e., net income available to common shareholders excluding the after-tax impact of special items and amortization of goodwill and other intangibles), less a charge for the cost of common equity. We disclose Economic Profit as it is used by our management to evaluate the performance of our business segments and because some investors may also find it useful in evaluating our financial performance and analyzing trends in our businesses. It should be recognized that this measure reflects numerous judgments by management, including those related to the cost of capital and the allocation of common equity among business segments. Page 26 of our 2002 Annual Report provides a discussion of Economic Profit.

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## Explanation of Certain Terms

### Average assets

Calculated as the average of the daily assets for the period.

### Average deposits

Calculated as the average of the daily deposits for the period.

### Average common equity

Calculated on the average of the month-end common equity balances for the period. Attributed to the segments as discussed under "Common Equity" in "Notes to Users."

### Average earning assets

Calculated as the average of the daily earning assets for the period. Earning assets include deposits with other banks, securities, assets purchased under reverse repurchase agreements and loans.

### Average loans and acceptances

Calculated as the average of the daily loans and acceptances for the period.

### Cash Basis Measures

Computed by adding back to net income the after-tax amount of amortization of goodwill and intangibles.

### Economic Capital

An estimate of the amount of equity required to underpin risks consistent with the bank's desired solvency standard and debt rating. Specifically, Economic Capital is determined based on an assessment of credit, insurance, goodwill and intangible, trading market, operational, business, fixed asset and non-trading market risks taken to generate profits in a particular business segment.

### Economic Profit

Net income available to common shareholders excluding the after-tax impact of special items and amortization of goodwill and other intangibles, less a charge for the cost of common equity. See "Economic Profit" in "Notes to Users".

### Efficiency ratio

Non-interest expenses as a percentage of gross revenues.

### Market capitalization

End of period shares outstanding multiplied by the closing share price.

### Net interest margin

Net interest income divided by average assets, or by average earning assets.

### Regulation G

A regulation under the United States Securities Exchange Act of 1934, which requires certain disclosure when a company provides financial information that is calculated and presented on the basis of methodologies other than in accordance with GAAP.

### Reported Basis

Based on information found in the financial statements prepared in accordance with United States generally accepted accounting principles (GAAP).

### Return on assets

Net income divided by average assets.

### Return on equity (ROE)

Net income available to common shareholders divided by average common equity for the period.

### Special items

Certain transactions or events that affect our reported results that in management's view are not part of our normal day-to-day business operations. See "Special Items/Core Earnings" in "Notes to Users".

**INCOME STATEMENT<sup>1</sup>**  
**(C\$ MM)**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Interest income	3,626	3,501	3,716	3,746	3,653	3,456	3,816	4,173	4,303	10,843	10,925	14,671	17,307	16,109	14,200
Interest expense	(1,885)	(1,805)	(1,913)	(1,938)	(1,893)	(1,733)	(1,956)	(2,413)	(2,596)	(5,603)	(5,582)	(7,520)	(10,810)	(10,830)	(9,083)
Net interest income	1,741	1,696	1,803	1,808	1,760	1,723	1,860	1,760	1,707	5,240	5,343	7,151	6,497	5,279	5,117
Non-interest revenue	2,226	2,053	2,161	2,103	2,101	2,189	2,186	2,265	1,963	6,440	6,476	8,579	8,155	6,680	5,491
Gross revenues	3,967	3,749	3,964	3,911	3,861	3,912	4,046	4,025	3,670	11,680	11,819	15,730	14,652	11,959	10,608
Provision for credit losses (PCL)	(167)	(211)	(200)	(235)	(216)	(328)	(286)	(425)	(236)	(578)	(830)	(1,065)	(1,119)	(691)	(760)
Non-interest expense	(2,581)	(2,514)	(2,559)	(2,601)	(2,515)	(2,519)	(2,609)	(2,636)	(2,598)	(7,654)	(7,643)	(10,244)	(9,641)	(7,628)	(7,141)
Income taxes	(413)	(304)	(410)	(315)	(381)	(329)	(390)	(256)	(372)	(1,127)	(1,100)	(1,415)	(1,350)	(1,412)	(974)
Non-controlling interest	(30)	(31)	(28)	(28)	(27)	(26)	(27)	(28)	(28)	(89)	(80)	(108)	(107)	(20)	(8)
Net income	776	689	767	732	722	710	734	680	436	2,232	2,166	2,898	2,435	2,208	1,725
Preferred dividends	(12)	(22)	(23)	(24)	(25)	(24)	(25)	(31)	(37)	(57)	(74)	(98)	(135)	(134)	(157)
Net income available to common	764	667	744	708	697	686	709	649	399	2,175	2,092	2,800	2,300	2,074	1,568
Net income, excluding special items	776	689	767	732	722	710	734	441	582	2,232	2,166	2,898	2,231	2,208	1,813
Effective tax rate	33.9%	29.7%	34.0%	29.3%	33.7%	30.9%	33.9%	26.6%	44.5%	32.7%	32.9%	32.0%	34.7%	38.8%	36.0%

**PROFITABILITY MEASURES**

Earnings per share (EPS) - basic	\$1.16	\$1.00	\$1.12	\$1.06	\$1.04	\$1.02	\$1.05	\$0.95	\$0.60	\$3.28	\$3.10	\$4.16	\$3.58	\$3.42	\$2.50
- diluted	\$1.14	\$0.99	\$1.10	\$1.05	\$1.02	\$1.01	\$1.04	\$0.94	\$0.60	\$3.24	\$3.07	\$4.12	\$3.55	\$3.40	\$2.48
- diluted, excl. special items <sup>2</sup>	\$1.14	\$0.99	\$1.10	\$1.05	\$1.02	\$1.01	\$1.04	\$0.60	\$0.82	\$3.24	\$3.07	\$4.12	\$3.24	\$3.40	\$2.63
Return on common equity (ROE)	17.4%	15.4%	16.9%	16.3%	16.1%	16.8%	17.1%	15.7%	10.8%	16.6%	16.7%	16.6%	16.6%	19.3%	15.3%
ROE, excl. special items <sup>2</sup>	17.4%	15.4%	16.9%	16.3%	16.1%	16.8%	17.1%	9.9%	14.8%	16.6%	16.7%	16.6%	15.1%	19.3%	16.1%
Return on assets	0.77%	0.71%	0.77%	0.78%	0.78%	0.78%	0.79%	0.78%	0.50%	0.75%	0.79%	0.78%	0.73%	0.78%	0.64%
Return on assets after preferred dividends	0.75%	0.68%	0.74%	0.73%	0.75%	0.76%	0.77%	0.74%	0.46%	0.73%	0.76%	0.75%	0.69%	0.73%	0.58%
Return on risk adjusted assets	1.82%	1.71%	1.82%	1.76%	1.70%	1.72%	1.72%	1.58%	1.01%	1.76%	1.72%	1.73%	1.47%	1.44%	1.14%

**COMMON SHARE INFORMATION**

Shares outstanding (000s) - end of period	658,612	662,427	666,439	665,257	671,671	673,860	673,596	674,021	683,312	658,612	671,671	665,257	674,021	602,398	617,768
- average (basic)	660,810	664,634	666,006	668,868	673,787	673,751	674,465	681,758	658,296	663,808	674,004	672,571	641,516	606,389	626,158
- average (diluted)	668,133	671,991	674,035	676,010	680,712	680,336	679,729	687,334	663,996	671,362	680,370	679,153	647,216	609,865	632,305
Shares repurchased - (000s)	5,011	5,074	885	6,963	3,275	2,346	1,709	9,702	1,225	10,970	7,330	14,293	10,927	19,737	5,243
- (C\$ MM)	296	293	49	368	169	119	108	448	61	638	396	764	509	99	52
Market capitalization (C\$ MM)	38,792	39,613	36,854	36,197	35,901	37,042	33,680	31,544	34,822	38,792	35,901	36,197	31,544	29,096	19,599
Common share price - High (intraday)	\$61.64	\$59.91	\$59.86	\$57.55	\$58.89	\$57.07	\$52.45	\$53.25	\$51.50	\$61.64	\$58.89	\$58.89	\$53.25	\$48.88	\$42.13
- Low (intraday)	\$56.75	\$53.26	\$53.91	\$48.80	\$45.05	\$46.36	\$46.81	\$41.60	\$42.80	\$53.26	\$45.05	\$45.05	\$41.60	\$27.25	\$29.65
- Close	\$58.90	\$59.80	\$55.30	\$54.41	\$53.45	\$54.97	\$50.00	\$46.80	\$50.96	\$58.90	\$53.45	\$54.41	\$46.80	\$48.30	\$31.73
Dividends per share	\$0.43	\$0.43	\$0.40	\$0.40	\$0.38	\$0.38	\$0.36	\$0.36	\$0.36	\$1.26	\$1.12	\$1.52	\$1.38	\$1.14	\$0.94
Dividend yield	2.9%	3.0%	2.8%	3.0%	2.9%	2.9%	2.9%	3.0%	3.1%	2.9%	2.9%	2.9%	2.9%	3.0%	2.6%
Dividend payout ratio	37%	43%	36%	38%	37%	37%	34%	38%	62%	38%	36%	37%	39%	33%	37%
Common dividends paid (C\$ MM)	284	285	267	266	256	256	244	244	246	836	756	1,022	897	689	588
Preferred dividends paid (C\$ MM)	12	22	23	24	25	24	25	31	37	57	74	98	135	134	157
P/E ratio (4-quarters trailing earnings) <sup>3</sup>	13.8	13.6	13.6	12.9	13.0	14.4	14.1	13.3	13.4	13.4	14.2	12.6	13.4	11.2	14.5
Book value per share	\$26.73	\$26.59	\$26.66	\$25.91	\$25.71	\$25.13	\$24.70	\$24.06	\$23.87	\$26.73	\$25.71	\$25.91	\$24.06	\$18.75	\$16.89
Market price/book value	220%	225%	207%	210%	208%	219%	202%	195%	214%	220%	208%	210%	195%	258%	188%

<sup>1</sup>As a result of adopting FASB standards on Business Combinations (FAS 141) and Goodwill and Other Intangible Assets (FAS 142) net income, diluted EPS and ROE exclude goodwill amortization effective Q1/02.

<sup>2</sup>Special items are shown on pages 27-28.

<sup>3</sup>Average of high and low common share price divided by diluted earnings per share.

**RESULTS BY BUSINESS SEGMENT**

(C\$ MM)

**RBC Banking**
**Personal and Commercial Banking**
**Income Statement**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Net interest income	1,422	1,352	1,394	1,426	1,365	1,339	1,427	1,440	1,384	4,168	4,131	5,557	5,343	4,699	4,401
Non-interest revenue	538	516	565	505	524	517	544	516	492	1,619	1,585	2,090	1,873	1,569	1,386
Gross revenues	1,960	1,868	1,959	1,931	1,889	1,856	1,971	1,956	1,876	5,787	5,716	7,647	7,216	6,268	5,787
Provision for credit losses	(135)	(158)	(130)	(122)	(145)	(158)	(201)	(171)	(175)	(423)	(504)	(626)	(732)	(649)	(575)
Non-interest expense	(1,163)	(1,153)	(1,178)	(1,161)	(1,109)	(1,108)	(1,142)	(1,181)	(1,242)	(3,494)	(3,359)	(4,520)	(4,388)	(3,776)	(3,837)
Other <sup>1</sup>	(248)	(208)	(239)	(246)	(242)	(228)	(239)	(271)	(231)	(695)	(709)	(955)	(922)	(779)	(583)
Net income - total	414	349	412	402	393	362	389	333	228	1,175	1,144	1,546	1,174	1,064	792
- U.S. (included in total)	41	39	60	57	49	42	58	11	(46)	140	149	206	(36)	n/a	n/a
Contribution to total RBC net income	53%	51%	54%	55%	54%	51%	53%	49%	52%	53%	53%	53%	48%	48%	46%
ROE	22.6%	18.8%	21.5%	19.8%	19.9%	18.4%	18.8%	14.6%	11.1%	21.0%	19.1%	19.2%	16.8%	19.5%	17.0%
Efficiency ratio <sup>2</sup>	59.3%	61.7%	60.1%	60.1%	58.7%	59.7%	57.9%	60.4%	66.2%	60.4%	58.8%	59.1%	60.8%	60.2%	66.3%

**Income Statement (excluding special items)<sup>3</sup>**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Net interest income	1,422	1,352	1,394	1,426	1,365	1,339	1,427	1,440	1,384	4,168	4,131	5,557	5,343	4,699	4,401
Non-interest revenue	538	516	565	505	524	517	544	516	492	1,619	1,585	2,090	1,866	1,569	1,358
Gross revenues	1,960	1,868	1,959	1,931	1,889	1,856	1,971	1,956	1,876	5,787	5,716	7,647	7,209	6,268	5,759
Provision for credit losses	(135)	(158)	(130)	(122)	(145)	(158)	(201)	(171)	(175)	(423)	(504)	(626)	(732)	(649)	(540)
Non-interest expense	(1,163)	(1,153)	(1,178)	(1,161)	(1,109)	(1,108)	(1,142)	(1,181)	(1,151)	(3,494)	(3,359)	(4,520)	(4,297)	(3,776)	(3,787)
Other <sup>1</sup>	(248)	(208)	(239)	(246)	(242)	(228)	(239)	(262)	(229)	(695)	(709)	(955)	(910)	(779)	(607)
Net income - total	414	349	412	402	393	362	389	342	321	1,175	1,144	1,546	1,270	1,064	825
- U.S. (included in total)	41	39	60	57	49	42	58	11	11	140	149	206	21	n/a	n/a
Contribution to total RBC net income	53%	51%	54%	55%	54%	51%	53%	78%	55%	53%	53%	53%	57%	48%	46%
ROE	22.6%	18.8%	21.5%	19.8%	19.9%	18.4%	18.8%	15.0%	15.9%	21.0%	19.1%	19.2%	18.3%	19.5%	17.8%
Efficiency ratio <sup>2</sup>	59.3%	61.7%	60.1%	60.1%	58.7%	59.7%	57.9%	60.4%	61.4%	60.4%	58.8%	59.1%	59.6%	60.2%	65.8%

**Average Balances**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Assets	162,300	160,700	160,600	159,300	154,900	155,800	156,000	155,600	147,900	161,200	155,600	156,500	143,000	129,700	122,500
Earning assets	154,200	152,200	151,900	150,400	146,400	146,800	146,800	146,200	139,400	154,200	146,700	147,600	135,200	122,900	116,000
Loans and acceptances	149,800	147,800	147,000	146,300	143,200	144,000	144,300	143,900	138,100	148,200	143,800	144,400	135,400	125,700	118,500
Deposits	129,600	128,000	127,400	125,200	122,300	121,800	122,400	121,100	115,200	128,300	122,200	122,900	111,400	98,900	94,600
Common equity	7,250	7,400	7,500	7,850	7,650	7,850	8,000	8,700	7,600	7,400	7,850	7,850	6,700	5,100	4,300

**Other Statistics**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Net interest margin (average assets)	3.48%	3.45%	3.44%	3.55%	3.50%	3.52%	3.63%	3.67%	3.71%	3.46%	3.55%	3.55%	3.74%	3.62%	3.59%
Net interest margin (average earning assets)	3.66%	3.64%	3.64%	3.76%	3.70%	3.74%	3.86%	3.91%	3.94%	3.61%	3.76%	3.76%	3.95%	3.82%	3.79%
Amortization of other intangibles <sup>4</sup>	8	13	12	12	12	10	14	13	9	33	36	48	26	3	-
Number of employees (FTE)	37,089	36,012	36,003	35,014	35,069	34,175	34,580	34,845	35,306	37,089	35,069	35,014	34,845	31,246	34,303

**Credit Quality**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Nonaccrual loans															
Domestic - Residential mortgages	101	102	103	102	106	128	141	142	132	101	106	102	142	185	n/a
- Personal	229	240	257	270	282	292	296	305	300	229	282	270	305	243	n/a
- Commercial	454	508	499	534	584	614	632	657	649	454	584	534	657	593	n/a
U.S. and Other International	242	246	233	251	245	187	189	197	174	242	245	251	197	48	n/a
Total nonaccrual loans	1,026	1,096	1,092	1,157	1,217	1,221	1,258	1,301	1,255	1,026	1,217	1,157	1,301	1,069	n/a
Net charge-offs															
Domestic - Residential mortgages	2	2	1	2	2	3	3	5	4	5	8	10	15	11	n/a
- Personal	113	139	100	99	121	127	133	112	124	352	381	480	478	457	n/a
- Commercial	35	28	16	50	44	50	45	62	46	79	139	189	193	180	n/a
U.S. and Other International	14	15	15	16	17	15	17	29	8	44	49	65	38	4	n/a
Total net charge-offs	164	184	132	167	184	195	198	208	182	480	577	744	724	652	n/a
Net charge-offs as a percentage of average loans and acceptances	0.43%	0.51%	0.36%	0.45%	0.51%	0.56%	0.54%	0.57%	0.52%	0.43%	0.54%	0.52%	0.53%	0.52%	n/a

<sup>1</sup>Includes income taxes and non-controlling interest.

<sup>2</sup>Defined on page 1.

<sup>3</sup>Special items are shown on pages 27-28.

<sup>4</sup>After-tax amount. Excludes goodwill.

**RESULTS BY BUSINESS SEGMENT**

(C\$ MM)

	<u>Q3/03</u>	<u>Q2/03</u>	<u>Q1/03</u>	<u>Q4/02</u>	<u>Q3/02</u>	<u>Q2/02</u>	<u>Q1/02</u>	<u>Q4/01</u>	<u>Q3/01</u>	<u>2003</u> 9 months	<u>2002</u> 9 months	<u>2002</u>	<u>2001</u>	<u>2000</u>	<u>1999</u>
<b>RBC Insurance</b>															
<b>Insurance</b>															
<b>Income Statement</b>															
Net interest income	83	58	67	65	54	53	51	55	54	208	158	223	206	84	47
Non-interest revenue	87	96	88	107	85	84	81	93	87	271	250	357	336	163	174
Gross revenues	170	154	155	172	139	137	132	148	141	479	408	580	542	247	221
Provision for credit losses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Non-interest expense	(117)	(98)	(101)	(121)	(91)	(93)	(94)	(103)	(103)	(316)	(278)	(399)	(375)	(173)	(133)
Other <sup>1</sup>	4	-	-	-	1	4	4	(2)	9	4	9	9	6	29	20
Net income - total	57	56	54	51	49	48	42	43	47	167	139	190	173	103	108
- U.S. (included in total)	6	11	10	9	10	11	5	12	14	27	26	35	39	n/a	n/a
Contribution to total RBC net income	7%	8%	7%	7%	7%	7%	6%	6%	11%	7%	6%	7%	7%	5%	6%
ROE	24.4%	28.6%	26.8%	26.7%	26.6%	26.6%	23.0%	18.6%	20.2%	26.4%	25.4%	25.7%	20.0%	38.6%	56.0%
<b>Income Statement (excluding special items)<sup>2</sup></b>															
Net interest income	83	58	67	65	54	53	51	55	54	208	158	223	206	84	47
Non-interest revenue	87	96	88	107	85	84	81	93	87	271	250	357	336	163	174
Gross revenues	170	154	155	172	139	137	132	148	141	479	408	580	542	247	221
Provision for credit losses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Non-interest expense	(117)	(98)	(101)	(121)	(91)	(93)	(94)	(103)	(103)	(316)	(278)	(399)	(375)	(173)	(133)
Other <sup>1</sup>	4	-	-	-	1	4	4	(2)	9	4	9	9	6	29	20
Net income - total	57	56	54	51	49	48	42	43	47	167	139	190	173	103	108
- U.S. (included in total)	6	11	10	9	10	11	5	12	14	27	26	35	39	n/a	n/a
Contribution to total RBC net income	7%	8%	7%	7%	7%	7%	6%	10%	8%	7%	6%	7%	8%	5%	6%
ROE	24.4%	28.6%	26.8%	26.7%	26.6%	26.6%	23.0%	18.6%	20.2%	26.4%	25.4%	25.7%	20.0%	38.6%	56.0%
<b>Average Balances</b>															
Assets	8,700	7,400	7,600	7,000	6,900	6,900	6,700	7,300	6,900	7,900	6,800	6,900	6,300	2,200	1,400
Loans and acceptances	700	300	300	400	400	400	400	400	400	400	400	400	300	-	n/a
Common equity	900	800	800	750	700	700	700	900	900	850	700	700	800	300	200
<b>Other Statistics</b>															
Net interest margin	3.78%	3.21%	3.50%	3.68%	3.10%	3.15%	3.02%	2.99%	3.10%	3.52%	3.11%	3.23%	3.27%	3.82%	3.36%
Amortization of other intangibles <sup>3</sup>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Premiums & deposits	556	478	534	549	536	459	479	465	440	1,568	1,474	2,023	1,812	1,208	
Earned premiums	372	380	406	424	423	438	279	373	334	1,158	1,140	1,564	1,419	923	
Fee revenue/other	34	26	48	74	38	25	42	54	31	108	105	179	130	12	
Policy benefits	(264)	(244)	(315)	(319)	(300)	(302)	(160)	(298)	(212)	(823)	(762)	(1,081)	(985)	(626)	
Acquisition costs	(55)	(66)	(51)	(72)	(76)	(77)	(80)	(36)	(66)	(172)	(233)	(305)	(228)	(146)	
Number of employees (FTE)	2,856	2,738	2,712	2,641	2,668	2,632	2,649	2,583	2,607	2,856	2,668	2,641	2,583	1,318	1,154

<sup>1</sup>Includes income taxes and non-controlling interest.

<sup>2</sup>Special items are shown on pages 27-28.

<sup>3</sup>After-tax amount. Excludes goodwill.

**RESULTS BY BUSINESS SEGMENT**

(C\$ MM)

**RBC Investments**
**Wealth Management**
**Income Statement**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Net interest income	103	107	116	96	91	86	98	91	105	326	275	371	384	359	267
Non-interest revenue	801	721	768	784	806	833	853	928	653	2,290	2,492	3,276	2,859	1,958	1,513
Gross revenues	904	828	884	880	897	919	951	1,019	758	2,616	2,767	3,647	3,243	2,317	1,780
Provision for credit losses	-	-	-	(1)	-	1	1	1	(1)	-	2	1	(2)	1	-
Non-interest expense	(733)	(731)	(725)	(733)	(770)	(813)	(828)	(676)	(660)	(2,189)	(2,411)	(3,144)	(2,510)	(1,666)	(1,385)
Other <sup>1</sup>	(58)	(28)	(55)	(50)	(43)	(29)	(36)	(86)	(41)	(141)	(108)	(158)	(223)	(239)	(123)
Net income - total	113	69	104	96	84	78	88	258	56	286	250	346	508	413	272
- U.S. (included in total)	31	9	13	11	11	(15)	(8)	(22)	(31)	53	(12)	(1)	(81)	n/a	n/a
Contribution to total RBC net income	15%	10%	14%	13%	12%	11%	12%	38%	13%	13%	12%	12%	21%	19%	16%
ROE	16.7%	9.8%	14.7%	12.2%	10.7%	10.2%	11.1%	49.1%	10.1%	13.8%	10.7%	11.1%	27.0%	47.8%	57.7%

**Income Statement (excluding special items)<sup>2</sup>**

Net interest income	103	107	116	96	91	86	98	91	105	326	275	371	384	359	267
Non-interest revenue	801	721	768	784	806	833	853	615	653	2,290	2,492	3,276	2,510	1,958	1,513
Gross revenues	904	828	884	880	897	919	951	706	758	2,616	2,767	3,647	2,894	2,317	1,780
Provision for credit losses	-	-	-	(1)	-	1	1	1	(1)	-	2	1	(2)	1	-
Non-interest expense	(733)	(731)	(725)	(733)	(770)	(813)	(828)	(676)	(660)	(2,189)	(2,411)	(3,144)	(2,510)	(1,666)	(1,385)
Other <sup>1</sup>	(58)	(28)	(55)	(50)	(43)	(29)	(36)	(24)	(36)	(141)	(108)	(158)	(148)	(239)	(123)
Net income - total	113	69	104	96	84	78	88	7	61	286	250	346	234	413	272
- U.S. (included in total)	31	9	13	11	11	(15)	(8)	(22)	(31)	53	(12)	(1)	(81)	n/a	n/a
Contribution to total RBC net income	15%	10%	14%	13%	12%	11%	12%	2%	10%	13%	12%	12%	10%	19%	15%
ROE	16.7%	9.8%	14.7%	12.2%	10.7%	10.2%	11.1%	0.6%	11.1%	13.8%	10.7%	11.1%	11.9%	47.8%	57.7%

**Average Balances**

Assets	17,600	18,300	17,800	17,500	16,300	15,100	11,500	11,800	12,400	17,900	14,300	15,100	11,300	8,000	8,900
Loans and acceptances	3,500	4,300	4,600	4,500	4,500	4,100	3,700	4,000	4,100	4,100	4,100	4,200	4,000	2,600	n/a
Deposits	18,100	17,800	17,700	16,700	15,700	15,900	15,900	15,900	16,000	17,900	15,900	16,100	15,600	14,400	n/a
Common equity	2,650	2,700	2,700	3,000	2,950	2,950	2,950	2,100	2,000	2,700	2,950	3,000	1,800	800	500

**Other Statistics**

Net interest margin	2.32%	2.40%	2.59%	2.18%	2.21%	2.34%	3.38%	3.06%	3.36%	2.43%	2.57%	2.46%	3.40%	4.49%	3.00%
Amortization of other intangibles <sup>3</sup>	3	4	4	4	3	3	2	4	3	11	8	12	10	8	-
Number of employees (FTE)	10,563	10,886	11,151	12,001	12,169	12,261	12,885	10,512	10,897	10,563	12,169	12,001	10,512	7,553	6,764

**Credit Quality**

Nonaccrual loans															
Domestic - Personal	-	1	3	5	4	4	4	5	11	-	4	5	5	4	n/a
- Commercial	-	-	-	-	4	4	4	4	-	-	4	-	4	-	n/a
U.S. and Other International	2	2	2	2	2	2	2	2	2	2	2	2	2	2	n/a
Total nonaccrual loans	2	3	5	7	10	10	10	11	13	2	10	7	11	6	n/a
Total net charge-offs	-	2	-	4	1	-	-	-	1	2	1	5	1	-	n/a
Net charge-offs as a percentage of average loans and acceptances	-	0.19%	-	0.35%	0.09%	-	-	-	0.10%	0.07%	0.03%	0.12%	0.03%	-	n/a

<sup>1</sup>Includes income taxes and non-controlling interest.

<sup>2</sup>Special items are shown on pages 27-28.

<sup>3</sup>After-tax amount. Excludes goodwill.

**RESULTS BY BUSINESS SEGMENT**

(C\$ MM)

**RBC Capital Markets**
**Corporate and Investment Banking**
**Income Statement**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Net interest income	85	103	109	104	109	141	178	151	122	297	428	532	408	21	376
Non-interest revenue	603	515	578	540	536	523	543	506	565	1,696	1,602	2,142	2,352	2,287	1,588
Gross revenues	688	618	687	644	645	664	721	657	687	1,993	2,030	2,674	2,760	2,308	1,964
Provision for credit losses	(39)	(58)	(77)	(117)	(76)	(175)	(97)	(259)	(68)	(174)	(348)	(465)	(407)	(91)	(223)
Non-interest expense	(420)	(394)	(426)	(407)	(414)	(388)	(418)	(455)	(435)	(1,240)	(1,220)	(1,627)	(1,804)	(1,456)	(1,305)
Other <sup>1</sup>	(82)	(69)	(68)	(24)	(53)	(6)	(60)	43	(84)	(219)	(119)	(143)	(200)	(259)	(135)
Net income - total	147	97	116	96	102	95	146	(14)	100	360	343	439	349	502	301
- U.S. (included in total)	19	25	24	(9)	33	(36)	(24)	(115)	(34)	68	(27)	(36)	(77)	n/a	n/a
Contribution to total RBC net income	19%	14%	15%	13%	14%	13%	20%	(2%)	23%	16%	16%	15%	14%	23%	17%
ROE	15.9%	9.8%	11.1%	9.3%	9.6%	9.4%	13.7%	(2.4%)	10.3%	12.2%	10.9%	10.5%	9.6%	20.8%	15.3%

**Income Statement (excluding special items)<sup>2</sup>**

Net interest income	85	103	109	104	109	141	178	151	122	297	428	532	408	21	376
Non-interest revenue	603	515	578	540	536	523	543	506	565	1,696	1,602	2,142	2,352	2,287	1,588
Gross revenues	688	618	687	644	645	664	721	657	687	1,993	2,030	2,674	2,760	2,308	1,964
Provision for credit losses	(39)	(58)	(77)	(117)	(76)	(175)	(97)	(259)	(68)	(174)	(348)	(465)	(407)	(91)	(168)
Non-interest expense	(420)	(394)	(426)	(407)	(414)	(388)	(418)	(455)	(435)	(1,240)	(1,220)	(1,627)	(1,804)	(1,456)	(1,222)
Other <sup>1</sup>	(82)	(69)	(68)	(24)	(53)	(6)	(60)	46	(60)	(219)	(119)	(143)	(173)	(259)	(195)
Net income - total	147	97	116	96	102	95	146	(11)	124	360	343	439	376	502	379
- U.S. (included in total)	19	25	24	(9)	33	(36)	(24)	(115)	(34)	68	(27)	(36)	(77)	n/a	n/a
Contribution to total RBC net income	19%	14%	15%	13%	14%	13%	20%	(2%)	21%	16%	16%	15%	17%	23%	21%
ROE	15.9%	9.8%	11.1%	9.3%	9.6%	9.4%	13.7%	(2.0%)	13.1%	12.2%	10.9%	10.5%	10.5%	20.8%	19.7%

**Average Balances**

Assets	205,400	199,400	199,600	187,400	177,500	176,000	181,600	161,900	164,100	201,500	178,400	180,700	159,500	131,900	127,300
Loans and acceptances	22,500	25,800	26,700	27,100	27,600	29,200	31,300	30,200	29,300	25,000	29,400	28,800	30,700	31,400	n/a
Deposits	79,700	77,300	83,900	84,000	78,800	79,900	81,500	74,400	72,400	80,300	80,100	81,100	73,600	61,900	n/a
Common equity	3,650	3,950	3,950	3,850	4,000	3,900	4,050	3,500	3,500	3,850	4,000	3,950	3,300	2,300	1,800

**Other Statistics**

Net interest margin	0.16%	0.21%	0.22%	0.22%	0.24%	0.33%	0.39%	0.37%	0.29%	0.20%	0.32%	0.29%	0.26%	0.02%	0.30%
Amortization of other intangibles <sup>3</sup>	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-
Number of employees (FTE)	2,943	2,903	2,874	2,938	2,966	2,931	2,922	2,954	3,034	2,943	2,966	2,938	2,954	2,541	2,651

**Credit Quality**

Nonaccrual loans															
Domestic corporate	312	450	350	361	367	419	494	510	371	312	367	361	510	344	n/a
U.S. and Other International corporate	538	592	898	733	716	818	883	604	517	538	716	733	604	216	n/a
Total nonaccrual loans	850	1,042	1,248	1,094	1,083	1,237	1,377	1,114	888	850	1,083	1,094	1,114	560	n/a
Net charge-offs															
Domestic corporate	32	-	-	15	44	7	-	8	6	32	51	66	44	(3)	n/a
U.S. and Other International corporate	38	44	14	119	127	152	46	141	1	96	325	444	188	53	n/a
Total net charge-offs	70	44	14	134	171	159	46	149	7	128	376	510	232	50	n/a
Net charge-offs as a percentage of average loans and acceptances	1.23%	0.70%	0.21%	1.96%	2.46%	2.23%	0.58%	1.96%	0.09%	0.68%	1.71%	1.77%	0.76%	0.16%	n/a

<sup>1</sup>Includes income taxes and non-controlling interest.

<sup>2</sup>Special items are shown on pages 27-28.

<sup>3</sup>After-tax amount. Excludes goodwill.

**RESULTS BY BUSINESS SEGMENT**

(C\$ MM)

**RBC Global Services**
**Transaction Processing**
**Income Statement**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01
Net interest income	42	36	45	33	36	33	34	39	34
Non-interest revenue	176	162	167	170	176	166	160	159	156
Gross revenues	218	198	212	203	212	199	194	198	190
Provision for credit losses	-	(2)	-	(3)	(2)	(3)	(2)	-	-
Non-interest expense	(149)	(143)	(144)	(137)	(140)	(137)	(134)	(125)	(124)
Other <sup>1</sup>	(20)	(16)	(20)	(19)	(21)	(19)	(18)	(24)	(19)
Net income - total	49	37	48	44	49	40	40	49	47
- U.S. (included in total)	2	1	2	1	2	4	2	3	4
Contribution to total RBC net income	6%	5%	6%	6%	7%	6%	5%	7%	11%
ROE	30.4%	23.2%	30.2%	29.6%	32.4%	27.1%	25.7%	36.5%	33.8%

2003 9 months	2002 9 months	2002	2001	2000	1999
123	103	136	148	160	168
505	502	672	710	691	619
628	605	808	858	851	787
(2)	(7)	(10)	2	21	(6)
(436)	(411)	(548)	(485)	(547)	(535)
(56)	(58)	(77)	(109)	(140)	(104)
134	129	173	266	185	142
5	8	9	17	n/a	n/a
6%	6%	6%	11%	8%	8%
27.9%	28.4%	28.7%	49.3%	39.5%	29.8%

**Income Statement (excluding special items)<sup>2</sup>**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01
Net interest income	42	36	45	33	36	33	34	39	34
Non-interest revenue	176	162	167	170	176	166	160	159	156
Gross revenues	218	198	212	203	212	199	194	198	190
Provision for credit losses	-	(2)	-	(3)	(2)	(3)	(2)	-	-
Non-interest expense	(149)	(143)	(144)	(137)	(140)	(137)	(134)	(125)	(124)
Other <sup>1</sup>	(20)	(16)	(20)	(19)	(21)	(19)	(18)	(24)	(19)
Net income - total	49	37	48	44	49	40	40	49	47
- U.S. (included in total)	2	1	2	1	2	4	2	3	4
Contribution to total RBC net income	6%	5%	6%	6%	7%	6%	5%	11%	8%
ROE	30.4%	23.2%	30.2%	29.6%	32.4%	27.1%	25.7%	36.5%	33.8%

2003 9 months	2002 9 months	2002	2001	2000	1999
123	103	136	148	160	168
505	502	672	621	691	619
628	605	808	769	851	787
(2)	(7)	(10)	2	21	(6)
(436)	(411)	(548)	(485)	(547)	(535)
(56)	(58)	(77)	(97)	(140)	(104)
134	129	173	189	185	142
5	8	9	17	n/a	n/a
6%	6%	6%	8%	8%	8%
27.9%	28.4%	28.7%	34.7%	39.5%	29.8%

**Average Balances**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01
Assets	1,900	2,000	2,300	2,500	2,400	2,400	2,400	2,500	2,500
Loans and acceptances	1,300	1,400	1,700	1,900	1,900	1,800	1,900	2,100	2,100
Deposits	11,300	10,700	10,900	8,700	8,100	8,200	8,200	8,200	7,900
Common equity	650	650	600	600	600	600	600	500	500

2003 9 months	2002 9 months	2002	2001	2000	1999
2,100	2,400	2,400	2,400	1,600	1,800
1,500	1,900	1,900	2,000	1,200	n/a
11,000	8,200	8,300	7,700	7,600	n/a
650	600	600	500	400	400

**Other Statistics**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01
Net interest margin	8.77%	7.38%	7.76%	5.24%	5.95%	5.64%	5.62%	6.19%	5.40%
Amortization of other intangibles <sup>3</sup>	-	-	-	1	-	-	-	-	-
Number of employees (FTE)	2,601	2,556	2,582	2,571	2,552	2,503	2,541	2,557	2,218

2003 9 months	2002 9 months	2002	2001	2000	1999
7.83%	5.74%	5.67%	6.17%	10.00%	9.33%
-	-	1	-	-	-
2,601	2,552	2,571	2,557	2,425	2,360

**Credit Quality**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01
Nonaccrual loans	-	-	-	-	-	-	-	-	-
Domestic	-	-	-	-	-	-	-	-	-
U.S. and Other International	21	22	29	30	28	31	39	8	8
Total nonaccrual loans	21	22	29	30	28	31	39	8	8
Total net charge-offs - International	-	5	-	(1)	-	-	-	-	-
Net charge-offs as a percentage of average loans and acceptances	-	1.46%	-	(0.21%)	-	-	-	-	-

2003 9 months	2002 9 months	2002	2001	2000	1999
-	-	-	-	-	n/a
21	28	30	8	15	n/a
21	28	30	8	15	n/a
5	-	(1)	7	2	n/a
0.45%	-	(0.05%)	0.35%	0.17%	n/a

<sup>1</sup>Includes income taxes and non-controlling interest.

<sup>2</sup>Special items are shown on pages 27-28.

<sup>3</sup>After-tax amount. Excludes goodwill.

**RESULTS BY BUSINESS SEGMENT**

(C\$ MM)

**Other**
**Income Statement**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Net interest income	6	40	72	84	105	71	72	(16)	8	118	248	332	8	(44)	(142)
Non-interest revenue	21	43	(5)	(3)	(26)	66	5	63	10	59	45	42	25	12	211
Gross revenues	27	83	67	81	79	137	77	47	18	177	293	374	33	(32)	69
Provision for credit losses	7	7	7	8	7	7	13	4	8	21	27	35	20	27	44
Non-interest expense	1	5	15	(42)	9	20	7	(96)	(34)	21	36	(6)	(79)	(10)	54
Other <sup>1</sup>	(39)	(14)	(56)	(4)	(50)	(77)	(68)	56	(34)	(109)	(195)	(199)	(9)	(44)	(57)
Net income - total	(4)	81	33	43	45	87	29	11	(42)	110	161	204	(35)	(59)	110
- U.S. (included in total)	(2)	-	-	(3)	-	-	-	-	-	(2)	-	(3)	-	n/a	n/a
Contribution to total RBC net income	-	12%	4%	6%	6%	12%	4%	2%	(10%)	5%	7%	7%	(1%)	(3%)	7%
ROE	(0.8%)	14.9%	6.3%	14.0%	14.0%	47.2%	85.7%	4.7%	n/m	6.6%	30.3%	25.0%	(5.3%)	(3.7%)	2.2%

**Income Statement (excluding special items) <sup>2</sup>**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Net interest income	6	40	72	84	105	71	72	(16)	8	118	248	332	8	(44)	(142)
Non-interest revenue	21	43	(5)	(3)	(26)	66	5	63	10	59	45	42	25	12	134
Gross revenues	27	83	67	81	79	137	77	47	18	177	293	374	33	(32)	(8)
Provision for credit losses	7	7	7	8	7	7	13	4	8	21	27	35	20	27	44
Non-interest expense	1	5	15	(42)	9	20	7	(96)	(34)	21	36	(6)	(79)	(10)	91
Other <sup>1</sup>	(39)	(14)	(56)	(4)	(50)	(77)	(68)	56	(10)	(109)	(195)	(199)	15	(44)	(40)
Net income - total	(4)	81	33	43	45	87	29	11	(18)	110	161	204	(11)	(59)	87
- U.S. (included in total)	(2)	-	-	(3)	-	-	-	-	-	(2)	-	(3)	-	n/a	n/a
Contribution to total RBC net income	-	12%	4%	6%	6%	12%	4%	1%	(2%)	5%	7%	7%	0%	(3%)	4%
ROE	(0.8%)	14.9%	6.3%	14.0%	14.0%	47.2%	85.7%	4.7%	n/m	6.6%	30.3%	25.0%	(2.2%)	(3.7%)	(1.5%)

**Average Balances**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Assets	6,300	11,800	9,400	8,500	9,400	14,900	8,200	7,200	10,300	9,500	10,500	10,100	9,100	10,700	8,100
Loans and acceptances	(1,700)	(2,000)	(1,900)	(2,200)	(2,200)	(2,100)	(2,500)	(2,600)	-	(1,800)	(2,300)	(2,200)	(300)	(900)	n/a
Deposits	12,800	14,900	14,200	14,200	13,700	13,700	14,000	13,300	12,800	14,100	13,600	13,900	13,100	13,300	n/a
Common equity	2,350	2,200	1,950	1,150	1,250	750	150	700	100	2,100	700	800	800	1,800	3,200

**Other Statistics**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Net interest margin	0.38%	1.39%	3.04%	3.92%	4.43%	1.95%	3.48%	(0.88%)	0.31%	1.66%	3.16%	3.29%	0.09%	(0.41%)	(1.75%)
Amortization of other intangibles <sup>3</sup>	2	(1)	1	(1)	1	1	1	-	-	2	3	2	-	-	-
Number of employees (FTE)	4,569	4,480	4,448	4,384	4,364	4,261	4,167	4,117	4,074	4,569	4,364	4,384	4,117	4,149	4,659

**Credit Quality**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Nonaccrual loans															
Domestic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
U.S. and Other International	-	-	-	-	33	30	29	31	29	-	33	-	31	28	n/a
Total nonaccrual loans	-	-	-	-	33	30	29	31	29	-	33	-	31	28	n/a
Total net charge-offs <sup>4</sup>	(7)	(7)	(6)	26	(7)	(8)	(10)	(8)	(8)	(20)	(25)	1	(24)	(27)	n/a
Net charge-offs as a percentage of average loans and acceptances	1.63%	1.44%	1.25%	(4.69%)	1.26%	1.56%	1.59%	1.22%	-	1.49%	1.45%	(0.05%)	8.00%	3.00%	n/a

<sup>1</sup>Includes income taxes and non-controlling interest.

<sup>2</sup>Special items are shown on pages 27-28.

<sup>3</sup>After-tax amount. Excludes goodwill.

<sup>4</sup>Charge-offs are impacted by securitizations. In Q4/02, included \$33 million for LDC loans.

**RESULTS BY BUSINESS SEGMENT**

(CS MM)

**Total**
**Income Statement**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Net interest income	1,741	1,696	1,803	1,808	1,760	1,723	1,860	1,760	1,707	5,240	5,343	7,151	6,497	5,279	5,117
Non-interest revenue	2,226	2,053	2,161	2,103	2,101	2,189	2,186	2,265	1,963	6,440	6,476	8,579	8,155	6,680	5,491
Gross revenues	3,967	3,749	3,964	3,911	3,861	3,912	4,046	4,025	3,670	11,680	11,819	15,730	14,652	11,959	10,608
Provision for credit losses	(167)	(211)	(200)	(235)	(216)	(328)	(286)	(425)	(236)	(578)	(830)	(1,065)	(1,119)	(691)	(760)
Non-interest expense	(2,581)	(2,514)	(2,559)	(2,601)	(2,515)	(2,519)	(2,609)	(2,636)	(2,598)	(7,654)	(7,643)	(10,244)	(9,641)	(7,628)	(7,141)
Other <sup>1</sup>	(443)	(335)	(438)	(343)	(408)	(355)	(417)	(284)	(400)	(1,216)	(1,180)	(1,523)	(1,457)	(1,432)	(982)
Net income - total	776	689	767	732	722	710	734	680	436	2,232	2,166	2,898	2,435	2,208	1,725
- U.S. (included in total)	97	85	109	66	105	6	33	(111)	(93)	291	144	210	(138)	71	n/a
ROE	17.4%	15.4%	16.9%	16.3%	16.1%	16.8%	17.1%	15.7%	10.8%	16.6%	16.7%	16.6%	16.6%	19.3%	15.3%

**Income Statement (excluding special items)<sup>2</sup>**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Net interest income	1,741	1,696	1,803	1,808	1,760	1,723	1,860	1,760	1,707	5,240	5,343	7,151	6,497	5,279	5,117
Non-interest revenue	2,226	2,053	2,161	2,103	2,101	2,189	2,186	1,952	1,963	6,440	6,476	8,579	7,710	6,680	5,386
Gross revenues	3,967	3,749	3,964	3,911	3,861	3,912	4,046	3,712	3,670	11,680	11,819	15,730	14,207	11,959	10,503
Provision for credit losses	(167)	(211)	(200)	(235)	(216)	(328)	(286)	(425)	(236)	(578)	(830)	(1,065)	(1,119)	(691)	(670)
Non-interest expense	(2,581)	(2,514)	(2,559)	(2,601)	(2,515)	(2,519)	(2,609)	(2,636)	(2,507)	(7,654)	(7,643)	(10,244)	(9,550)	(7,628)	(6,971)
Other <sup>1</sup>	(443)	(335)	(438)	(343)	(408)	(355)	(417)	(210)	(345)	(1,216)	(1,180)	(1,523)	(1,307)	(1,432)	(1,049)
Net income - total	776	689	767	732	722	710	734	441	582	2,232	2,166	2,898	2,231	2,208	1,813
- U.S. (included in total)	97	85	109	66	105	6	33	(111)	(36)	291	144	210	(81)	71	n/a
ROE	17.4%	15.4%	16.9%	16.3%	16.1%	16.8%	17.1%	9.9%	14.8%	16.6%	16.7%	16.6%	15.1%	19.3%	16.1%

**Average Balances**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Assets	402,200	399,600	397,300	382,200	367,400	371,100	366,400	346,300	344,100	400,100	368,000	371,700	331,600	284,100	270,000
Loans and acceptances	176,100	177,600	178,400	178,000	175,400	177,400	179,100	178,000	174,000	177,400	177,300	177,500	172,100	160,000	155,600
Deposits	251,500	248,700	254,100	248,800	238,600	239,500	242,000	232,900	224,300	251,600	240,000	242,300	221,400	196,100	184,800
Common equity	17,450	17,700	17,500	17,200	17,150	16,750	16,450	16,400	14,600	17,550	16,800	16,900	13,900	10,700	10,300

**Other Statistics**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Net interest margin (average assets)	1.72%	1.74%	1.80%	1.88%	1.90%	1.90%	2.01%	2.02%	1.97%	1.75%	1.94%	1.92%	1.96%	1.86%	1.90%
Amortization of other intangibles <sup>3</sup>	13	16	17	17	16	14	17	17	12	46	47	64	36	11	-
Number of employees (FTE)															
- Canada	45,361	44,821	44,880	44,639	44,570	43,989	44,343	44,384	44,843	45,361	44,570	44,639	44,384	44,256	48,270
- U.S.	11,512	11,028	11,124	11,104	11,375	11,213	11,612	9,508	9,917	11,512	11,375	11,104	9,508	1,650	754
- Other	3,748	3,726	3,766	3,806	3,843	3,561	3,789	3,676	3,376	3,748	3,843	3,806	3,676	3,326	2,867
- Total	60,621	59,575	59,770	59,549	59,788	58,763	59,744	57,568	58,136	60,621	59,788	59,549	57,568	49,232	51,891

**Credit Quality**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Nonaccrual loans															
Domestic - Residential mortgages	101	102	103	102	106	128	141	142	132	101	106	102	142	185	173
- Personal	229	241	260	275	286	296	300	310	311	229	286	275	310	247	236
- Commercial <sup>4</sup>	454	508	499	534	588	618	636	661	649	454	588	534	661	593	n/a
- Corporate <sup>4</sup>	312	450	350	361	367	419	494	510	371	312	367	361	510	344	n/a
U.S. and Other International	803	862	1,162	1,016	1,024	1,068	1,142	842	730	803	1,024	1,016	842	309	317
Total nonaccrual loans	1,899	2,163	2,374	2,288	2,371	2,529	2,713	2,465	2,193	1,899	2,371	2,288	2,465	1,678	1,704
Net charge-offs															
Domestic - Residential mortgages	2	2	1	2	3	3	3	5	4	5	9	11	15	11	12
- Personal	106	134	94	92	114	119	123	104	116	334	356	448	454	430	260
- Commercial <sup>4</sup>	35	28	16	53	44	50	45	62	47	79	139	192	194	180	n/a
- Corporate <sup>4</sup>	32	-	-	15	44	7	-	8	6	32	51	66	44	(3)	n/a
U.S. and Other International	52	64	29	168	144	167	63	170	9	145	374	542	233	59	228
Total net charge-offs <sup>4</sup>	227	228	140	330	349	346	234	349	182	595	929	1,259	940	677	958
Net charge-offs as a percentage of average loans and acceptances	0.51%	0.53%	0.31%	0.74%	0.79%	0.80%	0.52%	0.78%	0.42%	0.45%	0.70%	0.71%	0.55%	0.42%	0.62%

<sup>1</sup>Includes income taxes and non-controlling interest.

<sup>2</sup>Special items are shown on pages 27-28.

<sup>3</sup>After-tax amount. Excludes goodwill.

<sup>4</sup>In 1999, nonaccrual domestic commercial and corporate loans totalled \$978 million while domestic commercial and corporate charge-offs totalled \$458 million. These amounts were not separated into commercial and corporate components.

**RESULTS BY GEOGRAPHIC SEGMENT**

(C\$ MM)

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000
<b>Canada</b>														
Net interest income	1,324	1,279	1,404	1,407	1,365	1,332	1,422	1,375	1,435	4,007	4,119	5,526	5,565	5,001
Non-interest revenue	1,198	1,057	1,028	959	1,040	1,203	1,116	1,402	1,113	3,283	3,359	4,318	4,862	4,962
Gross revenues	2,522	2,336	2,432	2,366	2,405	2,535	2,538	2,777	2,548	7,290	7,478	9,844	10,427	9,963
Provision for credit losses	(130)	(181)	(103)	(84)	(142)	(151)	(152)	(168)	(174)	(414)	(445)	(529)	(757)	(646)
Non-interest expense	(1,496)	(1,442)	(1,428)	(1,429)	(1,425)	(1,425)	(1,468)	(1,565)	(1,591)	(4,366)	(4,318)	(5,747)	(6,214)	(6,245)
Other <sup>1</sup>	(379)	(262)	(363)	(311)	(344)	(371)	(392)	(389)	(423)	(1,004)	(1,107)	(1,418)	(1,499)	(1,449)
Net income	517	451	538	542	494	588	526	655	360	1,506	1,608	2,150	1,957	1,623
Special items <sup>2</sup>	-	-	-	-	-	-	-	(239)	89	-	-	-	(261)	-
Net income, excluding special items	517	451	538	542	494	588	526	416	449	1,506	1,608	2,150	1,696	1,623
<b>U.S.</b>														
Net interest income	352	333	347	343	313	297	293	248	143	1,032	903	1,246	483	(17)
Non-interest revenue	690	687	780	804	785	729	807	675	624	2,157	2,321	3,125	2,404	856
Gross revenues	1,042	1,020	1,127	1,147	1,098	1,026	1,100	923	767	3,189	3,224	4,371	2,887	839
Provision for credit losses	(27)	(13)	(41)	(105)	(52)	(152)	(131)	(248)	(68)	(81)	(335)	(440)	(379)	(99)
Non-interest expense	(868)	(867)	(911)	(958)	(881)	(892)	(939)	(865)	(847)	(2,646)	(2,712)	(3,670)	(2,712)	(640)
Other <sup>1</sup>	(50)	(55)	(66)	(18)	(60)	24	3	79	55	(171)	(33)	(51)	66	(29)
Net income	97	85	109	66	105	6	33	(111)	(93)	291	144	210	(138)	71
Special items <sup>2</sup>	-	-	-	-	-	-	-	-	57	-	-	-	57	-
Net income, excluding special items	97	85	109	66	105	6	33	(111)	(36)	291	144	210	(81)	71
<b>Other International</b>														
Net interest income	65	84	52	58	82	94	145	137	129	201	321	379	449	295
Non-interest revenue	338	309	353	340	276	257	263	188	226	1,000	796	1,136	889	862
Gross revenues	403	393	405	398	358	351	408	325	355	1,201	1,117	1,515	1,338	1,157
Provision for credit losses	(10)	(17)	(56)	(46)	(22)	(25)	(3)	(9)	6	(83)	(50)	(96)	17	54
Non-interest expense	(217)	(205)	(220)	(214)	(209)	(202)	(202)	(206)	(160)	(642)	(613)	(827)	(715)	(743)
Other <sup>1</sup>	(14)	(18)	(9)	(14)	(4)	(8)	(28)	26	(32)	(41)	(40)	(54)	(24)	46
Net income	162	153	120	124	123	116	175	136	169	435	414	538	616	514
Special items <sup>2</sup>	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net income, excluding special items	162	153	120	124	123	116	175	136	169	435	414	538	616	514
<b>Total</b>														
Net interest income	1,741	1,696	1,803	1,808	1,760	1,723	1,860	1,760	1,707	5,240	5,343	7,151	6,497	5,279
Non-interest revenue	2,226	2,053	2,161	2,103	2,101	2,189	2,186	2,265	1,963	6,440	6,476	8,579	8,155	6,680
Gross revenues	3,967	3,749	3,964	3,911	3,861	3,912	4,046	4,025	3,670	11,680	11,819	15,730	14,652	11,959
Provision for credit losses	(167)	(211)	(200)	(235)	(216)	(328)	(286)	(425)	(236)	(578)	(830)	(1,065)	(1,119)	(691)
Non-interest expense	(2,581)	(2,514)	(2,559)	(2,601)	(2,515)	(2,519)	(2,609)	(2,636)	(2,598)	(7,654)	(7,643)	(10,244)	(9,641)	(7,628)
Other <sup>1</sup>	(443)	(335)	(438)	(343)	(408)	(355)	(417)	(284)	(400)	(1,216)	(1,180)	(1,523)	(1,457)	(1,432)
Net income	776	689	767	732	722	710	734	680	436	2,232	2,166	2,898	2,435	2,208
Special items <sup>2</sup>	-	-	-	-	-	-	-	(239)	146	-	-	-	(204)	-
Net income, excluding special items	776	689	767	732	722	710	734	441	582	2,232	2,166	2,898	2,231	2,208

<sup>1</sup>Includes non-controlling interest and income taxes.

<sup>2</sup>Special items are shown on pages 27-28.

**CASH BASIS MEASURES<sup>1</sup>**

(\$ MM)

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
<b>RBC Banking</b>															
Net income	414	349	412	402	393	362	389	333	228	1,175	1,144	1,546	1,174	1,064	792
After-tax impact of goodwill and other intangibles <sup>2</sup>	8	13	12	12	12	10	14	40	31	33	36	48	80	9	1
Cash net income	422	362	424	414	405	372	403	373	259	1,208	1,180	1,594	1,254	1,073	793
Special items <sup>3</sup>	-	-	-	-	-	-	-	9	93	-	-	-	96	-	33
Cash net income, excluding special items	422	362	424	414	405	372	403	382	352	1,208	1,180	1,594	1,350	1,073	826
Cash ROE	23.1%	19.5%	22.1%	20.4%	20.6%	18.9%	19.5%	16.4%	12.7%	21.6%	19.7%	19.9%	18.0%	19.6%	n/a
Cash ROE, excluding special items	23.1%	19.5%	22.1%	20.4%	20.6%	18.9%	19.5%	16.9%	17.6%	21.6%	19.7%	19.9%	19.5%	19.6%	n/a
<b>RBC Insurance</b>															
Net income	57	56	54	51	49	48	42	43	47	167	139	190	173	103	108
After-tax impact of goodwill and other intangibles <sup>2</sup>	-	-	-	-	-	-	-	7	2	-	-	-	15	-	2
Cash net income	57	56	54	51	49	48	42	50	49	167	139	190	188	103	110
Special items <sup>3</sup>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cash net income, excluding special items	57	56	54	51	49	48	42	50	49	167	139	190	188	103	110
Cash ROE	24.4%	28.6%	26.8%	26.7%	26.6%	26.6%	23.0%	21.9%	20.9%	26.4%	25.4%	25.7%	21.9%	39.4%	n/a
Cash ROE, excluding special items	24.4%	28.6%	26.8%	26.7%	26.6%	26.6%	23.0%	21.9%	20.9%	26.4%	25.4%	25.7%	21.9%	39.4%	n/a
<b>RBC Investments</b>															
Net income	113	69	104	96	84	78	88	258	56	286	250	346	508	413	272
After-tax impact of goodwill and other intangibles <sup>2</sup>	3	4	4	4	3	3	2	58	28	11	8	12	118	24	14
Cash net income	116	73	108	100	87	81	90	316	84	297	258	358	626	437	286
Special items <sup>3</sup>	-	-	-	-	-	-	-	(251)	5	-	-	-	(274)	-	-
Cash net income, excluding special items	116	73	108	100	87	81	90	65	89	297	258	358	352	437	286
Cash ROE	17.3%	10.4%	15.3%	12.7%	11.1%	10.5%	11.5%	60.3%	15.6%	14.4%	11.0%	11.5%	33.5%	50.8%	n/a
Cash ROE, excluding special items	17.3%	10.4%	15.3%	12.7%	11.1%	10.5%	11.5%	11.8%	16.6%	14.4%	11.0%	11.5%	18.4%	50.8%	n/a
<b>RBC Capital Markets</b>															
Net income	147	97	116	96	102	95	146	(14)	100	360	343	439	349	502	301
After-tax impact of goodwill and other intangibles <sup>2</sup>	-	-	-	1	-	-	-	12	11	-	-	1	41	25	25
Cash net income	147	97	116	97	102	95	146	(2)	111	360	343	440	390	527	326
Special items <sup>3</sup>	-	-	-	-	-	-	-	3	24	-	-	-	27	-	78
Cash net income, excluding special items	147	97	116	97	102	95	146	1	135	360	343	440	417	527	404
Cash ROE	15.9%	9.8%	11.1%	9.3%	9.6%	9.4%	13.7%	(1.0%)	11.7%	12.2%	10.9%	10.5%	11.0%	22.0%	n/a
Cash ROE, excluding special items	15.9%	9.8%	11.1%	9.3%	9.6%	9.4%	13.7%	(0.6%)	14.4%	12.2%	10.9%	10.5%	11.8%	22.0%	n/a
<b>RBC Global Services</b>															
Net income	49	37	48	44	49	40	40	49	47	134	129	173	266	185	142
After-tax impact of goodwill and other intangibles <sup>2</sup>	-	-	-	1	-	-	-	2	2	-	-	1	8	8	9
Cash net income	49	37	48	45	49	40	40	51	49	134	129	174	274	193	151
Special items <sup>3</sup>	-	-	-	-	-	-	-	-	-	-	-	-	(77)	-	-
Cash net income, excluding special items	49	37	48	45	49	40	40	51	49	134	129	174	197	193	151
Cash ROE	30.6%	23.4%	30.3%	29.7%	32.5%	27.3%	25.9%	37.6%	35.7%	28.1%	28.6%	28.8%	50.8%	39.5%	n/a
Cash ROE, excluding special items	30.6%	23.4%	30.3%	29.7%	32.5%	27.3%	25.9%	37.6%	35.7%	28.1%	28.6%	28.8%	36.2%	39.5%	n/a
<b>Other</b>															
Net income	(4)	81	33	43	45	87	29	11	(42)	110	161	204	(35)	(59)	110
After-tax impact of goodwill and other intangibles <sup>2</sup>	2	(1)	1	(1)	1	1	1	4	8	2	3	2	24	22	16
Cash net income	(2)	80	34	42	46	88	30	15	(34)	112	164	206	(11)	(37)	126
Special items <sup>3</sup>	-	-	-	-	-	-	-	-	24	-	-	-	24	-	(23)
Cash net income, excluding special items	(2)	80	34	42	46	88	30	15	(10)	112	164	206	13	(37)	103
Cash ROE	(0.8%)	14.8%	6.3%	14.0%	14.0%	47.7%	88.3%	6.3%	n/m	6.6%	30.6%	25.2%	(2.5%)	(2.4%)	n/a
Cash ROE, excluding special items	(0.8%)	14.8%	6.3%	14.0%	14.0%	47.7%	88.3%	6.3%	n/m	6.6%	30.6%	25.2%	0.5%	(2.4%)	n/a

<sup>1</sup>Cash basis measures are defined on page 1.

<sup>2</sup>As a result of adopting FASB standards on Business Combinations (FAS 141) and Goodwill and Other Intangible Assets (FAS 142), effective Q1/02 goodwill is no longer amortized as impairment testing will take place on an annual basis.

<sup>3</sup>Special items are shown on pages 27-28.

**CASH BASIS MEASURES<sup>1</sup>**

(\$ MM)

**Total Bank**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01
Net income	776	689	767	732	722	710	734	680	436
After-tax impact of goodwill and other intangibles <sup>2</sup>	13	16	17	17	16	14	17	123	82
Cash net income	789	705	784	749	738	724	751	803	518
Preferred dividends	(12)	(22)	(23)	(24)	(25)	(24)	(25)	(31)	(37)
Cash net income available to common	777	683	761	725	713	700	726	772	481

**Profitability measures**

EPS - diluted	\$1.14	\$0.99	\$1.10	\$1.05	\$1.02	\$1.01	\$1.04	\$0.94	\$0.60
After-tax impact of goodwill and other intangibles <sup>2</sup>	\$0.02	\$0.03	\$0.03	\$0.02	\$0.03	\$0.02	\$0.03	\$0.18	\$0.12
Cash EPS - diluted	\$1.16	\$1.02	\$1.13	\$1.07	\$1.05	\$1.03	\$1.07	\$1.12	\$0.72
Special items <sup>3</sup>	-	-	-	-	-	-	-	(\$0.34)	\$0.22
Cash EPS, excluding special items	\$1.16	\$1.02	\$1.13	\$1.07	\$1.05	\$1.03	\$1.07	\$0.78	\$0.94
Cash ROE	17.6%	15.8%	17.2%	16.7%	16.5%	17.1%	17.5%	18.6%	13.1%
Cash ROE, excluding special items	17.6%	15.8%	17.2%	16.7%	16.5%	17.1%	17.5%	12.9%	17.0%

**Canada**

Net income	517	451	538	542	494	588	526	655	360
After-tax impact of goodwill and other intangibles <sup>2</sup>	4	2	-	-	1	6	4	57	23
Cash net income	521	453	538	542	495	594	530	712	383
Special items <sup>3</sup>	-	-	-	-	-	-	-	(239)	89
Cash net income, excluding special items	521	453	538	542	495	594	530	473	472

**U.S.**

Net income	97	85	109	66	105	6	33	(111)	(93)
After-tax impact of goodwill and other intangibles <sup>2</sup>	7	12	14	13	11	8	12	61	56
Cash net income	104	97	123	79	116	14	45	(50)	(37)
Special items <sup>3</sup>	-	-	-	-	-	-	-	-	57
Cash net income, excluding special items	104	97	123	79	116	14	45	(50)	20

**Other International**

Net income	162	153	120	124	123	116	175	136	169
After-tax impact of goodwill and other intangibles <sup>2</sup>	2	2	3	4	4	-	1	5	3
Cash net income	164	155	123	128	127	116	176	141	172
Special items <sup>3</sup>	-	-	-	-	-	-	-	-	-
Cash net income, excluding special items	164	155	123	128	127	116	176	141	172

2003 9 months	2002 9 months	2002	2001	2000	1999
2,232	2,166	2,898	2,435	2,208	1,725
46	47	64	286	88	67
2,278	2,213	2,962	2,721	2,296	1,792
(57)	(74)	(98)	(135)	(134)	(157)
2,221	2,139	2,864	2,586	2,162	1,635
\$3.24	\$3.07	\$4.12	\$3.55	\$3.40	\$2.48
\$0.07	\$0.07	\$0.10	\$0.45	\$0.15	\$0.12
\$3.31	\$3.14	\$4.22	\$4.00	\$3.55	\$2.60
-	-	-	(\$0.31)	-	\$0.14
\$3.31	\$3.14	\$4.22	\$3.69	\$3.55	\$2.74
16.9%	17.0%	17.0%	18.6%	20.2%	15.9%
16.9%	17.0%	17.0%	17.1%	20.2%	16.9%
1,506	1,608	2,150	1,957	1,623	
6	11	11	119	70	
1,512	1,619	2,161	2,076	1,693	
-	-	-	(261)	-	
1,512	1,619	2,161	1,815	1,693	
291	144	210	(138)	71	
33	31	44	154	7	
324	175	254	16	78	
-	-	-	57	-	
324	175	254	73	78	
435	414	538	616	514	
7	5	9	13	11	
442	419	547	629	525	
-	-	-	-	-	
442	419	547	629	525	

<sup>1</sup>Cash basis measures are defined on page 1.

<sup>2</sup>As a result of adopting FASB standards on Business Combinations (FAS 141) and Goodwill and Other Intangible Assets (FAS 142), effective Q1/02 goodwill is no longer amortized as impairment testing will take place on an annual basis.

<sup>3</sup>Special items are shown on pages 27-28.

**ECONOMIC PROFIT<sup>1</sup>**

(\$ MM)

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
<b>RBC Banking</b>															
Net income	414	349	412	402	393	362	389	333	228	1,175	1,144	1,546	1,174	1,064	792
Attributed preferred dividends	(9)	(9)	(9)	(10)	(10)	(10)	(10)	(24)	(21)	(27)	(30)	(40)	(73)	(56)	(65)
Net income available to common shareholders	405	340	403	392	383	352	379	309	207	1,148	1,114	1,506	1,101	1,008	727
Special items <sup>2</sup>	-	-	-	-	-	-	-	9	93	-	-	-	96	-	33
Amortization of goodwill and other intangibles	8	13	12	12	12	10	14	40	31	33	36	48	80	9	1
Capital charge <sup>3</sup>	(182)	(181)	(218)	(227)	(221)	(239)	(253)	(273)	(238)	(581)	(713)	(940)	(858)	(699)	(574)
Economic Profit	231	172	197	177	174	123	140	85	93	600	437	614	419	318	187
<b>RBC Insurance</b>															
Net income	57	56	54	51	49	48	42	43	47	167	139	190	173	103	108
Attributed preferred dividends	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(2)	(2)	(3)	(3)	(4)	(8)	(4)	(3)
Net income available to common shareholders	56	55	53	50	48	47	41	41	45	164	136	186	165	99	105
Special items <sup>2</sup>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Amortization of goodwill and other intangibles	-	-	-	-	-	-	-	7	2	-	-	-	15	-	2
Capital charge <sup>3</sup>	(23)	(19)	(22)	(22)	(20)	(22)	(22)	(28)	(29)	(64)	(64)	(86)	(108)	(32)	(25)
Economic Profit	33	36	31	28	28	25	19	20	18	100	72	100	72	67	82
<b>RBC Investments</b>															
Net income	113	69	104	96	84	78	88	258	56	286	250	346	508	413	272
Attributed preferred dividends	(3)	(3)	(3)	(4)	(4)	(4)	(4)	(6)	(6)	(9)	(12)	(16)	(20)	(8)	(8)
Net income available to common shareholders	110	66	101	92	80	74	84	252	50	277	238	330	488	405	264
Special items <sup>2</sup>	-	-	-	-	-	-	-	(251)	5	-	-	-	(274)	-	-
Amortization of goodwill and other intangibles	3	4	4	4	3	3	2	58	28	11	8	12	118	24	14
Capital charge <sup>3</sup>	(66)	(67)	(79)	(87)	(86)	(90)	(93)	(65)	(63)	(212)	(269)	(356)	(235)	(120)	(66)
Economic Profit	47	3	26	9	(3)	(13)	(7)	(6)	20	76	(23)	(14)	97	309	212
<b>RBC Capital Markets</b>															
Net income	147	97	116	96	102	95	146	(14)	100	360	343	439	349	502	301
Attributed preferred dividends	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(10)	(10)	(15)	(15)	(20)	(37)	(26)	(27)
Net income available to common shareholders	142	92	111	91	97	90	141	(24)	90	345	328	419	312	476	274
Special items <sup>2</sup>	-	-	-	-	-	-	-	3	24	-	-	-	27	-	78
Amortization of goodwill and other intangibles	-	-	-	1	-	-	-	12	11	-	-	1	41	25	25
Capital charge <sup>3</sup>	(92)	(97)	(115)	(113)	(116)	(118)	(128)	(110)	(109)	(304)	(362)	(475)	(424)	(307)	(242)
Economic Profit	50	(5)	(4)	(21)	(19)	(28)	13	(119)	16	41	(34)	(55)	(44)	194	135
<b>RBC Global Services</b>															
Net income	49	37	48	44	49	40	40	49	47	134	129	173	266	185	142
Attributed preferred dividends	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(3)	(3)	(4)	(4)	(4)	(6)
Net income available to common shareholders	48	36	47	43	48	39	39	48	46	131	126	169	262	181	136
Special items <sup>2</sup>	-	-	-	-	-	-	-	-	-	-	-	-	(77)	-	-
Amortization of goodwill and other intangibles	-	-	-	1	-	-	-	2	2	-	-	1	8	8	9
Capital charge <sup>3</sup>	(15)	(15)	(18)	(16)	(17)	(18)	(19)	(16)	(17)	(48)	(54)	(70)	(71)	(66)	(57)
Economic Profit	33	21	29	28	31	21	20	34	31	83	72	100	122	123	88
<b>Other</b>															
Net income	(4)	81	33	43	45	87	29	11	(42)	110	161	204	(35)	(59)	110
Attributed preferred dividends	7	(3)	(4)	(3)	(4)	(3)	(4)	12	3	-	(11)	(14)	7	(36)	(48)
Net income available to common shareholders	3	78	29	40	41	84	25	23	(39)	110	150	190	(28)	(95)	62
Special items <sup>2</sup>	-	-	-	-	-	-	-	-	24	-	-	-	24	-	(23)
Amortization of goodwill and other intangibles	2	(1)	1	(1)	1	1	1	4	8	2	3	2	24	22	16
Capital charge <sup>3</sup>	(62)	(53)	(56)	(34)	(37)	(25)	(3)	(26)	(4)	(171)	(65)	(99)	(103)	(224)	(422)
Economic Profit	(57)	24	(26)	5	5	60	23	1	(11)	(59)	88	93	(83)	(297)	(367)
<b>Total Bank</b>															
Net income	776	689	767	732	722	710	734	680	436	2,232	2,166	2,898	2,435	2,208	1,725
Attributed preferred dividends	(12)	(22)	(23)	(24)	(25)	(24)	(25)	(31)	(37)	(57)	(74)	(98)	(135)	(134)	(157)
Net income available to common shareholders	764	667	744	708	697	686	709	649	399	2,175	2,092	2,800	2,300	2,074	1,568
Special items <sup>2</sup>	-	-	-	-	-	-	-	(239)	146	-	-	-	(204)	-	88
Amortization of goodwill and other intangibles	13	16	17	17	16	14	17	123	82	46	47	64	286	88	67
Capital charge <sup>3</sup>	(440)	(432)	(508)	(499)	(497)	(512)	(518)	(518)	(460)	(1,380)	(1,527)	(2,026)	(1,799)	(1,448)	(1,386)
Economic Profit	337	251	253	226	216	188	208	15	167	841	612	838	583	714	337
Cost of Equity	10.0%	10.0%	11.5%	11.5%	11.5%	12.5%	12.5%	12.5%	12.5%	10.4%	12.2%	12.0%	12.9%	13.5%	13.5%

<sup>1</sup>Economic Profit is defined on page 1.

<sup>2</sup>Special items are shown on pages 27-28.

<sup>3</sup>The capital charge is derived by multiplying the cost of equity by the amount of average common equity. Average common equity is attributed to the business segments based on methodologies designed to measure the capital necessary to underpin the risks of the businesses in each segment. The cost of equity is a proxy for the after-tax return required by shareholders for the use of their capital.

**NET INTEREST INCOME**  
(C\$ MM)

**Net interest income**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01
Net interest income	1,741	1,696	1,803	1,808	1,760	1,723	1,860	1,760	1,707
Net interest income as a % of average assets	1.72%	1.74%	1.80%	1.88%	1.90%	1.90%	2.01%	2.02%	1.97%
Net interest income as a % of average earning assets	2.07%	2.11%	2.15%	2.25%	2.24%	2.27%	2.40%	2.37%	2.32%

	2003 9 months	2002 9 months	2002	2001	2000	1999
Net interest income	5,240	5,343	7,151	6,497	5,279	5,117
Net interest income as a % of average assets	1.75%	1.94%	1.92%	1.96%	1.86%	1.90%
Net interest income as a % of average earning assets	2.11%	2.31%	2.29%	2.29%	2.14%	2.19%

**REVENUE FROM TRADING ACTIVITIES**

**Total trading revenue**

Net interest income	-	10	27	2	15	38	72	13	10
Non-interest revenue	543	481	544	486	440	384	456	388	407
Total	543	491	571	488	455	422	528	401	417

Net interest income	37	125	127	(68)	(365)	5
Non-interest revenue	1,568	1,280	1,766	1,820	1,540	1,106
Total	1,605	1,405	1,893	1,752	1,175	1,111

**Trading revenue by product**

Equity	141	128	186	184	192	172	205	146	132
Fixed income and money markets	333	276	305	245	184	190	257	175	200
Foreign exchange contracts	68	85	80	59	79	60	65	79	83
Commodities and precious metals	1	2	-	-	-	-	1	1	2
Total	543	491	571	488	455	422	528	401	417

Equity	455	569	753	684	495	325
Fixed income and money markets	914	631	876	726	378	492
Foreign exchange contracts	233	204	263	340	301	290
Commodities and precious metals	3	1	1	2	1	4
Total	1,605	1,405	1,893	1,752	1,175	1,111

**INTEREST RATE SENSITIVITY POSITION<sup>1</sup>**

**After tax impact of 1% increase in rates on:**

Net interest income using simulation	92	79	57	61	60	27	29	56	50
Common shareholders' equity	(285)	(219)	(243)	(181)	(193)	(228)	(274)	(228)	(259)

**After tax impact of 1% decrease in rates on:**

Net interest income using simulation	(97)	(87)	(92)	(89)	(91)	(68)	(52)	(63)	(64)
Common shareholders' equity	154	92	121	85	122	130	185	150	159

<sup>1</sup>Incorporates management assumptions based on empirical research on consumer behaviour relating to the exercise of embedded options and on the rate paid on liabilities not linked to market rates. All interest rate measures are based upon our current exposures at a specific time. The exposures change continually as a result of day-to-day business activities and our risk management initiatives.

**NON-INTEREST REVENUE**

(C\$ MM)

**Deposit & payment service charges:**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01
Deposit accounts	202	196	214	206	203	192	199	196	181
Other payment services	68	65	65	69	59	58	55	54	51
Capital market fees	270	261	279	275	262	250	254	250	232
Trading revenues	496	397	400	426	464	471	505	376	384
Investment management and custodial fees	543	481	544	486	440	384	456	388	407
Mutual fund revenues	278	278	282	278	315	299	287	275	279
Card service revenues	168	161	169	170	188	183	182	171	179
Foreign exchange revenues other than trading	82	63	73	74	78	61	72	68	74
Credit fees	75	59	67	70	74	66	67	79	77
Insurance revenues	58	63	63	52	57	53	61	59	60
Securitization revenues	66	84	65	61	69	69	56	78	67
Gain (loss) on sale of securities	29	41	34	45	38	57	32	49	38
Gain from divestitures <sup>1</sup>	(6)	48	(26)	(98)	(11)	13	1	(36)	4
Gain (loss) on disposal of premises and equip. <sup>2</sup>	-	-	-	-	-	-	-	313	-
Mortgage banking revenues <sup>3</sup>	-	(2)	-	(7)	7	7	8	37	(1)
Other <sup>4</sup>	63	59	70	57	55	55	73	57	61
Total	104	60	141	214	65	221	132	101	102
Total	2,226	2,053	2,161	2,103	2,101	2,189	2,186	2,265	1,963
Special items <sup>5</sup>	-	-	-	-	-	-	-	313	-
Total, excluding special items	2,226	2,053	2,161	2,103	2,101	2,189	2,186	1,952	1,963
Non-interest revenue as a % of gross revenues	56.1%	54.8%	54.5%	53.8%	54.4%	56.0%	54.0%	56.3%	53.5%

	2003 9 months	2002 9 months	2002	2001	2000	1999
Deposit & payment service charges:	612	594	800	689	569	505
Capital market fees	198	172	241	198	187	183
Trading revenues	810	766	1,041	887	756	688
Investment management and custodial fees	1,293	1,440	1,866	1,523	1,538	1,028
Mutual fund revenues	1,568	1,280	1,766	1,820	1,540	1,106
Card service revenues	838	901	1,179	1,096	860	651
Foreign exchange revenues other than trading	498	553	723	692	624	556
Credit fees	218	211	285	290	420	362
Insurance revenues	201	207	277	300	299	243
Securitization revenues	184	171	223	237	212	189
Gain (loss) on sale of securities	215	194	255	263	151	174
Gain from divestitures <sup>1</sup>	104	127	172	125	104	220
Gain (loss) on disposal of premises and equip. <sup>2</sup>	16	3	(95)	(128)	(11)	28
Mortgage banking revenues <sup>3</sup>	-	-	-	445	-	-
Other <sup>4</sup>	(2)	22	15	22	(16)	90
Total	305	418	632	377	203	156
Total	6,440	6,476	8,579	8,155	6,680	5,491
Special items <sup>5</sup>	-	-	-	445	-	105
Total, excluding special items	6,440	6,476	8,579	7,710	6,680	5,386
Non-interest revenue as a % of gross revenues	55.1%	54.8%	54.5%	55.7%	55.9%	51.8%

**CAPITAL MARKET FEES**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01
Full-service brokerage	293	244	254	264	273	293	331	198	207
Discount brokerage	20	16	21	17	16	21	22	20	23
Institutional	183	137	125	145	175	157	152	158	154
Total	496	397	400	426	464	471	505	376	384

	2003	2002	2002	2001	2000	1999
Full-service brokerage	791	897	1,161	823	707	558
Discount brokerage	57	59	76	99	145	76
Institutional	445	484	629	601	686	394
Total	1,293	1,440	1,866	1,523	1,538	1,028

**ASSETS UNDER ADMINISTRATION  
AND UNDER MANAGEMENT**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01
Institutional	1,091,100	1,029,300	1,083,200	1,005,000	1,034,400	1,051,200	1,034,500	970,200	953,300
Personal	317,400	305,000	316,900	326,700	343,300	353,700	355,100	337,500	283,100
Retail mutual funds	35,500	33,900	34,100	34,200	35,400	37,900	37,000	34,800	35,400
Total assets under administration	1,444,000	1,368,200	1,434,200	1,365,900	1,413,100	1,442,800	1,426,600	1,342,500	1,271,800
Institutional	19,800	18,600	19,800	19,100	19,100	19,100	15,100	17,700	45,500
Personal	33,900	36,200	37,700	37,500	39,700	39,200	51,200	47,800	30,700
Retail mutual funds	35,500	33,900	34,100	34,200	35,400	37,900	37,000	34,500	34,300
Total assets under management	89,200	88,700	91,600	90,800	94,200	96,200	103,300	100,000	110,500

	2003	2002	2002	2001	2000	1999
Institutional	1,091,100	1,034,400	1,005,000	970,200	932,800	779,900
Personal	317,400	343,300	326,700	337,500	207,200	157,300
Retail mutual funds	35,500	35,400	34,200	34,800	35,200	30,600
Total assets under administration	1,444,000	1,413,100	1,365,900	1,342,500	1,175,200	967,800
Institutional	19,800	19,100	19,100	17,700	36,700	32,700
Personal	33,900	39,700	37,500	47,800	21,500	18,300
Retail mutual funds	35,500	35,400	34,200	34,500	34,100	30,600
Total assets under management	89,200	94,200	90,800	100,000	92,300	81,600

<sup>1</sup>In Q4/01, we sold RT Capital Management for a gain of \$313 million (\$251 million after tax).

<sup>2</sup>In Q4/01, we sold land leases for \$39 million.

<sup>3</sup>Associated with mortgages originated with the intent to sell. This relates to U.S. mortgage operations.

<sup>4</sup>Includes net gains (losses) on credit derivatives of \$14 million in Q1/03, \$13 million in Q4/02, \$(51) million in Q3/02 and \$75 million in Q2/02.

<sup>5</sup>Special items are shown on pages 27-28.

**NON-INTEREST EXPENSE**  
(C\$ MM)

**Human resources**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01
Salaries	805	801	849	812	804	770	803	774	762
Variable compensation	565	479	511	449	550	517	579	467	510
Acquisition retention compensation	15	18	30	36	34	32	56	51	52
Benefits <sup>1</sup>	224	242	232	212	203	189	179	235	153
Stock compensation <sup>2</sup>	12	18	9	3	(12)	21	26	(20)	50
<b>Total Human resources</b>	<b>1,621</b>	<b>1,558</b>	<b>1,631</b>	<b>1,512</b>	<b>1,579</b>	<b>1,529</b>	<b>1,643</b>	<b>1,507</b>	<b>1,527</b>

**Occupancy**

Premises rent	157	146	147	151	149	160	147	155	141
Rental income from properties	(5)	(6)	(5)	(5)	(6)	(4)	(5)	(7)	(6)
Premises repairs and maintenance	17	19	19	20	21	13	16	20	12
Depreciation	23	24	25	27	27	25	24	27	23
Property taxes	2	3	3	3	3	2	3	2	1
Energy	5	4	5	5	4	5	3	4	3
<b>Total Occupancy</b>	<b>199</b>	<b>190</b>	<b>194</b>	<b>201</b>	<b>198</b>	<b>201</b>	<b>188</b>	<b>201</b>	<b>174</b>

**Equipment**

Depreciation	71	70	71	70	71	70	74	87	71
Computer rental and maintenance	94	115	100	120	103	99	98	91	131
Office equipment rental and maintenance	13	14	13	11	11	11	14	9	10
<b>Total Equipment</b>	<b>178</b>	<b>199</b>	<b>184</b>	<b>201</b>	<b>185</b>	<b>180</b>	<b>186</b>	<b>187</b>	<b>212</b>

**Communications**

Telecommunications	77	79	80	89	88	90	83	79	70
Postage and courier	30	29	30	33	28	30	30	30	29
Marketing and public relations	48	57	45	61	51	51	48	46	47
Stationery and printing	25	28	23	27	26	29	26	24	30
<b>Total Communications</b>	<b>180</b>	<b>193</b>	<b>178</b>	<b>210</b>	<b>193</b>	<b>200</b>	<b>187</b>	<b>179</b>	<b>176</b>

**Professional fees**

	113	106	113	133	100	83	103	117	136
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**Amortization**

Amortization of goodwill <sup>3</sup>	-	-	-	-	-	-	-	107	70
Amortization of other intangibles	16	20	19	20	18	17	17	17	12
<b>Total Amortization</b>	<b>16</b>	<b>20</b>	<b>19</b>	<b>20</b>	<b>18</b>	<b>17</b>	<b>17</b>	<b>124</b>	<b>82</b>

**Other**

Business and capital taxes	45	31	32	25	31	36	37	44	53
Travel and relocation	35	33	34	45	37	32	30	31	34
Employee training	9	12	8	16	10	11	9	14	11
Donations	9	9	11	13	9	9	10	15	6
Other <sup>4</sup>	176	163	155	225	155	221	199	217	187
<b>Total Other</b>	<b>274</b>	<b>248</b>	<b>240</b>	<b>324</b>	<b>242</b>	<b>309</b>	<b>285</b>	<b>321</b>	<b>291</b>

<b>Total non-interest expense</b>	<b>2,581</b>	<b>2,514</b>	<b>2,559</b>	<b>2,601</b>	<b>2,515</b>	<b>2,519</b>	<b>2,609</b>	<b>2,636</b>	<b>2,598</b>
Special items <sup>5</sup>	-	-	-	-	-	-	-	-	91
<b>Total NIE, excluding special items</b>	<b>2,581</b>	<b>2,514</b>	<b>2,559</b>	<b>2,601</b>	<b>2,515</b>	<b>2,519</b>	<b>2,609</b>	<b>2,636</b>	<b>2,507</b>

	2003 9 months	2002 9 months	2002	2001	2000	1999
<b>Human resources</b>	2,455	2,377	3,189	2,747	2,319	2,507
	1,555	1,646	2,095	2,056	1,839	1,078
	63	122	158	176	-	-
	698	571	783	694	485	511
	39	35	38	23	52	-
<b>Total Human resources</b>	<b>4,810</b>	<b>4,751</b>	<b>6,263</b>	<b>5,696</b>	<b>4,695</b>	<b>4,096</b>
<b>Occupancy</b>	450	456	607	575	397	321
	(16)	(15)	(20)	(22)	(13)	(11)
	55	50	70	55	68	88
	72	76	103	91	81	92
	8	8	11	6	15	41
	14	12	17	11	22	33
<b>Total Occupancy</b>	<b>583</b>	<b>587</b>	<b>788</b>	<b>716</b>	<b>570</b>	<b>564</b>
<b>Equipment</b>	212	215	285	296	288	297
	309	300	420	375	340	348
	40	36	47	42	36	32
<b>Total Equipment</b>	<b>561</b>	<b>551</b>	<b>752</b>	<b>713</b>	<b>664</b>	<b>677</b>
<b>Communications</b>	236	261	350	283	225	225
	89	88	121	108	170	157
	150	150	211	180	173	188
	76	81	108	108	127	129
<b>Total Communications</b>	<b>551</b>	<b>580</b>	<b>790</b>	<b>679</b>	<b>695</b>	<b>699</b>
<b>Professional fees</b>	332	286	419	411	267	274
<b>Amortization</b>	-	-	-	252	80	70
	55	52	72	36	11	-
<b>Total Amortization</b>	<b>55</b>	<b>52</b>	<b>72</b>	<b>288</b>	<b>91</b>	<b>70</b>
<b>Other</b>	108	104	129	171	134	114
	102	99	144	121	85	90
	29	30	46	43	38	48
	29	28	41	35	26	29
	494	575	800	768	363	480
<b>Total Other</b>	<b>762</b>	<b>836</b>	<b>1,160</b>	<b>1,138</b>	<b>646</b>	<b>761</b>
<b>Total non-interest expense</b>	<b>7,654</b>	<b>7,643</b>	<b>10,244</b>	<b>9,641</b>	<b>7,628</b>	<b>7,141</b>
Special items <sup>5</sup>	-	-	-	91	-	170
<b>Total NIE, excluding special items</b>	<b>7,654</b>	<b>7,643</b>	<b>10,244</b>	<b>9,550</b>	<b>7,628</b>	<b>6,971</b>

<sup>1</sup> Includes pension expense of \$49 million in Q3/03 (\$53 million in Q2/03, and \$49 million in Q3/02).

<sup>2</sup> Stock compensation includes the cost of stock options, stock appreciation rights and performance deferred shares.

<sup>3</sup> As a result of adopting FASB standards on Business Combinations (FAS 141) and Goodwill and Other Intangible Assets (FAS 142), effective Q1/02 goodwill is no longer amortized as impairment testing will take place on an annual basis. In Q4/01, as part of the reorganization of the Global Private Banking business, a \$38 million write-down of goodwill relating to Connor Clark was recorded.

<sup>4</sup> Included in this category are expenses for outsourced services relating to item processing.

<sup>5</sup> Special items are shown on pages 27-28.

**BALANCE SHEET  
(C\$ MM)**
**Period-end balances**
**ASSETS**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01
Cash resources	21,247	21,931	20,360	21,293	19,495	19,794	15,620	17,516	17,733
Securities <sup>1</sup>	108,420	104,530	99,532	95,353	91,708	90,311	88,300	81,100	77,951
Assets purchased under reverse repurchase agreements	41,868	37,087	37,874	35,831	34,938	33,373	30,503	35,870	25,101
Loans <sup>1</sup>									
Residential mortgage <sup>2</sup>	77,201	74,431	73,417	72,842	70,641	70,118	69,438	67,444	66,499
Personal	33,171	32,451	31,956	31,956	32,222	32,292	31,600	32,511	32,264
Credit card <sup>3</sup>	5,625	5,327	5,214	4,914	4,774	4,445	4,338	4,283	4,128
Business and government	57,242	57,908	60,020	61,811	64,187	63,602	64,285	66,939	65,111
Total loans	173,239	170,117	170,607	171,523	171,824	170,457	169,661	171,177	168,002
Allowance for loan losses	(2,156)	(2,226)	(2,267)	(2,203)	(2,218)	(2,338)	(2,345)	(2,278)	(2,173)
Total loans, net of allowance for loan losses	171,083	167,891	168,340	169,320	169,606	168,119	167,316	168,899	165,829
Customers' liability under acceptances	6,391	7,088	7,292	8,051	7,550	8,484	9,057	9,923	9,621
Derivative-related amounts	35,782	37,127	37,300	31,250	31,168	21,963	26,731	28,642	19,710
Premises and equipment	1,563	1,570	1,612	1,639	1,618	1,570	1,590	1,598	1,473
Goodwill	4,778	4,844	5,095	5,040	5,115	4,933	4,975	4,952	4,153
Other intangibles	624	654	681	665	689	595	606	619	600
Other assets	17,331	15,463	14,140	13,490	15,649	12,105	13,702	13,364	12,731
Total assets	409,087	398,185	392,226	381,932	377,536	361,247	358,400	362,483	334,902

**LIABILITIES AND SHAREHOLDERS' EQUITY**

Deposits									
Canada									
Non-interest-bearing	23,507	22,652	21,904	23,222	22,954	23,205	22,855	22,397	22,481
Interest-bearing	130,421	125,504	119,863	119,737	115,847	115,920	117,007	118,161	115,614
International <sup>4</sup>									
Non-interest-bearing	3,148	2,744	2,833	2,969	2,937	2,640	2,375	2,461	2,510
Interest-bearing	100,657	100,666	104,031	99,112	104,302	95,986	94,035	92,668	84,716
Total deposits	257,733	251,566	248,631	245,040	246,040	237,751	236,272	235,687	225,321
Acceptances	6,391	7,088	7,292	8,051	7,550	8,484	9,057	9,923	9,621
Obligations related to securities sold short	20,238	23,389	18,923	17,990	15,826	17,145	16,815	16,037	14,895
Obligations related to assets sold under repurchase agreements	24,589	22,104	23,387	21,109	19,630	22,240	17,412	20,864	14,010
Derivative-related amounts	36,367	37,365	38,433	32,737	33,360	23,392	27,284	29,448	19,644
Other liabilities <sup>1</sup>	37,111	29,286	27,963	29,821	27,425	24,920	24,467	23,979	24,747
Subordinated debentures	6,780	6,828	6,885	6,960	7,318	7,245	7,340	6,861	6,649
Non-controlling interest in subsidiaries	1,454	1,475	1,445	1,469	1,444	1,466	1,440	1,479	1,453
Shareholders' equity									
Capital stock									
Preferred	822	1,472	1,502	1,515	1,673	1,668	1,675	1,990	2,254
Common	7,001	7,012	7,029	6,963	7,017	7,012	6,950	6,926	7,012
Contributed surplus <sup>4</sup>	86	78	80	76	45	41	37	33	29
Retained earnings	11,278	11,053	10,910	10,473	10,326	10,019	9,683	9,311	9,259
Accumulated other comprehensive income	(763)	(531)	(254)	(272)	(118)	(136)	(32)	(55)	8
Total shareholders' equity	18,424	19,084	19,267	18,755	18,943	18,604	18,313	18,205	18,562
Total liabilities and shareholders' equity	409,087	398,185	392,226	381,932	377,536	361,247	358,400	362,483	334,902
Cash resources and securities as a % of total assets	32%	32%	31%	31%	29%	30%	29%	27%	29%

	2003 9 months	2002 9 months	2002	2001	2000	1999
Cash resources	21,247	19,495	21,293	17,516	16,408	23,042
Securities <sup>1</sup>	108,420	91,708	95,353	81,100	63,461	52,736
Assets purchased under reverse repurchase agreements	41,868	34,938	35,831	35,870	18,303	20,272
Loans <sup>1</sup>						
Residential mortgage <sup>2</sup>	77,201	70,641	72,842	67,444	62,984	59,242
Personal	33,171	32,222	31,956	32,511	28,019	25,255
Credit card <sup>3</sup>	5,625	4,774	4,914	4,283	4,666	2,666
Business and government	57,242	64,187	61,811	66,939	60,515	57,630
Total loans	173,239	171,824	171,523	171,177	156,184	144,793
Allowance for loan losses	(2,156)	(2,218)	(2,203)	(2,278)	(1,871)	(1,884)
Total loans, net of allowance for loan losses	171,083	169,606	169,320	168,899	154,313	142,909
Customers' liability under acceptances	6,391	7,550	8,051	9,923	11,628	9,257
Derivative-related amounts	35,782	31,168	31,250	28,642	19,334	15,151
Premises and equipment	1,563	1,618	1,639	1,598	1,216	1,274
Goodwill	4,778	5,115	5,040	4,952	693	660
Other intangibles	624	689	665	619	208	-
Other assets	17,331	15,649	13,490	13,364	8,490	7,997
Total assets	409,087	377,536	381,932	362,483	294,054	273,298
Deposits						
Canada						
Non-interest-bearing	23,507	22,954	23,222	22,397	22,011	16,876
Interest-bearing	130,421	115,847	119,737	118,161	116,113	112,430
International <sup>4</sup>						
Non-interest-bearing	3,148	2,937	2,969	2,461	863	666
Interest-bearing	100,657	104,302	99,112	92,668	67,250	57,925
Total deposits	257,733	246,040	245,040	235,687	206,237	187,897
Acceptances	6,391	7,550	8,051	9,923	11,628	9,257
Obligations related to securities sold short	20,238	15,826	17,990	16,037	12,873	18,740
Obligations related to assets sold under repurchase agreements	24,589	19,630	21,109	20,864	9,005	9,396
Derivative-related amounts	36,367	33,360	32,737	29,448	18,574	15,219
Other liabilities <sup>1</sup>	37,111	27,425	29,821	23,979	15,912	15,682
Subordinated debentures	6,780	7,318	6,960	6,861	5,825	4,596
Non-controlling interest in subsidiaries	1,454	1,444	1,469	1,479	703	103
Shareholders' equity						
Capital stock						
Preferred	822	1,673	1,515	1,990	2,001	1,973
Common	7,001	7,017	6,963	6,926	3,074	3,063
Contributed surplus <sup>4</sup>	86	45	76	33	-	-
Retained earnings	11,278	10,326	10,473	9,311	8,314	7,495
Accumulated other comprehensive income	(763)	(118)	(272)	(55)	(92)	(123)
Total shareholders' equity	18,424	18,943	18,755	18,205	13,297	12,408
Total liabilities and shareholders' equity	409,087	377,536	381,932	362,483	294,054	273,298
Cash resources and securities as a % of total assets	32%	29%	31%	27%	27%	28%

<sup>1</sup>Centura Banks was acquired in June 2001. Q3/01 includes Centura assets of \$5.1 billion of securities, \$1.0 billion of residential mortgage loans, \$3.0 billion of personal loans \$0.1 billion of credit card loans and \$8.2 billion of business and government loans. Q3/01 includes Centura liabilities of \$7.9 billion of personal deposits, \$3.3 billion of business and government deposits, and \$5.6 billion of other liabilities.

<sup>2</sup>Reflects securitizations of \$1.3 billion in Q3/03, of which \$1.0 billion was transferred to securities.

<sup>3</sup>Reflects the reversal of prior securitizations of \$1 billion in Q3/02, \$2 billion in Q2/02 and \$1 billion in Q1/02.

<sup>4</sup>Reflects amounts pertaining to renounced Stock Appreciation Rights and options granted on acquisitions.

**BALANCE SHEET**  
(C\$ MM)

**Selected average balances<sup>1</sup>**

	<u>Q3/03</u>	<u>Q2/03</u>	<u>Q1/03</u>	<u>Q4/02</u>	<u>Q3/02</u>	<u>Q2/02</u>	<u>Q1/02</u>	<u>Q4/01</u>	<u>Q3/01</u>	<u>2003</u> 9 months	<u>2002</u> 9 months	<u>2002</u>	<u>2001</u>	<u>2000</u>	<u>1999</u>
Securities	104,831	100,541	98,575	89,995	93,576	95,018	90,461	81,157	78,144	101,568	92,633	92,214	75,100	61,197	50,836
Assets purchased under reverse repurchase agreements	40,608	40,984	44,130	41,444	35,305	32,465	32,540	29,253	33,205	42,090	33,447	35,463	29,591	21,729	21,769
Total loans <sup>2</sup>	169,525	170,283	171,200	170,175	167,366	168,641	169,683	168,444	164,491	170,343	168,540	168,949	162,246	149,676	146,127
Residential mortgages	75,131	73,439	73,212	71,588	69,311	69,181	68,531	67,444	65,943	73,940	69,006	69,656	65,159	60,877	58,610
Personal	32,748	32,198	31,800	31,994	30,854	30,532	30,728	31,626	31,281	32,249	30,706	31,031	30,671	27,532	24,943
Credit card	5,492	5,245	5,143	4,863	4,586	4,284	4,368	4,290	4,699	5,294	4,414	4,527	4,695	3,559	2,297
Business and government	56,154	59,401	61,045	61,730	62,615	64,644	66,056	65,084	62,568	58,860	64,414	63,735	61,721	57,708	60,277
Customers' liability under acceptances	6,545	7,326	7,244	7,829	7,998	8,797	9,445	9,598	9,460	7,034	8,746	8,515	9,890	10,281	9,508
Earning assets <sup>3</sup>	333,417	329,981	332,995	319,437	311,971	310,735	307,405	295,007	292,533	332,338	309,638	312,352	283,532	247,102	233,719
Total assets	402,200	399,600	397,300	382,200	367,400	371,100	366,400	346,300	344,100	400,100	368,000	371,700	331,600	284,100	270,000
Deposits	251,506	248,709	254,112	248,828	238,647	239,470	242,013	232,928	224,268	251,633	240,038	242,269	221,419	196,066	184,796
Common equity	17,475	17,697	17,512	17,223	17,139	16,770	16,459	16,450	14,596	17,527	16,790	16,880	13,899	10,725	10,268
Total equity	18,453	19,184	19,026	18,855	18,800	18,445	18,210	18,497	16,725	18,823	18,490	18,562	15,935	12,703	12,481
<b>RETAINED EARNINGS</b>															
Balance at beginning of period	11,053	10,910	10,473	10,326	10,019	9,683	9,311	9,259	9,156	10,473	9,311	9,311	8,314	7,495	6,803
Net income	776	689	767	732	722	710	734	680	436	2,232	2,166	2,898	2,435	2,208	1,725
Preferred dividends	(12)	(22)	(23)	(24)	(25)	(24)	(25)	(31)	(37)	(57)	(74)	(98)	(135)	(134)	(157)
Common dividends	(284)	(285)	(267)	(266)	(256)	(256)	(244)	(244)	(246)	(836)	(756)	(1,022)	(897)	(689)	(588)
Premium paid on common shares purchased for cancellation	(243)	(239)	(40)	(294)	(134)	(94)	(90)	(348)	(49)	(522)	(318)	(612)	(397)	(562)	(281)
Issuance costs, net of related income taxes	(12)	-	-	(1)	-	-	(3)	(5)	(1)	(12)	(3)	(4)	(9)	(4)	(7)
Balance at end of period	11,278	11,053	10,910	10,473	10,326	10,019	9,683	9,311	9,259	11,278	10,326	10,473	9,311	8,314	7,495

<sup>1</sup>Based on the average of the daily balances for the period except for common equity. Average common equity is based on the average of the month-end balances for the period.

<sup>2</sup>Average loans are reported on a gross basis (before deducting the allowance for loan losses).

<sup>3</sup>Average earning assets are defined on page 1.

**BALANCE SHEET  
(C\$ MM)**

**LOAN SECURITIZATION**

**Credit card loans**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01
Opening balance	1,675	1,675	1,675	1,675	1,817	2,029	2,100	2,100	1,100
Securitized	-	-	-	-	-	-	-	-	1,000
Reversal of prior securitizations	-	-	-	-	(142)	(212)	(71)	-	-
Closing balance	1,675	1,675	1,675	1,675	1,675	1,817	2,029	2,100	2,100

**Commercial mortgages**

Opening balance	-	-	-	-	-	-	-	-	-
Securitized	131	-	-	-	-	-	-	-	-
Closing balance	131	-	-	-	-	-	-	-	-

**Mortgage-backed securities - sold**

Opening balance	2,586	2,365	2,416	2,340	1,764	1,174	1,361	1,265	924
Sold	300	310	-	200	758	750	-	223	500
Proceeds reinvested in revolving securitizations	481	294	156	98	68	85	50	10	3
Amortization	(533)	(383)	(207)	(222)	(250)	(245)	(237)	(137)	(162)
Closing balance	2,834	2,586	2,365	2,416	2,340	1,764	1,174	1,361	1,265

**Mortgage-backed securities - unsold<sup>1</sup>**

Opening balance	3,231	3,104	3,065	2,781	2,418	2,638	3,079	3,274	3,378
Created	1,318	1,339	591	1,105	1,665	924	40	225	575
Sold	(300)	(310)	-	(200)	(758)	(750)	-	(223)	(500)
Proceeds reinvested in revolving securitizations	(481)	(294)	(156)	(98)	(68)	(85)	(50)	(10)	(3)
Amortization	(633)	(608)	(396)	(523)	(476)	(309)	(431)	(187)	(176)
Closing balance	3,135	3,231	3,104	3,065	2,781	2,418	2,638	3,079	3,274

**Impact on income statement**

Net interest income	(31)	(31)	(29)	(30)	(29)	(32)	(33)	(35)	(32)
Non-interest revenue <sup>2</sup>	36	19	18	31	27	51	21	34	41
Provision for credit losses	8	7	6	7	8	9	9	9	8
Total impact	13	(5)	(5)	8	6	28	(3)	8	17

	2003 9 months	2002 9 months	2002	2001	2000	1999
Opening balance	1,675	2,100	2,100	1,100	2,300	2,600
Securitized	-	-	-	1,000	-	-
Reversal of prior securitizations	-	(425)	(425)	-	(1,200)	(300)
Closing balance	1,675	1,675	1,675	2,100	1,100	2,300
Opening balance	-	-	-	-	-	-
Securitized	131	-	-	-	-	-
Closing balance	131	-	-	-	-	-
Opening balance	2,416	1,361	1,361	1,014	1,209	1,436
Sold	610	1,508	1,708	723	-	-
Proceeds reinvested in revolving securitizations	931	203	301	13	-	-
Amortization	(1,123)	(732)	(954)	(389)	(195)	(227)
Closing balance	2,834	2,340	2,416	1,361	1,014	1,209
Opening balance	3,065	3,079	3,079	3,681	3,625	600
Created	3,248	2,629	3,734	800	500	3,231
Sold	(610)	(1,508)	(1,708)	(723)	-	-
Proceeds reinvested in revolving securitizations	(931)	(203)	(301)	(13)	-	-
Amortization	(1,637)	(1,216)	(1,739)	(666)	(444)	(206)
Closing balance	3,135	2,781	3,065	3,079	3,681	3,625
Net interest income	(91)	(94)	(124)	(102)	(123)	(200)
Non-interest revenue <sup>2</sup>	73	99	130	102	81	152
Provision for credit losses	21	26	33	25	27	41
Total impact	3	31	39	25	(15)	(7)

<sup>1</sup>Mortgage-backed securities - unsold are reported as securities on the Balance Sheet.

<sup>2</sup>Excludes the impact of liquidity, credit and administration fees earned on the securitization of client or third-party assets that are recorded in securitization revenues.

**CAPITAL****(C\$ MM)**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
<b>Tier 1 capital<sup>1</sup></b>															
Common shareholders' equity	17,602	17,612	17,765	17,240	17,270	16,936	16,608	16,214	16,299	17,602	17,270	17,240	16,214	11,352	10,520
Non-cumulative preferred shares	822	1,472	1,502	1,515	1,673	1,668	1,675	1,990	2,254	822	1,673	1,515	1,990	2,001	1,973
Non-controlling interest in subsidiaries	2,537	1,641	1,655	1,661	1,664	1,617	1,619	1,619	1,427	2,537	1,664	1,661	1,619	673	22
Deferred tax asset long-term	(685)	(688)	(694)	(892)	(750)	(750)	(750)	(732)	(772)	(685)	(750)	(892)	(732)	(775)	(518)
Goodwill and other intangibles	(5,189)	(5,303)	(5,569)	(5,495)	(5,591)	(5,315)	(5,365)	(5,274)	(4,590)	(5,189)	(5,591)	(5,495)	(5,274)	(842)	(663)
Non-financial investments	(39)	(37)	(37)	(37)	(34)	(31)	n/a	n/a	n/a	(39)	(34)	(37)	n/a	n/a	n/a
Total Tier 1 capital	15,048	14,697	14,622	13,992	14,232	14,125	13,787	13,817	14,618	15,048	14,232	13,992	13,817	12,409	11,334
<b>Tier 2 capital<sup>1</sup></b>															
Permanent subordinated debentures	421	430	456	467	475	471	476	477	460	421	475	467	477	457	441
Non-permanent subordinated debentures	6,019	6,044	6,115	6,147	6,568	6,554	6,570	5,935	5,720	6,019	6,568	6,147	5,935	5,138	4,040
Eligible allowance for credit losses	1,416	1,413	1,422	1,420	1,414	1,412	1,412	1,410	1,405	1,416	1,414	1,420	1,410	1,200	1,065
Non-controlling interest in subsidiaries	-	-	-	-	-	-	-	-	2	-	-	-	-	1	2
Total Tier 2 capital	7,856	7,887	7,993	8,034	8,457	8,437	8,458	7,822	7,587	7,856	8,457	8,034	7,822	6,796	5,548
<b>Total regulatory capital<sup>1</sup></b>															
Total Tier 1 and Tier 2 capital	22,904	22,584	22,615	22,026	22,689	22,562	22,245	21,639	22,205	22,904	22,689	22,026	21,639	19,205	16,882
Investment in associated corporations	(2,360)	(2,382)	(2,456)	(2,402)	(2,549)	(2,495)	(2,564)	(2,502)	(2,378)	(2,360)	(2,549)	(2,402)	(2,502)	(1,307)	(891)
Total regulatory capital	20,544	20,202	20,159	19,624	20,140	20,067	19,681	19,137	19,827	20,544	20,140	19,624	19,137	17,898	15,991
<b>Risk adjusted assets<sup>1</sup></b>															
On-balance sheet assets	127,308	125,400	125,792	125,563	128,895	128,651	129,522	130,941	132,420	127,308	128,895	125,563	130,941	117,901	108,655
Off-balance sheet financial instruments	33,379	31,807	32,734	33,084	34,190	35,333	35,416	35,563	34,067	33,379	34,190	33,084	35,563	35,226	37,124
Market risk	8,775	7,976	8,486	6,283	4,955	4,841	4,608	4,684	4,740	8,775	4,955	6,283	4,684	5,467	3,758
Total <sup>2</sup>	169,462	165,183	167,012	164,930	168,040	168,825	169,546	171,188	171,227	169,462	168,040	164,930	171,188	158,594	149,537
<b>Capital ratios<sup>1</sup></b>															
Tier 1	8.9%	8.9%	8.8%	8.5%	8.5%	8.4%	8.1%	8.1%	8.5%	8.9%	8.5%	8.5%	8.1%	7.8%	7.6%
Total	12.1%	12.2%	12.1%	11.9%	12.0%	11.9%	11.6%	11.2%	11.6%	12.1%	12.0%	11.9%	11.2%	11.3%	10.7%
Common equity as a % of total assets	4.3%	4.4%	4.5%	4.5%	4.6%	4.7%	4.6%	4.5%	4.9%	4.3%	4.6%	4.5%	4.5%	3.9%	3.8%
Common equity as a % of risk adjusted assets <sup>2</sup>	10.4%	10.7%	10.6%	10.5%	10.3%	10.0%	9.8%	9.5%	9.5%	10.4%	10.3%	10.5%	9.5%	7.2%	7.0%
<b>Capital generation</b>															
Internal capital generation <sup>3</sup>	480	382	477	442	442	430	465	405	153	1,339	1,337	1,779	1,403	1,385	980
External capital generation:															
- common shares	(254)	(256)	26	(376)	(128)	(31)	(66)	(435)	3,274	(484)	(225)	(601)	3,465	(551)	140
- contributed capital	8	(2)	4	31	4	4	4	4	3	10	12	43	33	-	-
- preferred shares <sup>4</sup>	(634)	-	-	(149)	-	-	(318)	(300)	250	(634)	(318)	(467)	(50)	-	(104)
- subordinated debentures <sup>5</sup>	-	-	-	(400)	-	(60)	593	(15)	(538)	-	533	133	445	1,180	577
Total external capital generation before TruCS	(880)	(258)	30	(894)	(124)	(87)	213	(746)	2,989	(1,108)	2	(892)	3,893	629	613
RBC TruCS issued	900	-	-	-	-	-	-	-	-	900	-	-	750	650	-
Total external capital generation	20	(258)	30	(894)	(124)	(87)	213	(746)	2,989	(208)	2	(892)	4,643	1,279	613
Total capital generation	500	124	507	(452)	318	343	678	(341)	3,142	1,131	1,339	887	6,046	2,664	1,593

<sup>1</sup>Using guidelines issued by the Board of Governors of the Federal Reserve System in the United States and U.S. GAAP financial information.

<sup>2</sup>At time of acquisition (Q3/01), Centura's contribution to risk adjusted assets was \$16.7 billion (on-balance sheet assets \$15.8 billion and off-balance sheet financial instruments \$0.9 billion).

<sup>3</sup>Internal capital generation is net income available to common shareholders less common dividends.

<sup>4</sup>In Q3/03, we redeemed First Preferred Shares Series J and K for \$300 million and US \$250 million respectively. In Q4/02, we redeemed First Preferred Shares Series E for \$150 million.

In Q1/02, we redeemed First Preferred Shares Series I for US \$200 million.

<sup>5</sup>In Q4/02, we redeemed \$400 million of subordinated debentures and in Q1/02 issued US \$400 million of subordinated debentures under the European Medium Term Note program.

**RISK ADJUSTED ASSETS<sup>1</sup>**  
**(C\$ MM)**

	Balance Sheet Amount	Risk Adjusted Balance			Variance Q3/03 vs Q2/03	
		Q3/03	Q2/03	Q3/02		
<b>On-balance sheet assets</b>						
Cash resources	21,247	2,510	2,893	2,121	(383)	
Securities	108,420	6,676	5,705	5,877	971	
Residential mortgages <sup>2</sup>						
Insured	35,923	374	374	378	-	
Conventional	41,242	21,187	20,419	19,722	768	
Other loans and acceptances <sup>2</sup>						
Issued or guaranteed by Canadian or other OECD governments	20,627	3,810	3,621	3,321	189	
Other	121,550	86,377	87,198	92,580	(821)	
Other assets	60,078	6,374	5,190	4,896	1,184	
Total	409,087	127,308	125,400	128,895	1,908	
<b>Off-balance sheet credit instruments</b>						
	Contract Amount	Credit Conversion Factor	Credit Equivalent Amount	Risk Adjusted Balance		Variance Q3/03 vs Q2/03
				Q3/03	Q2/03	Q3/02
Guarantees and standby letters of credit						
- Financial (excluding securities lending)	8,881	100%	8,881	7,447	7,631	9,034
- Non-financial	2,833	50%	1,417	1,417	1,495	1,614
Documentary and commercial letters of credit	1,879	20%	376	372	132	155
Securities lending	17,020	100%	17,020	733	541	626
Commitments to extend credit:						
Less than/equal to 1 year	48,759	0%	-	-	-	-
Greater than 1 year	36,269	50%	18,134	16,969	15,537	16,135
Uncommitted amounts	49,176	0%	-	-	-	-
Note issuance/Revolving underwriting facilities	25	50%	13	13	-	11
Total	164,842		45,841	26,951	25,336	27,575
<b>Derivatives</b>						
	Contract Amount	Current Balance	Credit Equivalent Balance	Risk Adjusted Balance		Variance Q3/03 vs Q2/03
				Q3/03	Q2/03	Q3/02
Interest rate agreements	1,395,326	5,330	8,438	1,472	1,237	1,292
Foreign exchange rate contracts	744,359	6,690	14,426	3,626	3,817	4,046
Precious metals, commodities, equity linked contracts and credit derivatives	106,423	1,475	4,167	1,330	1,417	1,277
Total <sup>3</sup>	2,246,108	13,495	27,031	6,428	6,471	6,615
<b>Market risk</b>						
	Minimum Capital Required	Multiplier	Risk Adjusted Balance			Variance Q3/03 vs Q2/03
			Q3/03	Q2/03	Q3/02	
Total specific and general market risk	702.0	12.5	8,775	7,976	4,955	799
<b>Total risk adjusted assets</b>			169,462	165,183	168,040	4,279

<sup>1</sup>Using guidelines issued by the Board of Governors of the Federal Reserve System in the United States and U.S. GAAP financial information.

<sup>2</sup>Amounts are shown net of the allowance for loan losses.

<sup>3</sup>Amounts reflect impact of master netting agreements. Exclusion of master netting agreements results in the following total derivative amounts: current balance of \$35,461 million; credit equivalent balance of \$55,056 million; and risk adjusted balance of \$13,872 million at July 31, 2003.

**LOANS AND ACCEPTANCES<sup>1</sup>**
**(C\$ MM)**
**Canada**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01
<b>Consumer</b>								
Residential mortgage	71,654	69,596	68,543	67,700	66,763	66,474	65,864	64,066
Personal	27,542	26,769	26,046	25,918	25,963	26,150	26,099	27,202
Credit card	5,466	5,166	5,041	4,740	4,600	4,274	4,160	4,110
	104,662	101,531	99,630	98,358	97,326	96,898	96,123	95,378
<b>Business and government loans and acceptances</b>								
Small business	9,518	9,448	9,231	9,470	9,560	9,729	9,751	9,788
Agriculture	4,546	4,498	4,526	4,427	4,704	4,691	4,722	4,758
Financial services	2,032	2,036	2,001	3,015	3,809	3,356	2,282	3,010
Energy	1,920	2,081	2,759	2,911	2,930	3,484	3,983	4,293
Commercial mortgages	2,527	2,543	2,520	2,468	2,446	2,483	2,523	2,635
Commercial real estate	2,073	2,249	2,334	2,393	2,460	2,394	2,464	2,325
Consumer goods	2,408	2,006	1,839	2,238	2,221	2,290	2,058	2,447
Industrial products	1,647	1,644	1,565	1,569	1,622	1,761	1,759	2,174
Transportation and environment <sup>2</sup>	1,100	1,311	1,344	1,450	1,354	2,009	1,991	2,138
Automotive <sup>2</sup>	1,620	1,528	1,278	1,370	1,383	625	567	864
Government	854	870	994	1,039	975	835	1,349	1,597
Media and cable <sup>3</sup>	817	888	888	994	1,106	1,162	1,321	1,510
Forest products	1,203	1,222	1,138	954	1,075	1,253	1,153	1,275
Telecommunication	291	327	461	487	546	458	562	677
Mining and metals	458	498	581	361	487	453	507	636
Information technology	119	126	187	191	186	187	188	203
Other	4,196	4,584	4,820	5,248	4,822	4,869	4,613	5,861
	37,329	37,859	38,466	40,585	41,686	42,039	41,793	46,191
<b>Total Canada</b>	141,991	139,390	138,096	138,943	139,012	138,937	137,916	141,569

**International (includes U.S.)**

<b>Consumer</b>								
Residential mortgage	5,547	4,835	4,874	5,142	3,878	3,644	3,574	3,378
Personal	5,629	5,682	5,910	6,038	6,259	6,142	5,501	5,309
Credit card	159	161	173	174	174	171	178	173
	11,335	10,678	10,957	11,354	10,311	9,957	9,253	8,860
<b>Business and government loans and acceptances</b>								
Financial services	6,312	6,395	7,170	6,542	7,432	8,094	9,219	9,347
Energy	2,452	2,872	3,169	3,731	4,422	4,640	4,941	2,994
Commercial real estate	6,748	5,777	5,707	5,124	4,988	3,997	3,992	4,082
Consumer goods	1,168	1,335	1,328	1,383	1,502	1,438	1,518	1,699
Industrial products	772	1,041	1,190	1,199	1,416	1,595	1,830	2,116
Transportation and environment	1,841	2,422	2,648	2,442	1,207	1,427	1,643	1,571
Automotive	359	390	342	411	499	397	467	527
Government	189	432	126	130	176	137	119	128
Media and cable <sup>3</sup>	1,039	1,060	1,198	1,321	1,321	1,351	1,334	1,380
Forest products	226	315	266	417	503	555	353	385
Telecommunication	448	628	862	1,246	1,289	1,471	1,292	1,558
Mining and metals	992	858	990	1,192	1,296	1,222	1,013	1,071
Information technology	116	164	167	180	209	257	336	396
Other	3,642	3,448	3,683	3,959	3,791	3,466	3,492	3,417
	26,304	27,137	28,846	29,277	30,051	30,047	31,549	30,671
	37,639	37,815	39,803	40,631	40,362	40,004	40,802	39,531
<b>Total International</b>	179,630	177,205	177,899	179,574	179,374	178,941	178,718	181,100
<b>Total loans and acceptances</b>	(2,156)	(2,226)	(2,267)	(2,203)	(2,218)	(2,338)	(2,345)	(2,278)
<b>Total</b>	177,474	174,979	175,632	177,371	177,156	176,603	176,373	178,822

	2003 9 months	2002 9 months	2002	2001	2000	1999
<b>Canada</b>						
Consumer						
Residential mortgage	71,654	66,763	67,700	64,066	61,444	58,524
Personal	27,542	25,963	25,918	27,202	27,207	24,353
Credit card	5,466	4,600	4,740	4,110	4,666	2,666
	104,662	97,326	98,358	95,378	93,317	85,543
Business and government loans and acceptances						
Small business	9,518	9,560	9,470	9,788	11,701	10,334
Agriculture	4,546	4,704	4,427	4,758	4,931	4,217
Financial services	2,032	3,809	3,015	3,010	2,218	1,567
Energy	1,920	2,930	2,911	4,293	3,754	3,350
Commercial mortgages	2,527	2,446	2,468	2,635	2,961	2,635
Commercial real estate	2,073	2,460	2,393	2,325	2,594	2,400
Consumer goods	2,408	2,221	2,238	2,447	2,874	2,086
Industrial products	1,647	1,622	1,569	2,174	2,470	2,301
Transportation and environment <sup>2</sup>	1,100	1,354	1,450	2,138	1,519	1,562
Automotive <sup>2</sup>	1,620	1,383	1,370	864	673	611
Government	854	975	1,039	1,597	1,385	2,105
Media and cable <sup>3</sup>	817	1,106	994	1,510	1,120	1,135
Forest products	1,203	1,075	954	1,275	1,362	1,151
Telecommunication	291	546	487	677	1,008	525
Mining and metals	458	487	361	636	897	845
Information technology	119	186	191	203	210	191
Other	4,196	4,822	5,248	5,861	6,406	4,604
	37,329	41,686	40,585	46,191	48,083	41,619
<b>Total Canada</b>	141,991	139,012	138,943	141,569	141,400	127,162
<b>International (includes U.S.)</b>						
Consumer						
Residential mortgage	5,547	3,878	5,142	3,378	1,540	718
Personal	5,629	6,259	6,038	5,309	812	902
Credit card	159	174	174	173	-	-
	11,335	10,311	11,354	8,860	2,352	1,620
Business and government loans and acceptances						
Financial services	6,312	7,432	6,542	9,347	7,912	6,937
Energy	2,452	4,422	3,731	2,994	3,051	3,887
Commercial real estate	6,748	4,988	5,124	4,082	271	464
Consumer goods	1,168	1,502	1,383	1,699	1,111	1,411
Industrial products	772	1,416	1,199	2,116	1,749	1,325
Transportation and environment	1,841	1,207	2,442	1,571	1,487	1,975
Automotive	359	499	411	527	513	878
Government	189	176	130	128	167	773
Media and cable <sup>3</sup>	1,039	1,321	1,321	1,380	2,033	1,909
Forest products	226	503	417	385	468	549
Telecommunication	448	1,289	1,246	1,558	2,244	1,206
Mining and metals	992	1,296	1,192	1,071	901	881
Information technology	116	209	180	396	433	709
Other	3,642	3,791	3,959	3,417	1,720	2,364
	26,304	30,051	29,277	30,671	24,060	25,268
	37,639	40,362	40,631	39,531	26,412	26,888
<b>Total International</b>	179,630	179,374	179,574	181,100	167,812	154,050
<b>Total loans and acceptances</b>	(2,156)	(2,218)	(2,203)	(2,278)	(1,871)	(1,884)
<b>Total</b>	177,474	177,156	177,371	178,822	165,941	152,166

<sup>1</sup> Based on residence of borrower.

<sup>2</sup> Commencing 2002, certain amounts were reclassified from the transportation and environment sector grouping to the automotive sector.

<sup>3</sup> Includes cable loans of \$230 million in Canada in Q3/03 (Q2/03 - \$262 million; Q1/03 - \$229 million; Q4/02 - \$267 million; Q3/02 - \$285 million; Q2/02 - \$331 million; Q1/02 - \$266 million; Q4/01 - \$330 million; 2002 - \$267 million; 2001 - \$330 million; 2000 - \$262 million; 1999 - \$169 million). International cable loans were \$458 million in Q3/03, (Q2/03 - \$470 million; Q1/03 - \$548 million; Q4/02 - \$634 million; Q3/02 - \$597 million; Q2/02 - \$577 million; Q1/02 - \$494 million; Q4/01 - \$625 million; 2002 - \$634 million; 2001 - \$625 million; 2000 - \$1,321 million; 1999 - \$850 million).

**U.S. LOANS AND ACCEPTANCES<sup>1</sup>**

(C\$ MM)

**U.S.**

	<u>Q3/03</u>	<u>Q2/03</u>	<u>Q1/03</u>	<u>Q4/02</u>	<u>Q3/02</u>	<u>Q2/02</u>	<u>Q1/02</u>	<u>Q4/01</u>
<b>Consumer</b>								
Residential mortgage	4,780	4,078	4,086	4,353	3,101	2,890	2,827	2,666
Personal	4,899	4,974	5,145	5,269	5,495	5,373	4,695	4,621
Credit card	113	115	124	125	128	127	134	128
	<u>9,792</u>	<u>9,167</u>	<u>9,355</u>	<u>9,747</u>	<u>8,724</u>	<u>8,390</u>	<u>7,656</u>	<u>7,415</u>
<b>Business and government loans and acceptances<sup>2</sup></b>								
Financial services	2,766	3,088	3,068	3,770	4,877	5,263	4,708	4,104
Energy	1,574	2,012	2,413	2,680	3,288	3,409	3,490	1,613
Commercial real estate	5,798	5,146	5,206	4,531	4,426	3,724	3,750	3,773
Consumer goods	865	973	937	958	1,003	968	1,055	1,172
Industrial products	551	844	947	974	978	1,209	1,477	1,513
Transportation and environment	436	430	474	484	350	634	806	788
Automotive	340	382	340	409	475	367	402	408
Government	101	91	19	19	17	16	119	23
Media and cable <sup>3</sup>	947	951	1,024	1,107	1,115	1,105	1,054	1,038
Forest products	102	148	108	223	282	261	97	98
Telecommunication	402	463	594	689	714	928	815	835
Mining and metal	105	113	109	70	82	68	44	45
Information technology	115	164	167	177	206	252	285	299
Other	2,888	2,812	3,068	3,354	3,201	2,922	3,035	2,820
	<u>16,990</u>	<u>17,617</u>	<u>18,474</u>	<u>19,445</u>	<u>21,014</u>	<u>21,126</u>	<u>21,137</u>	<u>18,529</u>
<b>Total U.S.</b>	<u>26,782</u>	<u>26,784</u>	<u>27,829</u>	<u>29,192</u>	<u>29,738</u>	<u>29,516</u>	<u>28,793</u>	<u>25,944</u>

	<u>2003</u> 9 months	<u>2002</u> 9 months	<u>2002</u>	<u>2001</u>	<u>2000</u>
	4,780	3,101	4,353	2,666	845
	4,899	5,495	5,269	4,621	78
	113	128	125	128	-
	<u>9,792</u>	<u>8,724</u>	<u>9,747</u>	<u>7,415</u>	<u>923</u>
	2,766	4,877	3,770	4,104	4,521
	1,574	3,288	2,680	1,613	1,582
	5,798	4,426	4,531	3,773	44
	865	1,003	958	1,172	435
	551	978	974	1,513	1,107
	436	350	484	788	469
	340	475	409	408	221
	101	17	19	23	-
	947	1,115	1,107	1,038	1,782
	102	282	223	98	181
	402	714	689	835	1,131
	105	82	70	45	104
	115	206	177	299	374
	<u>2,888</u>	<u>3,201</u>	<u>3,354</u>	<u>2,820</u>	<u>541</u>
	<u>16,990</u>	<u>21,014</u>	<u>19,445</u>	<u>18,529</u>	<u>12,492</u>
	<u>26,782</u>	<u>29,738</u>	<u>29,192</u>	<u>25,944</u>	<u>13,415</u>

<sup>1</sup> Based on residence of borrower.

<sup>2</sup> Q1/03 restated to reflect more accurate sector allocations.

<sup>3</sup> Includes cable loans of \$380 million in Q3/03, (Q2/03 - \$393 million Q1/03 - \$435 million; Q4/02 - \$522 million; Q3/02 - \$484 million; Q2/02 - \$445 million; Q1/02 - \$353 million; Q4/01 - \$455 million; 2002 - \$522 million; 2001 - \$455 million; 2000 - \$1,162 million).

**PROVISION FOR CREDIT LOSSES  
(C \$MM)**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Allocated specific	167	211	200	235	216	328	286	425	236	578	830	1,065	1,049	571	530
Allocated general <sup>1</sup>	(5)	2	2	(15)	4	-	(11)	108	-	(1)	(7)	(22)	205	73	n/a
Total allocated <sup>1</sup>	162	213	202	220	220	328	275	533	236	577	823	1,043	1,254	644	n/a
Unallocated <sup>1</sup>	5	(2)	(2)	15	(4)	-	11	(108)	-	1	7	22	(135)	47	n/a
<b>Total provision for credit losses</b>	<b>167</b>	<b>211</b>	<b>200</b>	<b>235</b>	<b>216</b>	<b>328</b>	<b>286</b>	<b>425</b>	<b>236</b>	<b>578</b>	<b>830</b>	<b>1,065</b>	<b>1,119</b>	<b>691</b>	<b>760</b>
Provision for credit losses as a % of average loans and acceptances	0.38%	0.49%	0.44%	0.52%	0.49%	0.76%	0.63%	0.95%	0.54%	0.44%	0.63%	0.60%	0.65%	0.43%	0.49%
Provision for credit losses as a % of average loans, acceptances and reverse repurchase agreements	0.31%	0.40%	0.36%	0.42%	0.41%	0.64%	0.54%	0.81%	0.45%	0.35%	0.53%	0.50%	0.55%	0.38%	0.43%
Allocated specific provision for credit losses as a % of average loans, acceptances and reverse repurchase agreements	0.31%	0.40%	0.36%	0.42%	0.41%	0.64%	0.54%	0.81%	0.45%	0.35%	0.53%	0.50%	0.52%	0.31%	0.30%

**NONACCRUAL LOANS<sup>2</sup>**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
<b>Domestic</b>															
Business Loans															
Commercial real estate	9	8	18	23	56	62	80	95	87	9	56	23	95	90	186
Small business	205	221	209	222	249	260	274	283	275	205	249	222	283	264	257
Agriculture	100	105	103	141	155	160	119	111	120	100	155	141	111	53	62
Other	452	624	519	509	495	555	657	682	538	452	495	509	682	530	473
Total business loans	766	958	849	895	955	1,037	1,130	1,171	1,020	766	955	895	1,171	937	978
Residential mortgages	101	102	103	102	106	128	141	142	132	101	106	102	142	185	173
Personal loans	229	241	260	275	286	296	300	310	311	229	286	275	310	247	236
Total domestic nonaccrual loans	1,096	1,301	1,212	1,272	1,347	1,461	1,571	1,623	1,463	1,096	1,347	1,272	1,623	1,369	1,387
<b>International</b>															
Non-LDC - United States <sup>3</sup>	409	467	703	584	698	758	776	626	589	409	698	584	626	145	41
- Europe, Middle East and Africa	167	146	160	115	72	69	82	79	35	167	72	115	79	46	58
- Latin America	125	148	193	217	133	121	170	14	11	125	133	217	14	9	10
- Caribbean	72	72	76	71	60	62	58	55	52	72	60	71	55	48	47
- Asia Pacific	30	29	30	29	28	28	27	37	14	30	28	29	37	33	127
LDC	-	-	-	-	33	30	29	31	29	-	33	-	31	28	34
Total international nonaccrual loans	803	862	1,162	1,016	1,024	1,068	1,142	842	730	803	1,024	1,016	842	309	317
<b>Total nonaccrual loans</b>	<b>1,899</b>	<b>2,163</b>	<b>2,374</b>	<b>2,288</b>	<b>2,371</b>	<b>2,529</b>	<b>2,713</b>	<b>2,465</b>	<b>2,193</b>	<b>1,899</b>	<b>2,371</b>	<b>2,288</b>	<b>2,465</b>	<b>1,678</b>	<b>1,704</b>
<b>Total loans and acceptances<sup>2</sup></b>															
<b>Domestic</b>															
Residential mortgages	71,654	69,596	68,543	67,700	66,763	66,474	65,864	64,066	63,129	71,654	66,763	67,700	64,066	61,444	58,524
Personal loans	27,542	26,769	26,046	25,918	25,963	26,150	26,099	27,202	26,991	27,542	25,963	25,918	27,202	27,207	24,353
Credit card loans	5,466	5,166	5,041	4,740	4,600	4,274	4,160	4,110	3,943	5,466	4,600	4,740	4,110	4,666	2,666
Business loans	33,584	35,111	35,437	37,869	38,023	38,608	40,373	42,575	42,948	33,584	38,023	37,869	42,575	47,616	43,674
Total Domestic	138,246	136,642	135,067	136,227	135,349	135,506	136,496	137,953	137,011	138,246	135,349	136,227	137,953	140,933	129,217
<b>U.S. and Other International<sup>4</sup></b>	<b>41,384</b>	<b>40,563</b>	<b>42,832</b>	<b>43,347</b>	<b>44,025</b>	<b>43,435</b>	<b>42,222</b>	<b>43,147</b>	<b>40,612</b>	<b>41,384</b>	<b>44,025</b>	<b>43,347</b>	<b>43,147</b>	<b>26,879</b>	<b>24,833</b>
<b>Total loans</b>	<b>179,630</b>	<b>177,205</b>	<b>177,899</b>	<b>179,574</b>	<b>179,374</b>	<b>178,941</b>	<b>178,718</b>	<b>181,100</b>	<b>177,623</b>	<b>179,630</b>	<b>179,374</b>	<b>179,574</b>	<b>181,100</b>	<b>167,812</b>	<b>154,050</b>
<b>Nonaccrual loans as a % of related loans and acceptances</b>															
<b>Domestic</b>															
Residential mortgages	0.14%	0.15%	0.15%	0.15%	0.16%	0.19%	0.21%	0.22%	0.21%	0.14%	0.16%	0.15%	0.22%	0.30%	0.30%
Personal loans	0.83%	0.90%	1.00%	1.06%	1.10%	1.13%	1.15%	1.14%	1.15%	0.83%	1.10%	1.06%	1.14%	0.91%	0.97%
Business loans	2.28%	2.73%	2.40%	2.36%	2.51%	2.69%	2.80%	2.75%	2.37%	2.28%	2.51%	2.36%	2.75%	1.97%	2.24%
Total Domestic	0.79%	0.95%	0.90%	0.93%	1.00%	1.08%	1.15%	1.18%	1.07%	0.79%	1.00%	0.93%	1.18%	0.97%	1.07%
<b>U.S. and Other International</b>	<b>1.94%</b>	<b>2.13%</b>	<b>2.71%</b>	<b>2.34%</b>	<b>2.33%</b>	<b>2.46%</b>	<b>2.70%</b>	<b>1.95%</b>	<b>1.80%</b>	<b>1.94%</b>	<b>2.33%</b>	<b>2.34%</b>	<b>1.95%</b>	<b>1.15%</b>	<b>1.28%</b>
<b>Total loans and acceptances</b>	<b>1.06%</b>	<b>1.22%</b>	<b>1.33%</b>	<b>1.27%</b>	<b>1.32%</b>	<b>1.41%</b>	<b>1.52%</b>	<b>1.36%</b>	<b>1.23%</b>	<b>1.06%</b>	<b>1.32%</b>	<b>1.27%</b>	<b>1.36%</b>	<b>1.00%</b>	<b>1.11%</b>

<sup>1</sup>The allocated general provision and the unallocated provision totalled \$230 million in 1999. These were not separated into the allocated general and unallocated components.

<sup>2</sup>Nonaccrual loans are shown on a gross basis (before deducting the allowance for specific and country risk). Total loans are also shown on a gross basis.

<sup>3</sup>RBC Centura amounts were: in Q3/03 \$170 million, in Q2/03 \$174 million, and in Q3/02 \$185 million.

<sup>4</sup>RBC Centura amounts were: in Q3/03 \$16,708 million, in Q2/03 \$16,155 million, and in Q3/02 \$15,851 million.

**NONACCRUAL LOANS  
(C\$ MM)**

**Changes in nonaccrual loans**

	<u>Q3/03</u>	<u>Q2/03</u>	<u>Q1/03</u>	<u>Q4/02</u>	<u>Q3/02</u>	<u>Q2/02</u>	<u>Q1/02</u>	<u>Q4/01</u>	<u>Q3/01</u>	<u>2003</u> <u>9 months</u>	<u>2002</u> <u>9 months</u>	<u>2002</u>	<u>2001</u>	<u>2000</u>	<u>1999</u>
Nonaccrual loans at beginning of period	2,163	2,374	2,288	2,371	2,529	2,713	2,465	2,193	1,988	2,288	2,465	2,465	1,678	1,704	2,001
Nonaccrual loans formation <sup>1</sup>	3	58	272	313	235	204	528	675	429	333	967	1,280	1,912	813	743
Charge-offs	(267)	(269)	(186)	(396)	(393)	(388)	(280)	(403)	(224)	(722)	(1,061)	(1,457)	(1,125)	(839)	(1,072)
Other & FX adjustment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	32
Nonaccrual loans at end of period	1,899	2,163	2,374	2,288	2,371	2,529	2,713	2,465	2,193	1,899	2,371	2,288	2,465	1,678	1,704

**NONACCRUAL LOANS FORMATION  
AND CHARGE-OFFS**

**Q3/03 vs Q2/03**

	<u>Domestic Business</u>	<u>U.S. and Other International</u>	<u>Total Business</u>	<u>Consumer</u>	<u>Total</u>
Q2/03 nonaccrual loans	958	800	1,758	405	2,163
Nonaccrual loans formation <sup>1</sup>	(115)	(8)	(123)	126	3
Charge-offs	(77)	(47)	(124)	(143)	(267)
Other & FX adjustment	-	-	-	-	-
Q3/03 nonaccrual loans before allowance	766	745	1,511	388	1,899
Q3/03 specific allowance for loan losses	(333)	(348)	(681)	(168)	(849)
Q3/03 nonaccrual loans <sup>2</sup>	433	397	830	220	1,050

**Q3/03 vs Q4/02**

Q4/02 nonaccrual loans	895	956	1,851	437	2,288
Nonaccrual loans formation <sup>1</sup>	23	(76)	(53)	386	(333)
Charge-offs	(152)	(135)	(287)	(435)	(722)
Other & FX adjustment	-	-	-	-	-
Q3/03 nonaccrual loans before allowance	766	745	1,511	388	1,899
Q3/03 specific allowance for loan losses	(333)	(348)	(681)	(168)	(849)
Q3/03 nonaccrual loans <sup>2</sup>	433	397	830	220	1,050

<sup>1</sup>New additions to nonaccrual loans, net of reductions.

<sup>2</sup>Net of specific allowance.

**ALLOWANCE FOR CREDIT LOSSES<sup>1</sup>**  
**(C\$ MM)**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
<b>Allowance for credit losses</b>															
Allocated specific	849	922	954	894	885	1,010	1,018	951	850	849	885	894	951	747	786
Allocated country risk	-	-	-	-	33	30	29	31	29	-	33	-	31	28	34
Allocated general	1,169	1,170	1,174	1,169	1,179	1,175	1,176	1,185	1,072	1,169	1,179	1,169	1,185	863	790
Total allocated	2,018	2,092	2,128	2,063	2,097	2,215	2,223	2,167	1,951	2,018	2,097	2,063	2,167	1,638	1,610
Unallocated	247	243	248	251	235	237	236	225	332	247	235	251	225	337	290
<b>Total allowance for credit losses<sup>1</sup></b>	<b>2,265</b>	<b>2,335</b>	<b>2,376</b>	<b>2,314</b>	<b>2,332</b>	<b>2,452</b>	<b>2,459</b>	<b>2,392</b>	<b>2,283</b>	<b>2,265</b>	<b>2,332</b>	<b>2,314</b>	<b>2,392</b>	<b>1,975</b>	<b>1,900</b>
Consisting of:															
Allowance for loan losses	2,156	2,226	2,267	2,203	2,218	2,338	2,345	2,278	2,173	2,156	2,218	2,203	2,278	1,871	1,884
Allowance for off-balance sheet items	109	109	109	109	109	109	109	109	104	109	109	109	109	98	-
Allowance for tax-exempt securities	-	-	-	2	5	5	5	5	6	-	5	2	5	6	16
Total	2,265	2,335	2,376	2,314	2,332	2,452	2,459	2,392	2,283	2,265	2,332	2,314	2,392	1,975	1,900
Allowance for loan losses as a % of total loans and acceptances	1.2%	1.3%	1.3%	1.2%	1.2%	1.3%	1.3%	1.3%	1.2%	1.2%	1.2%	1.2%	1.3%	1.1%	1.2%
Allowance for loan losses as a % of total loans, acceptances and reverse repurchase agreements	1.0%	1.0%	1.1%	1.0%	1.0%	1.1%	1.1%	1.0%	1.1%	1.0%	1.0%	1.0%	1.0%	1.0%	1.1%
<b>Changes in the allowance for credit losses</b>															
Balance at beginning of period	2,335	2,376	2,314	2,332	2,452	2,459	2,392	2,283	2,061	2,314	2,392	2,392	1,975	1,900	2,066
Provision for credit losses	167	211	200	235	216	328	286	425	236	578	830	1,065	1,119	691	760
Charge-offs															
Non-LDC	(267)	(269)	(186)	(363)	(393)	(388)	(280)	(403)	(224)	(722)	(1,061)	(1,424)	(1,125)	(839)	(1,068)
LDC loans and securities	-	-	-	(33)	-	-	-	-	-	-	-	(33)	-	-	(4)
Recoveries	40	41	46	66	44	42	46	54	42	127	132	198	185	162	114
At date of acquisition <sup>2</sup>	-	-	8	-	18	-	-	-	157	8	18	18	157	-	-
Other, primarily translation adjustments on provisions denominated in foreign currencies	(10)	(24)	(6)	77	(5)	11	15	33	11	(40)	21	98	81	61	32
Balance at end of period	2,265	2,335	2,376	2,314	2,332	2,452	2,459	2,392	2,283	2,265	2,332	2,314	2,392	1,975	1,900
<b>Coverage ratios<sup>3</sup></b>															
Coverage ratio (total)	114%	103%	95%	96%	94%	93%	87%	93%	99%	114%	94%	96%	93%	112%	112%
Coverage ratio (non-LDC)	114%	103%	95%	96%	94%	93%	86%	93%	99%	114%	94%	96%	93%	112%	112%
<b>NET CHARGE-OFFS</b>															
<b>Domestic</b>															
Residential mortgages	2	2	1	2	3	3	3	5	4	5	9	11	15	11	12
Personal loans	106	134	94	92	114	119	123	104	116	334	356	448	454	430	260
Business loans and acceptances	67	28	16	68	88	57	45	70	53	111	190	258	238	177	458
Total Domestic	175	164	111	162	205	179	171	179	173	450	555	717	707	618	730
<b>U.S. and Other International</b>															
Non-LDC <sup>4</sup>	52	64	29	135	144	167	63	170	9	145	374	509	233	59	224
LDC exposures	-	-	-	33	-	-	-	-	-	-	-	33	-	-	4
Total U.S. and Other International	52	64	29	168	144	167	63	170	9	145	374	542	233	59	228
<b>Total net charge-offs</b>	<b>227</b>	<b>228</b>	<b>140</b>	<b>330</b>	<b>349</b>	<b>346</b>	<b>234</b>	<b>349</b>	<b>182</b>	<b>595</b>	<b>929</b>	<b>1,259</b>	<b>940</b>	<b>677</b>	<b>958</b>
<b>Charge-off ratio</b>															
Total net charge-offs as a % of average loans and acceptances	0.51%	0.53%	0.31%	0.74%	0.79%	0.80%	0.52%	0.78%	0.42%	0.45%	0.70%	0.71%	0.55%	0.42%	0.62%

<sup>1</sup> RBC Centura amounts in Q3/03 were: \$49 million of the specific allowance (Q2/03 \$51 million and Q3/02 \$44 million); \$111 million of the general allocated allowance (Q2/03 \$112 million and Q3/02 \$119 million) and \$36 million of the unallocated general allowance (Q2/03 \$31 million and Q3/02 \$25 million).

<sup>2</sup> Acquisition amounts were: Admiralty Bancorp \$8 million in Q1/03, Eagle Bancshares \$18 million in Q3/02, and Centura \$157 million in Q3/01.

<sup>3</sup> The allowance for loan losses plus the allowance for tax-exempt securities as a percentage of nonaccrual loans.

<sup>4</sup> For Q3/03 includes \$12 million for RBC Centura (\$13 million in Q2/03; \$15 million in Q3/02) largely consisting of Centura business and government loans.

**SPECIAL ITEMS (after-tax amounts)  
(\$MM)**

	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	Q1/02	Q4/01	Q3/01	2003 9 months	2002 9 months	2002	2001	2000	1999
Net income															
Reported	776	689	767	732	722	710	734	680	436	2,232	2,166	2,898	2,435	2,208	1,725
RBC Banking															
- Gain on sale of Group Retirement Services	-	-	-	-	-	-	-	-	-	-	-	-	(6)	-	-
- Gain on sale of securities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(16)
- Provision for credit losses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	20
- U.S. retail bank restructuring costs	-	-	-	-	-	-	-	-	57	-	-	-	57	-	-
- Restructuring costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	29
- Deferred tax adjustment	-	-	-	-	-	-	-	9	36	-	-	-	45	-	-
RBC Investments															
- Gain on sale of RT Capital Management	-	-	-	-	-	-	-	(251)	-	-	-	-	(251)	-	-
- Gain on sale of Group Retirement Services	-	-	-	-	-	-	-	-	-	-	-	-	(28)	-	-
- Deferred tax adjustment	-	-	-	-	-	-	-	-	5	-	-	-	5	-	-
RBC Capital Markets															
- Provision for Credit Losses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	31
- Restructuring costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	47
- Deferred tax adjustment	-	-	-	-	-	-	-	3	24	-	-	-	27	-	-
RBC Global Services															
- Gain on formation of Moneris Joint Venture	-	-	-	-	-	-	-	-	-	-	-	-	(77)	-	-
Other															
- Gain on sale of real estate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(54)
- Expenses re: sale of real estate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
- Writedown of MECA & Integriion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10
- Restructuring costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11
- Merger costs (RBC/BMO)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7
- Deferred tax adjustment	-	-	-	-	-	-	-	-	24	-	-	-	24	-	-
Net Income, excluding special items	776	689	767	732	722	710	734	441	582	2,232	2,166	2,898	2,231	2,208	1,813
Earnings per share - diluted															
Reported	\$1.14	\$0.99	\$1.10	\$1.05	\$1.02	\$1.01	\$1.04	\$0.94	\$0.60	\$3.24	\$3.07	\$4.12	\$3.55	\$3.40	\$2.48
RBC Banking															
- Gain on sale of Group Retirement Services	-	-	-	-	-	-	-	-	-	-	-	-	(\$0.01)	-	-
- Gain on sale of securities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(\$0.03)
- Provision for credit losses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$0.03
- U.S. retail bank restructuring costs	-	-	-	-	-	-	-	-	\$0.09	-	-	-	\$0.09	-	-
- Restructuring costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$0.05
- Deferred tax adjustment	-	-	-	-	-	-	-	\$0.01	\$0.05	-	-	-	\$0.07	-	-
RBC Investments															
- Gain on sale of RT Capital Management	-	-	-	-	-	-	-	(\$0.36)	-	-	-	-	(\$0.38)	-	-
- Gain on sale of Group Retirement Services	-	-	-	-	-	-	-	-	-	-	-	-	(\$0.04)	-	-
- Deferred tax adjustment	-	-	-	-	-	-	-	-	\$0.01	-	-	-	\$0.01	-	-
RBC Capital Markets															
- Provision for Credit Losses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$0.05
- Restructuring costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$0.08
- Deferred tax adjustment	-	-	-	-	-	-	-	\$0.01	\$0.04	-	-	-	\$0.04	-	-
RBC Global Services															
- Gain on formation of Moneris Joint Venture	-	-	-	-	-	-	-	-	-	-	-	-	(\$0.12)	-	-
Other															
- Gain on sale of real estate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(\$0.09)
- Expenses re: sale of real estate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$0.01
- Writedown of MECA & Integriion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$0.02
- Restructuring costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$0.02
- Merger costs (RBC/BMO)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$0.01
- Deferred tax adjustment	-	-	-	-	-	-	-	-	\$0.03	-	-	-	\$0.03	-	-
EPS, excluding special items	\$1.14	\$0.99	\$1.10	\$1.05	\$1.02	\$1.01	\$1.04	\$0.60	\$0.82	\$3.24	\$3.07	\$4.12	\$3.24	\$3.40	\$2.63
Income taxes															
Reported	413	304	410	315	381	329	390	256	372	1,127	1,100	1,415	1,350	1,412	974
Tax Impact															
RBC Banking	-	-	-	-	-	-	-	-	34	-	-	-	33	-	(24)
RBC Investments	-	-	-	-	-	-	-	(62)	-	-	-	-	(70)	-	-
RBC Capital Markets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(60)
RBC GS	-	-	-	-	-	-	-	-	-	-	-	-	(12)	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	17
Deferred tax adjustments															
RBC Banking	-	-	-	-	-	-	-	(9)	(36)	-	-	-	(45)	-	-
RBC Investments	-	-	-	-	-	-	-	-	(5)	-	-	-	(5)	-	-
RBC Capital Markets	-	-	-	-	-	-	-	(3)	(24)	-	-	-	(27)	-	-
RBC GS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	(24)	-	-	-	(24)	-	-
Income taxes, excluding special items	413	304	410	315	381	329	390	182	317	1,127	1,100	1,415	1,200	1,412	907

<sup>1</sup>There were no special items in Q3/03, Q2/03, Q1/03, FY 2002 and FY 2000.

**SPECIAL ITEMS (after-tax amounts)  
(\$MM)**

	<u>Q3/03</u>	<u>Q2/03</u>	<u>Q1/03</u>	<u>Q4/02</u>	<u>Q3/02</u>	<u>Q2/02</u>	<u>Q1/02</u>	<u>Q4/01</u>	<u>Q3/01</u>	<u>2003</u> <u>9 months</u>	<u>2002</u> <u>9 months</u>	<u>2002</u>	<u>2001</u>	<u>2000</u>	<u>1999</u>
Geographic Net income															
Reported	776	689	767	732	722	710	734	680	436	2,232	2,166	2,898	2,435	2,208	1,725
Canada															
- Gain on sale of securities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(16)
- Provision for credit losses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	20
- Restructuring costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	118
- Deferred tax adjustment	-	-	-	-	-	-	-	12	89	-	-	-	101	-	-
- Gain on sale of RT Capital Management	-	-	-	-	-	-	-	(251)	-	-	-	-	(251)	-	-
- Gain on sale of Group Retirement Services	-	-	-	-	-	-	-	-	-	-	-	-	(34)	-	-
- Provision for credit losses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
- Gain on formation of Moneris	-	-	-	-	-	-	-	-	-	-	-	-	(77)	-	-
- Gain on sale of real estate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(54)
- Expenses re: sale of real estate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
- Writedown of MECA & Integriion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10
- Merger costs (RBC/BMO)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7
- Deferred tax adjustment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
U.S.															
- U.S. retail bank restructuring	-	-	-	-	-	-	-	-	57	-	-	-	57	-	-
Other International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net Income, excluding special items	776	689	767	732	722	710	734	441	582	2,232	2,166	2,898	2,231	2,208	1,813
Non-interest revenue															
Reported	2,226	2,053	2,161	2,103	2,101	2,189	2,186	2,265	1,963	6,440	6,476	8,579	8,155	6,680	5,491
RBC Banking															
- Gain on sale of securities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(28)
- Gain on sale of Group Retirement Services	-	-	-	-	-	-	-	-	-	-	-	-	(7)	-	-
RBC Investments															
- Gain on sale of RT Capital Management	-	-	-	-	-	-	-	(313)	-	-	-	-	(313)	-	-
- Gain on sale of Group Retirement Services	-	-	-	-	-	-	-	-	-	-	-	-	(36)	-	-
RBC Global Services															
- Gain on formation of Moneris	-	-	-	-	-	-	-	-	-	-	-	-	(89)	-	-
Other															
- Gain on sale of real estate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(95)
- Writedown of MECA & Integriion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	18
Non-interest revenue, excluding special items	2,226	2,053	2,161	2,103	2,101	2,189	2,186	1,952	1,963	6,440	6,476	8,579	7,710	6,680	5,386
Provision for credit losses															
Reported	167	211	200	235	216	328	286	425	236	578	830	1,065	1,119	691	760
RBC Banking	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(35)
RBC Capital Markets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(55)
Provision for Credit Losses, excl.special items	167	211	200	235	216	328	286	425	236	578	830	1,065	1,119	691	670
Non-interest expense															
Reported	2,581	2,514	2,559	2,601	2,515	2,519	2,609	2,636	2,598	7,654	7,643	10,244	9,641	7,628	7,141
RBC Banking															
- U.S. retail bank restructuring	-	-	-	-	-	-	-	-	(91)	-	-	-	(91)	-	-
- Restructuring costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(50)
RBC Capital Markets															
- Restructuring costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(83)
Other															
- Restructuring costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(20)
- Merger costs (RBC/BMO)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(12)
- Expenses re: sale of real estate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(5)
Non Interest Expense, excluding special items	2,581	2,514	2,559	2,601	2,515	2,519	2,609	2,636	2,507	7,654	7,643	10,244	9,550	7,628	6,971

<sup>1</sup>There were no special items in Q3/03, Q2/03, Q1/03, FY 2002 and FY 2000.