



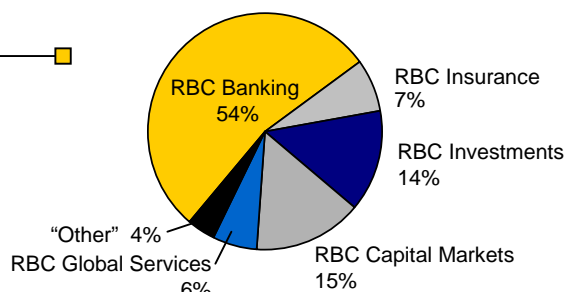
# RBC Quick Facts – Q1 2003

## Corporate profile

Royal Bank of Canada (TSX/NYSE: RY), operating under the master brand name of RBC Financial Group, is Canada's largest financial institution as measured by market value and assets, and is one of North America's leading diversified financial services companies. We provide personal and commercial banking, wealth management services, insurance, corporate and investment banking, and transaction processing services on a global basis. We employ 60,000 people who serve more than 12 million personal, business and public sector clients through offices in North America and some 30 countries around the world.

## Business segments\*

Contribution to total bank net income (Q1/03):



### RBC Banking:

serves over 11 million individual and business clients in Canada, the U.S. (through RBC Centura) and the Caribbean and the Bahamas; distribution capabilities include a network of branches, accredited financial planners, mobile sales representatives, automated banking machines, and telephone and internet banking

(\$ millions)	Q1/03	Q1/02
Revenues	\$1,959	\$1,971
Non-interest expense	\$1,178	\$1,142
Net income	\$ 412	\$ 389
Return on equity	21.5%	18.8%

### RBC Insurance:

offers a range of creditor, life, health, travel, home and auto insurance products and services to more than 5 million North American clients, and reinsurance products to business clients around the world. Total premiums and deposits for Q1/03 were \$534 million compared to \$479 million last year

(\$ millions)	Q1/03	Q1/02
Revenues	\$155	\$132
Non-interest expense	\$101	\$ 94
Net income	\$ 54	\$ 42
Return on equity	26.8%	23.0%

### RBC Investments:

provides full-service and self-directed brokerage, financial planning, investment counselling, personal trust, private banking and investment management products and services to private clients in Canada, the U.S. and internationally, delivered through RBC Royal Bank branches in Canada, RBC Investments offices, RBC Dain Rauscher branches and other locations worldwide

(\$ millions)	Q1/03	Q1/02
Revenues	\$884	\$951
Non-interest expense	\$725	\$828
Net income	\$104	\$ 88
Return on equity	14.7%	11.1%

### RBC Capital Markets:

provides wholesale financial services to corporate, government and institutional clients in North America and in specialized product and industry sectors globally; headquartered in Toronto, with key centres of expertise in Minneapolis, New York, London and offices in 27 other cities

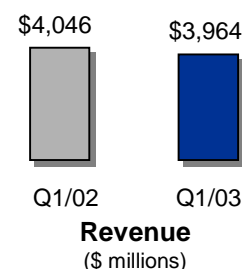
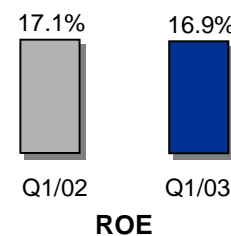
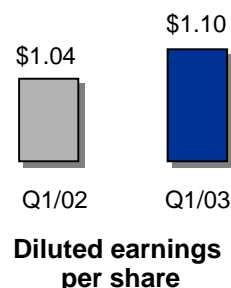
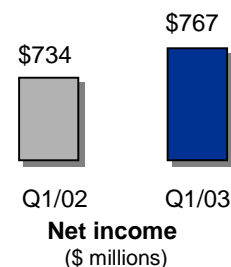
(\$ millions)	Q1/03	Q1/02
Revenues	\$687	\$721
Non-interest expense	\$426	\$418
Net income	\$116	\$146
Return on equity	11.1%	13.7%

### RBC Global Services:

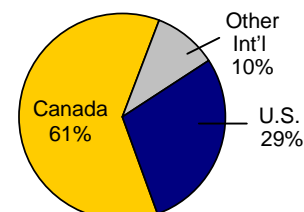
offers specialized transaction processing services to commercial, corporate and institutional clients in domestic and select international markets; key businesses include custody, fund administration, correspondent banking, cash management, payments and trade finance

(\$ millions)	Q1/03	Q1/02
Revenues	\$212	\$194
Non-interest expense	\$144	\$134
Net income	\$ 48	\$ 40
Return on equity	30.2%	25.7%

## Financial highlights\*



## Geographic distribution of revenues (Q1/03):



\* all financial information is in Canadian dollars using US GAAP for the period ended January 31st

## RBC Financial Group's Strategic priorities

- Strong fundamentals:** our objective is to have top quartile financial performance among North American financial companies. Please refer to the sidebar (at right) for our medium-term goals, and our performance against our 2003 financial objectives
- Expansion outside Canada:** all of our businesses have global mandates. We wish to continue growing revenues and earnings outside of Canada, largely in the U.S., while defending our Canadian franchise. We are focused on having best in class select financial services in the U.S.
- Growth of high-return or high-P/E multiple businesses:** our primary focus is on RBC Banking and RBC Investments, but all business segments have selected areas for priority growth
- Cross-platform leverage:** our goal is to leverage our strengths in working across our business segments to provide integrated financial solutions to customers. These cross-platform efforts include sharing best practices and realizing revenue and cost synergies

### Medium-term goals

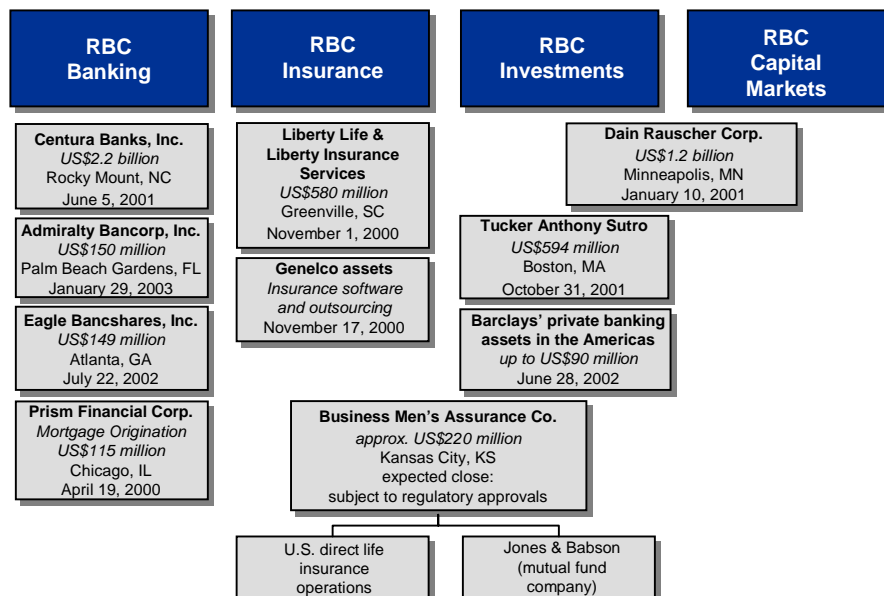
- Earnings growth:**  
Grow diluted earnings per share by 10-15%
- Return on equity:**  
Achieve a return on common equity of 20+%
- Revenue growth:**  
Achieve revenue growth of 8-10%
- Portfolio quality:**  
Achieve a ratio of specific provisions for credit losses to average loans, acceptances and reverse repos of .35-.45% (Cdn. GAAP)
- Capital management:**  
Capital ratios:  
Tier 1 capital of 8-8.5%  
Total capital of 11-12%
- Dividend payout ratio:**  
Common share dividends 35-45% of net income after preferred dividends

## RBC Financial Group's 2003 objectives\*

- Valuation:**  
Maintain valuation levels (share price/book value and share price/earnings) that are in the top quartile of the TSX Banks and Trusts Index  
Record share price growth above the average for the TSX Banks and Trusts Index  
Q1/03 performance\*  
1<sup>st</sup> quartile  
Below the index
- Earnings growth:**  
Grow diluted earnings per share by 10-15%  
6%
- Return on equity:**  
Achieve a return on common equity of 17-19%  
16.9%
- Revenue growth:**  
Achieve revenue growth of 5-8%  
(2)%
- Expense growth:**  
Grow expenses at a lower rate than revenues  
Expense growth and revenue growth both (2)%
- Portfolio quality:**  
Achieve a ratio of specific provisions for credit losses to average loans, acceptances and reverse repos of .45-.55% (Cdn. GAAP)  
0.36%  
(0.31%, net of effect of credit derivative gains)
- Capital management:**  
Maintain strong capital ratios (OSFI guidelines)  
Tier 1 capital = 9.4%  
Total capital = 12.7%

## Expansion in the U.S.

We are committed to growing our operations and expanding our presence in the United States, profitably and in a disciplined fashion. We have announced several acquisitions of U.S.-based companies over the past three years, as shown below. Currently, our focus is on consolidating these recent acquisitions. Our recent U.S. acquisitions (excluding capital markets operations) had net income of \$81 million in the first quarter of 2003, compared to \$53 million for the same period last year.



## Contact us:

### Shareholder relations

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### Main Transfer agent

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address: 1500 University Street, Suite 700  
Montreal, QC H3A 3S8  
phone: 1-866-586-7635  
fax: 514-982-7635  
Web site: www.computershare.com

## Share information

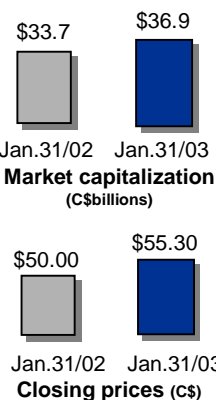
Trading symbol: RY

Listings:

TSX, NYSE,  
Switzerland

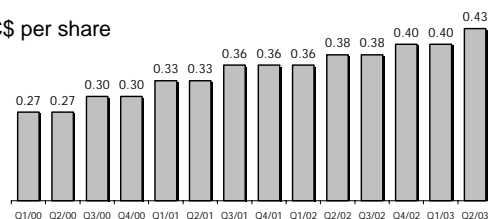
Shares outstanding:

666.4 million shares  
at January 31, 2003



## Common share dividends

C\$ per share



Uninterrupted dividend payment history  
Payout ratio 36% in the Q1/03  
(target payout range 35-45%)