

RBC OSHAWA BRANCH CELEBRATES MAJOR EXPANSION IN DURHAM

Newly Relocated Laval & Stevenson Branch Triples Staff, Tellers, ATMS, Square Footage, and Extends Hours

OSHAWA, ON, (Date).....RBC Financial Group is delighted to announce the relocation and extensive expansion of its King Street Branch in Oshawa.

The newly relocated and renovated Laval and Stevenson Road branch (550 Laval Drive, Unit 100) is a new and much more sophisticated facility. It is opening as part of RBC's ongoing commitment to Oshawa and the entire Durham Region, and it fulfills the company's mandate of continuing to enhance the RBC customer experience.

RBC has been an active part of the Durham community for many years. Since 1989, the company has made more than \$1.9 million in donations – support that has provided meaningful change and growth for the region.

The expanded branch will continue to offer a broad range of quality financial products and services to meet the unique needs of its client. In fact, to celebrate the relocation of this branch, both new and existing customers are invited to participate in a one-on-one financial review that will help them explore options to save money, bank more conveniently, earn more money, and give them valuable peace of mind.

As one of 5 RBC branches in Oshawa, it is the only branch in the south corridor of the city. In fact, the branch is seconds from the highway, and very accessible from the main artery in the area (Stevenson Road). And with more than a century of history serving valued clients in Oshawa, this relocated branch offers far more than a “facelift”.

The new facility boasts:

- 3 ATMS instead of 1;
- 6 teller wickets instead of 2;
- 13 staff members instead of 5;
- A business-banking wicket where none existed before;
- 5,760 square feet instead of 1,700;
- Extended hours. In addition to the existing Monday to Wednesday hours of 9:30 to 4:30, this newly relocated and upgraded branch will remain open until 8 p.m. on Thursday, 6 p.m. on Friday and from 8:30 to 3:00 on Saturday;
- A drive through capability;
- More than ample parking for the convenience of clients; and
- A location in a mall with major merchants that offers a “one stop shopping” experience, including a Super Centre Wal Mart store where customers can buy everything from home goods to clothes to groceries – the largest of its kind in Canada.

Given the branch’s new capabilities and services, Travis Capes, RBC’s Regional Vice President for the Durham area, estimates that the branch will at least double the number of clients it currently serves.

“And we want both existing and new customers to know that we’re here to help. We’re committed to the Durham Region and always will be,” says Capes. “In fact, in addition to the 5 branches we operate in Oshawa, we have 7 more in the Durham Region as a whole. And with the opening of this branch, it’s obvious that we’re here to stay.”

In fact, this new branch allows RBC to redouble its efforts supporting clients and providing them with sound, confidential financial advice based on their needs. The company evaluates each client’s financial situation separately, and provides customized solutions to meet client needs.

RBC's legacy of support and generosity in the Durham Region will continue with the opening of this new location. The company provides donations to numerous organizations and programs including Junior Achievement and After School Programs such as Simcoe Hall Settlement House, Big Brothers and Big Sisters, Grandview Children's Hospital, the Oshawa Hospital Foundation, Durham Children's Aid and Resources for Exceptional Children – just to name a few.

“RBC's investment in youth and sustainability sows the seeds of a strong future for this community” adds Capes.

The Grand Opening of this branch will be hosted on October 25 and will include (info to come).