



RBC DEXIA
INVESTOR SERVICES

RBC Dexia Voted Top Service Provider by Fund Managers In Global Custodian Survey

London, January 20, 2009 — RBC Dexia Investor Services has been ranked the number one service provider by fund managers in *Global Custodian's* 2008 Global Custody Survey. The annual survey is based on feedback and perceptions from those who utilize the services of global custodians.

"We are absolutely delighted that our clients have voted us the number one service provider. Their comments underline the strength of our service and capabilities," said Joanna Meager, Managing Director, UK, Ireland and Middle East for RBC Dexia. "This year we were praised particularly highly for the quality and dedication of our staff, whose collective professionalism and dedication helped us achieve this."

RBC Dexia also received 'Top Ratings' for the survey's Europe and Fund Manager categories and 55 'Best In Class' awards. Top Ratings are awarded for securing an average weighted score superior to the average weighted score for all providers in the survey category. Best in Class awards are given to those custodians whose overall average score is equal to or better than the global weighted average score in each service area.

Clients responding to the survey were fulsome in their praise for the level of client service provided by RBC Dexia. One summarised the relationship as "solid service, product breadth, global presence delivered with a strong customer focus." Another noted that RBC Dexia "really go out of their way to make things happen for their clients."

Fund managers also singled out staff commitment as a defining characteristic of the business partnership: "They work to old-fashioned standards of courtesy, commitment and respect, but are very much modern in thinking. They are a breath of fresh air in today's world of global custody," remarked one.

Global Custodian said that RBC Dexia's scores from fund managers in the survey for both client service and relationship management were "comfortably the best for any provider in the survey". In addition, it noted that RBC Dexia's average scores rose sharply in every question and service area this year. The significance of this achievement is reinforced by the fact that there was a larger turnout by the client base this year.

The 2008 Global Custody Survey is the latest industry poll in which RBC Dexia achieved outstanding results. RBC Dexia was recognized as 'European Transfer Agent of the Year' at the 2008 ICFA European Awards and as 'European Administrator of the Year' at the Funds Europe 2008 awards.

About RBC Dexia Investor Services

RBC Dexia Investor Services offers a complete range of investor services to institutions worldwide. Our unique offshore and onshore solutions, combined with the expertise of our 5,200 professionals in 16 markets, help clients grow their business and sustain enhanced performance through efficiency improvements and robust risk

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management processes. Equally-owned by RBC and Dexia, the company ranks among the world's top 10 global custodians with USD 2.8 trillion in client assets under administration. rbcdexia.com

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