

## RBC Dexia Voted Top Service Provider by Fund Managers and Number One for Europe in Global Custodian Survey

**London, January 4, 2010** — RBC Dexia Investor Services has been ranked the number one service provider for the second year in a row by fund managers in *Global Custodian's* annual Global Custody Survey. The survey is based on feedback and perceptions from those who utilise the services of global custodians.

In addition to its number one Fund Manager ranking, RBC Dexia was also recognised in the following separate categories:

- Number one service provider in Europe
- Number one service provider to companies with assets in custody between \$1-10 billion
- Number one service provider to companies with assets in custody that are less than \$1 billion
- Number two service provider in North America

“Winning high praise for RBC Dexia’s commitment to exceptional client service speaks to each RBC Dexia employee’s understanding our clients’ needs and the aim to respond to them quickly and with unmatched efficiency,” said José Placido, CEO of RBC Dexia Investor Services. “The dramatic increase in our scores across the board is a reflection of our hard work and dedication to our clients.”

Respondents were also provided the opportunity to add commentary where applicable and were particularly effusive when describing their experience with RBC Dexia. One fund manager responded, “They are dedicated, knowledgeable, enthusiastic professionals who are keen to work with you as a team,” and another mentioned, “They know what I need and get it to me quickly.”

In their summary, *Global Custodian* mentioned that RBC Dexia’s scores from fund managers in the survey were exceptionally high, remarking “no other provider even gets close to matching the RBC Dexia score in any service area.”

RBC Dexia also received ‘Top Ratings’ for the survey’s Europe and Fund Manager categories and 63 ‘Best In Class’ awards. To secure a Top Rating in any of the categories, a provider must secure an average weighted score superior to the average weighted score achieved by all providers in the survey from that type of respondent in that category. Best in Class awards go to any provider that achieves an overall weighted average score that equals or better the global weighted average score achieved by all providers in that combination of respondent and service area.

RBC Dexia Investor Services was recently ranked number one overall in the *Global Investor* Global Custody Survey for the sixth consecutive year (2004 – 2009). RBC Dexia also excelled in the annual R&M Consultants Global Custody Survey, and was also named Global Custody: Client Relationship Manager of the Year in *ICFA’s* 2009 Global 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 5,400 professionals in 16 markets, help clients grow their business and sustain enhanced performance through efficiency improvements and robust risk management practices.

Equally owned by RBC and Dexia, the company ranks among the world's top 10 global custodians with USD 2.3 trillion in client assets under administration.

[rbcdexia.com](http://rbcdexia.com)

**For more information, contact:**

Jason Graham

416-955-5800

[jason.graham@rbcdexia.com](mailto:jason.graham@rbcdexia.com)

RBC Dexia Investor Services Limited is a holding company that provides strategic direction and management oversight to its affiliates, including RBC Dexia Investor Services Bank S.A., a credit institution licensed in Luxembourg by the Commission de Surveillance du Secteur Financier and the Ministry of Finance. All are licensed users of the RBC trademark (a registered trademark of Royal Bank of Canada) and Dexia trademark (a registered mark of Dexia Crédit Local) and conduct their global custody and investment administration business under the RBC Dexia Investor Services brand name.