

RBC Dexia Scoops Top Spot in R&M Global Custody Survey

London, March 30, 2011 — RBC Dexia Investor Services is pleased to announce that it has achieved its best ever ranking in the influential *R&M Consultants Global Custody Survey*, securing the top position in ten categories, including the overall client service award. The R&M survey measures customer satisfaction based on questionnaires completed by a wide range of institutions around the world.

RBC Dexia came first in the UK for the sixth year running and was also elected best custodian in Europe, Canada, North America and in the "Rest of the World" category. In the categories reserved for votes by asset managers, RBC Dexia came top overall, and secured the highest ranking amongst Direct, Indirect and UK-based asset managers.

"We pride ourselves on the attention we pay to clients' needs and we have invested heavily in our technology and in the integration of our sales and client service functions to ensure we present a consistent, world class value proposition to our clients," said Tony Johnson, Global Head, Sales & Distribution at RBC Dexia. "The R&M survey results are a welcome validation of our efforts."

More than 40% of RBC Dexia's clients reported an improvement in service, while no clients said service had declined, ensuring that the company achieved its highest ever score in the survey.

These results are the latest in a series of industry accolades awarded to RBC Dexia. The company was recently named 2010 European Custodian of the Year by Funds Europe magazine and also received top scores in seven key categories in the 2010 Global Investor Global Custody Survey, including #1 overall for the Americas and EMEA. RBC Dexia was also awarded "Top Ranked" status in four key categories in Global Custodian's 2010 Global Custody Survey and 'European Transfer Agent of the Year', 'Fund Administrator of the Year: Luxembourg' and 'European Client Relationship Manager of the Year' at the 2010 ICFA European Awards.

A review of RBC Dexia's key business achievements over the past year is [available on our website](#).

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 15 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 2.8 trillion in client assets under administration.

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