

## RBC Dexia awarded Top Rated Status in Five Categories in Global Custody Survey

**London and Toronto, December 22, 2011** – RBC Dexia Investor Services has been awarded ‘Top Rating’ trophies in five categories in Global Custodian’s 2011 Global Custody Survey. The highly-regarded industry survey is based on opinions and feedback from clients of global custodians. RBC Dexia has now received Top Rated status six years in a row, with the number of awards increasing year on year.

RBC Dexia was rewarded with ‘Top Ratings’ in the ‘Europe’ and ‘Fund Manager’ categories for the third consecutive year, as well as in the categories for ‘clients less than \$1 billion’ and ‘between \$1-10 billion’ (for the second year in a row.) The custodian registered the highest scores of all providers in these four categories. A ‘Top Rating’ was also awarded for the first time in the ‘\$10 billion +’ category. RBC Dexia was also voted ‘Best in Class’ across all 11 service areas in four of the categories where it received ‘Top Rating’, notching up an impressive 56 ‘Best in Class’ awards overall.

José Placido, CEO of RBC Dexia Investor Services, commented: “We are immensely pleased that our clients have recognized our commitment to delivering the highest quality of service. The success in this year’s survey reflects the strength of relationship and level of trust our teams build with our clients around the world. ”

Respondents were given the opportunity to comment on their providers. According to one client, RBC Dexia’s “good customer and product knowledge and a proactive approach lead to a good, problem-free relationship,” whilst another summarised RBC Dexia staff as “approachable, willing to resolve issues and implement strategies to improve communications between all parties.”

In order to attain a ‘Top Rating’ in any category, a service provider must secure an average weighted score superior to the average weighted score achieved by all providers in the survey. ‘Best in Class’ awards go to any provider that achieves an overall weighted average score that equals or betters the global weighted average score achieved by all providers in that combination of respondent and service area.

### 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 5,500 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 3 trillion in client assets under administration.

**For more information, contact:**

North America/Asia Pacific

Jason Graham

416-955-5800

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

Europe

Adam Lister

+44 (0)20 7653 4978

[adam.lister@rbcdexia.com](mailto:adam.lister@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 Trust, a trust company, supervised in Canada by the Office of the Superintendent of Financial Institutions, and authorized to carry on business in the U.K. by the Financial Services Authority. 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.