



# RBC Direct Investing Inc.

## SHAREHOLDER COMMUNICATION INSTRUCTIONS

_____ RBC Direct Investing™ Investment account number for RBC Direct Investing Inc. use only
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To: RBC Direct Investing Inc.

SECURITIES REGULATION REQUIRES THAT I PROVIDE YOU WITH MY INSTRUCTIONS REGARDING SHAREHOLDER COMMUNICATION BEFORE YOU CAN HOLD ANY SECURITIES FOR ME.

I have read and understand the "Shareholder Communication Information" that you have provided to me (included in the Operation of Account Agreement) and the choices indicated by me apply to securities of all Canadian reporting issuers held in this account.

### PART 1 - Disclosure of Beneficial Ownership Information

I have initialed the corresponding box to show whether I **DO NOT OBJECT** or **OBJECT** to you disclosing my name, address, electronic mail address, securities holdings and preferred language of communication to Canadian issuers of securities I hold with you and to other persons or companies in accordance with Canadian provincial securities law.

I **DO NOT OBJECT** to you disclosing the information described above.

I **OBJECT** to you disclosing the information described above.

### PART 2 - Receiving Securityholder Materials

Please mark the corresponding box to show what materials you want to receive. Securityholder materials sent to beneficial owners of securities consist of the following materials: (a) proxy-related materials for annual and special meetings; (b) annual reports and financial statements that are not part of proxy-related materials; and (c) materials sent to securityholders that are not required by corporate or securities law to be sent.

I **WANT** to receive **ALL** securityholder materials sent to beneficial owners of securities.

I **DECLINE** to receive all securityholder materials sent to beneficial owners of securities. *(Even if I decline to receive these types of materials, I understand that a reporting issuer or other person or company is entitled to send these materials to me at its expense.)*

I **WANT** to receive **ONLY** proxy-related materials that are sent in connection with a special meeting.

*(IMPORTANT NOTE: These instructions do not apply to any specific request you give or may have given to a reporting issuer concerning the sending of interim financial statements of the reporting issuer. In addition, in some circumstances, the instructions you give in this client response form will not apply to annual reports or financial statements of an investment fund that are not part of proxy-related materials. An investment fund is also entitled to obtain specific instructions from you on whether you wish to receive its annual report or financial statements, and where you provide specific instructions, the instructions in this form with respect to financial statements will not apply.)*

### PART 3 - Consent to Mailing Cost

This section must be completed only if you have marked the "I OBJECT" box in PART 1 of this form. If this section is not completed you will be DEFAULTED to "I DO NOT WISH TO PAY." If you have marked the "I DO NOT OBJECT" box in PART 1 of this form, you are NOT subject to any mailing costs and are not required to complete this section.

I **WISH TO PAY** for the delivery to me of any securityholder materials that I may be entitled to receive under Canadian provincial securities legislation IF the Canadian reporting issuer or other party initiating the mailing has refused to pay the cost of delivery.

I **DO NOT WISH TO PAY** for the delivery to me of any securityholder materials that I may be entitled to receive under Canadian provincial securities legislation IF the Canadian reporting issuer or other party initiating the mailing refuses to pay the cost of delivery. I understand that I will not receive mailings for which the Canadian reporting issuer or other party initiating the mailing has refused to pay the cost of delivery. This could include non-routine and significant corporate action related mailings. (DEFAULT CHOICE)

*PLEASE NOTE: If you mark the "I OBJECT" box in Part 1 above, Canadian reporting issuers and other parties initiating a shareholder mailing may, but are not required to, bear the costs associated with the sending of securityholder material to you. (Even if you DECLINE to receive the materials described in Part 2 of this form; this only applies to certain types of material). As a result, UNLESS you also mark the "I WISH TO PAY" box in Part 3 of this form, you will NOT receive any materials for which the Canadian reporting issuer or other party initiating the mailing has refused to pay the cost of delivery.*

*These instructions do not apply to any specific request I give or may have given to a reporting issuer concerning the sending of interim financial statements of the reporting issuer*

### Preferred Language of Communication

I will receive materials in my preferred language of communication (English or French), that I chose at the time my account was opened, if the issuer makes the materials available in that language.

### Electronic Mail Disclosure

If I do not object to disclosure, securities regulations require that I provide my electronic mail address as part of the disclosure as outlined in Part 1 above.

EMAIL ADDRESS \_\_\_\_\_

APPLICANT SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

CO-APPLICANT SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

APPLICANT NAME \_\_\_\_\_

CO-APPLICANT NAME \_\_\_\_\_

RBC Direct Investing Inc. and Royal Bank of Canada are separate corporate entities which are affiliated. RBC Direct Investing Inc. does not provide investment advice or recommendations regarding the purchase or sale of any securities. Investors are responsible for their own investment decisions. RBC Direct Investing is a business name used by RBC Direct Investing Inc.™ Trademark of Royal Bank of Canada.® Registered trademark of Royal Bank of Canada. RBC and Royal Bank are registered trademarks of Royal Bank of Canada. Used under licence.© Royal Bank of Canada 2010. All rights reserved.

**EXPLANATION TO CLIENTS OF COMMUNICATION WITH BENEFICIAL OWNERS OF SECURITIES OF A CANADIAN REPORTING ISSUER**

**a. Introduction:** Under Canadian securities laws, you are entitled to receive a copy of all securityholder materials issued by or in respect of Canadian public issuers whose securities you hold in your account with us. The following is a description of how you can receive or refuse to receive these materials.

**This description exclusively applies to issuers of securities that are governed only by Canadian provincial securities laws. It does NOT apply to issuers of securities that are governed by the laws of the United States or other countries. Accordingly, even if you indicate to us that you do not wish to receive securityholder materials, RBC Direct Investing Inc. may be required to send securityholder materials of non-Canadian issuers to you.**

The securities held in your account with us are not registered in your name but are held in "Street Name". Registration of securities in this manner means that, even though you are the beneficial owner of these securities, the issuers of the securities held in your account do not know your identity or details of your securities holdings. We are required under securities law to obtain your instructions concerning various matters relating to the securities you may hold in your account.

SECURITIES REGULATION REQUIRES THAT YOU PROVIDE US WITH YOUR INSTRUCTIONS REGARDING SHAREHOLDER COMMUNICATION BEFORE WE CAN HOLD ANY SECURITIES FOR YOU.

**b. Disclosure of Beneficial Ownership Information:** Canadian provincial securities laws permit Canadian reporting issuers of the securities held in your account, as well as other persons and companies, to send materials related to the affairs of the issuer directly to you if you do not object to having your identifying information disclosed to the issuer or other persons and companies.

**Part 1** of the attached "Shareholder Communication Instructions" allows you to tell us if you object or do not object to our disclosure, to the issuer or other persons or companies, of your beneficial ownership information, consisting of your name, address, electronic mail address, securities holdings and preferred language of communication. Securities legislation restricts the use of your beneficial ownership information to matters relating to the affairs of the reporting issuer.

If you **DO NOT OBJECT** to the disclosure of your beneficial ownership information, please mark the first box on Part 1 of the form. In those circumstances, you will not be charged with any costs associated with sending securityholder materials to you.

If you **OBJECT** to the disclosure of your beneficial ownership information by us, please mark the second box in Part 1 of the form. If you do this, all materials to be delivered to you as a beneficial owner of securities will be delivered by us. If you object to the disclosure of your beneficial ownership information by us, you will not receive securityholder materials if the Canadian reporting issuer or other third party initiating the mailing refuses to pay the cost of delivery unless you agree to pay for the cost of delivery by marking the first box in Part 3 of the form.

**c. Receiving Securityholder Materials:** You have the right to receive proxy-related materials sent by Canadian reporting issuers to registered holders of their securities in connection with meetings of such securityholders. Among other things, this permits you to receive the necessary information to allow you to have your securities voted in accordance with your instructions at a securityholder meeting. In addition, Canadian reporting issuers may choose to send other securityholder materials to beneficial owners, although they are not obliged to do so.

**Securities law permits you to decline to receive securityholder materials. The three types of material that you may decline to receive are:**

- (a) proxy-related materials, including annual reports and financial statements, that are sent in connection with a securityholder meeting;
- (b) annual reports and financial statements that are not part of proxy-related materials; and
- (c) materials that a reporting issuer or other person or company sends to securityholders that are not required by corporate or securities law to be sent to registered holders.

**Part 2** of the "Shareholder Communication Instructions" allows you to receive all materials sent to beneficial owners of securities, to decline to receive the three types of materials referred to above, or to receive only proxy-related materials that are sent in connection with a special meeting.

If you want to receive **ALL** materials that are sent to beneficial owners of securities, please mark the first box on Part 2 of the Shareholder Communication Instructions form. If you want to **DECLINE** to receive the three types of materials referred to above, please mark the second box in Part 2 of the form. If you want to receive **ONLY** proxy-related materials that are sent in connection with a special meeting, please mark the third box in Part 2 of the form.

**Please Note:** If you mark the "I OBJECT" box in Part 1 of the form, Canadian reporting issuers and other parties initiating a shareholder mailing may, but are not required to, bear the costs associated with the sending of securityholder material to you. (Even if you **DECLINE** to receive the materials described in Part 2 of this form; this only applies to certain types of material). As a result, **UNLESS** you also mark the "I WISH TO PAY" box in Part 3 of the form, you will not receive any materials for which the Canadian reporting issuer or other party initiating the mailing has refused to cover the cost of delivery.

**EVEN IF YOU DECLINE to receive the three types of materials referred to above, a reporting issuer or other person or company is entitled to deliver these materials to you, provided that the reporting issuer or other person or company pays all costs associated with the sending of these materials. If you have objected to disclosure of your beneficial ownership information to reporting issuers on Part 1 of the form, these materials will be delivered to you by RBC Direct Investing Inc., not by the reporting issuer.**

**d. Electronic Delivery of Documents:** The electronic delivery of documents may be available in certain instances. You will be asked for your consent prior to receipt of any document by means of electronic delivery.

**e. Preferred Language of Communication:** You will receive materials in the preferred language of communication (English or French) you selected when you opened your account if the issuer makes these materials available in that language.

**f. Contact:** If you have any questions or want to change your instructions in the future, please contact a Customer Service Representative.