

A decorative banner with a dark red background. In the center is a large, diamond-shaped image of a sunset or sunrise sky with orange and purple clouds. A white circle is in the top right corner of the banner.

# Your Migration to RBC Checklist: Edition #5

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Hello

Here's your fifth edition of the **Migration to RBC Checklist!** Below you will find updates that you will need to review as you continue to prepare for your upcoming migration<sup>1</sup> to Royal Bank of Canada (RBC). Remember to read every edition as each one will have new information and will focus on important information you need to know.

 **To-Do List**

## Your RBC® client card should have arrived by now

- If you haven't received your RBC client card, please call 1-800-769-2503.
- Know your PIN: You can find information about your PIN in the letter that came with your RBC client card.
- **Important:** You should continue to use your HSBC Bank Canada debit card until March 30, 2024– please do not destroy or throw it away.

**Remember:** If you haven't already, enrol in [RBC online Banking](#) today.



## Product and Service Updates

### Powers of Attorney (POA)

If you have appointed an attorney, or you're acting as an attorney, on HSBC Bank Canada account(s), there will be changes in access to your account(s) once your products and services have migrated to RBC.

Learn more about [POAs](#).

### An industry change you should be aware of for trade settlement.

Starting on May 27, 2024 most trades (buy or sell) will settle within one business day, not two.

If you're buying a security, make sure you have the money to purchase that security available as settlement will happen faster. To find out more information visit [rbc.com](#).



## Key Dates

## Upcoming change to THE EXCHANGE<sup>®</sup> network access

HSBC Bank Canada debit cards will no longer be accepted at THE EXCHANGE Network ATMs in Canada and at Accel ATMs in the US **as of Monday, March 18, 2024 at 8pm ET / 5pm PT.**

### Protect yourself from fraud

- HSBC Bank Canada or RBC won't ever ask for your banking or investment details by email, text or phone, unless you contacted us first.
- **Do not share personal details**, even if the person contacting you claims to be following up on communication we recently sent.
- **Received a suspicious call?** Hang up, wait 15 seconds, call the number on your HSBC or RBC credit or debit card to verify.

### Keep your details current for a smooth transition.

- Inform us of changes to ensure you receive crucial updates.
- Update via HSBC Canada Online Banking, the app, a branch visit, or direct call.

For assistance, chat with us or call through our app or dial the number on your HSBC credit or debit card.

Update now

**Get the latest information on the transition.**

Visit [rbc.com/hsbc-canada](https://www.rbc.com/hsbc-canada).

## Missed previous editions of our Migration to RBC Checklists? Read them [here](#).

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<sup>1</sup> The sale of HSBC Bank Canada to Royal Bank of Canada is expected to close by the end of March 2024 and is subject to the satisfaction of customary closing conditions.

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