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## Edition #8 – Key Dates for Migration

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Hello

This is your final reminder about key dates and actions you must take to ensure you have a smooth transition to Royal Bank of Canada (RBC)<sup>1</sup>.

**The migration date is Friday, March 29, 2024.**



### Key dates

**Things you should do before Thursday, March 28:**

See the [full checklist](#) on things to do.

## What to expect over the upcoming weekend:

See a complete [timeline](#) of what to expect from March 29 to April 1.

## Don't forget:

- HSBC Bank Canada branches<sup>2</sup> and ATMs will close at noon (12 pm) local time on Thursday, March 28. Be prepared, as services may not be available or may be restricted.
- Telephone banking will close at 8 pm ET. Online banking and mobile banking will close at 9 pm ET.

If you need to visit a branch over the long weekend, visit a nearby [RBC branch](#).



## To-do list

- Haven't enrolled in [RBC Online Banking](#) or the RBC Mobile app? You will not have online access to your migrated accounts if you haven't.

There are two ways to enrol:

1. Use your HSBC online banking details until Thursday, March 28 (enrol faster by logging in with fingerprint / face ID or security device), or
  2. Use your RBC client card or client number. (If this didn't work previously, please try again as we've made some changes.)
- Continue to use your HSBC Bank Canada debit card between Thursday, March 28 and Saturday, March 30, until your banking accounts have fully migrated to Royal Bank of Canada.

- Make sure you [activate your RBC credit card](#) and be ready to start using it by Monday, April 1. Continue to use your HSBC Bank Canada credit card until this date. If you haven't received your RBC credit card by now, please call 1-800-769-2503.
- If you have trades placed in your HSBC InvestDirect account and they have not settled prior to migration, the net proceeds will be transferred to your new RBC Direct Investing account once the trades have settled.

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

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

**Check out previous editions of our [Migration to RBC Checklists](#).**

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## **A heartfelt thank you**

After 40 years in Canada, the next leg of our journey begins.

As we say farewell, we want to thank you for trusting us with your financial needs.

We look forward to continuing to serve you through the transition and at Royal Bank of Canada.

### **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.
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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.

<sup>2</sup> HSBC Bank Canada refers to, as applicable, HSBC Bank Canada and all subsidiaries, including HSBC Investment Funds (Canada) Inc., HSBC Securities (Canada) Inc. (including HSBC InvestDirect), HSBC Private Investment Counsel (Canada) Inc., HSBC Global Asset Management (Canada) Limited, HSBC Finance Mortgages Inc., HSBC Trust Company (Canada), and HSBC Mortgage Corporation (Canada).

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