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CINDY RUNGER BALAS WINS FIVE STAR:

BEST IN CLIENT SATISFACTION WEALTH MANAGERS (SM) AWARD

SEATTLE, Wash. (April 8, 2009) - In the April issue of *Seattle Magazine*, the 2009 FIVE STAR: Best in Client Satisfaction Wealth Managers (SM) were announced and local Seattle financial consultant, Cindy Runger Balas from RBC Wealth Management, was named to the list.

The FIVE STAR Best in Client Satisfaction Wealth Manager Award is limited to less than 7 percent of all wealth managers within the Seattle area. Wealth managers are rated by their clients and other financial service professionals on service, integrity, knowledge, communications, value for fees charged, meeting financial objectives, and overall client satisfaction.

On the surveys, recipients were asked to select only wealth managers whom they knew through personal experience, and to evaluate them based upon nine criteria: customer service, integrity, knowledge/expertise, communication, value for fee charged, meeting of financial objectives, post-sale-service, quality of recommendations and overall satisfaction.

RESEARCH DECLARATIONS:

As with any research or recognition program, it is important that we provide you the following declarations: The 2009 FIVE STAR Wealth Managers do not pay a fee to be included in the research or the final list of FIVE STAR Best in Client Satisfaction Wealth Managers. The overall evaluation score of a wealth manager reflects an average of all respondents and may not be representative of any one client's evaluation.

About RBC Wealth Management

Globally, RBC Wealth Management directly serves affluent and high net worth clients in Canada, the United States, Latin America, Europe and Asia with a full suite of investment, trust and other wealth management solutions. The business also provides asset management products and services directly and through RBC and third-party distributors to institutional and individual clients, and has more than \$450 billion of assets under administration, more than \$220 billion of assets under management and more than 4,000 financial consultants, advisors, private bankers and trust officers.



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