



NEWS RELEASE NEWS RELEASE NEWS RELEASE NEWS RELEASE NEWS RELEASE

LOCAL FINANCIAL CONSULTANT WINS FIVE STAR:

BEST IN CLIENT SATISFACTION WEALTH MANAGERS (SM) AWARD

Seattle, WA (June 4, 2008) - In the April 2008 issue of *Seattle* magazine, the 2008 FIVE STAR: Best in Client Satisfaction Wealth Managers (SM) were announced and local financial consultant, Cindy Runger Balas from RBC Wealth Management, was named to the list.

Seattle magazine formed a partnership with Crescendo Business Services, an independent research firm, to identify the best in client satisfaction wealth managers serving the Seattle area. In October of 2007, Crescendo surveyed by mail and phone 41,000 high-net-worth residents in the Seattle area and subscribers of *Seattle* magazine. An additional 6,250 surveys were sent to leaders of financial service industry companies.

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.

The resulting list of 2008 FIVE STAR Wealth Managers is an elite group, representing less than 3 percent of the wealth managers in the Seattle area. Only 377 of the top-scoring wealth managers made this year's list.

RESEARCH DECLARATIONS:

As with any research or recognition program, it is important that we provide you the following declarations: The 2008 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 companies directly serve affluent and high net worth clients in Canada, the United States, Latin America, Europe and Asia, and provide asset management and trust products and services through RBC and third-party distributors and have nearly \$500 billion of assets under administration, more than \$160 billion of assets under management and more than 3,600 financial consultants, advisors, private



NEWS RELEASE NEWS RELEASE NEWS RELEASE NEWS RELEASE NEWS RELEASE

bankers and trust officers. RBC Capital Markets Corporation, a wholly owned subsidiary of Royal Bank of Canada, is one of the largest full-service securities firms in the U.S. The company serves individual investors and businesses through offices coast-to-coast, and capital markets and correspondent clients in select U.S. and international markets.

The RBC Wealth Management division of Capital Markets Corporation operates in the United States via more than 160 locations in 39 states. Founded in 1909, RBC Capital Markets Corporation is a member of the New York Stock Exchange, the Financial Industry Regulatory Authority and other major securities exchanges, as well as the Securities Investor Protection Corp.

###