

Will you tell us a little about yourself?

Our relationship with you is very important. We want to start off on the right foot and make sure we're really listening to you. That's why we're asking that you complete this short survey for us. We'll take your comments and suggestions into consideration during the transition. We want to be good neighbors and the kind of bank you want — your comments will help us do that.

We look forward to serving you as RBC Bank.

1. At your current bank, are you a
 Personal banking customer Business banking customer Both

2. What's most important in your life right now (financially speaking)?
 Buying a first house Sending kids to college
 Planning for retirement Everyday finances
 Running a business Other

3. How do you feel about the change to RBC Bank?
 Excited A little concerned Not concerned Can't tell yet

4. Can you tell us why you answered question 3 as you did?

5. What do you like best about your current bank?

6. What do you like least?

7. What would your ideal bank be like? What would you like to have your bank offer that you're not getting now?

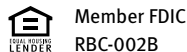
8. Are there any comments, questions, or concerns you'd like to share with us?

9. **OPTIONAL:** Would you like us to respond personally to your survey? If so, please provide your phone number or email address below, whichever you would prefer.

Area code/phone number

Email address

Thank you for filling out this survey. Fold it over so the mailing side faces out, moisten the glue strips and seal the form for confidentiality, and drop it in the mail. Or, you can bring it into your local bank branch.



Thank you for
taking this survey —
your opinion is
very important to us.



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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 83 ROCKY MOUNT NC

POSTAGE WILL BE PAID BY ADDRESSEE

Customer Response Department
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