

STATEMENT OF WORK # 59: RBC DI User Entry Points to Modernized Options

This Statement of Work ("SOW") is entered into between Markit On Demand, Inc. ("S&P") and Royal Bank of Canada ("Customer", "RBC") pursuant to, and incorporating by reference all terms and conditions of the Master Agreement between Markit Digital North America Inc. and Customer dated November 1, 2011 (RBC Ref. #2011132) (the "Agreement"). References to "Fincentric" / "MOD" / "Markit" / "IHS Markit" and "Subscriber"/"Client" (as the case may be in the Agreement) shall be read, for the purpose of this SOW, to mean "S&P" and "Customer" as defined herein.

This SOW constitutes a separate agreement between S&P and Customer for the services described herein. The parties agree that this SOW and the services provided hereunder are subject to the terms and conditions of the Agreement, incorporated into this SOW by reference. In case of inconsistency between the terms of the Agreement and the terms of this SOW, the terms of this SOW shall prevail. All capitalized terms used but not defined in this SOW shall have the meanings given to such terms in the Agreement.

This SOW commences on February 1, 2024 ("Effective Date").

1 Project Description

1.1 Customized Solution

S&P will design and develop an entry points to the options experience for DI users (the "Customized Solution").

The Customized Solution shall include the two (2) items listed below to be guided by designs from SOW #58 ("RBC DI Options Modernization Phase 1 2023") where applicable, as illustrated in Appendix A.

The Customized Solution will include the features listed below:

- A. Onboarding options tour
- B. Options tab "New!" pill

1.2 Assumptions

- A. Customized Solution shall be in French and English with translations provided by Customer.
- B. S&P will implement Customer's specifications that Customer believes are compliant with WCAG 2.0 level A/AA as a minimum standard. S&P does not warrant or assert that Customer's specifications will be compliant with the guidelines.
- C. Responsive experience scaled down to mobile breakpoints
- D. Further changes to designs, features, functionality and/or priorities will shift the delivery timeline and may require adjustment to overall scope.

E. Per item assumptions for deliverables

a. Item A (Onboarding options tour)

- i. Limited to one instance of the tour
- ii. Fincentric to produce initial iteration of copy and support the review of the final iteration by RBC
- iii. RBC to provide translations of the copy in French

1.3 Browser Support

S&P will provide support for the Customized Solution in the following browsers. S&P will use reasonable efforts to support the most recent browser versions after they become available. Legacy versions will be retired in due course.

OS	Browser
Windows	Edge
Windows/Mac	Firefox
Mac	Safari
Windows/Mac	Chrome

1.4 Operation System and Hardware Support

S&P will provide support for the Customized Solution in the following mobile operating systems and hardware platforms:

- Apple iOS 9.0 and greater
- Google Android 6.x (Marshmallow) and greater

S&P will use reasonable efforts to support the most recent operating system version for both Apple iOS and Google Android after they become available. Support for legacy versions (typically 2 major (e.g. 1.x vs 2.x) versions back from current) will be retired over time.

For S&P QA, the Customized Solution will be optimized for the following hardware devices:

- Apple iPad 2 and greater
- Any Android device running Marshmallow (6.0) or greater

The version and hardware support may be reviewed and adjusted if mutually agreed upon by the parties.

2 Redundancy

The Customized Solution will be operational in all of S&P managed data centers.

3 Reporting

S&P will provide its standard reporting package when the Customized Solution is running in production.

4 Content

Customer will be responsible for licensing and providing all data, content and fonts required for this project. S&P can recommend and make introductions to appropriate providers, but Customer will be responsible for all agreements with and payments to such providers.

5 Term

This SOW shall commence on the Effective Date and remain in effect until: (1) Customized Solution has been provided by S&P; and (2) payment of Service Fee and, if applicable, reimbursable expenses have been rendered by Customer.

6 Acceptance

Commencing on the Launch Date (defined as when project functionality is moved to a S&P production environment) or as otherwise agreed by the parties in writing, Customer shall conduct testing on the Customized Solution within five (5) business days (the "**Acceptance Period**"). Within the Acceptance Period, Customer shall provide written notice of acceptance or rejection. In the event Customer rejects any part of the Customized Solution, Customer shall provide adequate explanation regarding the material defects. If Customer fails to provide written notice of rejection within the Acceptance Period, S&P may deem the Customized Solution accepted. The date upon which the Customer accepts the Customized Solution, or the Customized Solution has been deemed accepted, shall be referred to as the "Acceptance Date."

7 Service Fee

The Service Fee for the work enumerated in this SOW shall consist of a one-time fee of \$53,800 USD, due on the Acceptance Date.

8 Representations and Warranties

Each party represents and warrants that: (i) when executed and delivered, this SOW shall constitute the legal, valid and binding obligation of such party, enforceable against it pursuant to its terms; (ii) it shall comply with all applicable federal and state laws, regulations and statutes in the performance of its obligations hereunder; (iii) it has full power and authority to enter into and perform its obligations under this SOW; (iv) it has obtained all necessary corporate approvals to enter into and execute this SOW; and (v) its performance under this SOW does not and shall not

conflict with any other material agreement or obligation to which it is a party or by which it is bound.

9 Data Protection

Customer represents and warrants to S&P that those individuals or entities for which they provide Personal Data to S&P have consented to the processing and transfer of their Personal Data as contemplated by this SOW, including but not limited to individuals authorized to access the Services on its behalf ("**Designated Users**"). This information may include personal data such as but not limited to names, titles and work contact information, ("**Personal Data**").

Each party agrees that it shall comply with all applicable data privacy laws including implementing appropriate technical and organisational measures against the unauthorised or unlawful processing of Personal Data and against the accidental loss or destruction of, or damage to, Personal Data. S&P will handle all Personal Data in accordance with S&P's Privacy Policy which can be found at <https://ihsmarkit.com/legal/privacy-policy.html>. In order to provide the Services S&P may use, collect, store, disclose and process the Personal Data and transfer the Personal Data inside of, and outside of, the United States and the European Economic Area.

10 Change Management

S&P reserves the right, in its sole discretion, to make changes and enhancements to the equipment and software used to provide the services from time to time to maintain operations and as required for problem management and/or system security. S&P will use commercially reasonable efforts to implement changes during non-peak hours, except for changes required for emergency purposes, which may be made at any time. To the extent reasonable and commercially practicable, Customer will be notified in advance of any expected outages.

11 Invoices

All invoices for S&P services provided under this SOW shall be sent to the following representative of Customer:

Johnathan Leizerovici – Director, Initiatives & Partnerships
88 Queens Quay West – 22nd Floor
Toronto, ON M5J 1B7
Phone: 647.519.0250
Email: johnathan.leizerovici@rbc.com

ACCEPTED MARKIT NORTH AMERICA, INC.	ACCEPTED ROYAL BANK OF CANADA
SIGNATURE E-SIGNED by Renee Spampinato on 2024-03-14 20:53:58 GMT	SIGNATURE E-SIGNED by Rachel Megitt on 2024-03-14 20:44:18 GMT
PRINT NAME Renee Spampinato	PRINT NAME Rachel Megitt
TITLE Markit Digital - Global Head	TITLE Vice President, Term Investments & Savings
DATE OF SIGNATURE	DATE OF SIGNATURE
	ACCEPTED ROYAL BANK OF CANADA
	SIGNATURE E-SIGNED by Dimitri Busevs on 2024-03-25 16:26:02 GMT
	PRINT NAME Dimitri Busevs
	TITLE Vice President and Head of RBC Direct Investing Inc. (DI)
	DATE OF SIGNATURE

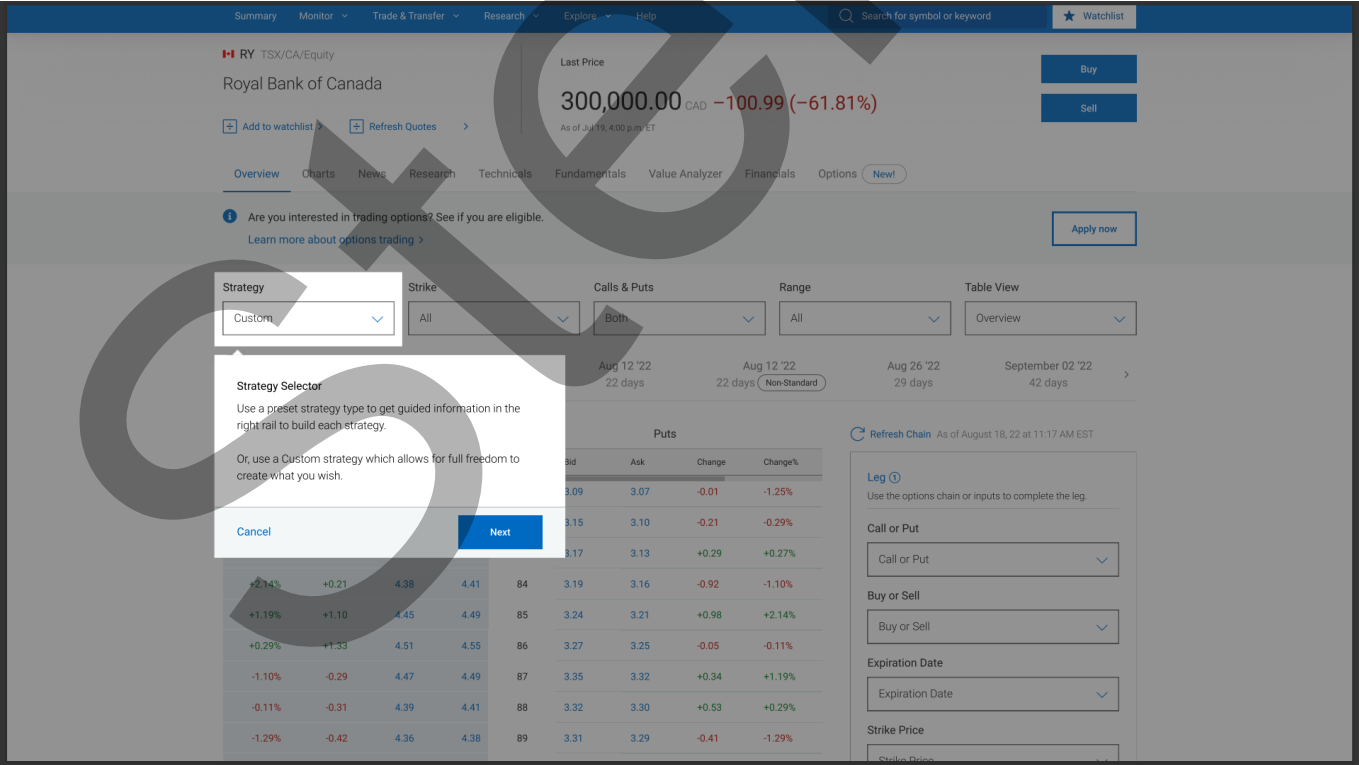
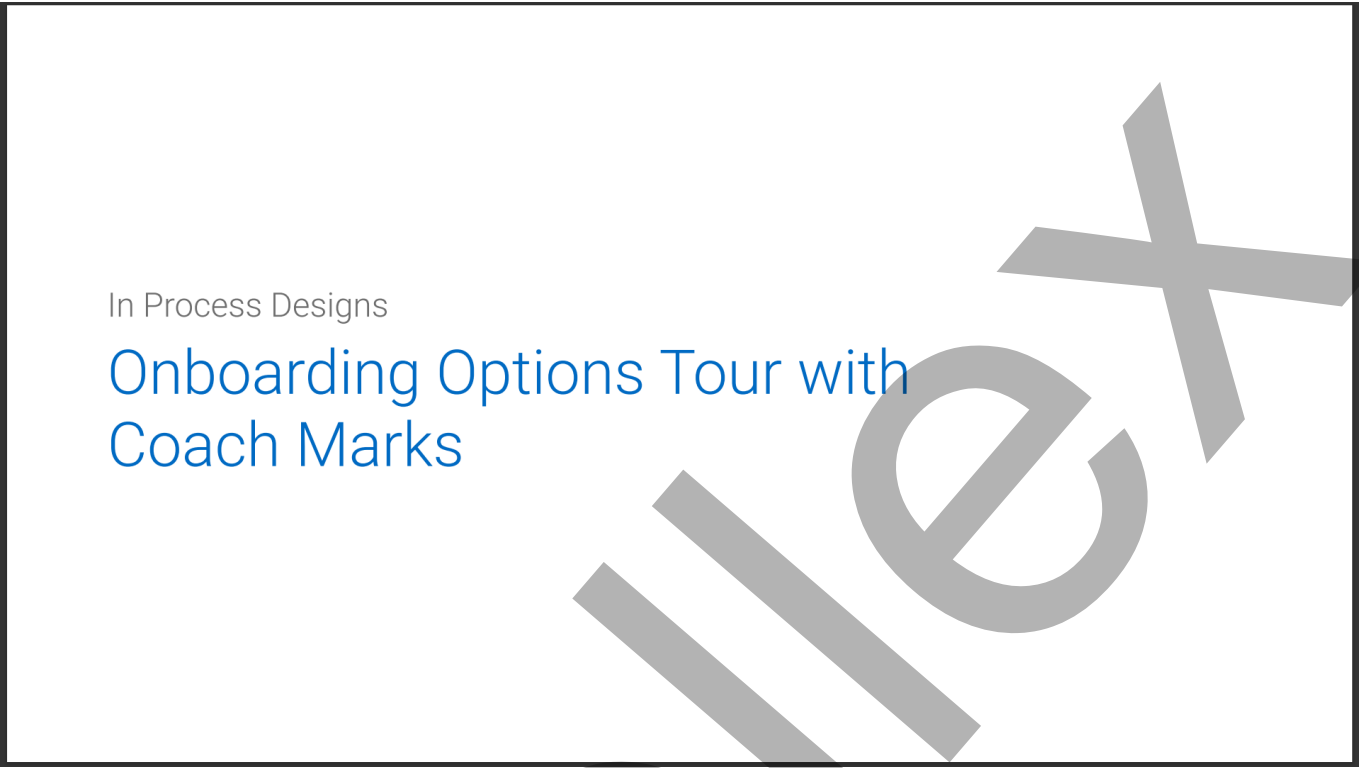
To be completed by the Customer:

Authorized Customer Signatory	
Name:	
Title:	Email:
Phone:	City:

Note: Information necessary for S&P's contract compliance and due diligence purposes

Appendix A: Initial concepts per item

Item A (Onboarding options tour)



SummaryMonitorTrade & TransferResearchExploreHelp

Search for symbol or keyword

★ Watchlist

TSX/CA/Equity

Royal Bank of Canada

Add to watchlist

Refresh Quotes

Last Price

300,000.00 CAD -100.99 (-61.81%)

As of Jul 19, 4:00 p.m. ET

Buy

Sell

OverviewChartsNewsResearchTechnicalFundamentalsValue AnalyzerFinancialsOptionsNew!

Are you interested in trading options? See if you are eligible.

Learn more about options trading

Apply now

Strategy

Custom

Strike

All

Calls & Puts

Both

Range

All

Table View

Overview

Jul 22 '22

1 day

Jul 29 '22

8 days

Aug 12 '22

22 days

Aug 26 '22

29 days

September 02 '22

42 days

Change %

Change

-1.25%	-0.55
-0.29%	-0.19
-0.27%	-0.02
+2.14%	+0.21
+1.19%	+1.10
+0.29%	+1.33
-1.10%	-0.29
-0.11%	-0.31
-1.29%	-0.42

Table filter

Filter the table to your desired view using these various controls.

The **strike** price, also known as the exercise price is predetermined price at which the holder of an option can buy or sell the underlying asset.

Call options give the holder the **right to buy** the underlying asset at a specific strike price, while **put options** give the holder the **right to sell**.

Range allows you to select "in the money" and "out of the money", which is the relationship between the strike price of an options contract and the current market price of the underlying assets.

Cancel

Next

Refresh Chain

As of August 18, 22 at 11:17 AM EST

Leg

Use the options chain or inputs to complete the leg.

Call or Put

Call or Put

Buy or Sell

Buy or Sell

Expiration Date

Expiration Date

Strike Price

Strike Price

SummaryMonitorTrade & TransferResearchExploreHelp

Search for symbol or keyword

★ Watchlist

TSX/CA/Equity

Royal Bank of Canada

Add to watchlist

Refresh Quotes

Last Price

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Are you interested in trading options? See if you are eligible.

Learn more about options trading

Apply now

Strategy

Custom

Strike

All

Calls & Puts

Both

Range

All

Table View

Overview

Jul 22 '22

1 day

Jul 29 '22

8 days

Aug 05 '22

15 days

Aug 12 '22

22 days

Aug 19 '22

29 days

Change %

Change

-1.25%	-0.55	4.26	4.29	81	3.09	3.07	-0.01	-1.25%
-0.29%	-0.19	4.32	4.36	82	3.15	3.10	-0.21	-0.29%
-0.27%	-0.02	4.33	4.38	83	3.17	3.13	+0.29	+0.27%
+2.14%	+0.21	4.38	4.41	84	3.19	3.16	-0.92	-1.10%
+1.19%	+1.10	4.45	4.49	85	3.24	3.21	+0.98	+2.14%
+0.29%	+1.33	4.51	4.55	86	3.27	3.25	-0.05	-0.11%
-1.10%	-0.29	4.47	4.49	87	3.35	3.32	+0.34	+1.19%
-0.11%	-0.31	4.39	4.41	88	3.32	3.30	+0.53	+0.29%
-1.29%	-0.42	4.36	4.38	89	3.31	3.29	-0.41	-1.29%

Table View

Overview

Table View

Change the data columns in the chain by switching your table view to Overview, Probability, and Greek view.

Overview

Provides a general snapshot of various options contracts for a particular underlying assets.

Probability

Focuses on the likelihood of certain events occurring based on market data and options pricing.

Greek

Are a set of mathematical measurements used to quantify different aspects of an option's behavior.

Cancel

Next

Expiration Date

Expiration Date

Strike Price

Strike Price

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Change %

Change

Bid

Ask

-1.25%	-0.55	4.26	4.29
-0.29%	-0.19	4.32	4.36
-0.27%	-0.02	4.33	4.38
+2.14%	+0.21	4.38	4.41
+1.19%	+1.10	4.45	4.49
+0.29%	+1.33	4.51	4.55
-1.10%	-0.29	4.47	4.49
-0.11%	-0.31	4.39	4.41
-1.29%	-0.42	4.36	4.38
-1.12%	-0.51	4.33	4.36
-1.25%	-0.55	4.26	4.29
-0.29%	-0.19	4.32	4.36
-0.27%	-0.02	4.33	4.38
+2.14%	+0.21	4.38	4.41
+1.19%	+1.10	4.45	4.49
+0.29%	+1.33	4.51	4.55
-1.10%	-0.29	4.47	4.49
-0.11%	-0.31	4.39	4.41
-1.29%	-0.42	4.36	4.38
-1.12%	-0.51	4.33	4.36

Manual Inputs

As an alternative to selecting the chain, you can use the dropdown inputs to manually fill out your desired legs.

Cancel

Next

85

3.24

3.21

+0.98

+2.14%

86

3.27

3.25

-0.05

-0.11%

87

3.35

3.32

+0.34

+1.19%

88

3.32

3.30

+0.53

+0.29%

89

3.31

3.29

-0.41

-1.29%

90

3.29

3.26

-0.12

-1.12%

91

3.09

3.07

-0.01

-1.25%

92

3.15

3.10

-0.21

-0.29%

93

3.17

3.13

+0.29

+0.27%

94

3.19

3.16

-0.92

-1.10%

95

3.24

3.21

+0.98

+2.14%

96

3.27

3.25

-0.05

-0.11%

97

3.35

3.32

+0.34

+1.19%

98

3.32

3.30

+0.53

+0.29%

99

3.31

3.29

-0.41

-1.29%

100

3.29

3.26

-0.12

-1.12%

Refresh Chain

As of August 18, 22 at 11:17 AM EST

Leg

Use the options chain or inputs to complete the leg.

Call or Put

Call or Put

Buy or Sell

Buy or Sell

Expiration Date

Expiration Date

Strike Price

Strike Price

Contract Summary

Watchlist

Stock

86

88

90

92

-100

Max Profit

N/A

Max Loss

N/A

Breakeven

N/A

Probability of Profit

N/A

Premium

N/A

Analyze

Place Order

Change %

Change

Bid

Ask

-1.25%	-0.55	4.26	4.29
-0.29%	-0.19	4.32	4.36
-0.27%	-0.02	4.33	4.38
+2.14%	+0.21	4.38	4.41
+1.19%	+1.10	4.45	4.49
+0.29%	+1.33	4.51	4.55
-1.10%	-0.29	4.47	4.49
-0.11%	-0.31	4.39	4.41
-1.29%	-0.42	4.36	4.38
-1.12%	-0.51	4.33	4.36
-1.25%	-0.55	4.26	4.29
-0.29%	-0.19	4.32	4.36
-0.27%	-0.02	4.33	4.38
+2.14%	+0.21	4.38	4.41
+1.19%	+1.10	4.45	4.49
+0.29%	+1.33	4.51	4.55
-1.10%	-0.29	4.47	4.49
-0.11%	-0.31	4.39	4.41
-1.29%	-0.42	4.36	4.38
-1.12%	-0.51	4.33	4.36

Contract Summary

View a high-level summary of your strategy here before taking action. If you wish for further details, view the analyze page at the bottom. Or, if you're ready to trade, initiate your trade from here.

Cancel

Complete

81

3.09

3.07

-0.01

-1.25%

82

3.15

3.10

-0.21

-0.29%

83

3.17

3.13

+0.29

+0.27%

84

3.19

3.16

-0.92

-1.10%

85

3.24

3.21

+0.98

+2.14%

86

3.27

3.25

-0.05

-0.11%

87

3.35

3.32

+0.34

+1.19%

88

3.32

3.30

+0.53

+0.29%

89

3.31

3.29

-0.41

-1.29%

90

3.29

3.26

-0.12

-1.12%

91

3.09

3.07

-0.01

-1.25%

92

3.15

3.10

-0.21

-0.29%

93

3.17

3.13

+0.29

+0.27%

94

3.19

3.16

-0.92

-1.10%

95

3.24

3.21

+0.98

+2.14%

96

3.27

3.25

-0.05

-0.11%

97

3.35

3.32

+0.34

+1.19%

98

3.32

3.30

+0.53

+0.29%

99

3.31

3.29

-0.41

-1.29%

100

3.29

3.26

-0.12

-1.12%

Refresh Chain

As of August 18, 22 at 11:17 AM EST

Leg

Use the options chain or inputs to complete the leg.

Call or Put

Call or Put

Buy or Sell

Buy or Sell

Expiration Date

Expiration Date

Strike Price

Strike Price

Contract Summary

Watchlist

Stock

86

88

90

92

-100

Max Profit

N/A

Max Loss

N/A

Breakeven

N/A

Probability of Profit

N/A

Premium

N/A

Analyze

Place Order

Item B) Options tab "New!" pill

Future Phase

'New' Pill Tag on the Options Tab

