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Trust Management Group Enhances Billing Output Through Genelco Alliance Partner Software

(St. Louis, MO—January 6, 2002) Genelco Software Solutions, a division of Liberty Insurance Services Corporation, announced today that Trust Management Group (TMG) has licensed eliteFORM software to work in conjunction with Genelco Administration+™, an individual and group plan administration system.

Genelco Administration+ helps TMG administer participant data smoothly and effectively. Now that functionality is expanded with the option of an automated billing system, using eliteForm from Elite Document Solutions, Inc.. Powered by the IBM® eServer iSeries™ (AS/400™), eliteFORM allows TMG to customize the look of Genelco Administration+ and automatically upgrade and adapt all correspondence to the 16,400 participants TMG covers.

Genelco Software Solutions first partnered with elite Document Solutions in July 2001 to offer Genelco software clients eliteFORM and eliteMAIL. “Partnering with top software solution providers like Elite Document Solutions allows us to bring more value to our business software solutions,” said Mike Molinar, vice president, Genelco Software Solutions division. “Our alliance business partners must have a strong track record of reliability to complement the integrity of our systems and the relationships we have with our clients.”

Trust Management Group will now be able to output business documents into PCL or PDF format and route forms to laser or MICR printers, e-mail, fax or graphical form view. eliteFORM has conditional multi-part form set processing and signature/graphic calling and will also support bar coding.

“Externally we acquired a much more professional look and a higher quality product,” said Britt Kintner, president of Trust Management Group.

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Genelco Administration+ administers various types of user-defined plans, including medical, dental, disability, vision, prescription drug, group life, accidental death and dismemberment and medical supplement. The system maintains eligibility information, calculates commissions, supports premium and fee billing and collection for groups and COBRA participants.

About Trust Management Group, Inc.

Trust Management Group, Inc. (TMG) is a full-service employee benefits organization, dedicated to serving the changing benefit needs of Florida small businesses since 1990. TMG offers quality group insurance products, favorable long-term pricing, design flexibility, and personalized service that are second-to-none. TMG Employee Benefits and Services covers families for medical, dental, voluntary and life and disability insurance.

About elite Document Solutions, Inc.

Elite Document Solutions, Inc. is one of the first software development firms in the IBM midrange industry to introduce application solutions for automatic form design and conversion, as well as e-document workflow management and transportation for AS/400 and iSeries platform users. Forms and reports are converted into e-documents, then burst, routed and scheduled for the purpose of laser printer, fax and e-mail delivery. Elite Document Solutions, Inc.'s award winning products have been installed worldwide with great acceptance and acclaim regarding its product ease of use, price-performance and notably, its customer service. More information about Elite Document Solutions can be found at www.elitedocuments.com.

About Liberty Insurance Services Corporation

Operating under the brand name RBC Liberty Insurance, Liberty Insurance Services Corporation (LIS) is part of the U.S. operations of RBC Insurance. Headquartered in Greenville, S.C., LIS offers the insurance and financial services industry outsourcing services and administration software systems through its two divisions. The Business Process Outsourcing division is one of the largest third-party life, health and annuity product insurance administrators in the U.S., with nearly four million policies under administration. The Software Solutions division, under the Genelco name, develops Web-enabled software for life, health, annuity and reinsurance administration. Together, these divisions have more than 200 client sites and serve

domestic, international and multinational insurers worldwide. More information can be found at www.lisinfo.com and www.genelco.com.

About RBC Financial Group

Royal Bank of Canada (TSX, NYSE: RY) uses the initials RBC as a prefix for its businesses and operating subsidiaries, which operate under the master brand name of RBC Financial Group. Royal Bank of Canada is Canada's largest financial institution as measured by market capitalization and assets, and is one of North America's leading diversified financial services companies. It provides personal and commercial banking, wealth management services, insurance, corporate and investment banking, and transaction processing services on a global basis. The company employs 60,000 people who serve more than 12 million personal, business and public sector customers through offices in North America and some 30 countries around the world. For more information, please visit www.rbc.com.

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Trademark Info

Genelco Administration+ is a trademark of Liberty Insurance Services Corporation.

IBM is a registered trademark and eServer, iSeries and AS/400 are trademarks of IBM in the United States.

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