

## CBA Contact List for Matters Involving Mortgage Discharges

Bank	Contact Information
<b>Bank of Montreal</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> For all provinces except Quebec: <a href="mailto:discharge.escalations@bmo.com">discharge.escalations@bmo.com</a> Quebec: <a href="mailto:quittance.escalations@bmo.com">quittance.escalations@bmo.com</a></p>
<b>Bridgewater Bank</b>	<p><b>Escalation only:</b> Jonny Corcuera Manager, Operations 150, 926 - 5 Avenue SW Calgary Alberta CANADA T2P 0N7 <a href="mailto:JCorcuera@BridgewaterBank.ca">JCorcuera@BridgewaterBank.ca</a> Phone: 403-817-7034 Cell: 403-404-3723</p>
<b>CIBC</b>	<p><b>All inquiries:</b></p> <p><b>Collateral Charges (CIBC brand):</b> Contact the local branch of account</p> <p><b>Conventional Charges (CIBC brand):</b> Mortgage Call Centre: 1-888-264-6843</p> <p><b>Simplii Financial Mortgages:</b> Mortgage Call Centre: 1-888-866-0866 option 3</p> <p><b>FirstLine Mortgages:</b> Mortgage Call Centre: 1-800-970-0700</p> <p><b>President's Choice Financial Mortgages registered to CIBC or CIBC Mortgages Inc:</b> 1-888-866-0866 option 3</p> <p><b>Escalation only:</b> <a href="mailto:Mailbox.DischargeEscalation@cibc.com">Mailbox.DischargeEscalation@cibc.com</a></p> <p><b>Secondary:</b> Lou Silva Senior Manager, Retail Mortgage Operations <a href="mailto:lou.silva@cibc.com">lou.silva@cibc.com</a></p>
<b>Canadian Western Bank</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> <a href="mailto:cs.personal.collsec@cwbank.com">cs.personal.collsec@cwbank.com</a></p>

Bank	Contact Information
<b>Equitable Bank</b>	<p><b>Payout Statement inquiries:</b>  <a href="mailto:discharges@eqbank.ca">discharges@eqbank.ca</a></p> <p><b>Discharge/Assignment Document inquiries:</b>  <a href="mailto:discharge_documents@eqbank.ca">discharge_documents@eqbank.ca</a></p> <p><b>Escalation only:</b>  Gemma Boodram-Kangal  <a href="mailto:gbkangal@eqbank.ca">gbkangal@eqbank.ca</a></p>
<b>Home Capital / Home Trust / Home Bank</b>	<p><b>All Inquiries:</b>  Home Bank Service Centre 1-855-270-3630</p> <p><b>Escalation Only:</b>  Pavanpal Virdee  Director, Customer Experience  <a href="mailto:pavanpal.virdee@hometruster.ca">pavanpal.virdee@hometruster.ca</a></p>
<b>HSBC</b>	<p><b>All inquiries:</b>  Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b>  HSBC Bank Canada; HSBC Trust Company (Canada):</p> <p>For properties in Western region (BC, AB, SK, MB – and all Trust related discharges), send an email to: <a href="mailto:LAC_West@hsbc.ca">LAC_West@hsbc.ca</a></p> <p>For properties in Eastern region (ON, NB, NS, NL, PEI) , send an email to: <a href="mailto:LAC_East@hsbc.ca">LAC_East@hsbc.ca</a></p> <p>For properties in Quebec, send an email to: <a href="mailto:LAC_QC@hsbc.ca">LAC_QC@hsbc.ca</a></p> <p>For HSBC Finance Mortgages; Household Realty Corporation Limited  <a href="mailto:ca.csc.discharge@us.hsbc.com">ca.csc.discharge@us.hsbc.com</a></p>
<b>Laurentian Bank of Canada</b>	<p><b>Escalation Only:</b></p> <p><b>LBC Branches:</b>  <a href="mailto:requetes_clients@banquelaurentienne.ca">requetes_clients@banquelaurentienne.ca</a></p> <p><b>For B2B Bank</b>  <a href="mailto:questions@b2bbank.com">questions@b2bbank.com</a></p>

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<b>Manulife Bank of Canada</b>	<p><b>All inquiries:</b> Manulife Bank Service Centre 1-877-765-2265</p> <p><b>Escalation only:</b> Kendra Lowry Director, Mortgage Services, Bank Admin 519-594-8214 <a href="mailto:Kendra_Lowry@manulife.com">Kendra_Lowry@manulife.com</a></p>
<b>National Bank Financial Group</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> 500 Place d'Armes, 5th floor Montreal, Quebec H2Y 2W3 Transit : 5496-1</p> <p>Tel.: 514 849 1422 or 1-888-849-1422 Fax.: 514-394-6509</p> <p><a href="mailto:ctph.quittances@bnc.ca">ctph.quittances@bnc.ca</a></p>
<b>RFA Bank of Canada</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation.</p> <p><b>Escalation only:</b> For all provinces except Quebec: RFA - Customer Service - <a href="mailto:CustomerService@rfabank.ca">CustomerService@rfabank.ca</a></p>
<b>Royal Bank</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> 1-844-418-9436 <a href="mailto:discal@rbc.com">discal@rbc.com</a></p>
<b>Scotiabank</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> For all provinces except Quebec: <a href="mailto:discharge.escalations@scotiabank.com">discharge.escalations@scotiabank.com</a> Quebec: <a href="mailto:quittancesquebec@banquescotia.com">quittancesquebec@banquescotia.com</a></p>

Bank	Contact Information
<b>TD Canada Trust</b>	<p><b>All Inquiries:</b> Contact the Discharge Department applicable to your region</p> <p><b><u>Ontario Contact Information:</u></b></p> <ul style="list-style-type: none"> <li>- To request Discharge Statements: Fax: 905-214-3371</li> <li>- For follow-up / inquiries on statements, payouts or discharges: Phone: 1-866-313-6735</li> <li>- Escalations related to Old Discharges (payouts completed 12+ months ago): <a href="mailto:TD.DischargeEscalationsOntario@td.com">TD.DischargeEscalationsOntario@td.com</a></li> </ul> <p><b><u>Western Provinces and Territories Contact Information:</u></b></p> <ul style="list-style-type: none"> <li>- To request Discharge Statements: Fax: 1-866-400-0949</li> <li>- For follow-up / inquiries on statements, payouts or discharges: Phone: 1-866-330-0594</li> <li>- Escalations: <a href="mailto:TD.WesternDischargeLead@td.com">TD.WesternDischargeLead@td.com</a></li> </ul> <p><b><u>Quebec and Atlantic Provinces Contact Information:</u></b></p> <ul style="list-style-type: none"> <li>- To request Discharge Statements: Fax: 1-866-704-8414</li> <li>- For follow-up / inquiries on statements, payouts or discharges: Phone: 1-866-678-9408</li> </ul> <p>Escalations: <a href="mailto:TDBCAO@td.com">TDBCAO@td.com</a></p>
<b>Tangerine Bank</b>	<p><b>Escalation only:</b> <a href="mailto:servicing@tangerine.ca">servicing@tangerine.ca</a></p> <p><b>Secondary:</b> Nassur Ibrahim Client Business Support <a href="mailto:nibrahim@tangerine.ca">nibrahim@tangerine.ca</a></p>
<b>Wealth One Bank of Canada</b>	<p><b>All inquiries:</b> <a href="mailto:Operations@wealthonebank.ca">Operations@wealthonebank.ca</a></p> <p><b>Escalation only:</b> Caterina Vlahos, Chief Credit Officer <a href="mailto:Caterina.vlahos@wealthonebank.ca">Caterina.vlahos@wealthonebank.ca</a></p>

Updated: February 22<sup>nd</sup>, 2024

