

CBA Contact List for Matters Involving Mortgage Discharges

Bank	Contact Information
Bank of Montreal	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: For all provinces except Quebec: discharge.escalations@bmo.com Quebec: quittance.escalations@bmo.com</p>
Bridgewater Bank	<p>Escalation only: Jonny Corcuera Manager, Operations 150, 926 - 5 Avenue SW Calgary Alberta CANADA T2P 0N7 JCorcuera@BridgewaterBank.ca Phone: 403-817-7034 Cell: 403-404-3723</p>
CIBC	<p>All inquiries:</p> <p>Collateral Charges (CIBC brand): Contact the local branch of account</p> <p>Conventional Charges (CIBC brand): Mortgage Call Centre: 1-888-264-6843</p> <p>Simplii Financial Mortgages: Mortgage Call Centre: 1-888-866-0866 option 3</p> <p>FirstLine Mortgages: Mortgage Call Centre: 1-800-970-0700</p> <p>President's Choice Financial Mortgages registered to CIBC or CIBC Mortgages Inc: 1-888-866-0866 option 3</p> <p>Escalation only: Mailbox.DischargeEscalation@cibc.com</p> <p>Secondary: Lou Silva Senior Manager, Retail Mortgage Operations lou.silva@cibc.com</p>
Canadian Western Bank	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: 780-423-9732 lucia.bermedo@cwbank.com</p>

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

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Manulife Bank of Canada	<p>All inquiries: Manulife Bank Service Centre 1-877-765-2265</p> <p>Escalation only: Kendra Lowry Director, Mortgage Services, Bank Admin 519-594-8214 Kendra_Lowry@manulife.com</p>
National Bank Financial Group	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: 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>ctph.quittances@bnc.ca</p>
RFA Bank of Canada	<p>All inquiries: Contact the office that provided the payout documentation.</p> <p>Escalation only: For all provinces except Quebec: RFA - Customer Service - CustomerService@rfabank.ca</p>
Royal Bank	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: 1-844-418-9436 discal@rbc.com</p>
Scotiabank	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: For all provinces except Quebec: discharge.escalations@scotiabank.com Quebec: quittancesquebec@banquescotia.com</p>

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

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