

Canadian Bankers Association - Contact List for Matters Involving Mortgage Discharges  
 Updated: January 27, 2017

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>CIBC</b>	<p><b>All inquiries:</b>  <u>CIBC Mortgages Inc (Registered as CIBC Mortgages Inc.)</u>                      Mortgage Call Centre: 1-888-264-6843</p> <p><u>President's Choice Financial (Registered as CIBC Mortgages Inc.)</u>                      Mortgage Call Centre: 1-888-866-0866 option 3</p> <p><u>FirstLine Mortgages (Registered as CIBC Mortgages Inc.)</u> Mortgage Call Centre: 1-800-970-0700</p> <p><u>Collateral Mortgages (Registered as Canadian Imperial Bank of Commerce) CIBC:</u>                      contact the local branch of account                      President's Choice Financial (Secured Borrowing Accounts): 1-888-872-4724 or 1-888-723-8881</p> <p><b>Escalation only:</b>  <a href="mailto:Mailbox.DischargeEscalation@cibc.com">Mailbox.DischargeEscalation@cibc.com</a></p> <p><b>Secondary:</b>                      Tom Spall                      Senior Director, Retail Mortgage Operations  <a href="mailto:tom.spall@cibc.ca">tom.spall@cibc.ca</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>                      Alanna C. Walters                      Senior Manager, Centralized Services  <a href="mailto:alanna.walters@cwbank.com">alanna.walters@cwbank.com</a></p>
<b>Equitable Bank</b>	<p><b>All inquiries:</b>  <a href="mailto:discharges@eqbank.ca">discharges@eqbank.ca</a></p> <p><b>Escalation only:</b>                      Becky Leibold                      Senior Manager, Mortgage Services  <a href="mailto:bleibold@eqbank.ca">bleibold@eqbank.ca</a></p>

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<p><b>HSBC</b></p>	<p><b>All inquiries:</b>                      Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b>  <u>HSBC Bank Canada; HSBC Trust Company (Canada):</u></p> <p>Bonnie Pow                      Assistant Manager, Unit Operations                      Secured Lending West (Maintenance/Security)  <a href="mailto:bonnie_pow@hsbc.ca">bonnie_pow@hsbc.ca</a></p> <p><b>Secondary:</b>                      Ruby Callahan                      Senior Operations Specialist                      Secured Lending West  <a href="mailto:ruby_callahan@hsbc.ca">ruby_callahan@hsbc.ca</a></p> <p><u>HSBC Finance Mortgages; Household Realty Corporation Limited Lorraine Boucher</u>  <a href="mailto:ca.csc.discharge@us.hsbc.com">ca.csc.discharge@us.hsbc.com</a></p>
<p><b>Laurentian Bank of Canada</b></p>	<p><b>All inquiries:</b>                      For Quebec LBC branches and LBC Ottawa branch number 118</p> <p>Customer service – Credit 514-284-7800 option 2</p> <p>Antonietta Di Raddo                      514-284-4500 extension 4505  <a href="mailto:Antonietta.dirado@banquelaurentienne.ca">Antonietta.dirado@banquelaurentienne.ca</a></p> <p>Chantal Tourchot                      514-284-4500 extension 5101  <a href="mailto:Chantal.tourchot@banquelaurentienne.ca">Chantal.tourchot@banquelaurentienne.ca</a></p> <p><b>For B2B Bank</b>                      Shirin (Sherry) Sharif                      Senior Manager, Credit                      416-865-5707 (65707)  <a href="mailto:shirin.sharif@b2bbank.com">shirin.sharif@b2bbank.com</a></p>
<p><b>Manulife Bank of Canada</b></p>	<p><b>All inquiries:</b>                      Manulife Bank Service Centre 1-877-765 x 2265</p> <p><b>Escalation only:</b>                      Wendy Hill                      Director of Client Services, Manulife Bank Operations  <a href="mailto:wendy_hill@manulife.com">wendy_hill@manulife.com</a></p>

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<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> Discharge department 1 800 361-8688, ext. #20360 <a href="mailto:ctph.quittances@bnc.ca">ctph.quittances@bnc.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 mail: <a href="mailto:disescal@rbc.com">disescal@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:montreal.cmu@scotiabank.com">montreal.cmu@scotiabank.com</a></p>
<b>TD Canada Trust</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> Ontario: <a href="mailto:TD.DischargeEscalationsOntario@td.com">TD.DischargeEscalationsOntario@td.com</a> or <a href="mailto:AnneMarie.Pemberton@td.com">AnneMarie.Pemberton@td.com</a></p> <p><b>Western Provinces and Territories:</b> <a href="mailto:debbie.pauquette@td.com">debbie.pauquette@td.com</a> or <a href="mailto:TD.WesternCASLEADS@td.com">TD.WesternCASLEADS@td.com</a></p> <p><b>Atlantic Provinces:</b> <a href="mailto:Anthony.Morello@td.com">Anthony.Morello@td.com</a> or <a href="mailto:Melina.Konstantopoulos@td.com">Melina.Konstantopoulos@td.com</a></p> <p><b>Quebec:</b> <a href="mailto:Anthony.Morello@td.com">Anthony.Morello@td.com</a> or <a href="mailto:Melina.Konstantopoulos@td.com">Melina.Konstantopoulos@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>

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