

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> |
| 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: Lucia Bermedo 780-423-9732 lucia.bermedo@cwbank.com</p> |
| Equitable Bank | <p>All inquiries: discharges@eqbank.ca</p> <p>Escalation only: Becky Leibold Director, Mortgage Services bleibold@eqbank.ca</p> |

| Bank | Contact Information |
|--|--|
| Home Capital / Home Trust / Home Bank | <p>All Inquiries: Home Bank Service Centre 1-855-270-3630</p> <p>Escalation Only: Miki Asano VP Customer Experience miki.asano@hometruster.ca</p> |
| HSBC | <p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: <u>HSBC Bank Canada; HSBC Trust Company (Canada):</u></p> <p>June Yao Assistant Manager, Unit Operations Secured Lending West (Maintenance/Security) bonnie_pow@hsbc.ca june_yao@hsbc.ca</p> <p>Secondary: Ruby Callahan Senior Operations Specialist Secured Lending West ruby_callahan@hsbc.ca</p> <p><u>HSBC Finance Mortgages; Household Realty Corporation Limited</u> Liliana Terriaca ca.csc.discharge@us.hsbc.com</p> |
| Laurentian Bank of Canada | <p>All inquiries:</p> <p>LBC Branches: Mortgage Loans Administration Fax: 514-284-4659 or 1-877-355-0055</p> <p><u>For B2B Bank</u> Munish Bhalla Senior Manager, Administration Lending Operations LBC Tech 199 Bay St. Suite 600 PO Box 279, STN Commerce Court Toronto, Ontario - M5L 0A2 Direct : <u>416.865.5843</u> Cell : <u>647.227.0112</u> E-mail: Munish.Bhalla@LaurentienBank.ca</p> <p><u>Backup:</u> Ann Du Vice President, LBCFG Digital Operations (Banking) 199 Bay Street, Suite 600 PO Box 279 STN Commerce Court Toronto ON M5L 0A2 Phone: 416.947.5135 Mobile: 647.205.7687 Email: Ann.Du@laurentianbank.ca</p> |

| Bank | Contact Information |
|--------------------------------------|---|
| 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> |
| Royal Bank | <p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: 1-844-418-9436 disescal@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: montreal.cmu@scotiabank.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: 905-214-3373 - For follow-up / inquiries on statements, payouts or discharges: Phone: 1-866-575-5361 - Escalations: 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: 1-866-923-8911 - 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: 1-866-860-8584 - Escalations: TDBCAO@td.com |
| 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@wealthonecanada.com</p> <p>Escalation only: Angie Marra, Director, Operations Angie.Marra@wealthonecanada.com</p> |

Updated: August 19th, 2021

