

CBA Contact List for Matters Involving Mortgage Discharges

Bank	Contact Information
Bank of Montreal	All inquiries: Contact the office that provided the payout documentation Escalation only: For all provinces except Quebec: discharge.escalations@bmo.com Quebec: quittance.escalations@bmo.com
CIBC	All inquiries: <u>CIBC Mortgages Inc (Registered as CIBC Mortgages Inc.)</u> Mortgage Call Centre: 1-888-264-6843 <u>President's Choice Financial (Registered as CIBC Mortgages Inc.)</u> Mortgage Call Centre: 1-888-866-0866 option 3 <u>FirstLine Mortgages (Registered as CIBC Mortgages Inc.)</u> Mortgage Call Centre: 1-800-970-0700 <u>Collateral Mortgages (Registered as Canadian Imperial Bank of Commerce)</u> CIBC: contact the local branch of account President's Choice Financial (Secured Borrowing Accounts): 1-888-872-4724 or 1-888-723-8881 Escalation only: Mailbox.DischargeEscalation@cibc.com Secondary: Tom Spall Senior Director, Retail Mortgage Operations tom.spall@cibc.ca
Canadian Western Bank	All inquiries: Contact the office that provided the payout documentation Escalation only: Alanna C. Walters Senior Manager, Centralized Services alanna.walters@cwbank.com
Equitable Bank	All inquiries: discharges@eqbank.ca Escalation only: Becky Leibold Senior Manager, Mortgage Services bleibold@eqbank.ca

Bank	Contact Information
HSBC	All inquiries: Contact the office that provided the payout documentation Escalation only: <u>HSBC Bank Canada; HSBC Trust Company (Canada):</u> Bonnie Pow Assistant Manager, Unit Operations Secured Lending West (Maintenance/Security) bonnie_pow@hsbc.ca Secondary: Ruby Callahan Senior Operations Specialist Secured Lending West ruby_callahan@hsbc.ca <u>HSBC Finance Mortgages; Household Realty Corporation Limited Lorraine Boucher</u> ca.csc.discharge@us.hsbc.com
Laurentian Bank of Canada	All inquiries: For Quebec LBC branches and LBC Ottawa branch number 118 Customer service – Credit 514-284-7800 option 2 Antonietta Di Raddo 514-284-4500 extension 4505 Antonietta.dirado@banquelaurentienne.ca Chantal Tourchot 514-284-4500 extension 5101 Chantal.tourchot@banquelaurentienne.ca <u>For B2B Bank</u> Shirin (Sherry) Sharif Senior Manager, Credit 416-865-5707 (65707) shirin.sharif@b2bbank.com
Manulife Bank of Canada	All inquiries: Manulife Bank Service Centre 1-877-765 x 2265 Escalation only: Wendy Hill Director of Client Services, Manulife Bank Operations wendy_hill@manulife.com
National Bank Financial Group	All inquiries: Contact the office that provided the payout documentation Escalation only: Discharge department 1 800 361-8688, ext. #20360 ctph.quittances@bnc.ca

Bank	Contact Information
Royal Bank	All inquiries: Contact the office that provided the payout documentation Escalation only: 1-844-418-9436 mail: disescal@rbc.com
Scotiabank	All inquiries: Contact the office that provided the payout documentation Escalation only: For all provinces except Quebec: discharge.escalations@scotiabank.com Quebec: montreal.cmu@scotiabank.com
TD Canada Trust	All inquiries: Contact the office that provided the payout documentation Escalation only: Ontario: TD.DischargeEscalationsOntario@td.com or AnneMarie.Pemberton@td.com Western Provinces and Territories: debbie.pauquette@td.com or TD.WesternCASLEADS@td.com Atlantic Provinces: Anthony.Morello@td.com or Melina.Konstantopoulos@td.com Quebec: Anthony.Morello@td.com or Melina.Konstantopoulos@td.com
Tangerine Bank	Escalation only: servicing@tangerine.ca Secondary: Nassur Ibrahim Client Business Support nibrahim@tangerine.ca

Updated: January 27, 2017

