

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: CIBC Mortgages Inc (Registered as CIBC Mortgages Inc.) Mortgage Call Centre: 1-888-264-6843 <u>Simplii (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) CIBC:</u> 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: Lou Silva Senior Manager, Retail Mortgage Operations lou.silva@cibc.com
Canadian Western Bank	All inquiries: Contact the office that provided the payout documentation Escalation only: Lucia Bermedo 780-423-9732 lucia.bermedo@cwbank.com
Equitable Bank	All inquiries: discharges@eqbank.ca Escalation only: Becky Leibold Director, Mortgage Services bleibold@eqbank.ca

Bank	Contact Information
Home Capital / Home Trust / Home Bank	All Inquiries: Home Bank Service Centre 1-855-270-3630 Escalation Only: Miki Asano VP Customer Experience miki.asano@hometrust.ca
HSBC	All inquiries: Contact the office that provided the payout documentation Escalation only: <u>HSBC Bank Canada; HSBC Trust Company (Canada):</u> June Yao Assistant Manager, Unit Operations Secured Lending West (Maintenance/Security) bonnie_pow@hsbc.ca june_yao@hsbc.ca Secondary: Ruby Callahan Senior Operations Specialist Secured Lending West ruby_callahan@hsbc.ca <u>HSBC Finance Mortgages; Household Realty Corporation Limited</u> Liliana Terriaca ca.csc.discharge@us.hsbc.com
Laurentian Bank of Canada	All inquiries: For Quebec LBC branches and LBC Ottawa branch number 118 Fax number: 514-284-4659 or 1-877-355-0055. <u>For B2B Bank</u> Shirin (Sherry) Sharif Senior Manager, Credit 416-865-5707 (65707) shirin.sharif@b2bbank.com <u>Backup:</u> Jonathan Chavez Vice President, Operations (Administration) Phone: 416-865-5768 Mobile: 437-778-7283 Email: jonathan.chavez@b2bbank.com
Manulife Bank of Canada	All inquiries: Manulife Bank Service Centre 1-877-765-2265 Escalation only: Kendra Lowry Director, Mortgage Services, Bank Admin 519-594-8214 Kendra_Lowry@manulife.com

Bank	Contact Information
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
Royal Bank	All inquiries: Contact the office that provided the payout documentation Escalation only: 1-844-418-9436 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 Seema.Sharma@td.com and giselle.sherri@td.com Western Provinces and Territories: Sue.Lombardo@td.com or TD.WesternCASLEADS@td.com Quebec and Atlantic Provinces: Karla Palanca, Team Manager 514-289-0399 Karla.palanca@td.com or Melissa Bentivegna, Team Lead 514-289-8273 Melissa.Bentivegna@td.com
Tangerine Bank	Escalation only: servicing@tangerine.ca Secondary: Nassur Ibrahim Client Business Support nibrahim@tangerine.ca

Bank	Contact Information
Wealth One Bank of Canada	All inquiries: Operations@wealthonecanada.com Escalation only: Angie Marra, Director, Operations Angie.Marra@wealthonecanada.com

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