

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: Collateral Charges (CIBC brand): Contact the local branch of account Conventional Charges (CIBC brand): Mortgage Call Centre: 1-888-264-6843 Simplii Financial Mortgages: Mortgage Call Centre: 1-888-866-0866 option 3 FirstLine Mortgages: Mortgage Call Centre: 1-800-970-0700 President's Choice Financial Mortgages registered to CIBC or CIBC Mortgages Inc: 1-888-866-0866 option 3 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: LBC Branches: Mortgage Loans Administration Fax: 514-284-4659 or 1-877-355-0055 <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 <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

Bank	Contact Information
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
National Bank Financial Group	All inquiries: Contact the office that provided the payout documentation Escalation only: 500 Place d'Armes, 5th floor Montreal, Quebec H2Y 2W3 Transit : 5496-1 Tel.: 514 849 1422 or 1-888-849-1422 Fax.: 514-394-6509 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

Bank	Contact Information
TD Canada Trust	All Inquiries: Contact the Discharge Department applicable to your region <u>Ontario Contact Information:</u> - 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 <u>Western Provinces and Territories Contact Information:</u> - 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 <u>Quebec and Atlantic Provinces Contact Information:</u> - 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	Escalation only: servicing@tangerine.ca Secondary: Nassur Ibrahim Client Business Support nibrahim@tangerine.ca
Wealth One Bank of Canada	All inquiries: Operations@wealthonecanada.com Escalation only: Angie Marra, Director, Operations Angie.Marra@wealthonecanada.com

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