

## CBA Contact List for Matters Involving Mortgage Discharges

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>Bridgewater Bank</b>	<p><b>All inquiries:</b> <a href="mailto:bwb.mortgagepayout@ama.ab.ca">bwb.mortgagepayout@ama.ab.ca</a></p> <p><b>Escalation only:</b> Jonny Corcuera Manager, Operations 150, 926 - 5 Avenue SW Calgary Alberta CANADA T2P 0N7 <a href="mailto:JCorcuera@BridgewaterBank.ca">JCorcuera@BridgewaterBank.ca</a> Phone: 403-817-7034 Cell: 403-404-3723</p> <p><b>Secondary:</b> Randy Thiara Director, Operations 150, 926 - 5 Avenue SW, Calgary Alberta T2P 0N7 <a href="mailto:rthiara@bridgewaterbank.ca">rthiara@bridgewaterbank.ca</a> Phone: 403-385-4921 Cell: 587-434-4579</p>
<b>CIBC</b>	<p><b>All inquiries:</b></p> <p><b>Collateral Charges (CIBC brand):</b> Contact the local branch of account</p> <p><b>Conventional Charges (CIBC brand):</b> Mortgage Call Centre: 1-888-264-6843</p> <p><b>Simplii Financial Mortgages:</b> Mortgage Call Centre: 1-888-866-0866 option 3</p> <p><b>FirstLine Mortgages:</b> Mortgage Call Centre: 1-800-970-0700</p> <p><b>President's Choice Financial Mortgages registered to CIBC or CIBC Mortgages Inc:</b> 1-888-866-0866 option 3</p> <p><b>Escalation only:</b> <a href="mailto:Mailbox.DischargeEscalations@cibc.com">Mailbox.DischargeEscalations@cibc.com</a></p> <p><b>Secondary:</b> Bhavin Patel Director, Retail Mortgage Services <a href="mailto:Bhavin.Patel@cibc.com">Bhavin.Patel@cibc.com</a></p>

Bank	Contact Information
<b>Equitable Bank</b>	<p><b>Payout Statement inquiries:</b>  <a href="mailto:discharges@eqbank.ca">discharges@eqbank.ca</a></p> <p><b>Discharge/Assignment Document inquiries:</b>  <a href="mailto:discharge_documents@eqbank.ca">discharge_documents@eqbank.ca</a></p> <p><b>Escalation only:</b>  Gemma Boodram-Kangal  <a href="mailto:gbkangal@eqbank.ca">gbkangal@eqbank.ca</a></p>
<b>Haventree Bank</b>	<p><b>Payout and Discharge Inquiries:</b>  <a href="mailto:discharges@haventreebank.com">discharges@haventreebank.com</a></p> <p><b>Escalation only:</b>  Adam Blanchard  Senior Manager, Mortgage Servicing  <a href="mailto:ablanchard@haventreebank.com">ablanchard@haventreebank.com</a></p>
<b>Home Capital / Home Trust / Home Bank</b>	<p><b>All Inquiries:</b>  Home Bank Service Centre 1-855-270-3630</p> <p><b>Escalation Only:</b>  Andrew Ligama  Director, Customer Experience  <a href="mailto:andrew.ligama@hometruster.ca">andrew.ligama@hometruster.ca</a></p>
<b>ICICI Bank Canada</b>	<p><b>All inquiries:</b></p> <p><b>By Phone :</b> 1-866-726-0825 (8 am to 8 pm, nationally, Monday to Friday)  <b>By Fax :</b> 1-866-399-3018  <b>By E-mail :</b> <a href="mailto:icicibankmortgagecare@lenderservices.ca">icicibankmortgagecare@lenderservices.ca</a></p> <p><b>Escalation only:</b>  <b>By E-mail :</b> <a href="mailto:customercare.ca@icicibank.com">customercare.ca@icicibank.com</a></p>
<b>Laurentian Bank of Canada</b>	<p><b>Escalation Only:</b></p> <p><b><u>LBC Branches:</u></b>  <a href="mailto:requetes_clients@banquelaurentienne.ca">requetes_clients@banquelaurentienne.ca</a>  Phone: 514-284-4600</p> <p><b><u>For B2B Bank</u></b>  <a href="mailto:B2Bbank-LBCMortgage@b2bbank.com">B2Bbank-LBCMortgage@b2bbank.com</a></p>

Bank	Contact Information
<b>Manulife Bank of Canada</b>	<p><b>All inquiries:</b>  Manulife Bank Contact Centre 1-877-765-2265  By Email: <a href="mailto:MBC_mortgage_discharge@manulife.ca">MBC_mortgage_discharge@manulife.ca</a></p> <p><b>Escalation only:</b>  Nikki Thompson  Senior Manager, Mortgage Discharges, Residential Lending Services  Phone: 902-453-7702  Email: <a href="mailto:Nikki_Thompson@manulife.ca">Nikki_Thompson@manulife.ca</a></p> <p>Or</p> <p>Kendra Lowry  Director, Residential Lending Services, Bank Operations  Phone: 519-594-8214  <a href="mailto:Kendra_Lowry@manulife.ca">Kendra_Lowry@manulife.ca</a></p>
<b>National Bank Financial Group including Canadian Western Bank</b>	<p><b>All Inquiries:</b>  <a href="mailto:expertise.legale@bnc.ca">expertise.legale@bnc.ca</a></p> <p><b>Escalations:</b>  <a href="mailto:ctph.quittances@bnc.ca">ctph.quittances@bnc.ca</a></p> <p>Canadian Western Trust company</p> <p><b>All Inquiries:</b>  <a href="mailto:OptimumCustomerService@nbc.ca">OptimumCustomerService@nbc.ca</a></p> <p><b>Escalations:</b>  <a href="mailto:Ctph.quittances@bnc.ca">Ctph.quittances@bnc.ca</a></p>
<b>RFA Bank of Canada</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: RFA - Customer Service - <a href="mailto:CustomerService@rfabank.ca">CustomerService@rfabank.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  <a href="mailto:disescal@rbc.com">disescal@rbc.com</a></p>
<b>SBI Canada Bank</b>	<p><b>All inquiries:</b>  Online Support SBIC  <a href="mailto:onlinesupport@sbicanada.com">onlinesupport@sbicanada.com</a></p> <p><b>Escalation only:</b>  Alexander Ribalkin  <a href="mailto:aribalkin@sbicanada.com">aribalkin@sbicanada.com</a></p>

Bank	Contact Information
<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:quittancesquebec@banquescotia.com">quittancesquebec@banquescotia.com</a></p>
<b>TD Canada Trust</b>	<p><b>Discharge Statement Requests:</b> Please submit your request in the FCT Payout Services portal: <a href="https://llc.firstcdn.com/Profile/Login.aspx">https://llc.firstcdn.com/Profile/Login.aspx</a> or Fax: Ontario: 905-214-3371, Western/Territories: 1-866-400-0949, Quebec/Atlantic: 1-866-704-8414.</p> <p><b>All Other Inquiries:</b> contact the Discharge Department applicable to your region.</p> <p><b>Ontario Contact Information:</b> <b>For inquiries on statements, payouts, or discharges: Phone:</b> 1-866-313-6735 <b>Escalations:</b> <a href="mailto:TD.DischargeEscalationsOntario@td.com">TD.DischargeEscalationsOntario@td.com</a></p> <p><b>Western Provinces and Territories Contact Information:</b> <b>For inquiries on statements, payouts, or discharges: Phone:</b> 1-866-330-0594 <b>Escalations:</b> <a href="mailto:TD.WesternDischargeLead@td.com">TD.WesternDischargeLead@td.com</a></p> <p><b>Quebec and Atlantic Provinces Contact Information:</b> <b>For inquiries on statements, payouts, or discharges: Phone:</b> 1-866-678-9408 <b>Escalations:</b> <a href="mailto:TDBCAO@td.com">TDBCAO@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>
<b>Wealth One Bank of Canada</b>	<p><b>All inquiries:</b> <a href="mailto:Operations@wealthonebank.ca">Operations@wealthonebank.ca</a></p> <p><b>Escalation only:</b> Grant Armstrong, Chief Growth Officer <a href="mailto:Grant.Armstrong@wealthonebank.ca">Grant.Armstrong@wealthonebank.ca</a></p>
<b>Wells Fargo Bank</b>	<p><b>All inquiries:</b> <a href="mailto:CanadaSocialCare@wellsfargo.com">CanadaSocialCare@wellsfargo.com</a></p>

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