

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
Bridgewater Bank	Escalation only: Jonny Corcuera Manager, Operations 150, 926 - 5 Avenue SW Calgary Alberta CANADA T2P 0N7 JCorcuera@BridgewaterBank.ca Phone: 403-817-7034 Cell: 403-404-3723
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.DischargeEscalations@cibc.com Secondary: Bhavin Patel Director, Retail Mortgage Services Bhavin.Patel@cibc.com
Canadian Western Bank	All inquiries: Contact the office that provided the payout documentation Escalation only: cs.personal.collsec@cwbank.com

Bank	Contact Information
Equitable Bank	Payout Statement inquiries: discharges@eqbank.ca Discharge/Assignment Document inquiries: discharge_documents@eqbank.ca Escalation only: Gemma Boodram-Kangal gbkangal@eqbank.ca
Haventree Bank	Payout and Discharge Inquiries: discharges@haventreebank.com Escalation only: Adam Blanchard Senior Manager, Mortgage Servicing ablanchard@haventreebank.com
Home Capital / Home Trust / Home Bank	All Inquiries: Home Bank Service Centre 1-855-270-3630 Escalation Only: Pavanpal Virdee Director, Customer Experience pavanpal.virdee@hometrust.ca
ICICI Bank Canada	All inquiries: By Phone : 1-866-726-0825 (8 am to 8 pm, nationally, Monday to Friday) By Fax : 1-866-399-3018 By E-mail : icicibankmortgagecare@lenderservices.ca Escalation only: By E-mail : customercare.ca@icicibank.com
Laurentian Bank of Canada	Escalation Only: <u>LBC Branches:</u> requetes_clients@banquelaurentienne.ca <u>For B2B Bank</u> questions@b2bbank.com

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: expertise.legale@bnc.ca Escalations: ctph.quittances@bnc.ca
RFA Bank of Canada	All inquiries: Contact the office that provided the payout documentation. Escalation only: For all provinces except Quebec: RFA - Customer Service - CustomerService@rfabank.ca
Royal Bank	All inquiries: Contact the office that provided the payout documentation Escalation only: 1-844-418-9436 disescal@rbc.com
SBI Canada Bank	All inquiries: Online Support SBIC onlinesupport@sbicanada.com Escalation only: Alexander Ribalkin aribalkin@sbicanada.com
Scotiabank	All inquiries: Contact the office that provided the payout documentation Escalation only: For all provinces except Quebec: discharge.escalations@scotiabank.com Quebec: quittancesquebec@banquescotia.com

Bank	Contact Information
TD Canada Trust	Discharge Statement Requests: Please submit your request in the FCT Payout Services portal: https://llc.firstcdn.com/Profile/Login.aspx or Fax: Ontario: 905-214-3371, Western/Territories: 1-866-400-0949, Quebec/Atlantic: 1-866-704-8414. All Other Inquiries: contact the Discharge Department applicable to your region. Ontario Contact Information: For inquiries on statements, payouts, or discharges: Phone: 1-866-313-6735 Escalations: TD.DischargeEscalationsOntario@td.com Western Provinces and Territories Contact Information: For inquiries on statements, payouts, or discharges: Phone: 1-866-330-0594 Escalations: TD.WesternDischargeLead@td.com Quebec and Atlantic Provinces Contact Information: For inquiries on statements, payouts, or discharges: Phone: 1-866-678-9408 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@wealthonebank.ca Escalation only: Caterina Vlahos, Chief Credit Officer Caterina.vlahos@wealthonebank.ca

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