

CBA Contact List for Matters Involving Mortgage Discharges

Bank	Contact Information
Bank of Montreal	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: For all provinces except Quebec: discharge.escalations@bmo.com Quebec: quittance.escalations@bmo.com</p>
CIBC	<p>All inquiries: <u>CIBC Mortgages Inc (Registered as CIBC Mortgages Inc.)</u> Mortgage Call Centre: 1-888-264-6843</p> <p><u>Simplii (Registered as CIBC Mortgages Inc.)</u> Mortgage Call Centre: 1-888-866-0866 option 3</p> <p><u>FirstLine Mortgages (Registered as CIBC Mortgages Inc.)</u> Mortgage Call Centre: 1-800-970-0700</p> <p><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</p> <p>Escalation only: Mailbox.DischargeEscalation@cibc.com</p> <p>Secondary: Tom Spall Senior Director, Retail Mortgage Operations tom.spall@cibc.ca</p>
Canadian Western Bank	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: Lucia Bermedo 780-423-9732 lucia.bermedo@cwbank.com</p>
Equitable Bank	<p>All inquiries: discharges@eqbank.ca</p> <p>Escalation only: Becky Leibold Director, Mortgage Services bleibold@eqbank.ca</p>

Bank	Contact Information
Home Capital / Home Trust / Home Bank	<p>All Inquiries: Home Bank Service Centre 1-855-270-3630</p> <p>Escalation Only: Miki Asano VP Customer Experience miki.asano@hometruster.ca</p>
HSBC	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: <u>HSBC Bank Canada; HSBC Trust Company (Canada):</u></p> <p>Bonnie Pow Assistant Manager, Unit Operations Secured Lending West (Maintenance/Security) bonnie_pow@hsbc.ca june_yao@hsbc.ca</p> <p>Secondary: Ruby Callahan Senior Operations Specialist Secured Lending West ruby_callahan@hsbc.ca</p> <p><u>HSBC Finance Mortgages; Household Realty Corporation Limited Liliانا Terriaca</u> ca.csc.discharge@us.hsbc.com</p>
Laurentian Bank of Canada	<p>All inquiries: For Quebec LBC branches and LBC Ottawa branch number 118</p> <p>Customer service – Credit 514-284-7800 option 2</p> <p>Antonietta Di Raddo 514-284-4500 extension 4505 Antonietta.dirado@banquelaurentienne.ca</p> <p>Chantal Tourchot 514-284-4500 extension 5101 Chantal.tourchot@banquelaurentienne.ca</p> <p><u>For B2B Bank</u> Shirin (Sherry) Sharif Senior Manager, Credit 416-865-5707 (65707) shirin.sharif@b2bbank.com</p> <p><u>Backup:</u> Jonathan Chavez Vice President, Operations (Administration) Phone: 416-865-5768 Mobile: 437-778-7283 Email: jonathan.chavez@b2bbank.com</p>

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Manulife Bank of Canada	<p>All inquiries: Manulife Bank Service Centre 1-877-765-2265</p> <p>Escalation only: Kendra Lowry Director, Mortgage Services, Bank Admin 519-594-8214 Kendra_Lowry@manulife.com</p>
National Bank Financial Group	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: Discharge department 1-800-361-8688, ext. #20360 ctph.quittances@bnc.ca</p>
Royal Bank	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: 1-844-418-9436 disescal@rbc.com</p>
Scotiabank	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: For all provinces except Quebec: discharge.escalations@scotiabank.com Quebec: montreal.cmu@scotiabank.com</p>
TD Canada Trust	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: Ontario: TD.DischargeEscalationsOntario@td.com or Seema.Sharma@td.com and Katie.Knox@td.com</p> <p>Western Provinces and Territories: Kelli.bird@td.com or TD.WesternCASLEADS@td.com</p> <p>Quebec and Atlantic Provinces: Alexander.Erenburg@td.com and Anthony.Nobile@td.com</p>
Tangerine Bank	<p>Escalation only: servicing@tangerine.ca</p> <p>Secondary: Nassur Ibrahim Client Business Support nibrahim@tangerine.ca</p>