

## CBA Contact List for Matters Involving Mortgage Discharges

| Bank                         | Contact Information   |
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| <b>Bank of Montreal</b>      | <p><b>All inquiries:</b><br/>Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b><br/>For all provinces except Quebec: <a href="mailto:discharge.escalations@bmo.com">discharge.escalations@bmo.com</a><br/>Quebec: <a href="mailto:quittance.escalations@bmo.com">quittance.escalations@bmo.com</a></p>  |
| <b>CIBC</b>                  | <p><b>All inquiries:</b><br/><u>CIBC Mortgages Inc (Registered as CIBC Mortgages Inc.)</u><br/>Mortgage Call Centre: 1-888-264-6843</p> <p><u>Simplii (Registered as CIBC Mortgages Inc.)</u><br/>Mortgage Call Centre: 1-888-866-0866 option 3</p> <p><u>FirstLine Mortgages (Registered as CIBC Mortgages Inc.)</u><br/>Mortgage Call Centre: 1-800-970-0700</p> <p><u>Collateral Mortgages (Registered as Canadian Imperial Bank of Commerce) CIBC:</u><br/>contact the local branch of account<br/>President's Choice Financial (Secured Borrowing Accounts):<br/>1-888-872-4724 or 1-888-723-8881</p> <p><b>Escalation only:</b><br/><a href="mailto:Mailbox.DischargeEscalation@cibc.com">Mailbox.DischargeEscalation@cibc.com</a></p> <p><b>Secondary:</b><br/>Lou Silva<br/>Senior Manager, Retail Mortgage Operations<br/><a href="mailto:lou.silva@cibc.com">lou.silva@cibc.com</a></p> |
| <b>Canadian Western Bank</b> | <p><b>All inquiries:</b><br/>Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b><br/>Lucia Bermedo<br/>780-423-9732<br/><a href="mailto:lucia.bermedo@cwbank.com">lucia.bermedo@cwbank.com</a></p>   |
| <b>Equitable Bank</b>        | <p><b>All inquiries:</b><br/><a href="mailto:discharges@eqbank.ca">discharges@eqbank.ca</a></p> <p><b>Escalation only:</b><br/>Becky Leibold<br/>Director, Mortgage Services<br/><a href="mailto:bleibold@eqbank.ca">bleibold@eqbank.ca</a></p>   |

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| <b>Home Capital / Home Trust / Home Bank</b> | <p><b>All Inquiries:</b><br/>Home Bank Service Centre 1-855-270-3630</p> <p><b>Escalation Only:</b><br/>Miki Asano<br/>VP Customer Experience<br/><a href="mailto:miki.asano@hometruster.ca">miki.asano@hometruster.ca</a></p>  |
| <b>HSBC</b>                                  | <p><b>All inquiries:</b><br/>Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b><br/><u>HSBC Bank Canada; HSBC Trust Company (Canada):</u></p> <p>June Yao<br/>Assistant Manager, Unit Operations<br/>Secured Lending West (Maintenance/Security)<br/><a href="mailto:bonnie_pow@hsbc.ca">bonnie_pow@hsbc.ca</a><br/><a href="mailto:june_yao@hsbc.ca">june_yao@hsbc.ca</a></p> <p><b>Secondary:</b><br/>Ruby Callahan<br/>Senior Operations Specialist<br/>Secured Lending West<br/><a href="mailto:ruby_callahan@hsbc.ca">ruby_callahan@hsbc.ca</a></p> <p><u>HSBC Finance Mortgages; Household Realty Corporation Limited Liliانا Terriaca</u><br/><a href="mailto:ca.csc.discharge@us.hsbc.com">ca.csc.discharge@us.hsbc.com</a></p>   |
| <b>Laurentian Bank of Canada</b>             | <p><b>All inquiries:</b><br/>For Quebec LBC branches and LBC Ottawa branch number 118</p> <p>Fax number: 514-284-4659 or 1-877-355-0055.</p> <p><b><u>For B2B Bank</u></b><br/>Munish Bhalla<br/>Senior Manager, Administration<br/>Lending Operations<br/>LBC Tech<br/>199 Bay St. Suite 600<br/>PO Box 279, STN Commerce Court<br/>Toronto, Ontario - M5L 0A2<br/>Direct : <a href="tel:416.865.5843">416.865.5843</a><br/>Cell : <a href="tel:647.227.0112">647.227.0112</a><br/>E-mail: <a href="mailto:Munish.Bhalla@LaurentienBank.ca">Munish.Bhalla@LaurentienBank.ca</a></p> <p><b><u>Backup:</u></b><br/>Ann Du<br/>Vice President, LBCFG Digital Operations (Banking)<br/>199 Bay Street, Suite 600<br/>PO Box 279 STN Commerce Court<br/>Toronto ON M5L 0A2<br/>Phone: 416.947.5135<br/>Mobile: 647.205.7687<br/>Email: <a href="mailto:Ann.Du@laurentianbank.ca">Ann.Du@laurentianbank.ca</a></p> |

| Bank                                 | Contact Information  |
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| <b>Manulife Bank of Canada</b>       | <p><b>All inquiries:</b><br/>Manulife Bank Service Centre 1-877-765-2265</p> <p><b>Escalation only:</b><br/>Kendra Lowry<br/>Director, Mortgage Services, Bank Admin<br/>519-594-8214<br/><a href="mailto:Kendra_Lowry@manulife.com">Kendra_Lowry@manulife.com</a></p>   |
| <b>National Bank Financial Group</b> | <p><b>All inquiries:</b><br/>Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b><br/>Discharge department<br/>1-800-361-8688, ext. #20360<br/><a href="mailto:ctph.quittances@bnc.ca">ctph.quittances@bnc.ca</a></p>  |
| <b>Royal Bank</b>                    | <p><b>All inquiries:</b><br/>Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b><br/>1-844-418-9436<br/><a href="mailto:disescal@rbc.com">disescal@rbc.com</a></p>  |
| <b>Scotiabank</b>                    | <p><b>All inquiries:</b><br/>Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b><br/>For all provinces except Quebec: <a href="mailto:discharge.escalations@scotiabank.com">discharge.escalations@scotiabank.com</a><br/>Quebec: <a href="mailto:montreal.cmu@scotiabank.com">montreal.cmu@scotiabank.com</a></p>   |
| <b>TD Canada Trust</b>               | <p><b>All inquiries:</b><br/>Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b><br/>Ontario: <a href="mailto:TD.DischargeEscalationsOntario@td.com">TD.DischargeEscalationsOntario@td.com</a><br/>or <a href="mailto:Seema.Sharma@td.com">Seema.Sharma@td.com</a> and <a href="mailto:giselle.sherri@td.com">giselle.sherri@td.com</a></p> <p><b>Western Provinces and Territories:</b><br/>1<sup>st</sup> <a href="mailto:TD.WesternDischargeLead@td.com">TD.WesternDischargeLead@td.com</a><br/>2<sup>nd</sup> <a href="mailto:Sue.Lombardo@td.com">Sue.Lombardo@td.com</a></p> <p><b>Quebec and Atlantic Provinces:</b><br/><a href="mailto:TDBCAO@td.com">TDBCAO@td.com</a> or<br/><a href="mailto:Melissa.bentivegna@td.com">Melissa.bentivegna@td.com</a> and <a href="mailto:Karla.palanca@td.com">Karla.palanca@td.com</a></p> |
| <b>Tangerine Bank</b>                | <p><b>Escalation only:</b><br/><a href="mailto:servicing@tangerine.ca">servicing@tangerine.ca</a></p> <p><b>Secondary:</b><br/>Nassur Ibrahim<br/>Client Business Support<br/><a href="mailto:nibrahim@tangerine.ca">nibrahim@tangerine.ca</a></p>   |

| Bank                             | Contact Information   |
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| <b>Wealth One Bank of Canada</b> | <b>All inquiries:</b><br>Operations@wealthonecanada.com<br><br><b>Escalation only:</b><br>Angie Marra, Director, Operations<br><a href="mailto:Angie.Marra@wealthonecanada.com">Angie.Marra@wealthonecanada.com</a> |

Updated: December 10<sup>th</sup>, 2020

