

## 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>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.DischargeEscalation@cibc.com">Mailbox.DischargeEscalation@cibc.com</a></p> <p><b>Secondary:</b> Lou Silva Senior Manager, Retail Mortgage Operations <a href="mailto:lou.silva@cibc.com">lou.silva@cibc.com</a></p>
<b>Canadian Western Bank</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> Lucia Bermedo 780-423-9732 <a href="mailto:lucia.bermedo@cwbank.com">lucia.bermedo@cwbank.com</a></p>
<b>Equitable Bank</b>	<p><b>All inquiries:</b> <a href="mailto:discharges@eqbank.ca">discharges@eqbank.ca</a></p> <p><b>Escalation only:</b> Becky Leibold Director, Mortgage Services <a href="mailto:bleibold@eqbank.ca">bleibold@eqbank.ca</a></p>

Bank	Contact Information
<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> Miki Asano VP Customer Experience <a href="mailto:miki.asano@hometruster.ca">miki.asano@hometruster.ca</a></p>
<b>HSBC</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> <u>HSBC Bank Canada; HSBC Trust Company (Canada):</u></p> <p>June Yao Assistant Manager, Unit Operations Secured Lending West (Maintenance/Security) <a href="mailto:bonnie_pow@hsbc.ca">bonnie_pow@hsbc.ca</a> <a href="mailto:june_yao@hsbc.ca">june_yao@hsbc.ca</a></p> <p><b>Secondary:</b> Ruby Callahan Senior Operations Specialist Secured Lending West <a href="mailto:ruby_callahan@hsbc.ca">ruby_callahan@hsbc.ca</a></p> <p><u>HSBC Finance Mortgages; Household Realty Corporation Limited</u> Liliana Terriaca <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></p> <p>LBC Branches: Mortgage Loans Administration Fax: 514-284-4659 or 1-877-355-0055</p> <p><b><u>For B2B Bank</u></b> 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 : <a href="tel:416.865.5843">416.865.5843</a> Cell : <a href="tel:647.227.0112">647.227.0112</a> E-mail: <a href="mailto:Munish.Bhalla@LaurentienBank.ca">Munish.Bhalla@LaurentienBank.ca</a></p> <p><b><u>Backup:</u></b> 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: <a href="mailto:Ann.Du@laurentianbank.ca">Ann.Du@laurentianbank.ca</a></p>

Bank	Contact Information
<b>Manulife Bank of Canada</b>	<p><b>All inquiries:</b> Manulife Bank Service Centre 1-877-765-2265</p> <p><b>Escalation only:</b> Kendra Lowry Director, Mortgage Services, Bank Admin 519-594-8214 <a href="mailto:Kendra_Lowry@manulife.com">Kendra_Lowry@manulife.com</a></p>
<b>National Bank Financial Group</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> Discharge department 1-800-361-8688, ext. #20360 <a href="mailto:ctph.quittances@bnc.ca">ctph.quittances@bnc.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:discal@rbc.com">discal@rbc.com</a></p>
<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:montreal.cmu@scotiabank.com">montreal.cmu@scotiabank.com</a></p>
<b>TD Canada Trust</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> Ontario: <a href="mailto:TD.DischargeEscalationsOntario@td.com">TD.DischargeEscalationsOntario@td.com</a> 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> 1<sup>st</sup> <a href="mailto:TD.WesternDischargeLead@td.com">TD.WesternDischargeLead@td.com</a> 2<sup>nd</sup> <a href="mailto:Sue.Lombardo@td.com">Sue.Lombardo@td.com</a></p> <p><b>Quebec and Atlantic Provinces:</b> <a href="mailto:TDBCAO@td.com">TDBCAO@td.com</a> or <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> <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>

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

Updated: July 21<sup>st</sup>, 2021

