

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>
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 Western Provinces and Territories: debbie.pauquette@td.com or brenda.hore@td.com or delina.merrifield@td.com or WCLeadOfficers@td.com Quebec and Atlantic Provinces: Terri.Mancini@td.com or Carolina.Santojanni@td.com</p>
National Bank Financial Group	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: Partnership and Mortgage 1 800 361-8688, ext #5822 ctph.quittances@bnc.ca</p> <p>Secondary: July Bouchard Section Manager july.bouchard@bnc.ca</p>
Laurentian Bank of Canada	<p>All inquiries: <u>For Quebec LBC branches and LBC Ottawa branch number 118</u></p> <ul style="list-style-type: none"> • Customer service – Credit 514-284-4600 option 1 and 3 • Antonietta Di Raddo 514-284-4500 extension 4505 • Lina Cecere 514-284-4500 extension 6032

Bank	Contact Information
	<p><u>For B2B Trust</u> Laurentian Bank Mortgage Sales and Support Phone: 1-800-668-6874 E-mail : lbcms@Laurentianbank.ca</p>
CIBC	<p>All inquiries: <u>CIBC Mortgages Inc (Registered as CIBC Mortgages Inc.)</u></p> <ul style="list-style-type: none"> • Mortgage Call Centre: 1-888-264-6843 <p><u>President's Choice Financial (Registered as CIBC Mortgages Inc.)</u></p> <ul style="list-style-type: none"> • Mortgage Call Centre: 1-888-866-0866 option 3 <p><u>FirstLine Mortgages (Registered as CIBC Mortgages Inc)</u></p> <ul style="list-style-type: none"> • Mortgage Call Centre: 1-800-970-0700 <p><u>Collateral Mortgages (Registered as Canadian Imperial Bank of Commerce)</u></p> <ul style="list-style-type: none"> • CIBC: contact the local branch of account • President's Choice Financial (Secured Borrowing Accounts): 1-888-872-4724 or 1-888-723-8881 <p>Escalation only: mailbox.DischargeEscalations@cibc.com</p> <p>Secondary: Tom Spall Senior Director, Retail Mortgage Operations Tom.Spall@cibc.ca</p>
Royal Bank	<p>All inquiries: Western Provinces and Territories: 1-877-717-4619 Ontario and Atlantic Provinces: 1-800-974-1163 Quebec: 1-800-361-5600</p> <p>Escalation only: discal@rbc.com</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> Erna Brkich Senior Manager, Department Operations Lending Administration Center Erna_Brkich@hsbc.ca</p> <p>Secondary: Ruby Callahan Supervisor - Discharges Lending Administration Center Ruby_Callahan@hsbc.ca</p>

Bank	Contact Information
	<p>HSBC Finance Mortgages; Household Realty Corporation Limited Sylvie L Dubreuil ca.csc.discharge@us.hsbc.com</p>
<p>Canadian Western Bank</p>	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: Donna Bereska Sr. Manager CAP Donna.Bereska@cwbank.com</p>
<p>Manulife Bank of Canada</p>	<p>All inquiries: Manulife Bank Service Centre Phone: 1-877-765-2265</p> <p>Escalation only: Janice Poirier, Mortgage Services janice_poirier@manulife.com</p>
<p>Canadian Tire Bank</p>	<p>All inquiries: Linda Epp National Mortgage Operations Linda.Epp@ctfs.com</p> <p>Secondary: Laurie Pirritano National Mortgage Operations Laurie.Pirritano@ctfs.com</p>
<p>ING Bank of Canada</p>	<p>Escalation only: Gail Paulsen-Flack Head of Lending Operations gpaulsenflack@ingdirect.ca</p>

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