

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 or montreal.cmu@banquescotia.com</p>
TD Canada Trust	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: Ontario: Erin.Bellerose@td.com</p> <p>Western Provinces and Territories: debbie.pauquette@td.com or brenda.hore@td.com or delina.merrifield@td.com</p> <p>Quebec and Atlantic Provinces: Carolina.Santonianni@td.com</p>
National Bank of Canada	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: July Bouchard Section Manager july.bouchard@bnc.ca</p> <p>Secondary: Eric Noiseux Mortgage Product Advisor eric.noiseux@bnc.ca</p>

CIBC	<p>All inquiries: CIBC Mortgages Inc (Registered as <u>CIBC Mortgages Inc.</u>)</p> <ul style="list-style-type: none"> • Mortgage Call Centre: 1-888-264-6843 <p>President's Choice Financial (Registered as <u>CIBC Mortgages Inc.</u>)</p> <ul style="list-style-type: none"> • Mortgage Call Centre: 1-888-866-0866 option 3 <p>Firstline Mortgages (Registered as <u>CIBC Mortgages Inc</u>)</p> <ul style="list-style-type: none"> • Mortgage Call Centre: 1-800-970-0700 <p>Collateral Mortgages (Registered as <u>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: Sal Ladak, A.Manager, Discharges Salim.Ladak@rbc.com</p>
HSBC	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: HSBC Bank Canada; HSBC Trust Company (Canada): 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> <p>HSBC Finance Mortgages; Household Realty Corporation Limited; Household Finance Corporation: ca.csc.discharge@us.hsbc.com</p>

Canadian Western Bank	<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>
Manulife Bank of Canada	<p>All inquiries: Manulife Bank Service Centre Phone: 1-877-765-2265</p> <p>Escalation only: Catherine Russell, Mortgage Services Catherine_Russell@manulife.com</p>
Canadian Tire Bank	<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>
Citibank	<p>All inquiries: Della M. Sousa Vice President Centralized Mortgage Operations sousad@citi.com</p>

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