

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>President's Choice Financial (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)</u> CIBC: 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.DischargeEscalations@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: Alanna C. Walters Senior Manager, Centralized Services alanna.walters@cwbank.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></p>

Bank	Contact Information
HSBC (cont'd)	<p>Bonnie Pow Assistant Manager, Unit Operations Secured Lending West (Maintenance/Security) bonnie_pow@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</u> Sylvie L Dubreuil ca.csc.discharge@us.hsbc.com</p>
Laurentian Bank of Canada	<p>All inquiries: <u>For Quebec LBC branches and LBC Ottawa branch number 118</u></p> <p>Customer service – Credit 514-284-7800 option 2</p> <p>Antonietta Di Raddo 514-284-4500 extension 4505</p> <p>Lina Cecere 514-284-4500 extension 6032</p> <p>For B2B Bank Shirin (Sherry) Sharif Senior Manager, Credit 416-865-5707 (65707) shirin.sharif@b2bbank.com</p>
Manulife Bank of Canada	<p>All inquiries: Manulife Bank Service Centre 1-877-765-2265</p> <p>Escalation only: Scott Ife Director, Retention Services scott_ife@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>

Bank	Contact Information
National Bank Financial Group (cont'd)	<p>Secondary: Richard Pukteris richard.pukteris@bnc.ca</p>
Royal Bank	<p>All inquiries: Contact the office that provided the payout documentation</p> <p>Escalation only: Western Provinces and Territories: 1-877-717-4619 Ontario and Atlantic Provinces: 1-800-974-1163 Quebec: 1-800-361-5600 or mail: disesca@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 marija.capin@td.com Western Provinces and Territories: debbie.pauquette@td.com or TD.WesternCASLEADS@td.com</p> <p>Atlantic Provinces: Jennifer Spagnolo jennifer.spagnolo@td.com or Diana Dello Russo diana.dellorusso@td.com</p> <p>Quebec: Francine Chartrand francine.chartrand@td.com or Bruno Coloccia bruno.coloccia@td.com</p>
Tangerine Bank	<p>Escalation only: servicing@tangerine.ca</p> <p>Secondary: Nassur Ibrahim Client Business Support nibrahim@tangerine.ca</p>

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