



## Mortgage Payment Deferral Program Form

This is a special program that has been designed to allow mortgage payment deferral for up to six months. Of course, every lender will be treating this process a bit differently. However, the overall objective is the same, which is to help Canadians through these difficult times. This program has been designed for Canadians that need it and not want it.

I have put together this form to assist you in requesting the deferral from the lender. Please complete this form and send it to your mortgage lender's email address. Most lender email address are on the third page of this document for your convenience.

This form will give the lender the information required for them to assist you in a timely fashion. Of course, the decision for accepting your deferral request is based on a case by case and at the lender's discretion.

Your Name(s): \_\_\_\_\_

Your Address: \_\_\_\_\_

Mortgage Number: \_\_\_\_\_

Best Contact Email: \_\_\_\_\_

Best Contact Phone: \_\_\_\_\_

Tell Your Story below on why you are applying for the deferral. Please give as much detail as possible.

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## Lender list of contact numbers and email address

ALTA West	1 888 554 9075	<a href="mailto:collections@awcapital.ca">collections@awcapital.ca</a>
ATB	18003328383	
B2B	18002638349	<a href="mailto:questions@b2bbank.com">questions@b2bbank.com</a>
Bridgewater	1-866-243-4301	<a href="mailto:Customer.experience@bridgewaterbank">Customer.experience@bridgewaterbank</a>
Calvert	403-278-0249	<a href="mailto:Dale@chmic.ca">Dale@chmic.ca</a>
Cedar Peaks	403-249-2007	<a href="mailto:info@cedarpeaksmortgage.ca">info@cedarpeaksmortgage.ca</a>
CMLS	1-888-995-2657	<a href="mailto:service@cmls.ca">service@cmls.ca</a>
Coast Capital	Contact Branch Direct	
Eclipse	1-866-800-4002	
Equitable	1-888-334-3313	<a href="mailto:customerservice@eqbank.ca">customerservice@eqbank.ca</a>
First National	1-888-488-0794	<a href="mailto:customer@firstnational.ca">customer@firstnational.ca</a>
First West	Contact Branch Direct	
First Ontario	Contact Branch Direct	
Fisgard	1.866.382.9255	
Genworth	1-800-511-8888	<a href="mailto:homeassist@genworth.com">homeassist@genworth.com</a>
Haventreebank	1-855-272-0050	<a href="mailto:mortgageservicing@haventreebank.com">mortgageservicing@haventreebank.com</a>
Home Trust	1-855-270-3630	
ICICI Bank	1-866-726-0825	<a href="mailto:icicibankmortgagecare@lenderservices.ca">icicibankmortgagecare@lenderservices.ca</a>
Manulife Bank	1-877-765-2265	
Marathon Mortgage	1-855-503-6060	
MCAP	1-800-265-2624	<a href="mailto:service@mcap.com">service@mcap.com</a>
Meridian	Contact Branch Direct	
Merix/Lendwise	1-877-637-4911	<a href="mailto:customerservice@merixfinancial.com">customerservice@merixfinancial.com</a>
Optimum	1-866-441-3775	<a href="mailto:customer.service@cwbank.com">customer.service@cwbank.com</a>
RFA	1-833-228-5697	<a href="mailto:rfamortgages@lenderservices.ca">rfamortgages@lenderservices.ca</a>
RMG Mortgages	1-866-809-5800	<a href="mailto:mortgagesupport@rmgmortgages.ca">mortgagesupport@rmgmortgages.ca</a>
Scotia Bank	Contact branch	

Servus Credit Union 1-877-378-8728

Street Capital 1.877.776.6888 [support@streetcapital.ca](mailto:support@streetcapital.ca)

TD Canada Trust 1-866-222-3456

TMG Branded 1-855-288-4855