



## **Important Changes for Retail and Small Business Mortgage Payout or Discharge Statement Requests and Payouts**

### **Statements:**

Effective September 8<sup>th</sup> 2015, Scotiabank (The Bank of Nova Scotia and Scotia Mortgage Corporation) is standardizing the Mortgage Payout and Discharge Statement Request process in Ontario as follows:

A new Statement Request form is available on Scotiabank.com located under Mortgage Solicitor Forms

Fax your Mortgage Payout or Discharge Statement Request to:

Scotiabank – Central Mortgage Unit, Attn: Statement Requests  
1-877-660-3466

The Statement will be returned to your office, via fax, on the fifth business day after receipt

Please note that forwarding Statement requests directly to branches or through any other method will result in processing delays.

**For lawyers / notaries:** Your statement request must be accompanied by a declaration on your law firm letterhead confirming the following:

- you are acting on behalf of at least one of the registered mortgagors (and indicating the name(s) of your client(s))
- you have obtained the authorization of your client(s) to the disclosure by Scotiabank of the statement requested and all information included in such statement.

By submitting a statement request, it means that you certify to Scotiabank compliance with the above.

### **Mortgage Payout Processing:**

Effective September 8<sup>th</sup> 2015, Scotiabank is standardizing the Mortgage Payout process in Ontario. Upon receipt of funds, Scotiabank will pay out the outstanding debt, arrange for the preparation and execution of the discharge documentation and, when applicable, register the discharge.

Forward required funds for Payout, all statements issued by Scotiabank, and any other supporting documentation to:

Scotiabank – Central Mortgage Unit  
Attn: Payouts and Discharges  
10 Wright Blvd.  
Stratford, ON  
N5A 7X9

Or

Your local Scotiabank branch

Note: Statement and Payout activities for Commercial mortgages and Bridge Loans are not impacted by these changes and should continue to be directed to the servicing branch.

If you have any questions regarding this communication or require additional information, please contact our Support Desk toll-free, at  
1-800-567-1331

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Roes', with a long horizontal line extending from the start of the signature.

Robert Roes  
Director, Central Mortgage Unit Servicing and Insurance Canada Processing Centre