

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 addresses are on the second 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.

Name(s): _____ Mortgage Number: _____

Address: _____ Phone Number: _____

Best Contact Email: _____

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

Lender list of contact numbers and email address

ALTA West	1-888-554-9075	collections@awcapital.ca
ATB	1-800-332-8383	
B2B	1-800-263-8349	questions@b2bbank.com
Bridgewater	1-866-243-4301	Customer.experience@bridgewaterbank
Calvert	403-278-0249	Dale@chmic.ca
Cedar Peaks	403-249-2007	info@cedarpeaksmortgage.ca
CMLS	1-888-995-2657	service@cmls.ca
Coast Capital	Contact Branch Direct	
Eclipse	1-866-800-4002	
Equitable	1-888-334-3313	customerservice@eqbank.ca
First National	1-888-488-0794	customer@firstnational.ca
First West	Contact Branch Direct	
First Ontario	Contact Branch Direct	
Fisgard	1-866-382-9255	
Genworth	1-800-511-8888	homeassist@genworth.com
Haventreebank	1-855-272-0050	mortgageservicing@haventreebank.com
Home Trust	1-855-270-3630	
ICICI Bank	1-866-726-0825	icicibankmortgagecare@lenderservices.ca
Manulife Bank	1-877-765-2265	
Marathon Mortgage	1-855-503-6060	
MCAP	1-800-265-2624	service@mcap.com
Meridian	Contact Branch Direct	
Merix/Lendwise	1-877-637-4911	customerservice@merixfinancial.com
Optimum	1-866-441-3775	customer.service@cwbank.com
RFA	1-833-228-5697	rfamortgages@lenderservices.ca
RMG Mortgages	1-866-809-5800	mortgagesupport@rmgmortgages.ca
Scotia Bank	Contact branch	
Servus Credit Union	1-877-378-8728	
Street Capital	1-877-776-6888	support@streetcapital.ca
TD Canada Trust	1-866-222-3456	
TMG Branded	1-855-288-4855	