



Montreal, November 8th, 2023

Subject: Changes to the commercial discharge request process

Commercial discharge request process

National Bank is currently working to improve its discharge process to provide you with a better experience and reduce our processing time.

Starting November 16th, 2023, any commercial discharge request will need to be sent to the following email address: radquittances.commercial@bnc.ca or to the following fax number : 1-514-372-4688. Please note that we will no longer accept discharge received by mail. Also, as a gentle reminder, cheques need to be sent directly to NBC branches.

There is no change to the retail banking discharge request process, the email address for these requests ctph.quittances@bnc.ca and the fax number 1-514-394-6509 are still in force.

Do not hesitate to send us your comments to help us offer an optimal experience to our clients, by calling the number dedicated to jurists, 1 888 849-1422, Monday to Friday, between 8 a.m. and 5 p.m. Eastern Time. Thank you for your valuable cooperation.

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