

Montreal, November 8<sup>th</sup>, 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 16<sup>th</sup>, 2023, any commercial discharge request will need to be sent to the following email address: [radquittances.commercial@bnc.ca](mailto: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.

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.

David Lamothe, Notary and Senior Advisor  
National Bank, Legal Expertise