



Montreal, August 23, 2023

Subject: Changes to the process for discharges, final reports and payout statements

Discharge request

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

For us to gradually automate our process and considering the team's move to the new National Bank Tower, please note that as of September 1, 2023, we will no longer accept discharge requests received by mail. We recommend that you modify your process for sending discharge requests to National Bank as soon as possible, because as of this date, any request must be sent by email to ctph.quittances@bnc.ca or by fax to 514-394-6509.

Final Reports

For lawyers who are not members of the real estate platform, please note that as of September 1, 2023, we will no longer accept final reports received by mail. As of this date, they must be sent by email to documentslegaux@bnc.ca or by fax to 1-866-394-4104.

Mortgage statement requests (loan update)

We are encountering various issues lately and we are sometimes no longer able to meet the usual processing time for mortgage statement requests. We would like to inform you that from now on, the recommended time frame will be as follows:

To request a mortgage statement: recommended time of **6 business days** before the closing date of the transaction so that you receive it in time.

We would like to remind you of the importance of faxing your mortgage statement requests to the branch holding the loan to avoid further delays in processing. You will find the details of the procedure for requesting a statement on our microsite.

<https://www.nbc.ca/tools-apps/forms-mortgage/legal-documentation.html>(See the March 2023 communication)

Please know that we are working to reduce these delays and we thank you in advance for your collaboration.

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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