ONTARIO

May 23, 2024

Re: Simplified and improved processes for the repayment of National Bank loans and deadlines for receiving preliminary reports

Requests for mortgage statements and discharges for retail mortgage loans

We are pleased to announce that we are currently in the process of enrolling in the Unity® Lender Centre service for managing mortgage discharges. We will inform you when deployment is scheduled. In the meantime, effective May 27, 2024, we will be rolling out an initial change to our process for requesting mortgage statements and discharges in Ontario.

You will no longer be required to send your request for a mortgage statement to the branch that holds the loan. You will now be able to send your request to the branch of your choice.

We have also reworked our mortgage statement template. It will now contain all loans secured by the mortgage and a summary of amounts added. Please note that this statement will no longer be signed. National Bank undertakes to honour the statement that is produced for you even if it is not signed.

This new statement will be available for most retail mortgage loans. It will not be available in particular for cases of transfer of charge.

To make your experience with National Bank even better and simpler, payment cheques can also be delivered to the branch of your choice. They must be accompanied by the mortgage statement that we sent you as well as the required documents listed at the end of the statement.

You no longer need to send a draft discharge to the National Bank discharge team.

Once the mortgage loan is paid and closed:

- The Bank will take care of preparing and registering the discharge. A $300 fee for preparing and registering the discharge will be added to the client's mortgage statement. This is not a new fee for clients. These fees already existed and are specified in the loan agreement.

Please be advised that we have amended Resolution number 4, which came into effect on April 1, 2024. We have eliminated the need for two signatories for any retail mortgages worth $1,000,000.00 or more.

Reminder of deadlines for submitting preliminary reports related to a retail loan

With the peak season at our doorstep, we remind you that it is important to send us your preliminary report 3 business days before the disbursement date requested. We are receiving more and more requests for disbursement on the day before or the day of disbursement. Be aware that there is a significant risk that you will not receive the funds on time if you do not comply with our deadlines. We will not disburse last-minute requests before ones that were received on time.

If you have any questions or comments, do not hesitate to call the special line reserved for legal professionals, 1-888-849-1422, Monday to Friday between 9 a.m. and 5 p.m. Thank you for your cooperation.

David Lamothe, Notary