

Mortgage Statement and Discharge/Transfer Portal



What is the Mortgage Statement and Discharge/Transfer Portal?

The Mortgage Statement and Discharge/Transfer Portal (launched in partnership with FCT in FCT's existing Payout Services program within their LLC portal) offers a one-stop-shop location for lawyers, notaries and third party service providers to:

- ✓ Submit requests for an RBC® mortgage statement and/or to discharge/mainlevée (QC only) or transfer an RBC or RBC Royal Trust® charge/mortgage
- ✓ Check the status of a request and receive status update notifications via email
- ✓ Communicate securely with RBC for mortgage statement and discharge/mainlevée (QC only) or transfer requests

The types of requests that can be made via this portal for all RBC/RBC Royal Trust secured **residential** lending facilities (RBC Homeline Plan®, residential mortgages, secured lines of credit, bridge loans) include:

- Payout Statement
- Information Statement
- Confirmation of Zero Balance Statement
- Discharge/mainlevée (QC only) requests
- Transfer Statement

FAQs

What documents are mandatory to provide with my request?

Lawyers and Notaries: In an effort to improve your experience (including response time) the **provision of a copy of the most recent Title Search or Sub-search for the subject property (no more than 60 days old)** is required when submitting a request via the Mortgage Statement and Discharge/Transfer Portal

for either an RBC mortgage statement or to discharge/mainlevée (QC only) or transfer an RBC or RBC Royal Trust charge/mortgage.

Third Party Service Providers: In an effort to improve your experience (including response time) the **provision of a copy of the most recent Title Search or Sub-search for the subject property (no more than 60 days old)** is required when submitting a request via the Mortgage Statement and Discharge/Transfer Portal for either an RBC mortgage statement or to discharge/mainlevée (QC only) or transfer an RBC or RBC Royal Trust charge/mortgage.

When will the Mortgage Statement and Discharge/Transfer Portal be available to use?

July 26, 2021.

How will I know my request has been received and is being processed?

The Mortgage Statement and Discharge/Transfer Portal will provide you with status updates for each request so you will be able to track the progress of your request.

How do I communicate with RBC if I have question about my request?

The Mortgage Statement and Discharge/Transfer Portal has a comments feature that allows for secure two way communication between you and RBC. You may also call RBC with your inquiry at 1-800-974-1163.

Are there any changes to RBC documents? (National, excluding Quebec)

Yes, with regards to the following two documents:

■ Letter of Undertaking:

When requesting a discharge of an RBC or RBC Royal Trust charge/mortgage from the Mortgage Statement and Discharge/Transfer Portal, you will no longer

Note: Payouts are not included in portal services. Please continue to send your payout funds (wire or cheque) using the same process you do today.

receive this document. In place of this document you will receive a status update on the portal that will read: “discharge/transfer in progress.”

■ **Discharge Registration Confirmation Letter:**

You will continue to receive a Discharge Registration Confirmation Letter; however the format of the letter will be different. All relevant details on the confirmation of the discharge will continue to be in the letter.

Are there any changes to RBC documents? (Quebec)

No.

How will I receive my Discharge/Transfer Documentation? (National, excluding Quebec)

Upon receipt of payment RBC will arrange to prepare and register the discharge. RBC will report on the discharge registration via a Discharge Registration Confirmation Letter, which will be posted to the file on the portal or delivered via mail, in accordance with the provincial requirement.

RBC will arrange to prepare and return transfer documents by mail to the party indicated on the statement request.