



INTEGRITY • EXCELLENCE • RESULTS

CMI'S FULL-SERVICE PROGRAM:

CMI IS WITH YOU EVERY STEP OF THE WAY



CMI'S FULL-SERVICE PROGRAM

At Canadian Mortgages Inc. (CMI) we value all of our investors. As part of our continued commitment to providing the best service in the industry, we offer our top notch, turn-key, full-service program for free to all of our investors. This is an additional benefit of being a CMI investor, and a way for us to show our appreciation for your continued trust in us. Below is a detailed outline of the features offered by this program and the services available to you should you need them. In addition, you will find outlined the procedures we have put in place to ensure your investments are properly administered and managed.

THE BENEFITS OF OUR PROGRAM:

- Free service
- Saves you time
- Implements CMI's stringent administrative oversight
- All communications and special requests from borrowers are handled by us
- All defaults and enforcements are managed for you
- Turn-key property preparation, management of listing and sales process in case of enforcement
- Every mortgage is assessed at maturity for renewal potential
- At discharge, each mortgage is assessed to ensure all fees have been paid by the borrower
- In the unlikely event of loss of principle, CMI will waive all fees in your favour, excluding any hard costs such as legal fees, 3rd party

HOW THE FULL-SERVICE INVESTOR PROGRAM WORKS - NSFS AND DEFAULTS

- Bring all NSF payments or insurance claims along with any related documentation to the immediate attention of the administration department at administration@thecmigroup.ca
- CMI will not be able to assist you if NSFs are not reported to us
- Our administration department will contact the borrower via phone, text, email and registered letter within 24 hours to resolve the matter
- We will keep you informed and updated throughout the entire process until the matter is resolved, which will typically take anywhere from 48 hours to 20 business days
- We will keep records of all events and communications, including any charges that were incurred
- CMI has portfolio insurance that provides coverage between the potential cancellation and replacement of your insurance policy. However, we are obligated to redeem your insurance first, so it is crucial that you notify us immediately of any issues that impact your insurance
- Events not resolved in a timely fashion, including failure to connect with a borrower or encountering multiple NSFs will be escalated, which may include an “enforcement watch” for review and adjudication
- A default charge equivalent to three months’ interest payments will be levied against the borrower at the time of payout in the event of multiple payment delinquencies
- In certain situations, CMI may ask you for additional funds in order to protect your investment. Examples of this would be to pay insurance premiums to prevent a policy from lapsing and/or bringing the underlying first mortgage arrears into good standing in the event of a borrower default
- Once CMI has exhausted all other courses of action, we will consult with you and enforce the file with our preferred enforcement solicitor

HOW THE FULL-SERVICE INVESTOR PROGRAM WORKS - RENEWALS AND DISCHARGES

- CMI contacts you, the broker and the borrower 60 days prior to the mortgage’s maturity to discuss potential renewal options or its payout.
- Automated responses are provided via email that enable you to indicate your preferences simply by clicking a button
- At discharge, we assess each mortgage to ensure all fees have been paid by the borrower





IT PAYS TO INVEST WITH CMI

CONTACT CMI

All general inquiries and notification must be sent to our Administration Department at: administration@thecmigroup.ca

All inquiries related to maturing mortgages must be sent to the Renewals Department at: renewals@thecmigroup.ca

investors@thecmigroup.ca
canadianlending.ca



info@canadianlending.ca
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