

COVID-19 Payment deferral request form

You have asked to communicate with us by e-mail (your request, and consent to e-mail communications, can be withdrawn). By doing so, you accept that we do not guarantee the security of our e-mail communications.

Please complete this form in full, save it to your device and email it to: COVID19@canadalife.com. If you want to apply a password to the form and are able to do so, you are most welcome to apply a password. Please provide us that password in a separate e-mail, sent to the same address (you should re-enter that address manually), immediately after the form has been sent.

Please note: There may be a delay in processing/response time if the form is returned to us incomplete.

Mortgage number (13 digits, available on your mortgage statement):	
Primary borrower:	
First name:	Last name:
Co-borrower/Guarantor:	
First name:	Last name:
Email address (where the reply to this request will be directed):	
Property address	
Address line 1:	
City:	Province:
Postal Code:	Phone:
Property type:	
Your next payment date:	Defer payments for: (1 month = 4 weekly / 2 bi-weekly / 2 semi-monthly / 1 monthly) <div style="display: flex; justify-content: space-around; width: 100%;"> 1 month 2 months 3 months </div>
How has COVID-19 affected you?	
What is your current income situation?	
When was your last day of work? (if applicable)	
Please provide additional details of how COVID-19 has affected you financially:	
Do you have more than one mortgage with us? <input type="checkbox"/> YES <input type="checkbox"/> NO <small>*If yes please provide full mortgage number(s) below</small>	
Mortgage# (13 digits) &/or property address:	
Mortgage# (13 digits) &/or property address:	

Please mark ALL boxes to indicate your agreement. Any unchecked boxes will result in delays of processing your application.

Consent & Disclosure :

I am requesting a deferral of my mortgage principal, interest, and property tax (if applicable) payment for the payment period specified, if eligible.

I understand that the payment deferral will result in paying more in interest over the life of my mortgage, and:

- Interest will continue to accrue during the deferral period Interest and tax portion of my payment (if applicable) will be added to the principal balance of my loan and will accumulate interest
- The balance of my loan at the end of the current term will be higher due to the deferred payment(s)

I understand the submission of this request is not an approval of my deferred mortgage payment, and that I must continue to make my regular payments until I receive approval of deferral.

If there is more than one borrower, I declare that I am authorized by all borrowers on this mortgage to (i) provide personal information concerning their financial situation; (ii) make this request and (iii) express the required consents on their behalf.

I acknowledge that by completing this form I am providing Canada Life with personal information (as that term is defined in federal and provincial privacy legislation). I consent to the fact that Canada Life is collecting such personal information for the purpose of evaluating and processing my request for a deferral of sums due pursuant to my mortgage for one month's time. I acknowledge and consent to Canada Life retaining the personal information provided for as long as permitted or required by law. I acknowledge and consent that my personal information may be transferred to other companies in the Canada Life group for the purposes of evaluating and processing my request.

By submitting this form I authorize Canada Life to send me any communication related to this request electronically at the email address provided above.

By submitting this form I agree for myself and on behalf of any co-mortgagor or guarantor who I confirm has consented to this request, to modify the terms and conditions of my mortgage by deferring payments as provided herein. Additional information on Canada Life COVID-19 homeowner assistance is [available here](#) and is incorporated by reference herein.