



# COVID-19 RELIEF REQUEST FORM

As you may be aware, we're receiving an unprecedented number of calls and emails from borrowers requesting mortgage assistance. To streamline this process for you, we've created a new Relief Request Form.

If you are a borrower facing financial hardship related to COVID-19, we're here to help. Please fill out and submit the following form to our COVID-19 Assistance Program (CAP), that we may serve you better, a customer service representative will contact you as soon as possible to discuss. We are working towards a turnaround time of 7-9 business days.

1. Complete, save, and submit the form below, being sure to include your email/contact details.
2. You will receive an email acknowledging your request. If you do not receive this email please check your spam filter.
3. Together, we will review your payment obligations, your current situation, and discuss available options.

*Requests will be actioned in order of receipt. Additional calls and emails will not speed resolution, and may potentially slow our response time.*

**MERIX/Lendwise works in partnership with Paradigm Quest Inc. (Paradigm) to provide affordable mortgage financing to Canadian consumers. Paradigm, an experienced and growing mortgage servicing company, is responsible for underwriting the mortgage and servicing of MERIX and Lendwise mortgages. Rated by Standard and Poor's, a global provider of financial market intelligence, credit ratings and risk evaluation, Paradigm arranges the funding of MERIX and Lendwise mortgages through a number of capital market institutional investors. Paradigm has offices in Vancouver, Toronto and Montreal.**

# COVID-19 RELIEF REQUEST FORM

NAME\*

First Name

Last Name

YOUR MORTGAGE NUMBER

Please provide your full mortgage number exactly as it appears on your most recent annual statement. Please check it carefully as errors, or failure to input your mortgage number, will delay processing of your request.

I do not have my mortgage number

PROPERTY ADDRESS\*

Address Line 1

Address Line 2

City

Province

Postal Code

PLEASE SELECT ONE OF THE FOLLOWING OPTIONS DESCRIBING HOW COVID-19 HAS IMPACTED YOU, SO WE CAN BETTER UNDERSTAND YOUR SITUATION.\*

“I was laid off in an industry directly affected by COVID-19”

Directly affected industries include (but are not limited to) hospitality, retail, travel/transportation.

“I was laid off in an industry NOT directly affected by COVID-19”

If you have lost your income due to broader economic conditions, please choose this option.

“I am still working, but other factors are limiting my ability to make my mortgage payment.”

If this is your situation, we can help discuss your unique case and provide guidance on options available to you.

“I am not facing immediate financial hardship, but want to understand more about deferred payment options”

MORE INFORMATION ABOUT YOUR SITUATION\*

Please provide an EMAIL ADDRESS\* where we can reach you

Please provide a PHONE NUMBER\* where we can reach you

We understand this is a stressful time for our clients. Your patience is greatly appreciated as we do our best to help each individual in need.

We hope you and your loved ones are healthy and safe during this difficult time.

*Your MERIX Financial & Paradigm Teams*

Save and email your completed form to  
[cap@paradigmquest.com](mailto:cap@paradigmquest.com)

SUBMIT