

Arrears Report Upload Tool

User Guide



Canada



The Homeowner Business Transformation

Introducing new technologies and **enhanced access to data**, as well as **optimizing the processes** behind our homeowner mortgage loan insurance business

WHAT



The Homeowner Business Transformation (HBT) is a **multi-year program** that will modernize CMHC's homeowner mortgage loan insurance business while building a **strong foundation** for the future

HOW



WHY

The goal of HBT is to **better support housing market stability** and introduce **solutions** that meet the pressing needs of Canadians - all in support of CMHC's 2030 Aspiration

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Chapter 1: Insurance Servicing Tools

Introducing the Insurance Servicing Tools

cover slide



Introducing the Insurance Servicing Tools

Updated technology and enhanced capabilities including web-based submission tools and streamlined processing will be introduced within the new **Insurance Servicing Tools**.

The Insurance Servicing Tools are available through an online, self-service platform for mortgage insurance servicing.



CMHC's existing mortgage servicing systems, processes and tools, including emiliCLAIMS, e-mail, fax or vault submission options, will remain enabled throughout this transitional period.





Chapter 1: Insurance Servicing Tools

Accessing the Insurance Servicing Tools

How to Accept Your Invitation

To access the Insurance Servicing Tools you will need to complete the one-time process of accepting your personalized invitation. Follow these steps to learn how to accept your invitation.



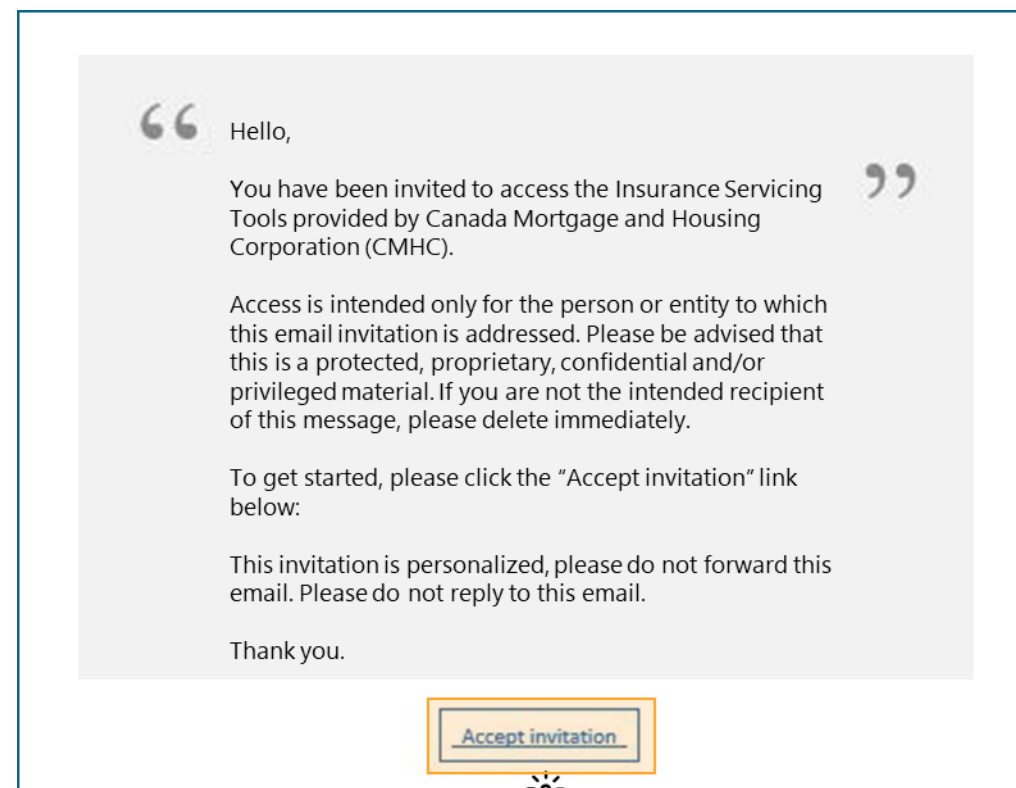
01. Open Your Invitation E-mail

You will receive an e-mail from the Insurance Servicing Tools via no-reply@cmhc.ca. As this is a customized invitation, please do not forward it.

Select **Accept invitation**.

If you have previously accepted your invitation e-mail for a different insurance servicing tool such as the default management request submission tool, you will not receive this invitation e-mail again. You will automatically be granted access to any additional tool(s) at go-live.

If this is your first time accessing the Insurance Servicing Tools and you did not receive an invitation e-mail, contact the Help Desk. Please, refer to the contact information on [page 50](#).



If you do not find the invitation e-mail in your inbox, check the spam or junk folder.



How to Accept your Invitation

02.

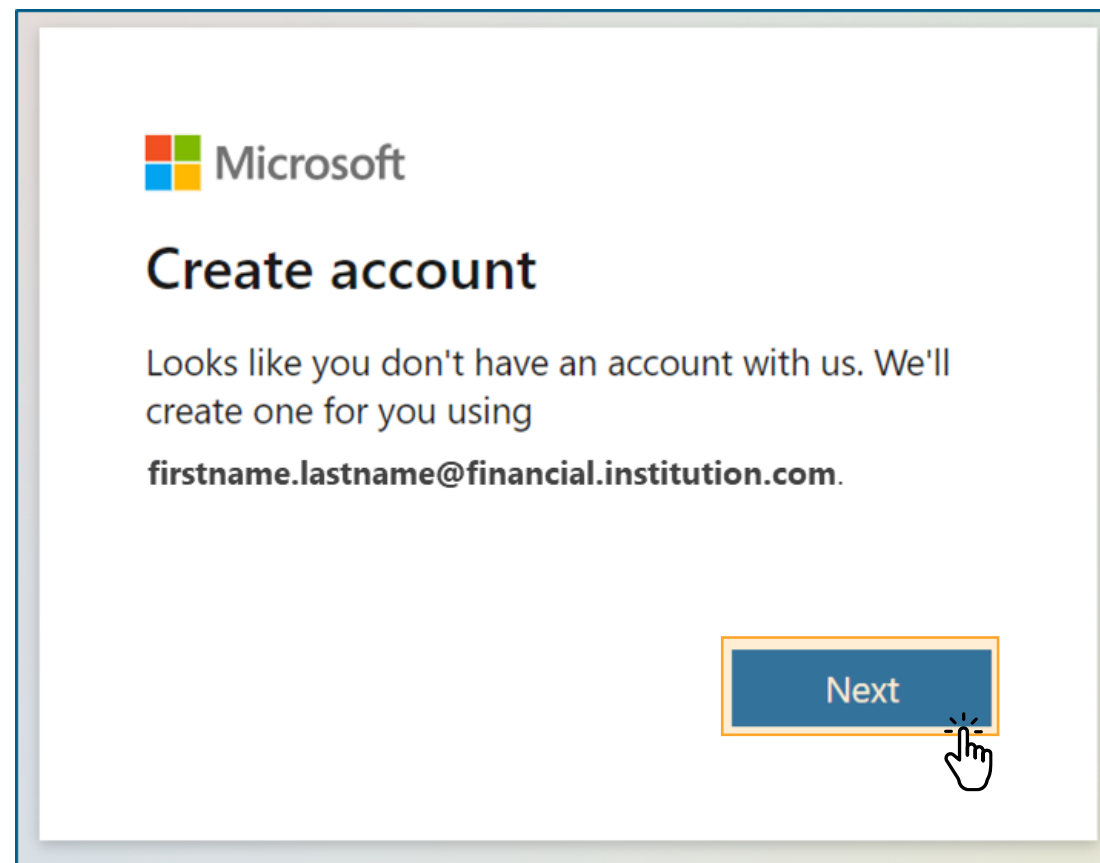
Confirm Creation of New Account

You may be prompted to create a new account if you do not have a Microsoft account with your organization or have not previously created one for a different Insurance Servicing Tool. If you already have an account, you do not need to create a new one. Simply enter the password associated with the recognized account.

Select **Next** to start creating your new account (if required).



You can use your existing Microsoft credentials to log in to the Insurance Servicing Tools. Please refer to the **How to Log in to the Insurance Servicing Tools** section in [page 14](#).



How to Accept your Invitation

03.

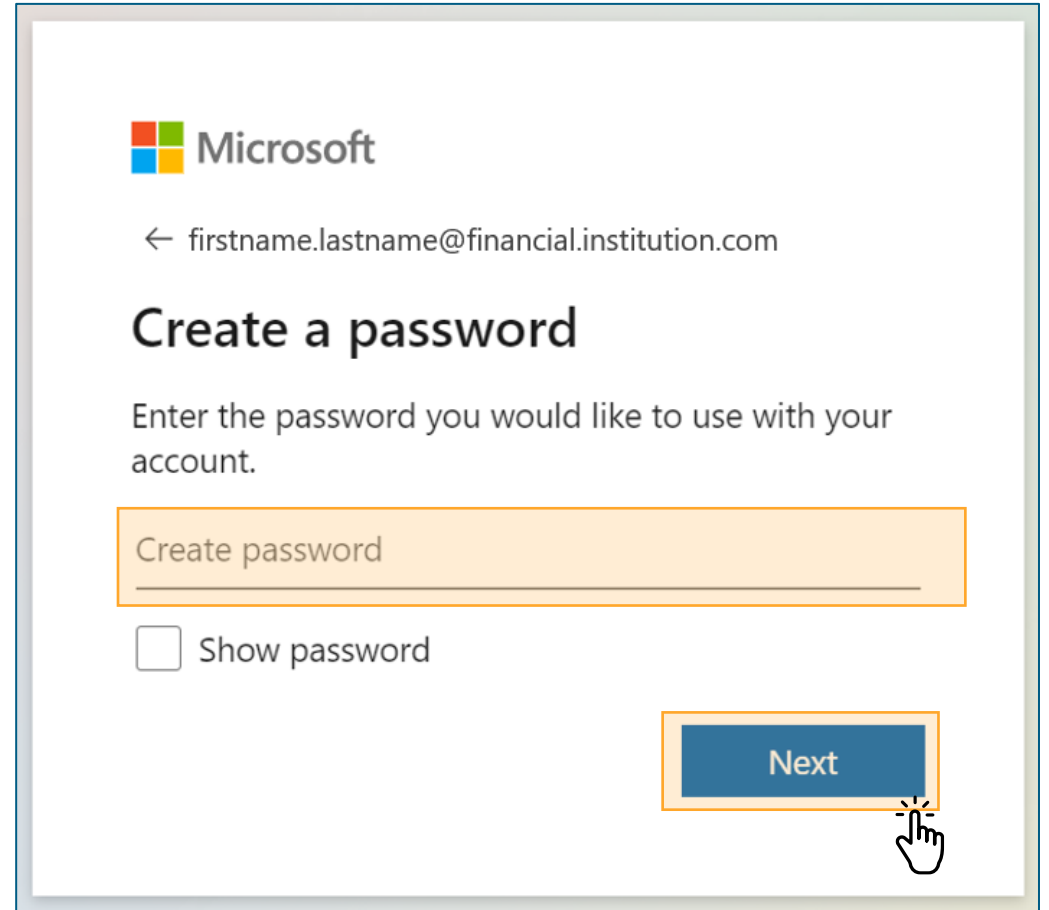
Create Your Password

When creating your new password, ensure that it is complex and not the same as the associated e-mail. It must also contain at least:

- 1 upper case letter
- 1 lower case letter
- 1 number

Additional information may be requested by the CMHC tenant during this process.

Enter your password and select **Next**.



Microsoft

← firstname.lastname@financial.institution.com

Create a password

Enter the password you would like to use with your account.

Create password

☐ Show password

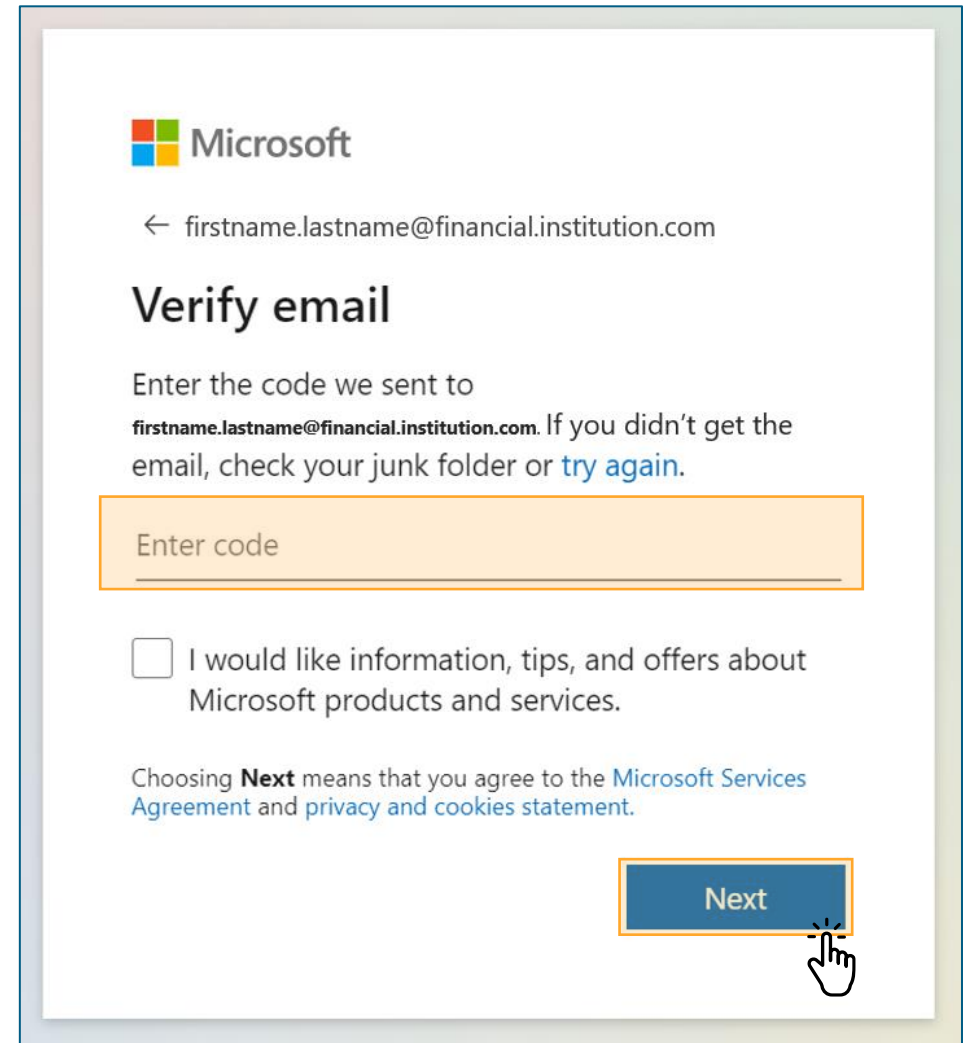
Next

How to Accept your Invitation

04. Verify E-mail

Enter the code that has been sent to your e-mail to complete verification.

Then, select **Next**.



The screenshot shows a Microsoft email verification interface. At the top left is the Microsoft logo. Below it is a back arrow and the email address 'firstname.lastname@financial.institution.com'. The main heading is 'Verify email'. Below this, it says 'Enter the code we sent to' followed by the email address and a note to check the junk folder or 'try again' if the email wasn't received. There is a large orange input field with the placeholder text 'Enter code'. Below the input field is a checkbox with the text 'I would like information, tips, and offers about Microsoft products and services.' At the bottom, there is a line of text stating that choosing 'Next' means agreeing to the 'Microsoft Services Agreement' and 'privacy and cookies statement'. A blue 'Next' button is located at the bottom right, with a hand cursor icon pointing at it.

Microsoft

← firstname.lastname@financial.institution.com

Verify email

Enter the code we sent to
firstname.lastname@financial.institution.com. If you didn't get the email, check your junk folder or [try again](#).

Enter code

☐ I would like information, tips, and offers about Microsoft products and services.

Choosing **Next** means that you agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

Next

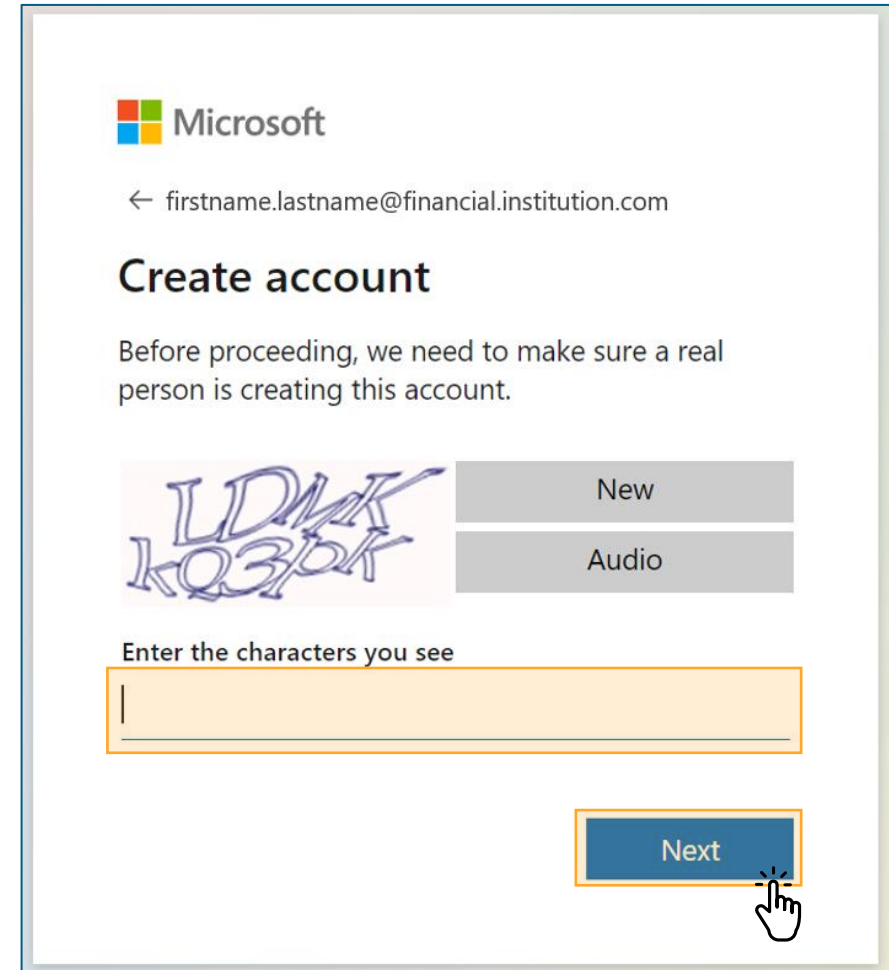
How to Accept your Invitation

05.

Complete Extra Security Steps

You may need to complete extra security steps such as solving a puzzle to confirm you are not a robot or confirming your security information.

After you complete these steps, proceed with the creation of your account.



The screenshot shows a Microsoft account creation interface. At the top is the Microsoft logo. Below it is a back arrow and the email address 'firstname.lastname@financial.institution.com'. The heading 'Create account' is followed by the text 'Before proceeding, we need to make sure a real person is creating this account.' Below this is a CAPTCHA image showing the characters 'LDMA' and 'KQ3bK' in a stylized font. To the right of the image are two buttons: 'New' and 'Audio'. Below the CAPTCHA is a text input field with the label 'Enter the characters you see'. At the bottom right is a blue 'Next' button with a hand cursor icon pointing at it.

Microsoft

← firstname.lastname@financial.institution.com

Create account

Before proceeding, we need to make sure a real person is creating this account.

LDMA
KQ3bK

New

Audio

Enter the characters you see

Next

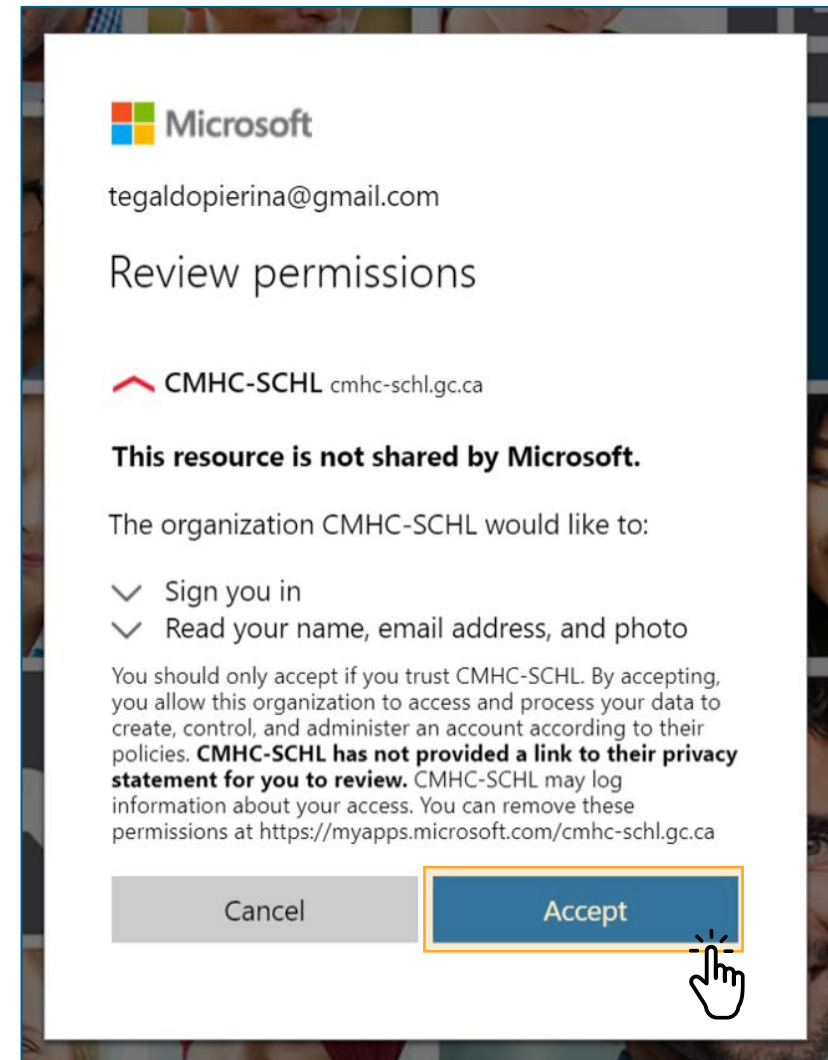
How to Accept your Invitation

06.

Accept Review Permissions

Read the **Review permissions**.

Then, select **Accept**.



How to Accept your Invitation

07.

Navigate to the Insurance Servicing Tools

You have completed the process of accepting your e-mail invitation.

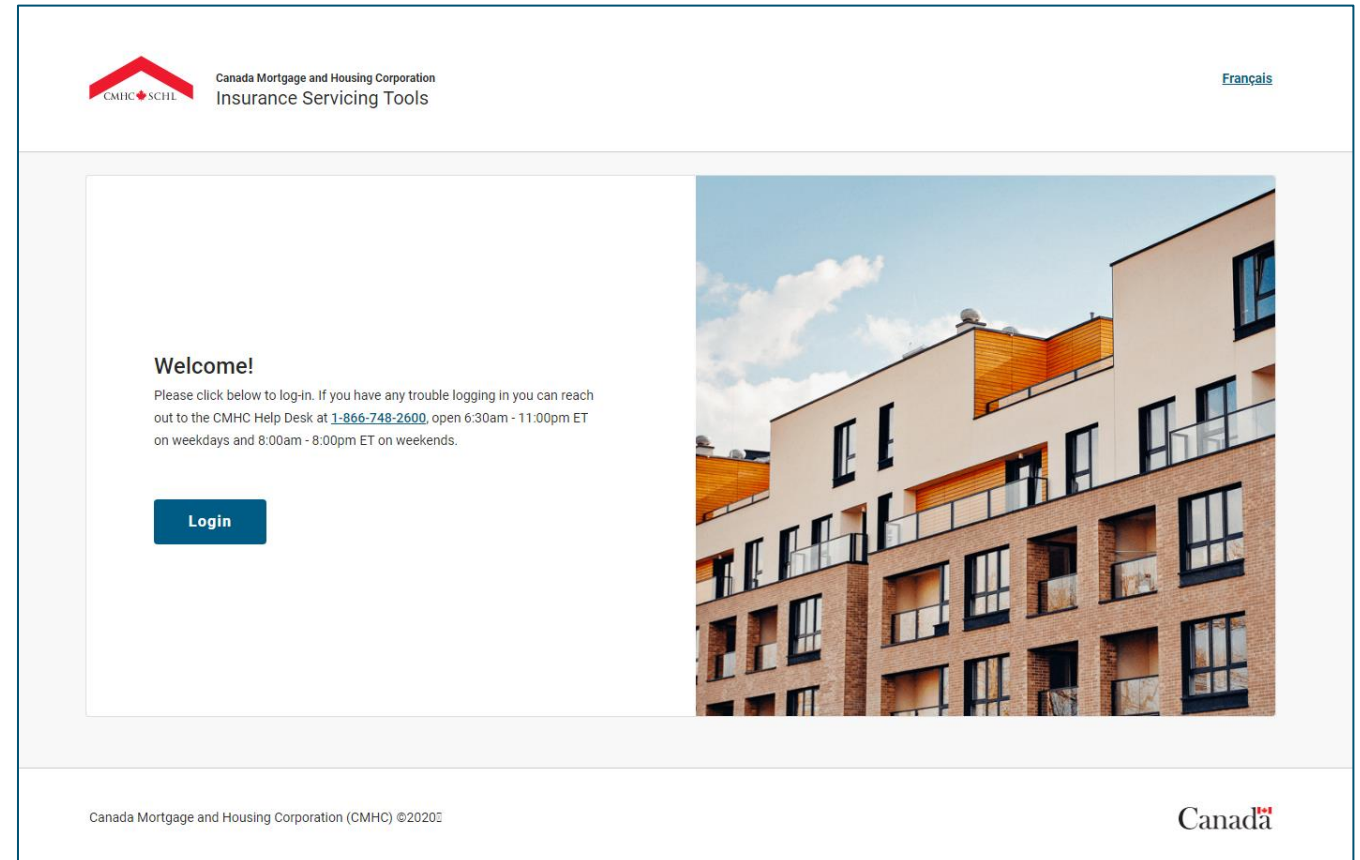
After the completion of these steps, you may be redirected to the CMHC Corporate website.

However, do not attempt to log in here.

Please navigate to the Insurance Servicing Tools using the URL in the language of your choice: [English](#) or [French](#).



You may need to wait up to 24 hours after creating your account for the system to update before you are able to log in to the Insurance Servicing Tools.



How to Log in to the Insurance Servicing Tools

Follow these instructions to learn how to log in to the Insurance Servicing Tools.



01.

Navigate to the Login Page

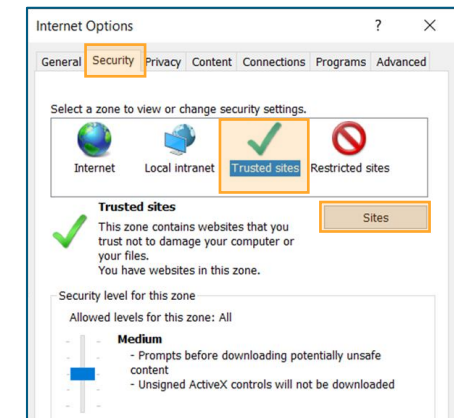
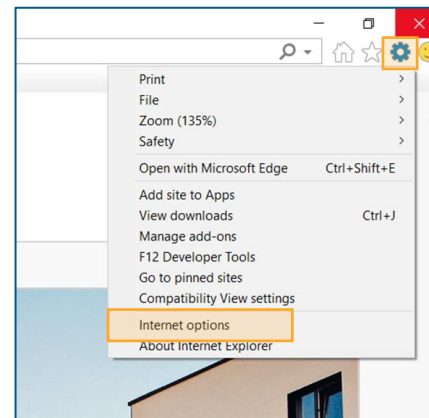
Navigate to the Insurance Servicing Tools login page using the [English](#) or [French](#) URL, depending on your language preferences.

The Insurance Servicing Tools is optimized and tested on the latest versions of Microsoft Edge and Google Chrome.

If you experience issues accessing the URL, your internal IT team will need to allow list the URL in your organization's VPN/firewall setup. Please contact your internal IT team for assistance.

If the site URL is blocked or identified as potentially dangerous, follow these steps to configure the site as a trusted site:

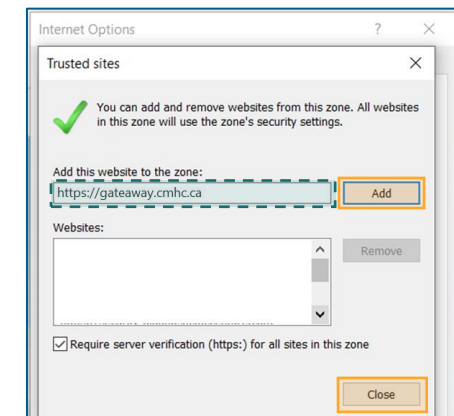
- 1 Select the **Tools** icon and select **Internet options** from the drop-down menu.
- 2 Navigate to the **Security** tab and select **Trusted sites**. Then, select **Sites**.



- 3 The Insurance Servicing Tools URL will be added automatically to the **Add this website to the zone:** field. Select **Add**. Finally, select **Close**.



If you do not have the ability to add a Trusted site, please contact the security or technical support team at your organization.



How to Log in to the Insurance Servicing Tools

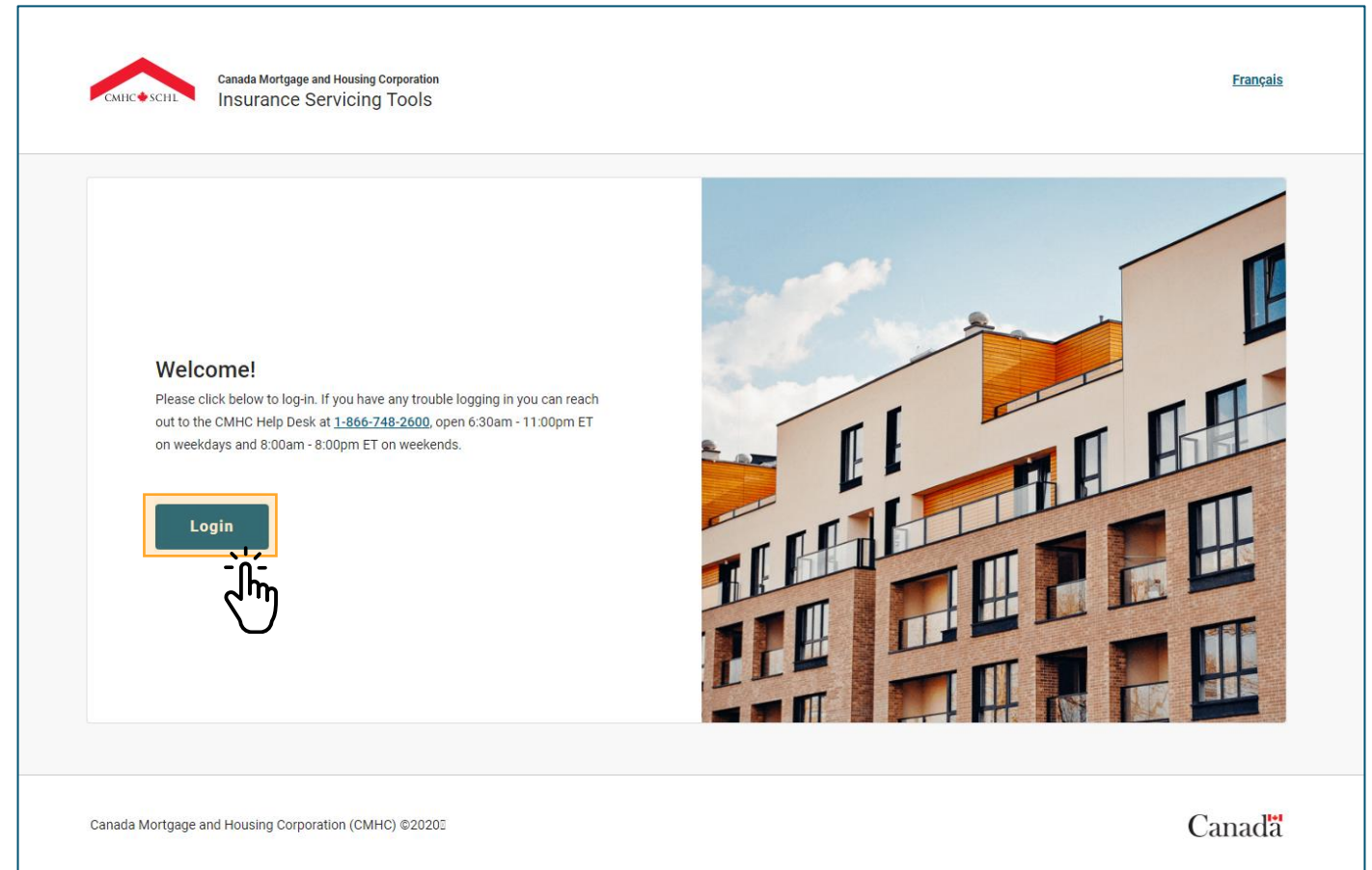
02.

Access the Login Page

Select **Login**.



After selecting **Login**, you may be redirected to your organization login page. Confirm your credentials to continue with the login process.



How to Log in to the Insurance Servicing Tools

03.

Enter Your E-mail and Password

First, enter your e-mail and select **Next**.

Then, enter the password that you have previously created and select **Sign in**.



If you have forgotten your password, you can contact the Help Desk for assistance. Please refer to the **Support** section on [page 50](#).

The diagram illustrates the login process in two steps:

Step 1: Sign in

- CMHC SCHL logo
- Sign in title
- Email input field containing "someone@example.com"
- Links: "Can't access your account?" and "Sign-in options"
- Buttons: "Back" and "Next" (with a hand cursor pointing to it)

Step 2: Enter password

- CMHC SCHL logo
- Back arrow and email: "firstname.lastname@financial.institution.com"
- Enter password title
- Password input field
- Sign in button (with a hand cursor pointing to it)

How to Log in to the Insurance Servicing Tools

04.

Enter Additional Security Verification Information



First, enter the code sent to your mobile phone, landline, office phone or Microsoft Authenticator app.

Then, select **Verify**.

You will be prompted to enter additional security verification information every time you log in.



If this is the first time you log in to the Insurance Servicing Tools, you will be directed to the Additional security verification page to select your preferred channel to receive the code.




firstname.lastname@financial.institution.com

Enter code

☐ We texted your phone +XX XXXXXXXX33.
Please enter the code to sign in.

Having trouble? [Sign in another way](#)

Verify



Need help? Contact Help Desk at (613/866) 748-2600. Site operated by Microsoft for the exclusive use of CMHC employees. / Besoin d'aide? Communiquez avec le Bureau d'assistance au 613/866-748-2600. Site exploité par Microsoft et réservé à la SCHL.



How to Log in to the Insurance Servicing Tools

05.

Accept Access Terms of Use


First, read the Insurance Servicing Tools terms of use carefully and select the check box next to **I have read, understood and accept the above Insurance Servicing Tools Terms of Use.**

Then, select **Accept**.



You only need to perform this step once every 24 hours.



If you select **Decline**, you will be logged out and redirected to the login page.



Canada Mortgage and Housing Corporation
Insurance Servicing Tools

[Log Out](#) [Français](#)  Notifications 

Insurance Servicing Tools - Access Terms of Use

By accessing and using CMHC's Insurance Servicing Tools, the Approved Lender and its Correspondent (as a third party acting on the Approved Lender's behalf) acknowledge and agree with the following terms of use:

CMHC account numbers and identifiers and any other information obtained, accessed or derived from CMHC or through a product or service offered by CMHC, shall be treated as confidential and proprietary information of CMHC (the "CMHC Information"). All other information provided by the Approved Lender to the Correspondent or CMHC and all information provided by the Correspondent to CMHC, as well as all information accessed or derived from the Approved Lender shall be treated as confidential and proprietary information of the Approved Lender (the "Approved Lender Information").

The Correspondent, its officers, employees and agents must provide its services with competence and diligence and submit the information. The Correspondent is responsible for providing to CMHC in a timely and accurate manner, as well as use CMHC Information solely for the ongoing relationship with the Approved Lender and CMHC and not for its own purposes or the benefit of anyone or any other entity other than the Approved Lender and CMHC. Storing or utilizing, providing access to or manipulating the CMHC Information in any other way is strictly prohibited.

The Approved Lender is responsible for the actions of the Correspondent and for the Approved Lender's and the Correspondent's adherence with CMHC's Insurance terms and conditions, as well as those terms and conditions set out herein. The Approved Lender must undertake an appropriate due diligence process and satisfy itself of each Correspondent's ability to ensure security, and restrict access and use of CMHC Information and Approved Lender Information issues related to CMHC Information.

Except where required by law, CMHC Information cannot, at all times, in whole or in part, directly or indirectly and in any medium, be disclosed, given access to, transferred or distributed to or via any third party without submitting prior notification to and receiving written authorization from CMHC.

CMHC may, at its discretion, upon written notice to the Approved Lender and the Correspondent, cease to provide the Correspondent with access to the Insurance Servicing Tools and no longer accept the Correspondents acting for or on behalf of the Approved Lender in relation to CMHC Insurance matters should the Correspondent fail to comply with CMHC Insurance terms and conditions or those set out herein. CMHC will have no responsibility or liability of any kind to the Approved Lender or the Correspondent in the event of such terminations.

Please Note: The Social Insurance Number (SIN) is not required for Claims purposes. We would therefore ask that the SIN information is excluded or masked prior to submitting the requested documents to CMHC.


Nothing herein shall be construed in a manner that would contravene the Access to Information Act (Canada) or privacy laws, including the Privacy Act (Canada).

☐ I have read, understood and accept the above Insurance Servicing Tools Access Terms of Use.

Accept

Decline

Canada Mortgage and Housing Corporation (CMHC) ©2020





How to Log in to the Insurance Servicing Tools

06.

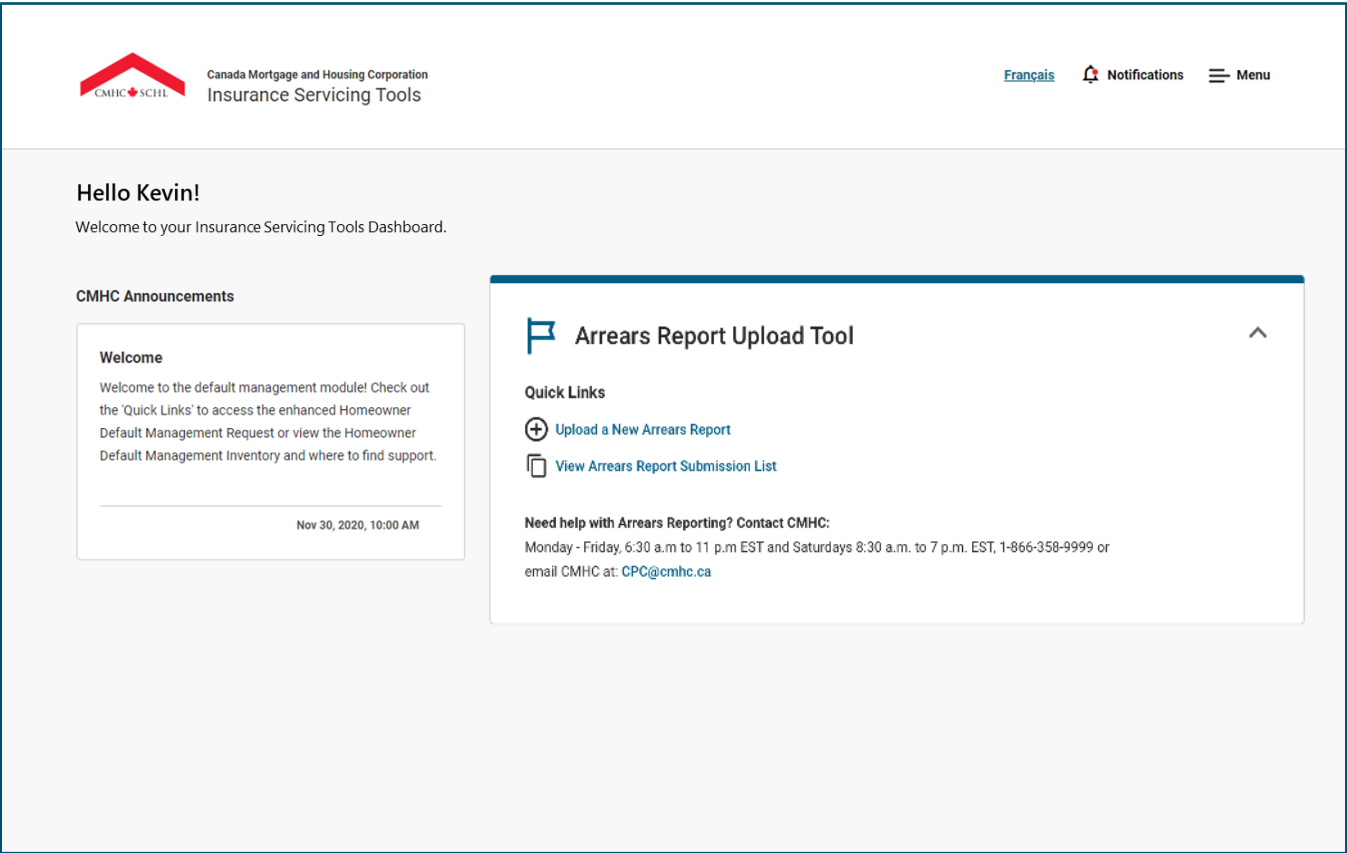
Navigate the Insurance Servicing Tools

You are now logged in to the Insurance Servicing Tools and will be redirected to your Dashboard.

You can start navigating the Insurance Servicing Tools.



The Insurance Servicing Tools will timeout after 40 minutes of being idle and you will be redirected to the login page (Your work will not be saved). A warning note will be displayed 5 minutes before the system disconnects.





Chapter 1: Insurance Servicing Tools

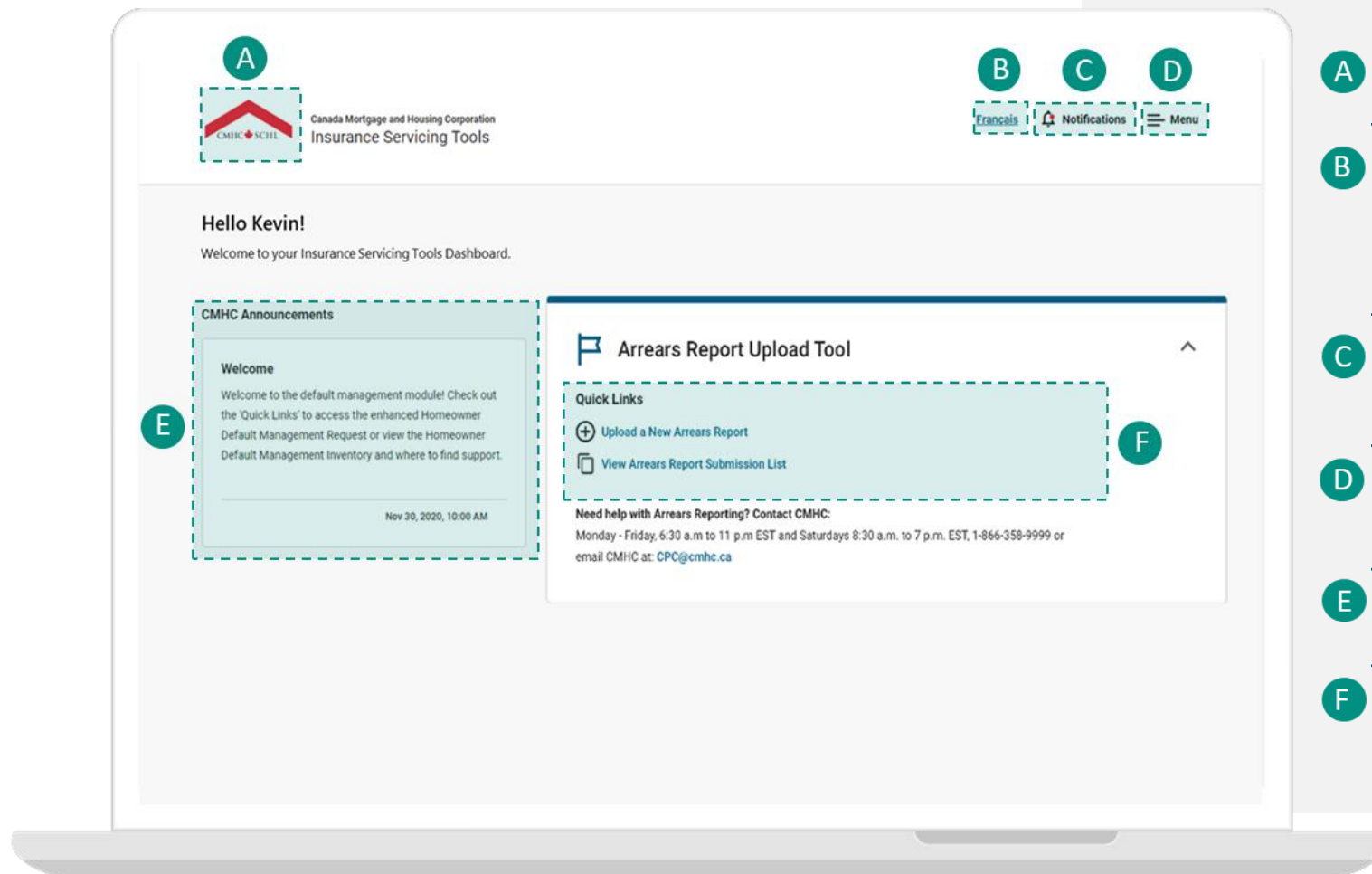
Navigating the Insurance Servicing Tools

The Dashboard and Key Features

The Dashboard is the homepage of the Insurance Servicing Tools. Let's review the key features.



Screens in the Insurance Servicing Tools are optimized for desktop and Surface Pro usage. You may notice minor formatting differences when using approved devices with smaller screens such as the Surface Pro.



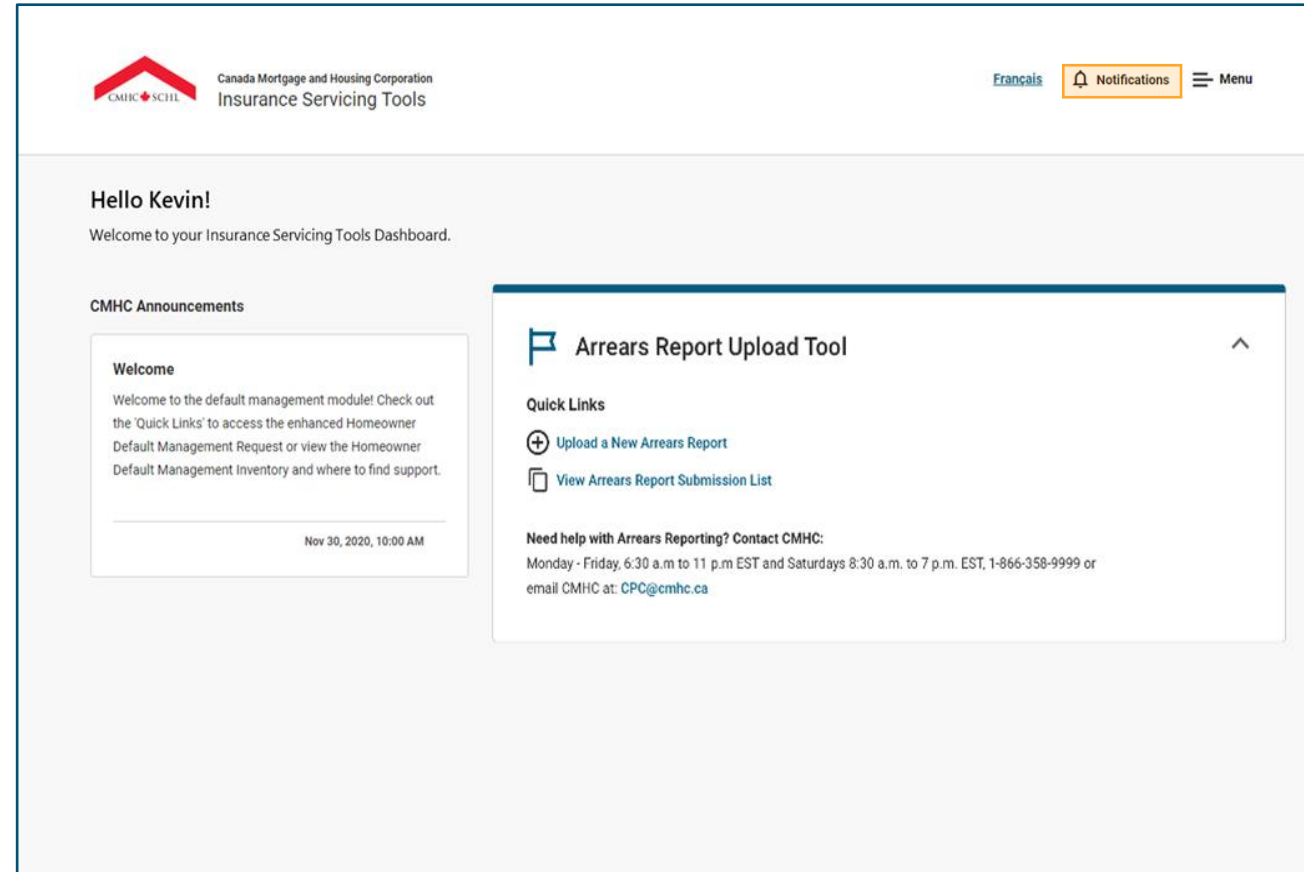
- A CMHC Logo**
Select the CMHC logo to navigate back to this Dashboard.
- B Language Toggle**
Select **Français** or **English** to change the language of the page based on your preference.
On pages with input fields, changing the language causes all the entered content to be cleared.
- C Notifications**
Select the Notifications icon to find Important updates to your submissions.
- D Menu**
The Insurance Servicing Tool(s) you have access to, along with Help & Support pages and Log Out functionality can be found in the Menu.
- E Announcements**
Find important updates and news from CMHC.
- F Quick Links**
Find links to the Arrears Report Upload Tool where you can **Upload a New Arrears Report** or review the **Arrears Report Submission List**.

Navigating the Dashboard: Notifications

Notifications

The notification feature is not a core functionality of this foundational release of the Insurance Servicing Tools.

However, updates regarding your arrears report submissions will be **shared using automated e-mail notifications**.



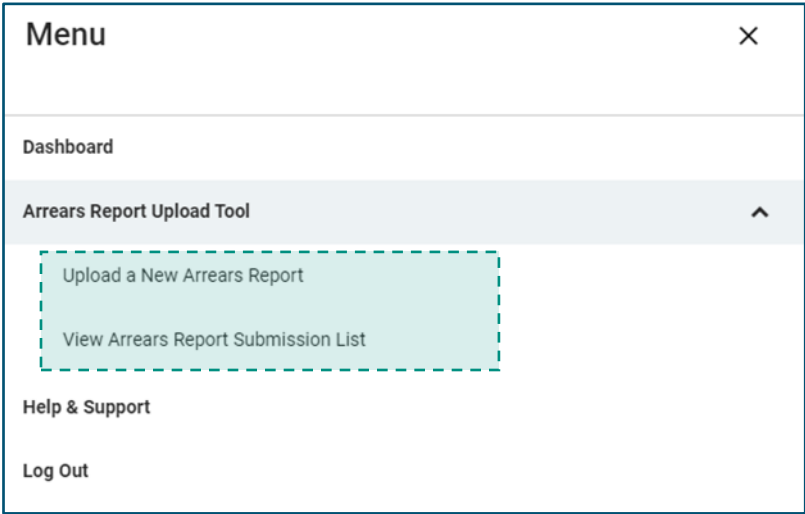
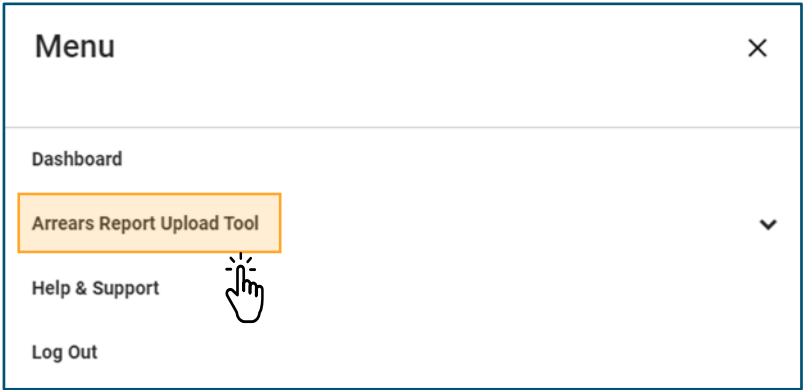
Navigating the Dashboard: Menu

The Menu features various Menu items depending on which Insurance Servicing Tools you have access to. All users will have the **Dashboard**, **Help & Support** and **Log Out** Menu items.

Menu

Select a Menu item to be brought to that page. Some Menu items expand when you select them, providing additional page options.

If a Menu item expands when selected, you may only navigate to the sub-level items.



If you select **Log Out** from the Menu panel you will be logged out and redirected to the login page.



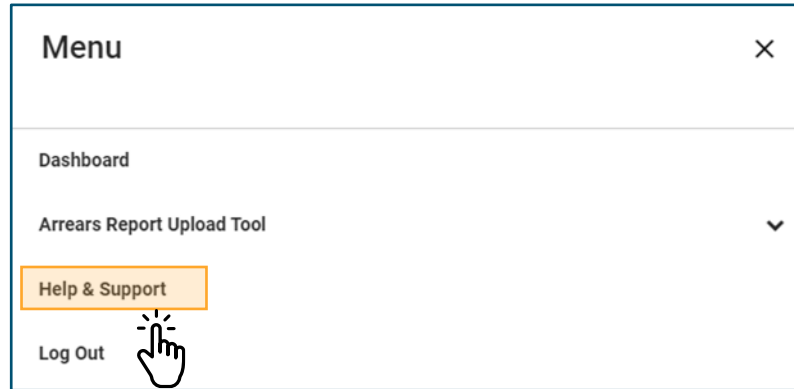
Navigating the Dashboard: Help & Support

If you have questions or would like to learn more about the processes and tools available on the Insurance Servicing Tools, the **Help & Support** pages are a great place to start.

Help & Support

Here you can find:

- downloadable copies of relevant training materials and documents
- explanations on general functionality and features of the Insurance Servicing Tools
- step-by-step instructions for processes applicable to the default management request submission tool, homeowner claims submission tool and arrears report upload tool



You can access the **Help & Support** pages through the **Menu** in the top right-hand corner of the screen.



Chapter 2: Arrears Report Upload Tool

Introducing the Arrears Report Upload Tool



Introducing Arrears Report Upload Tool

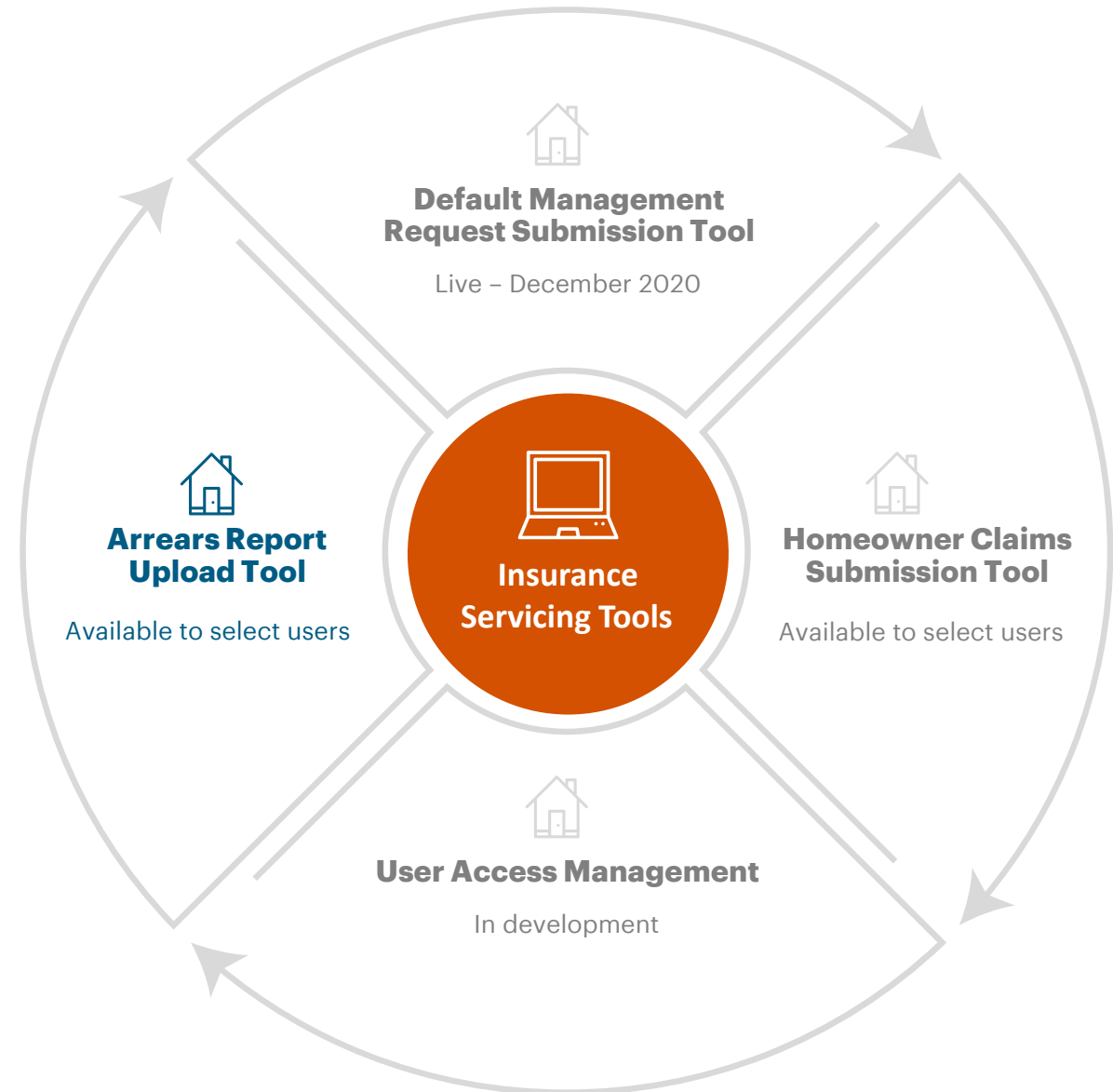
This release of the Insurance Servicing Tools introduces the **arrears report upload tool**.

The arrears report upload tool will modernize and streamline the way you submit monthly reports of loans in arrears to CMHC and replace legacy methods of arrears submissions such as e-mail.

These new tools will compliment the previously released default management request submission tool to offer you a centralized one-stop-shop for your insurance servicing needs.



This new tool is compatible with the changes made to the standardized arrears reporting template which is uploaded using this tool.



Arrears Reporting: Then versus Now



Legacy Arrears Reporting

Historically, monthly arrears reports were submitted via fax, eSubmit or to a dedicated CMHC mailbox in the provided standardized template.



Insurance In Force (IIF) Reporting will continue using the current process.



Arrears Report Upload Tool

Today, both Homeowner and Multi-Unit arrears reporting submissions can be completed through the secure online arrears report upload tool.

During the arrears report upload process, select fields will be prepopulated. You will notice instant form-level validation resulting in faster processing times.

Users will also have access to the Arrears Report Submission List which features a real-time central view of all arrears report submissions. Automated e-mail notifications will notify you when your submission has been successfully received by CMHC.



Chapter 2: Arrears Report Upload Tool

Submitting an Arrears Report

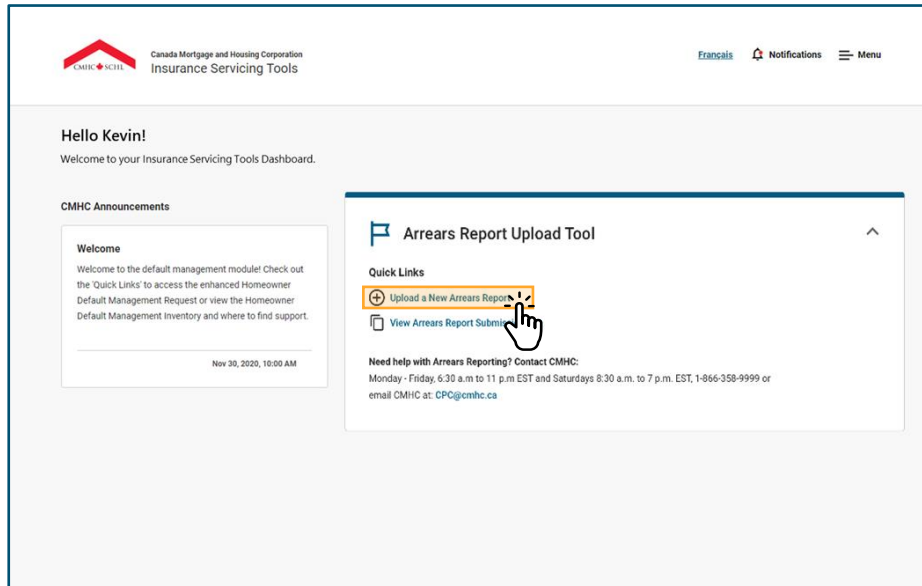
How to Navigate to the Arrears Report Submission Page

Follow these instructions to learn how to navigate to the Arrears Report Submission page.



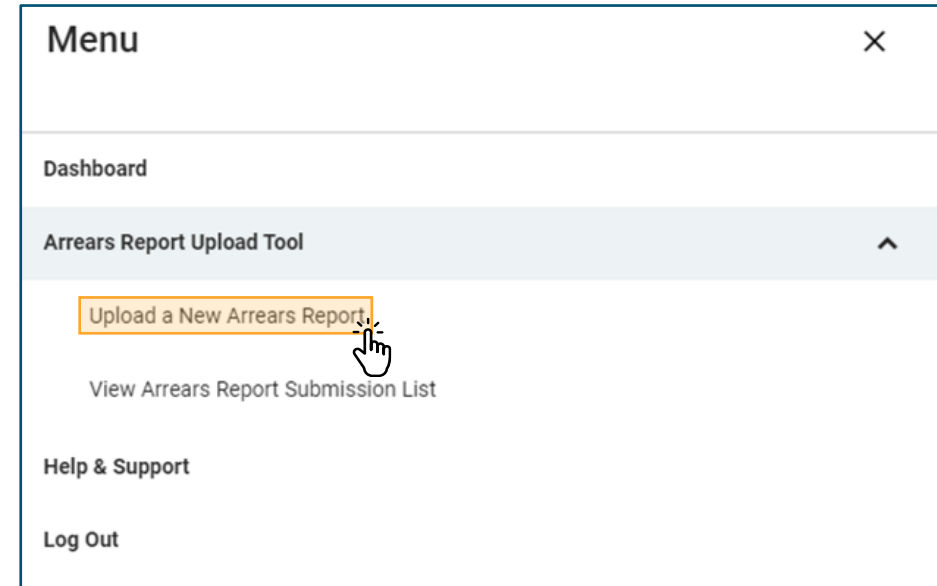
Option 1

Select **Upload a New Arrears Report** in the **Quick Links** section on the Dashboard.



Option 2

Open the **Menu** in the right-hand corner of the screen and select **Arrears Report Upload Tool**. Then, select **Upload a New Arrears Report**.



Upon successfully navigating to the Arrears Report Submission page, you can begin submitting your arrears report.

How to Submit an Arrears Report

The Arrears Report Submission page is divided into two sections: A) Contact Details and B) Arrears Report. Follow these instructions to learn how to submit the arrears report.



01.

Populate the Arrears Report Submission

Complete the required fields in the **Arrears Report Submission** page with the appropriate information.

Please note that this tool is only for arrears reporting, Insurance In Force (IIF) Reporting will continue using the current process.

On the following pages we will explore some useful tips to complete sections A and B.



Canada Mortgage and Housing Corporation
Insurance Servicing Tools

Français Notifications Menu

Arrears Submission

Arrears Report Submission

If you have any issues/questions related to submitting an Arrears report, please contact gpdocs@cmhc.ca

A) Contact Details

Contact Name: Kevin Brown

Email: kevin.brown@bankabc.com

Phone Number: 1234567891

Extension (Optional):

Institution Number: 123

Reporting Period: 2021-07-31

Language of Correspondence: English

B) Arrears Report

Please attach any supporting documentation

Status

☒ A) Contact Details

☐ B) Arrears Report

Submit Cancel

Resources

Download the latest Arrears report templates.

[Excel Template](#) [CSV Template](#)



How to Submit an Arrears Report: Useful Tips

While completing the arrears report submission, keep the following tips in mind.

System Icons



Delete Function
Select the delete icon to remove the additional fields

Additional Features



Standardized Arrears Report Templates
Find downloadable standardized arrears report templates in XLS and CSV formats in the Resources section



Bilingual Support and Language Functionality
If you are bilingual, you can enter text into form fields in a language that is different from the one currently set in the user interface

Using the Status Tracker

You can use the Status Tracker to easily navigate the sections when completing the submission. By selecting the section name on the **Status** Tracker, you can jump between sections on the submission.

Status

☒ A) Contact Details

☐ B) Arrears Report

Submit

Cancel

Check the references of the Status Tracker:

- ☐ **Incomplete Section:** Used to indicate sections that are incomplete or have errors.
- ☒ **Current Section:** Used to indicate the section you are currently in.
- ☒ **Completed Section:** Used to indicate sections that are complete and free of errors.

How to Submit an Arrears Report

A) Contact Details

Select fields in the Contact Details sections will prepopulate based on your user settings.

- The **Contact Name**, **Email**, **Phone Number** and **Extension (Optional)** fields will prepopulate based on your organization account information but will remain editable.
- Select the **Institution Number** of your financial institution or the financial institution you are carrying out work on behalf of. You will be restricted to Institution Numbers that have been associated with your account.

If you are reporting on behalf of multiple institutions, please select only one **Institution Number** from the drop-down list. All other Institution Numbers are to be entered in column AB of the **standardized arrears reporting template** (which you will attach in Section B). The system will override the single Institution Number selected from the drop-down list and replace it with the multiple Institution Numbers provided in column AB. **If you are reporting on a single institution, do not complete Column AB in the template.**

- In the **Reporting Period** field, select either the current or next reporting period from the drop-down list.
- Select your preferred language from the drop-down list in the **Language of Correspondence** field.

A) Contact Details

Contact Name
Kevin Brown

Email
kevin.brown@bankabc.com

Phone Number
1234567891

Extension (Optional)

Institution Number
123

Reporting Period
2021-07-31

Language of Correspondence
English



The standardized arrears reporting template includes an additional column, AB, that you can use to report multiple Institution Numbers.

How to Submit an Arrears Report

B) Arrears Report

In this section you will attach the completed standardized arrears report template.

*Please enter the Transit Number associated with your primary financial institution in the Transit Number field. If you are reporting on behalf of multiple Transit Numbers, they are **to be entered in column AC of the standardized arrears reporting template** (which you will attach in this section). The system will override the single Transit Number entered here and replace it with the multiple Transit Numbers provided in column AC. **If you are reporting on behalf of a single Transit Number, do not complete Column AC in the template.***

Adjusting the standardized template such as deleting columns will result in errors.



Keep reading to learn about key fields in the **Arrears Report** section.

B) Arrears Report

Transit Number	Last Modified	File Name	
12345	2021-09-22	ArrearsReport1.xlsx	
12346	2021-09-22	ArrearsReport2.xlsx	

Please attach any supporting documentation

Transit Number

12345

Number of files uploaded: 2/20

Drop files to attach, or [choose files](#)

(Supported formats: xlsx, CSV)



The standardized arrears reporting template includes an additional column, AC, that you can use to report multiple Transit Numbers.

How to Submit an Arrears Report

B) Arrears Report

For a successful upload, follow these steps:

A

Transit Number

12345

Enter the 5-digit **Transit Number** associated with the Institution Number you entered in Contact Details.

When completing the standardized arrears reporting template you can report on behalf of multiple Transit Numbers.



The Transit Numbers can be identified individually in column AC of the template. Column AC is optional, however, if it is completed it will override what is provided here in the Arrears Report - **Transit Number** field.



B

Resources

Download the latest Arrears report templates.


 [Excel Template](#)  [CSV Template](#)

For a successful upload, you must use the latest version of the standardized arrears report template.

Download one of the templates in XLS or CSV formats that can be found in the **Resources** section.



C



Drop files to attach, or [choose files](#)

(Supported formats: xlsx, CSV)

To attach the standardized arrears report template, drag and drop the file into the upload field. You can also select the field to open a file dialog and select the desired file.

When attaching a file, take the following tips into account:

- The acceptable file types are XLS and CSV
- The maximum upload file size is 25MG
- There is a maximum of 20 separate XLS/CSV files per arrears submission
- The name of the file(s) you wish to upload must not be longer than 100 characters



If you do not enter a **Transit Number**, you will not be able to attach a file later in the process.




How to Submit an Arrears Report



02. Submit the Arrears Report


When you finish populating the arrears report, select **Submit**.

If there are no form or attachments errors found, you will be redirected to the Dashboard.



Canada Mortgage and Housing Corporation
Insurance Servicing Tools

[Français](#)  Notifications  Menu

 > Arrears Submission

Arrears Report Submission

If you have any issues/questions related to submitting an Arrears report, please contact cpdocs@cmhc.ca

A) Contact Details

Contact Name

Kevin Brown

Email

kevin.brown@bankabc.com

Phone Number

1234567891

Extension (Optional)

Institution Number

123

Reporting Period

2021-07-31

Language of Correspondence

English

Status

☒ A) Contact Details


☐ B) Arrears Report


Submit

Cancel

Resources

Download the latest Arrears report templates.

 [Excel Template](#)

 [CSV Template](#)

B) Arrears Report

Please attach any supporting documentation

CANADA MORTGAGE AND HOUSING CORPORATION



35

How to Submit an Arrears Report


03. Error Handling

Form or attachment errors

Prior to submission, the system will validate your file size, file type and that the titles/format of the 29 columns within the standardized arrears report template have not been altered.

If you try to submit with form or attachment errors, the page will reload with the errors indicated at the top of the page, directing you to the location of the error(s).

You cannot submit an arrears report until all form and attachment errors have been resolved. If you are unable to resolve the errors, contact the CMHC Monitoring and Reporting team.




The following sections have a total of 1 error(s):

- No Access to the Transit Number


Transit Number

*Required



Insurer Arrears csv_R1 empty header.csv

Files of this format are not accepted.





Please visit [page 50](#) to learn more about where to go to for support.

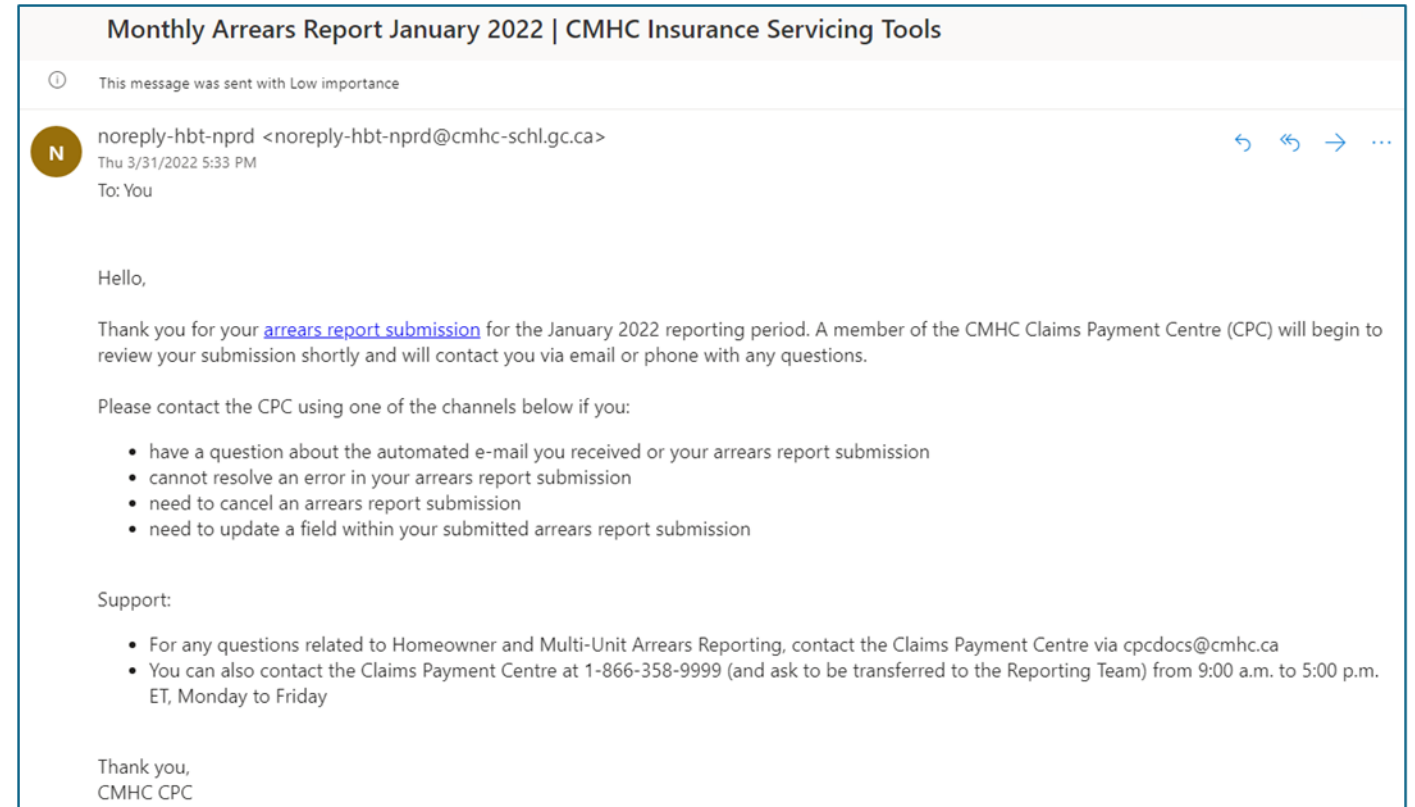
How to Submit an Arrears Report

04.

Stay Tuned for the Automated E-mail

Your arrears report submission will be sent for processing and validation.

Stay tuned for an automated e-mail notifying that your submission was successfully received for processing by CMHC.





Chapter 2: Arrears Report Upload Tool

Arrears Report Processing

Arrears Report Processing

After submission, CMHC systems will immediately begin to validate and review your arrears report submission. This is referred to as processing. This may result in additional communication between you and CMHC. Let's review the possible interactions between you and CMHC during this stage.



CMHC will Contact You in the Following Scenarios:

You will receive an automated e-mail notification from the Arrears Report Upload Tool notifying you that your submission was successfully received by CMHC for processing.

CMHC will contact you via e-mail or phone to:

- inform of an **issue with the data submission at account level** such as the CMHC Certificate Status or other account level discrepancies



You Should Contact CMHC by Any of the Channels Provided in the **Support** Section on [page 59](#) If You:

- **have a question about the automated e-mail** you received or your arrears report submission
- **cannot resolve an error** in your arrears report submission
- **need to cancel** an arrears report submission
- **need to update a field** within your submitted arrears report submission



Chapter 2: Arrears Report Upload Tool

Navigating to the Arrears Report Submission List

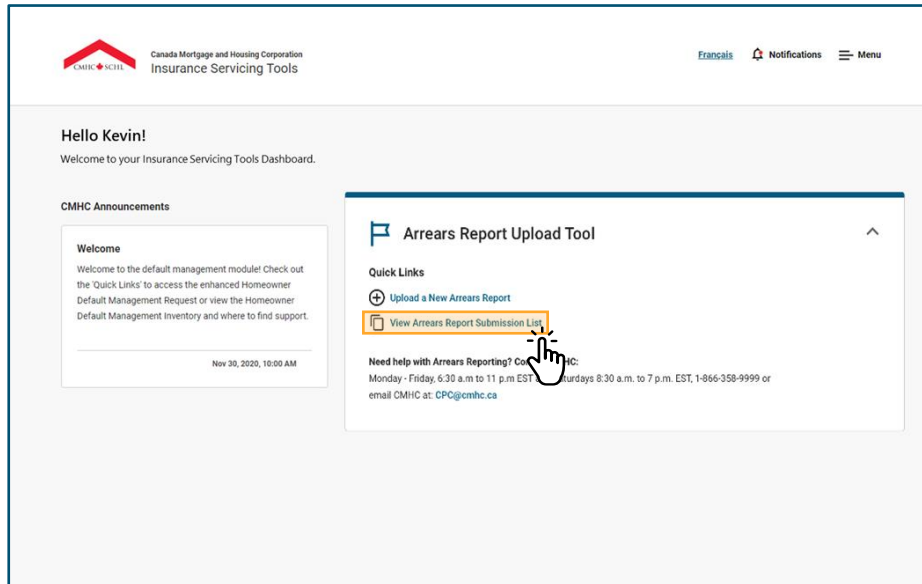
How to Navigate to the Arrears Report Submission List

Once you have received your automated e-mail notification, follow these instructions to learn how to access the Arrears Report Submission List.



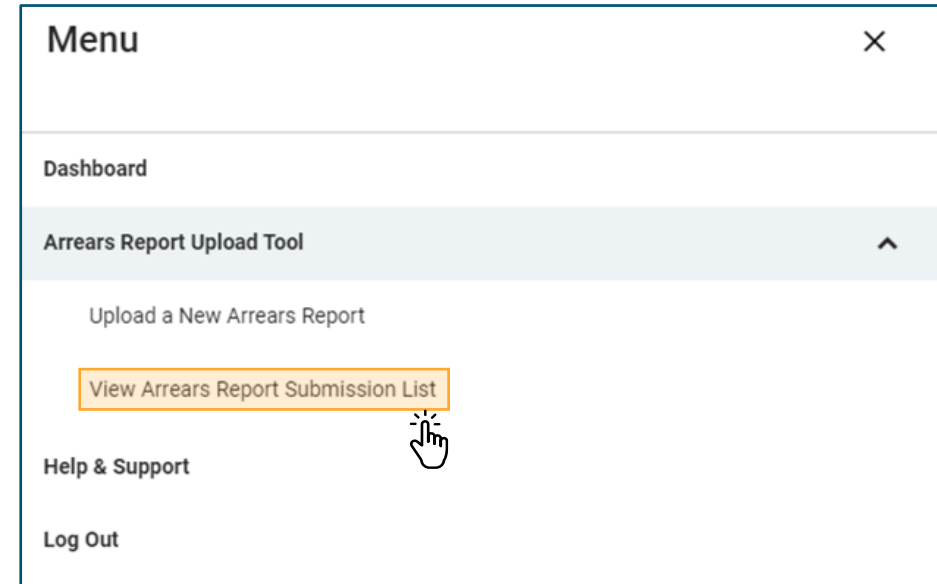
Option 1

Select **View Arrears Report Submission List** in the **Quick Links** section on the Dashboard.



Option 2

Open the **Menu** in the upper right-hand corner of the screen and select **Arrears Report Upload Tool**. Then, select **View Arrears Report Submission List**.



How to Navigate to the Arrears Report Submission List

Now that you are in the Arrears Report Submission List page, let's review its key features.

Keep reading to learn more about the key features.



Arrears Report Submission List

Date Submitted	Reporting Period	Lender Name	Submitted By
2022-03-05	2022-01-31	Bank ABC	Kevin Brown
2022-04-04	2022-02-28	Bank ABC	Kevin Brown
2022-05-06	2022-03-31	Bank ABC	Kevin Brown

1 - 10 of 194 items Show: 10 < 1 2 3 4 5 ... 20 >

A Table Headers

The arrears report submissions will automatically be sorted by date submitted, with the newest submissions at the top. You can sort the table using the **Reporting Period** column.

B Submitted Arrears Report List

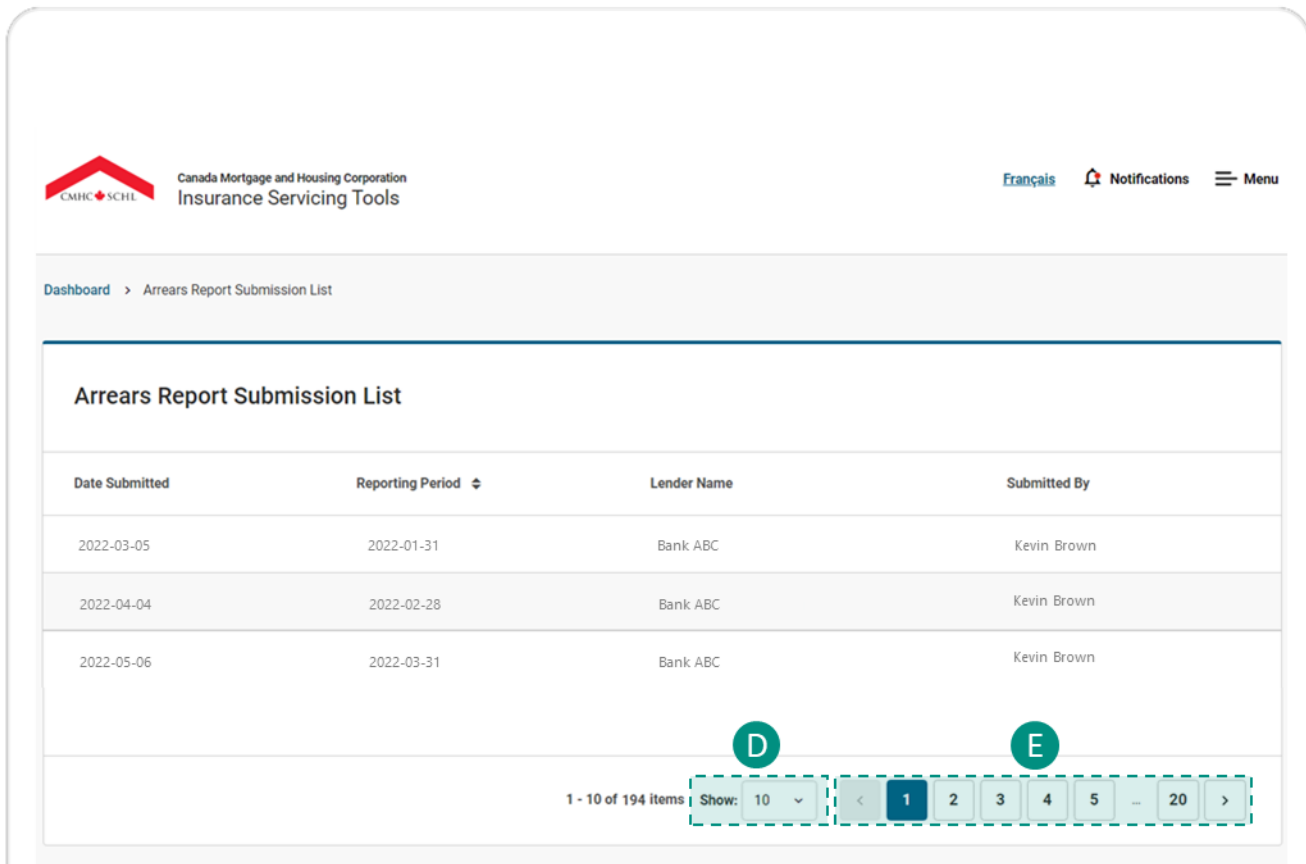
This list includes the following:

- Submissions that have been processed. If you have not received the file validation e-mail, the submission is still processing and will appear in the list upon completion.
- All submissions made under the same Institution Number(s). This may include submissions made by colleagues who have access to the same Institution Number(s). The list is customized to the Institution Numbers you have access to.

Select a submitted arrears report/row to access the Arrears Report Upload page. Each row represents a single arrears report submission.

How to Navigate to the Arrears Report Submission List

Let's continue reviewing the key features of the Arrears Report Submission List page.



D

Show Field

In the Show field, you can adjust the number of arrears report submissions listed on one page.

E

Pagination Bar

Use the pagination bar at the bottom to navigate to different pages within the **Arrears Report Submission List**.



Chapter 2: Arrears Report Upload Tool

Reviewing Submitted Arrears Reports



How to Navigate to the Arrears Report Upload Page

On the Arrears Report Upload page, you can review the details of processed arrears submissions. Follow these instructions to learn how to navigate to the Arrears Report Upload page.



01.

Select an Arrears Report

In the Arrears Report Submission List, select the appropriate submitted arrears report/row.

You will be directed to the selected Arrears Report Upload page.

The screenshot shows the 'Arrears Report Submission List' page. The header includes the CMHC logo, the text 'Canada Mortgage and Housing Corporation Insurance Servicing Tools', and links for 'Français', 'Notifications', and 'Menu'. Below the header is a breadcrumb trail: 'Dashboard > Arrears Report Submission List'. The main content area is titled 'Arrears Report Submission List' and contains a table with four columns: 'Date Submitted', 'Reporting Period', 'Lender Name', and 'Submitted By'. The table has three rows of data. The first row is highlighted with an orange background. A hand cursor icon is pointing at the first row. At the bottom of the table, there is a pagination control showing '1 - 10 of 194 items' and a 'Show:' dropdown set to '10'. The pagination controls include buttons for '<', '1', '2', '3', '4', '5', '...', '20', and '>'.

Date Submitted	Reporting Period	Lender Name	Submitted By
2022-03-05	2022-01-31	Bank ABC	Kevin Brown
2022-04-04	2022-02-28	Bank ABC	Kevin Brown
2022-05-06	2022-03-31	Bank ABC	Kevin Brown

1 - 10 of 194 items Show: 10 < 1 2 3 4 5 ... 20 >

How to Navigate to the Arrears Report Upload Page

Now that you are in the **Arrears Report Upload** page, let's review its key features.

Arrears Report Upload

A

A) Contact Details

Contact Name

Kevin Brown

Email

kevin.brown@bankabc.com

Phone Number

1234567891

Extension (Optional)

Institution Number

123

Reporting Period

2021-09-30

Language of Correspondence

English

B

B) Arrears Report

Transit Number	Last Modified	File Name
12345	2021-11-12	ArrearsReport1.xlsx

Status

☒ A) Contact Details

☐ B) Arrears Report

Submit

Cancel

Resources

Download the latest Arrears report templates.

[Excel Template](#)

[CSV Template](#)

- A

Contact Details

Here you can review the contact details that you included in the arrears report submission. These fields are not editable.
- B

Arrears Report

Here you can download and review the files you previously uploaded with your submission by selecting the file name.



Chapter 3: Support

Quick Links

Quick Links

Quick Links



Please access the following links to navigate to the Insurance Servicing Tools in the language of your choice:

[English login page](#)

[French login page](#)

Please access the following link to navigate to the Homeowner Business Transformation landing page to learn more about the Insurance Servicing Tools and access support materials:

[HBT landing page](#)





Chapter 3: Support

Contact Us

Contact Us



For any questions related to Homeowner and Multi-Unit Arrears Reporting, contact the **Monitoring and Reporting team** via cpcdocs@cmhc.ca.

You can also contact the **Claims Payment Centre** at 1-866-358-9999 (and ask to be transferred to the Monitoring and Reporting Team) from

- 9:00 a.m. to 5:00 p.m. ET, Monday to Friday



For any question or issue regarding the login or access process, contact the **Help Desk** at 1-866-748-2600 from

- 6:30 a.m. to 11:00 p.m. ET, Monday to Friday
- 8:00 a.m. to 8:00 p.m. ET, on weekends

You can also contact the Help Desk via helpdesk@cmhc.ca.

