

Default Management Request Submission Tool Tip Sheet

How Do I Navigate to the Default Management Request Submission Tool?

- 1 Open your personalized invitation e-mail from no-reply@cmhc.ca and select Accept invitation.
- 2 If you do not have an existing Microsoft account, follow the required steps to create one.
- 3 Navigate to the Insurance Servicing Tools login page using the [English](#) or [French](#) URL, depending on your language preference.
- 4 Enter your login credentials and perform any additional security verification steps.
- 5 Navigate to the Default Management Request Submission card on the Dashboard and select the appropriate Quick Link.

Where Can I Access Support?

For any questions related to default management requests, contact the **Claims Payment Centre** at 1-866-358-9999 from

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

You can also contact the Claims Payment Centre via cpc@cmhc.ca.

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. EST, Monday to Friday and 8:00 a.m. to 8:00 p.m. EST, on weekends.

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



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When to Use the Default Management Request Submission Tool?

All new Homeowner default management requests can be submitted using this tool.

What Are the Main Steps Involved in Submitting a Homeowner Default Management Request?

1 Navigate to the Homeowner Default Management Request page

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

You can access the Homeowner Default Management Request page by selecting **Submit a New Homeowner Default Management Request** in the Quick Links section on the Dashboard or through the Menu of the Insurance Servicing Tools.

2 Complete the Homeowner Default Management Request

Step 1: Homeowner Loan Check. Select Yes to confirm this is a Homeowner Loan and activate the request.

Step 2: Default Information. This step will be activated and sections A to N will be displayed. Complete all the fields and sections with the appropriate information.

When you finish completing all the sections, **select Submit** on the Form Progress Tracker and address any errors as required.

3 Monitor the Homeowner Default Management Inventory

After submitting a Homeowner default management request, you will be redirected to the Homeowner Default Management Inventory. Keep in mind that you can also access the Inventory from the Dashboard or Menu. In the Inventory, you can **review your default management request and its associated status** as well as **view the proposed CMHC Revised Workout Plan** and **error messages** if applicable.

A CMHC representative will begin to review your Homeowner default management request submission. You can monitor the Inventory for updates regarding the status of your request.

