Mortgage payment account-change record

Use account nicknames only. Do not put bank account numbers, login details or identity documents here. This record does not instruct a transfer, cancellation or payment.

Mortgage lender: _____ Payment method: lender-initiated PAD / bank-scheduled payment / needs confirmation

Request date: _____ Confirmation received: _____

Last old-account withdrawal: date _____ amount _____

First new-account withdrawal: date _____ amount _____

Lender's confirmed effective date and document reference: _____

If only request receipt is confirmed, the effective date remains UNKNOWN. Ask which account will be used for the next payment.

Account nickname	Available cash	Other debits before mortgage	Confirmed incoming cash available in time	Cash available for mortgage	Mortgage debit scheduled here	Gap
Old	___	___	___	___	___	___
New	___	___	___	___	___	___

Cash available for mortgage = available cash - other preceding debits + confirmed timely incoming cash. Gap = max(0, scheduled debit - cash available). An unknown effective account or unavailable incoming transfer cannot be silently treated as funded.

Hypothetical timeline

November 2 request; lender confirms November 10 old-account $3,200 debit and December 10 first new-account $3,200 debit. Dates are invented, not lender processing standards.

Old $500 / new $6,000: total $6,500 but old-account gap $2,700. If a separate $400 bill is due from old account first, available old-account cash becomes $100 and gap $3,100. Resolve with lender/bank through verified channels; this sheet does not prescribe a transfer.

Separate duplicate-looking case: old and new each start $3,400; one intended $3,200 debit would leave $3,600 total. Two $3,200 withdrawals leave $400 total. Unexplained extra cash movement $3,200; refund timing and mortgage posting remain UNKNOWN until verified.

Close the loop

Actual withdrawal date / amount / account nickname: _____

Lender posting confirmed against intended payment: _____

Unexpected old-account withdrawal or planned retry: _____

Response, case reference and next action date: _____

Any refund: requested / confirmed but not received / received and available (record date and amount): _____

Other PADs and direct deposits checked before old account closure: _____

Cancelling a PAD does not cancel the mortgage debt. For an incorrect or unauthorized personal PAD, contact lender and bank promptly; Payments Canada describes 90 days from withdrawal to seek applicable recourse through the financial institution. Funds-transfer PADs differ. This is not a guarantee that every unwanted debit is reversible.

Sources checked September 8, 2026: FCAC PAD, Payments Canada, FCAC account transfers.