CEBA Loan Maturity and Assignment FAQ

This FAQ is intended for CEBA Loan holders whose loans remain unpaid after December 31, 2026, maturity date. It explains what happens when a loan reaches maturity, the collections and assignment process, and where to obtain assistance once a loan has been assigned to the CEBA Program.

Important information about your Canada Emergency Business Account (CEBA) loan

The deadline for repayment of the principal amounts outstanding under your CEBA Loan (together with all accrued and unpaid interest) upon maturity is December 31, 2026. If you are unable to repay your CEBA Loan by that date, your financial institution may send you a demand letter indicating that your loan is in default and that it will be assigned to the CEBA Program if it is not repaid. If the loan remains unpaid, your financial institution will be required to assign it to the Government of Canada's CEBA Program for collection efforts.

What if I was just paying my interest in full until now? Why is my loan still being assigned?

Your CEBA Loan matures on December 31, 2026. This means all principal and interest are due on this date. Failure to repay the loan in full does not extend the repayment deadline and will result in the loan entering default. Following the required collection activities by your financial institution, the loan will be assigned to the Government of Canada's CEBA Program for collection efforts, if it remains unpaid.

What does "loan assignment" mean?

Loan assignment is a process which results in the transfer of the CEBA Loan from the financial institution that initially handled its establishment and administration, to the CEBA Program for collection of outstanding balances.

Will I receive notice before my loan is assigned?

Financial institutions are expected to provide one or more communications, such as reminder notices or demand letters, before assignment. You should ensure your mailing address, email, and contact information are current with your lender. If your loan is

assigned, you will also receive a Loan Assignment Notice from the CEBA Program containing your 12-digit CEBA Identification Number.

Can collection actions continue after my loan is assigned?

Yes. Once a CEBA Loan has been assigned to the CEBA Program, collection activities may continue until the outstanding balance is repaid. The Canada Revenue Agency (CRA) assists with the collection of assigned CEBA Loans and may recover outstanding balances through available means, including applying eligible tax refunds or credits to an outstanding CEBA Loan balance where permitted.

Who do I contact after assignment?

You should contact:

- **CRA CEBA Contact Centre** to establish or modify a payment arrangement, ask questions about CRA letters or communications, or add, update, or remove authorized third parties. The CRA CEBA Contact Centre can be reached at 1-800-361-2808.
- **CEBA Contact Centre** for general guidance, visit the CEBA website at: https://ceba-cuec.ca For the fastest service, submit your inquiry through the CEBA online contact form. If you are unable to use the online form, contact the CEBA Contact Centre at 1-888-324-4201. An agent will return your call within 3 business days between 8am and 6pm Eastern Time, excluding statutory holidays.

Can I still make payments after assignment?

Yes, once your loan is assigned, make all payments directly to the CEBA Program via one of the three accepted payment options outlined below. **You will need to include the CEBA Identification Number** provided in your Loan Assignment Notice when you make any payment.

1. **Bill Payment —** To make bill payments through your financial institution, use 'Export Development Canada – CEBA' (English) or 'ExportationdéveloppementCanadaCUEC' (French) as the payee and provide your 12-digit CEBA Identification Number in the account number field. Note that payments sent to the CEBA Program through Bill Payment may take several business

days to process and will not be credited to your CEBA Loan until received and processed by the CEBA Program. Please consider the processing time when sending your payment, as the CEBA Program is not responsible for payments received late due to processing time.

2. **Cheques —** Make cheques payable to 'Export Development Canada' (English) or 'Exportation et développement Canada' (French). Write your 12-digit CEBA Identification Number in the memo section of the cheque and include a completed remittance slip with your cheque to ensure your payment can be processed quickly and accurately. The remittance slip can be found on your Statements of Account within the CEBA Portal. Please only cut or tear the remittance slip along the indicated cut line. Mail the cheque and the remittance slip in the same envelope to the address below. Include only one remittance slip per envelope. Do not mail cash, money orders, bank drafts, or certified cheques. Only cheques from Canadian financial institutions will be accepted.

   Export Development Canada
   PO Box 4530 STN A
   Toronto ON M5W 0N2

   Allow for postal delivery time when sending your payment. The CEBA Program is not responsible for payments received late due to postage delays.

   If you choose to mail multiple, post-dated cheques together, include only one remittance slip and all cheques in the same envelope. The Amount Paid field on the remittance slip should match the total of all cheques in the envelope. If you wish to mail each payment cheque separately, make sure each envelope includes a completed remittance slip. The payment(s) will not be processed or reflected on the Statements and on the CEBA Portal until the date written on each cheque. Please note, cheques that are post-dated more than 18 months will be rejected.

3. **Wire Transfer —** For information on wire transfers, please call the CEBA Contact Centre at 1-888-324-4201.