

Information on e-Services

CWB agents can access producers' cash advance account information through e-Services on our Web site.

If the applicant's farming operation has changed, call the CWB at 1-800-275-4292.

E-Services allows producers and CWB agents to:

- view an applicant's eligibility for a new advance.
- view account balances and transaction details online.
- project interest amounts owing and create cash payment scenarios.
- recalculate the account balance with a payment the CWB has not yet received (in-transit payment).
- view Continuing Priority Agreements, amount pre-approved by the lender and whether or not the cash ticket should be issued jointly.
- check the account balance of an interested party using the interested party CWB producer ID number (10-digit).

Note: An advance account transferred due to a change in the farming operation remains in our system under the original CWB producer ID number. Check both the old and new CWB producer ID number to ensure all advances have been repaid.

Accounts transferred to Agriculture and Agri-Food Canada (AAFC)

The CWB receives weekly account updates from AAFC on transferred accounts. We can provide these updated account balances (which include assessed interest) but not the details on individual account transactions.

AAFC contact information

Accounts Receivable and Revenue Management Section
960 Carling Avenue
Building 74
Ottawa ON K1A 0C6
Phone: 1-800-282-6249
Hours: 7 a.m. to 5 p.m. ET

Please leave a message and your call will be returned.