

Additional Information

Personal

- If you require more information, please call our Claims Contact Centre. Please have your claim number ready when you call.
Edmonton: 780-498-3999 Toll free in Alberta: 1-866-922-9221
Calgary: 403-517-6000 Toll free outside Alberta: 1-800-661-9608
- The personal information collected on this form will be used to make direct deposit payments to your bank account. This collection of personal information is authorized under Section 4 of the [Protection of Privacy Act](#) (POPA). Questions about the collection or use of this information may be directed to the Claims Contact Centre, as indicated on the front of this form and on the back of the Worker Handbook.
- This service will allow your payment to be directly deposited into your account at any Canadian financial institution but is NOT available for deposit to RRSP accounts.
- Please allow approximately 2 weeks from the date WCB receives the documents for processing your application.
- **Fax your completed application to 780-498-7776 OR 1-800-661-1993 (toll-free) OR E-mail to: abl@wcb.ab.ca**

Banking information

- Payments can only be made to Canadian financial institutions.
- If the void cheque is not pre-printed with your name and address, then you must supply a letter pre-printed from the bank. It must be signed and stamped by an officer of the bank, identifying the name of the account, confirming the account number. The name of the signing officer is required.
- Please ensure that any change(s) in your financial institution or bank account are immediately reported to the Workers' Compensation Board.

Spouse / guardian / trustee

A spouse, parent or legal guardian does not have automatic access to or authority to deal with a worker's financial affairs, even if the worker is a minor. If this application is being completed to gain access to the worker's account on behalf of the worker, you must provide one of the following:

1. A copy of your documentation granting you authority, such as a Power of Attorney (including an Enduring Power of Attorney) from the worker (Please note that both documents must be signed by the worker while they have legal capacity. Standard Power of Attorneys lapse once the worker loses legal capacity).
2. Trusteeship Order for the worker.

FAQ

What if I have more than one claim with WCB?

- If you have a pension claim and are a worker receiving your payment by electronic funds transfer and you now have a new claim, any new payments will automatically be paid by electronic funds transfer into your bank account. If you do not want the payments from your new claim to go into the same bank account as your pension payment, then we cannot continue to offer the electronic funds transfer option for your pension payments.

How are claim payments made to any third party, including spouses and guardians?

- In order for us to make payments to spouses and guardians, we must receive legal documentation of either a 'Power of Attorney' or a 'Trusteeship Order'. They would complete the [Direct deposit \(C078\)](#) form and attach a copy of the Power of Attorney or Trusteeship Order.

If I am a spouse and providing a service to the injured party, can I be paid by Electronic Funds Transfer (EFT)?

- Yes, you can. Complete the [Direct deposit \(C078\)](#) form with your banking information and we will pay for your services by EFT.

What if I have a joint account, can I be paid by EFT?

- Yes, you can. Complete the [Direct deposit \(C078\)](#) form and attach a void cheque with both parties' names pre-printed from your bank.

What payment options cannot be used for EFT payments?

- Payments cannot be issued:
 - To different accounts (e.g., part of the payment issued to one chequing or savings account and another part of the payment issued to another chequing or savings account)
 - When a portion of your payment needs to be routed elsewhere
 - A portion paid as EFT and the remaining portion paid as a cheque.
 - To an out-of-country bank account.

If I sign up for direct deposit, how can I be sure that no one else will have access to my account?

- Your banking information is safe with WCB. Receiving your money through direct deposit is more reliable and confidential than being paid by cheque because fewer steps are involved in the delivery and deposit of your claim payment. We regularly receive and protect confidential information.
- Our access to your account is limited solely to the depositing of payments. Only you can authorize withdrawals from your account.

How will I know that my claim payment has been deposited?

- Your bank statement will indicate an electronic payment has been made to your account.
- You can access additional payment information in the worker online services section of our website or through the myWCB Worker app.
- Please call 1-866-922-9221 for more information.

How do I sign up?

- Simply complete a [Direct deposit \(C078\)](#) form and submit it to WCB via mail, fax, e-mail, or through the worker app.

What happens if the direct deposit fails?

- If a bank account is no longer open, or the account number we have on file is incorrect, the direct deposit procedure could fail.
- Should this occur, we will issue payments by cheque until new information is received.

Does WCB charge for this service?

- Absolutely not. This convenient service is provided by WCB at no charge.