

# DIRECT DEPOSIT REQUEST / CHANGE FOR WORKER / SPOUSE / DEPENDENT CHILD / TRUSTEE

See reverse for additional information

## A Action Request

<input type="checkbox"/> Start Direct Deposit Date (Year / Month / Day)	<input type="checkbox"/> Change Direct Deposit Date (Year / Month / Day)	<input type="checkbox"/> End Direct Deposit Date (Year / Month / Day)
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## B Personal Information

			WCB Claim Number
Name (Please print)	Date of Birth (Year / Month / Day)	Telephone Number	
Mailing Address: Apt /Unit Street	City/Town	Province	Postal Code

**Banking information will be used for all future payments and claims until WCB is advised otherwise.  
Contact WCB immediately if your bank account changes.**

## C Direct Deposit Information (Complete one of the following choices)

**Chequing Account Instructions:**

- Attach a personalized **cheque** with your name, address and bank account **pre-printed by your bank**.
- Print VOID across the front of the **cheque**.
- Return your completed form with your VOID **cheque**.

**Or**

**Savings / Deposit Account Instructions:**

- **To be completed by your financial institution and MUST be stamped when a void pre-printed cheque is not provided.**

Branch Number 5 characters  _ _ _ _	Bank ID 3 characters 0  _ _	Account Number can be up to 12 characters  _ _ _ _ _ _ _ _ _ _ _ _
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**Financial Institution Stamp - Include Financial Institution Name and Address**

Name(s) of account holder(s)

\_\_\_\_\_

\_\_\_\_\_

## D Authorization

I authorize the Workers' Compensation Board to make arrangements to deposit payment(s) I receive from them into the bank account shown above. I understand I must notify the Workers' Compensation Board if I change or close my bank account.

Applicant's Signature	Printed Name	Date	Telephone Number
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## E Applicant is Spouse/Trustee/Guardian

Check this box if bank account information provided is in a different name than section A

I, as the person entitled to receive the payments, authorize the Workers' Compensation Board to deposit the worker's payments into the above noted bank account until further notice.

Applicant's Signature	Printed Name	Date	Telephone Number
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# Additional Information

## Personal:

- If you require more information 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 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act. The privacy of this personal information is protected under Part 2 of the FOIP Act.
- 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.
- For processing the application allow approximately 2 weeks from the date WCB receives the documents.
- **Fax completed application to:** 780-498-7776 or Mail to: The Workers' Compensation Board - Alberta  
1-800-661-1993 (Toll Free) PO Box 2415  
Edmonton AB T5J 2S5

## 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 a letter pre-printed from the bank, signed and stamped by an officer of the bank, identifying the name of the account, confirming the account number and 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.
- Your direct deposit request will stay in effect until you change your information or cancel the service. It is also applied to all previous and new claims, not only the claim number you provided on this form.

## 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. 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 and standard Power of Attorneys lapse once the worker loses legal capacity).
2. Trusteeship Order for the worker.

## Questions you may have . . . .

### 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 Request / Change For Worker / Spouse / Dependent Child / Trustee form (C-078) 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 Request / Change For Worker / Spouse / Dependent Child / Trustee form C-078 with your banking information and we will pay for your services by Electronic Funds Transfer.

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

Yes you can. Complete the Direct Deposit Request / Change For Worker / Spouse / Dependent Child / Trustee form C-078 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 issued to one chequing account and part payment 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 actually 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 may continue to receive a WCB advice statement for payments processed by WCB. No advice will be issued for regular scheduled payments such as Pensions, Economic Loss or Earnings Loss payments.

### How do I sign up?

Simply complete a "Direct Deposit Request / Change For Worker / Spouse / Dependent Child / Trustee" form (C078) and send it directly to WCB. These forms are available on our web site at [www.wcb.ab.ca](http://www.wcb.ab.ca) or from our office:

WCB Edmonton  
9912- 107 Street  
Edmonton AB T5K 1G5.

### 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. In this case we will send you a cheque, a letter of explanation and your original information.

### Does WCB charge for this service?

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