

**Alberta WCB
Policies &
Information**

Chapter:

GENERAL POLICIES

Subject:

UNCLAIMED PAYMENTS AND CREDITS

Authorization:

BoD Resolution 2010/02/06

Date:

February 23, 2010

REFERENCE:

[Workers' Compensation Act, RSA 2000, Sections 17\(1\) and 91](#)
[Workers' Compensation Regulation, Section 18](#)

POLICY:

When WCB is *unable to locate*:

- an injured worker or worker's dependant with an accepted claim to whom payment is owed,
- an employer with a credit balance, or
- any other person or business to whom payment is owed

WCB will *retain the amounts owing* until the person or business is located or contacts WCB. Once WCB, in its discretion, has confirmed identity and lawful right to the money, WCB will *pay the full amount owing*.

This policy is effective March 1, 2010, except when noted otherwise in a specific policy section(s), and applies to all unclaimed payments and credits, regardless of the date on which the monies became payable.

INTERPRETATION

1.0 Unable to Locate

WCB will make reasonable efforts to locate workers, dependants, employers, or other person or business who is owed money and who has not provided current information such as a new bank account for electronic funds transfer, new address, or annual confirmation.

2.0 Retain Amounts Owing

WCB will retain the money indefinitely on behalf of the individual or business. There is no time restriction on when the money can be claimed.

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**3.0 Pay the Full Amount
Owing**

If a worker or dependant was entitled to ongoing compensation benefits during the time WCB was unable to locate that person, WCB will pay the full amount of the accumulated benefits.

If the worker, dependant, or other person to whom money is owing has since died, the amount owing will be paid to the estate.

Employer credit balances will either be refunded to the employer or, if the employer is re-opening the account, may be applied towards the new premium assessment.

No Board Order has been passed under s.18 of the *Workers' Compensation Regulation (WCA)* and no interest is payable.

Previous versions

- [Policy 0106 Part I - August 2015](#)
- [Policy 0106 Part I - March 2010](#)