

# Direct deposit payment service

Direct deposit is a payment service where payments are deposited directly into your designated bank account on a specific payment date. This service is offered to injured workers with:

- long term-pension
- economic loss payments
- earnings loss supplement
- temporary economic loss
- temporary partial disability
- temporary total disability

## Why direct deposit?

This convenient service is provided at no charge. Direct deposit means you no longer have to worry about delays that can come with processing cheques. Also, you won't experience any payment delays in the event of a mail disruption or incorrect address.

Direct deposit is fast, safe and secure. Receiving payments through direct deposit is more reliable and confidential than cheques as there are fewer steps involved in the delivery and deposit of the payment.

## Signing up for direct deposit

Simply print and fill out the [Worker Request/Change for Direct Deposit](#) form and ensure you have included all necessary banking information. You can mail your form to: P.O. Box 2415 Edmonton AB T5J 2S5. You can also fax it to 780-498-7776, a secure fax number, to ensure the privacy of your information. Your application for direct deposit will be processed within 10 business days.

## Knowing the status of your payment

All payment types, except pensions and economic loss payments, will receive a statement itemizing the benefits that have been deposited into your bank account.

You can also check the status of your payment online by signing up for [Worker's Online Services](#).

Speak to one of our Claims Contact Centre representatives to get your temporary password.

## Changing your banking information

Ensure you contact us should there be any changes to your banking information. WCB requires two weeks' notice in writing.



[www.wcb.ab.ca](http://www.wcb.ab.ca)



[contactcentre@wcb.ab.ca](mailto:contactcentre@wcb.ab.ca)



1-866-922-9221 (within AB)

1-800-661-9608 (outside AB)