

Box 2415  
Edmonton AB T5J 2S5  
Fax: (780) 498-7776  
1-800-661-1993

**Our mobile app is the fastest and most convenient way to update your direct deposit information. Download the myWCB app for iPhone or Android to get started. See reverse for additional information.**

**A. Personal information**

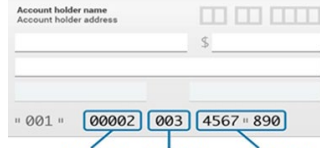
Claim number	Telephone number	E-mail address		
Worker's name	<i>Surname</i>	<i>First name</i>	<i>Initial</i>	Date of birth
Address	<i>Street</i>	<i>City/Town</i>	<i>Province</i>	Postal code

**Please contact WCB immediately if your banking information changes.**

**B. Direct Deposit information**

Choose **one** option from 1, 2, or 3 to be included with a signed copy of this completed form:

- 1. Provide a void cheque:**
  - 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 VOID cheque **along with a copy of this completed C078 form.**
- 2. Provide a Pre-Authorized Direct Deposit Form:**
  - Obtain a pre-authorized direct deposit form from your financial institution with your name and account details pre-printed. This can typically be accessed via online banking or by contacting your financial institution.
  - Return your pre-authorized direct deposit form **along with a copy of this completed C078 form.**
- 3. Return this form:**
  - If you do not have access to a void cheque or a copy of your pre-authorized direct deposit form, please write in your banking numbers in the below fields.
  - **You must then take this form to be stamped by a teller at your banking institution before submission to WCB.**

Transit number (5 characters)	Institution number (3 characters)	Account number (up to 12 characters)
0		
Stamp from Financial Institution		 <p>Account holder name Account holder address \$ " 001 " 00002 003 4567 " 890 Branch # (5 digits) Bank ID (3 digits) Account # (6-12 digits)</p>

**C. Authorization**

I understand I must notify the Workers' Compensation Board if there is any:

- change in my condition
- change in my employment status (i.e., am I working?); or
- change in my ability to work (i.e., am I capable of working?).

If your circumstances have changed in any of the ways noted above, please immediately contact our office to let us know. Receiving compensation benefits without first notifying the WCB that you are working or capable of working may constitute a criminal offense.

I authorize the Workers' Compensation Board 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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**D. Applicant is Spouse / Trustee / Guardian (see back for required legal documents)**

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 1-800-661-1993 (Toll Free)**
- **OR E-mail to: [abl@wcb.ab.ca](mailto: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. 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' form (C078) 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' form (C078) 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' form (C078) 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 can access additional payment information in the Worker Online Services section of our website or through the myWCB app. Please call 1-866-922-9221 for more information.

#### How do I sign up?

Simply complete a 'Direct Deposit Request' form (C078) and mail it directly to WCB.  
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 issue the payment 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.