

Canada Post service disruption FAQ

1. How does the postal disruption affect the WCB?

The postal disruption impacts the way the WCB conducts portions of its business. To avoid any WCB mail (including correspondence and cheques) being caught in transit we implemented our contingency plan on November 13, 2024. It includes in-person cheque pick-up for injured workers and healthcare providers who are not signed up for direct deposit. See Question 3 for cheque pick-up details.

2. What can be done to minimize the impact of the postal disruption?

We highly encourage all WCB stakeholders to conduct as much correspondence as possible by fax, email or over the phone.

We also encourage injured workers and healthcare providers to sign up for direct deposit. To sign up for direct deposit, please complete the [Worker Direct Deposit Form](#) or [Healthcare Direct Deposit Form](#) and email it to DirectDeposit@wcb.mb.ca.

3. How do I get my WCB cheque?

Beginning November 14, 2024, we are asking our clients (injured workers and healthcare providers) that are not signed up for direct deposit to pick up their cheques at one of the locations below. The pick-up location is dependent on the client's address.

Clients in [Winnipeg and surrounding area](#): WCB main office at 333 Broadway, Monday- Friday, 8:30 a.m. to 4:30 p.m.

Clients in [Brandon and surrounding area](#): WCB regional office, Renaissance Station Building, Unit 1, 457 - 9th Street, Monday to Friday, 8:30 a.m. - 4:30 p.m.

Clients in **Thompson**: WCB regional office, New Town Square, #4-90 Thompson Drive, Monday to Friday, 8:30 a.m. - 4:30 p.m.

Clients in **rural Manitoba with an address outside of Thompson or the Brandon area** can pick up their cheques at a provincial government office. For an alphabetical listing of communities served by each government office, please review the list of [Rural Communities Offices](#).

4. What do I need to bring with me when I pick up my cheque?

Whether you are picking up your cheque from a rural government office or from one of the WCB offices in Winnipeg, Brandon or Thompson, you are required to show one piece of photo identification (e.g. driver's license, passport) or two pieces of non-photo identification with your current address. You also need to provide your WCB claim number.

Healthcare service providers are required to bring photo identification and a business card displaying the name of the person picking up the cheque.

If you are sending someone to pick up your cheque on your behalf, that individual must bring a signed letter from you authorizing them to pick up the cheque. The letter must include your WCB claim number. The person picking up your cheque must provide their photo identification or two pieces of non-photo identification with their current address.

5. What if I can't get to a WCB or to a government office?

If you are unable to physically travel or send a designate to the WCB offices or to one of the rural locations, we ask that you call your WCB representative to discuss your circumstances with them.

You can also sign up for direct deposit to your bank account. To do so, simply fill out a [Direct Deposit Form](#) and email it to DirectDeposit@wcb.mb.ca.

6. What are the contingency plans for employer premiums?

As an employer, you have many payment options available to you, aside from using regular mail. For a detailed list, see [Paying Your Premium](#). For further details, contact Assessment Accounts at 204-954-4505 or 1-855-954-4321, ext. 4505.