

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 being caught in transit due to the postal service disruption, 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, over the phone or in person.

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

3. Where and when can I pick up my WCB cheque?

Worker cheques are printed daily.

Healthcare provider cheques will be printed on:

- November 18
- November 29
- December 16

Cheques can be picked up their cheques at the following locations:

Cheque pick-up location	Address	Cheque availability
Winnipeg	333 Broadway Monday to Friday 8:30 AM - 4:30 PM	Cheques are available one (1) business day after printing.
Brandon	WCB regional office Renaissance Station Building Unit 1, 457 - 9th Street Monday to Friday 8:30 AM - 4:30 PM	Cheques are available three (3) business days after printing.
Thompson	WCB regional office New Town Square #2-90 Thompson Drive Monday to Friday 8:30 AM - 4:30 PM	Cheques are available three (3) business days after printing.
Rural distribution centres	For customers living outside Brandon and Thompson, cheques will be couriered to the appropriate rural distribution centre (Province of Manitoba offices throughout rural	Cheques at these locations will be available for pick-up five (5) days after they are printed beginning November 22, 2024

	<p>Manitoba). The list of rural distribution centres and the locations served by each centre is available here.</p> <p>The hours of operation are Monday to Friday 8:30 AM - 4:30 PM.</p>	
--	---	--

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 or a letter on company letterhead authorizing the cheque pick up.

5. Can someone pick up my cheque on my behalf?

Yes, a third party may pick up your cheque on your behalf. Please follow the instructions below if you are sending someone to pick up your cheque.

Pick up from WCB offices in Winnipeg, Thompson or Brandon

- The 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.

Pick up from Province of Manitoba rural distribution centres

- The individual must bring a signed Information Release Authorization form. The form must include your WCB claim number.
- A link to the Information Release Authorization form [can be found here](#).
- The person picking up your cheque must provide their photo identification or two pieces of non-photo identification with their current address.

6. What if I can't get to a WCB or 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 adjudicator or case manager to discuss your circumstances with them.

You can also enroll 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.

7. 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.