

# Understanding direct deposit and your benefits

**W**CB Nova Scotia offers direct deposit as a secure method of payment for many types of benefits provided to workers including monthly long-term benefits, temporary benefits and payments for medical aid and/or travel expenses. To sign up for direct deposit complete the [Direct Deposit Enrollment Form](#). The form must be returned by fax or mail. Your signature authorizes use of your banking information to deposit your benefits.

A sample of the Direct Deposit Enrollment Form from the Workers' Compensation Board of Nova Scotia. The form includes sections for 'Personal Information', 'Banking Information', and 'Signature'. It contains various fields for name, address, phone number, and bank details. A signature is visible in the 'Signature' field. The form is titled 'DIRECT DEPOSIT ENROLLMENT FORM' and includes the WCB logo.

## Q: What is changing for workers?

Direct deposit is available as a secure method of payment for many types of benefits including monthly long-term benefits, temporary benefits and payments for medical aid and/or travel expenses. Workers who receive benefits that are available through direct deposit can sign up at any time to receive their money direct to their bank account.

## Q: How do I sign-up for direct deposit?

Workers receiving benefits that are available through direct deposit can sign up by completing a Direct Deposit Enrollment Form and returning it by fax or mail. This form is found on our website at [wcb.ns.ca/directdeposit](http://wcb.ns.ca/directdeposit).

## Q: What are the benefits of signing up for direct deposit?

Direct Deposit is a safe, secure and dependable method of payment. You can access your money days sooner than waiting to receive it in the mail, and we can directly deposit your money into any Canadian bank or credit union deposit account.

## Q: Where can my money be deposited?

We can deposit payments into any Canadian bank or credit union deposit account. All types of eligible payments will be deposited into one bank account, so you only need to complete the enrollment form once.

## Q: How will I know that my benefit payments have been deposited?

Our phone system provides secure automated phone options for you to check your benefit payments. You can check the processing dates for medical aid and travel to get a sense of whether your expense payments have been processed. You can also check benefit payment amounts and dates for your claims.

- Contact us at 902.491.8999 or toll free at 1.800.870.3331 and follow the prompts when you call.

You can also check your bank account or contact your bank to see if a deposit has been made to your account. If a payment has been made, your bank statement will include an entry from "Pay COMPENSATIWCB Nova Scotia."

## Q: If I do not sign up for direct deposit, will my benefits stop?

There is no change to your benefits with the introduction of direct deposit. However, by signing up for direct deposit, you can receive your money days sooner than waiting to receive it in the mail, and we can directly deposit your money into any Canadian bank account or credit union.

## Q: How soon can I expect payment by direct deposit?

If you have enrolled in direct deposit, your benefit payments will be deposited directly into your account within three days of being issued. For example, if a temporary benefit payment was issued on November 16, on average, you can expect to receive your payment in your bank account three days later, by November 19, and by cheque in the mail by November 23.

## Q: If I have more than one claim, do I need to send in an enrollment form for each claim?

If you have more than **one** claim, you only need to complete one [Direct Deposit Enrollment Form](#) and provide one set of banking account information. All deposits for all active claims will be deposited in the same bank account.

