

Client Services Procedure Manual

Procedure: 606.00
Subject: Refunds

606.01 Introduction

This procedure outlines WorkplaceNL's process for credit balances on an account.

606.02 Employer Request

Credit balances are not automatically refunded. Employers must make a request for the refund either in writing or by telephone.

Credits will first be applied to any outstanding balance of the employer that was previously written off by WorkplaceNL.

An employer may have multiple accounts. A credit balance may be transferred to one of the employer's other accounts if there is a balance owing on the other account.

Credit balances, at the discretion of WorkplaceNL, may be either refunded to the employer or credited on behalf of the employer to one of the employer's future assessments.

606.03 Possible Requirement – Financial Audit

Credit balances over \$1,000 require a financial audit. The worker's compensation system is "self-reporting". The purpose of a financial audit is to verify correct reporting before a refund is processed. Credit balances of less than \$1,000 may require an audit if WorkplaceNL determines that an audit is necessary in order to confirm reporting, based on a review of the account. If an audit is required, the employer will be contacted by a WorkplaceNL auditor. Refunds will not be issued until the audit is completed. For further information on WorkplaceNL's financial audit process, please refer to Procedure 701.00, Assessment Audits.

606.04 Debts of Related Firms

If a firm with a credit balance has related accounts with debts owing to WorkplaceNL, WorkplaceNL may review all related firms. The employer may transfer the credit to one or more related firm accounts.

606.05 Payment Method for Refund

Refunds are paid electronically through direct deposit. WorkplaceNL will confirm the accuracy of any banking information on file. Where no banking information exists on file, or it has changed, the employer is required to complete a Direct Deposit Authorization form, which is available on

WorkplaceNL's website at workplacenl.ca. Please note that a void cheque or printout from your financial institution is required.

606.06 Credit Write Off

If WorkplaceNL is unable to confirm the information necessary to process the credit and the account is suspended, any remaining credit on the account may be written off. When the employer provides the information required for the relevant time period, the write off can be reversed.

Reference: Workplace Health, Safety and Compensation Act, Section 105
Procedure 701.00, Assessment Audits

Amendment History

Original Effective Date	2018 09 11
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