

Clearance Letter Request

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The WCB Clearance Letter Request service provides confirmation of WCB coverage, to protect you and those you employ.

Step #1 - Enter Search Criteria

To generate a Clearance Letter, enter either the name of the employer you want to receive clearance for, or the WCB Firm number, if known to you. Click “Search” to obtain matching results, or “Clear” to remove your search criteria and start over.

Search Criteria

Employer Name

Firm Number

If you are not sure of the Employer Name, you may search for the employer using keywords.

Search tips for “Employer Name” keywords

Keyword search requires a minimum of 3 characters be entered into the employer name field. *Examples: abc (right), ab (wrong)*

If you are unsure of the proper spelling, try all variations (ie: MacDonald, McDonald) *Examples: McDonald, MacDonald Ramsay, Ramsey*

Search by entering part of the company name *Examples: compen, sation, work*

For companies with acronyms or initials, spaces or periods may need to be added between the letters. *Examples: ACME, A C M E, A.C.M.E.*

Some company names may be hyphenated so hyphens, periods or spaces may be required. *Examples: X-YZ Co., X YZ Co., XYZ Co.*

Keywords are not case-sensitive. *Examples: “abc” same as “ABC” or “AbC”*

The following words are ignored by the search function. *Exclusions: the, inc, corp, ltd, pei*

Questions about clearance letters? Contact Employer Services at (902) 368-5680.

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Step #2 - Results

Once you click “Search” results matching the criteria you entered will display on the page. Look through the list of results to find the company for which clearance is requested. The bottom of the results table displays the amount of matching records (bottom left-hand corner) and additional pages of results if applicable (bottom right-hand corner).

Results:

	Legal Name	Trade Names	Address
✦			
✦			
✦			
✦			
✦			
✦			
✦			
✦			
✦			
✦			
✦			
✦			

104 records found. Prev 1 2 3 4 5 6 7 8 9 10 ... Next

If too many results display you can re-type keywords into the Employer Name field and refine your search (refer to Step #1).

Error messages, if any, will display at the top of the page to help you correct the information you entered.

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The following errors occurred:

- .

Search Criteria

Employer Name

Firm Number

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Step #3 – Requesting Clearance Letter

Select a company by clicking on the row. One of two messages below will appear. *Note: Clicking on the star icon (★), if applicable, next to a company name will add it to your [“Favorite’s” List](#). This star graphic is only viewable if you are accessing the Clearance Letter service through your Online Services user profile.*

Clearance Letter Cannot be Produced Automatically

If a clearance letter cannot be determined for the company a pop-up message will display as shown below. This does not mean that a clearance letter cannot be generated for the company – only that the system does not have enough information in order to determine which type of clearance letter should display. Please contact the WCB at 902-368-5680 so staff can assist you with receiving a clearance letter



-or-

Requestor Details Form Displays

If clearance letter can be generated a new window will display where you may provide recipient information to display on the letter generated. This is primarily used if you are obtaining the letter on behalf of another company.

Business Name	<input type="text"/>
Contact Name	<input type="text"/>
Address (Line 1)	<input type="text"/>
Address (Line 2)	<input type="text"/>
City	<input type="text"/>
Province	<input type="text"/>
Postal Code	<input type="text"/>

Click the “Ok” button to generate the PDF version of your clearance letter, or click “Return” to go back to the search screen.

<input type="button" value="OK"/>	<input type="button" value="Return"/>
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Step #4 – Viewing Clearance Letter

A PDF document will display in the window with a clearance letter for your chosen company. The top of the letter will display the current date and, if provided, the recipient information.

The subject line of the letter is “RE: [Employer Name]” followed by the Employer Number.



Below this section the main content of the letter will display -- this wording varies depending on the circumstances of the company you are viewing. There are several different clearance letters, but only two types of clearance: either clearance granted, or not granted. *Note for Online Service account holders: If your firm has an outstanding balance and you are signed into Online Services, the outstanding balance amount (\$) will display on your clearance letter. Other users/firms obtaining a clearance letter for your firm online will not be shown the outstanding amount.*

Clearance Letter Granted

If the PDF generated displays at the bottom of the letter, clearance was granted:

This letter is valid for ___ days from the date it was issued.

Clearance Letter Not Granted

If the PDF generated displays the following text at the bottom of the letter, clearance was not granted:

This letter is not a clearance certificate.

Clearance letters cannot be granted for a variety of reasons. The firm may have not filed payroll estimates and/or actuals, could have an outstanding balance with the WCB, or may not be registered with the WCB.

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Step #5 – Clearance Letter Options

Once the PDF version of your clearance letter displays you can choose to print, save, or exit from the screen. Depending on your PDF viewer the graphics shown below may not be the same but should display similarly.



Print Clearance Letter

To print the clearance letter click on the printer icon. Or, if a file menu displays, choose “File > Print”



Save PDF Clearance Letter

To save the PDF to your computer click on the diskette icon. Or, if a file menu displays, choose “File > Save” or “File > Save As”.



Exit Screen

Once you are finished with the PDF, click the “X” on the top right-hand corner of the screen to close the window and return you to the search screen.

“Favorite’s” List

Only accessible with an Online Services user profile, a “Favorite’s” list records companies that you frequently generate clearance letters for. Having a “Favorite’s” list allows you to quickly print clearance letters for all of the companies in your list without having to search for each company individually as well as displays at a glance if the firm is in good standing with the WCB.

Add a Firm to Favorite’s List

To add a firm to your Favorite’s List, [search](#) for the firm name, and from the [results](#) table click on the star icon (★) next to the company name. This will cause the firm name to be added to your Favorite’s List. If you do not already have a list, one will be created and display at the top of the screen. *Note: If a firm in the results table does not have a star icon next to it then you will not be able to add it to your favorite’s list at this time as the clearance status cannot be determined electronically.*

		Legal Name	Trade Names	Status
<input type="checkbox"/>				Not in Compliance
<input type="checkbox"/>				Not in Compliance
<input type="checkbox"/>				Good Standing
<input type="checkbox"/>				Unknown
<input type="checkbox"/>				Good Standing

Your Clearance Letter Notification is currently **active**. (If active, you will be automatically emailed if the status of a firm’s clearance changes). [Click here to change notification preference.](#)


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Your Favorite's List is saved indefinitely and can be modified at any time within Online Services.

Print Clearance Letters

To print one or multiple clearance letters for firms in your Favorite's List, select the checkboxes that correspond to the company names in the table and then press the "Print Clearances" button. A PDF document will load containing all of the letters for the firms you chose to print.

To print all of the clearance letters for the firms in your Favorite's List, select the checkbox under the printer icon (). This will cause your entire list of firm's to become selected. Press the "Print Clearances" button to load a PDF containing all of the letters for the firms in your list.

Remove a Firm from Favorite's List

To remove a firm from your Favorite's List, click on the garbage can icon () next to the company name. A pop-up message will appear asking you to confirm that you want to remove the firm.

Clearance Letter Notification

Only accessible with an Online Services user profile and a "[Favorite's List](#)", this feature allows you to choose to be automatically notified if the status of a firm in your Favorite's List changes.

At the bottom of your Favorite's List is the text stating what your current notification setting is. By default this setting is turned off ("inactive").

Turn Notification On

To turn "on" notification, click on the word "here" in the sentence "Click [here](#) to change notification preference". Changes to clearance letters statuses are checked once per day. Once your setting is saved the text will display as:

Your Clearance Letter Notification is currently **active**. (If active, you will be automatically emailed if the status of a firm's clearance changes). Click [here](#) to change notification preference.

Turn Notification Off

To turn "off" notification, click on the word "here" in the sentence "Click [here](#) to change notification preference". Once your setting is saved the text will display as:

Your Clearance Letter Notification is currently **inactive**. (If active, you will be automatically emailed if the status of a firm's clearance changes). Click [here](#) to change notification preference.

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Contact Information

Please direct clearance letter inquiries to Employer Services, (902) 368-5680.

Technical Assistance

If you experience technical difficulties when trying to use the Clearance Letters service please read the “Learn About Online Services” section pertaining to Technical Requirements. If you continue to experience difficulties please contact wcbeservices@wcb.pe.ca or phone (902) 368-6351.

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