



Fax it right

Avoid processing delays

1. Fax ALL WSIB claim-related information to: **1-888-313-7373 / 416-344-4684**
2. If you FAX, please **do not mail** the original as well!

What to do	Why?
Make sure each page contains the claim number and worker's name	The WSIB Mail Centre reviews all incoming documents for key identifiers – the claim number and the worker's name – and for legibility. When these are present the document will be on record within 24 hours of receipt, Monday through Friday.

Faxing Guidelines – before sending claim-related faxes:

- ✓ Ensure each page contains appropriate claim identifiers – claim number and worker's name
- ✓ Ensure the fax machine is set to the highest resolution – “High” or “Fine”
- ✓ Ensure claim number and name are clearly noted at the top right hand corner of each page
- ✓ Ensure your fax machine header information is programmed to contain the organization name, fax number and current date

And, after sending , check the fax confirmation sheet to ensure that the transmission was successful

Please allow 24 hours for the document to be on file.

What can go wrong – the most common processing delays

- ▶ Worker's name or worker's claim number does not match what we have on file
- ▶ Using one fax cover sheet for multiple workers' claims
- ▶ Page numbers faxed are not in order
- ▶ Worker's name or worker's claim number is missing
- ▶ The document is illegible or the pages are blank

If you have any questions about your fax submission call us to inquire – at (416) 344-1000 or 1-800-387-0750 between the hours of 8:30 a.m. to 4:30 p.m., Monday to Friday.

wsib
ONTARIO