

POSTAL DISRUPTION Q&A – June 20, 2016

Q – If Canada Post is still delivering mail, why has the government’s Mail Distribution Agency (MDA) stopped accepting mail?

A – MDA indicates that they want to avoid a situation where mail has entered the postal system and can’t get processed on a timely basis.

Q – What other methods can I use to send documents to CSSB, or get documents from them?

A – There are several alternatives still available:

- If you are registered for Online Services you can receive documents through your Document Centre, and can use the “Send us a Document” feature to upload documents and send them to the Board. If you are not yet registered for Online Services, you can register by going to www.cssb.mb.ca and clicking on “Go to CSSB Online Services. You will be redirected to our online services website. Once there, select “Register Online” for further instructions.
- Most documents can be exchanged via fax.
- Some documents can be exchanged as attachments to email, but for security reasons we will not email anything containing personal information, and strongly recommend that you do not send personal information by email.
- Documents can be delivered to us or picked up at our office at 1200-444 St Mary Avenue. We will not send documents by courier, however you can make your own arrangements for a courier. We will require your written authorization to release documents to someone other than yourself, and will require identification when documents are picked up.
- We understand that Interdepartmental mail will continue to operate.

Q – I get my monthly pension cheque mailed to me. Can I still sign up for direct deposit? When would the direct deposit take effect?

A – Yes, and we encourage you to do so. You would need to complete this [form](#) and send it back to us, preferably by fax or by uploading it to your online services Document Centre. For security reasons, we do not recommend sending the form to us by email.

Direct deposit instructions received in the first week of a month would generally be effective for that month’s pension deposit. Instructions received after that time would likely be effective for the following month’s deposit.

Q – I live in Manitoba and I get my monthly pension cheque mailed to me. What will happen to my pension cheques if there’s a mail disruption?

A – The Province indicates that it will continue to distribute cheques within Manitoba through a series of distribution agencies. The Province’s News Release on this indicates “*Individuals can call 1-866-626-4862 (toll-free) or visit www.manitoba.ca with questions about the postal disruption and which location is closest to them.*”

Q – I live outside Canada and I get my monthly pension cheque mailed to me. What will happen with my pension cheques if there’s a mail disruption?

A – MDA will make arrangements for cheques being sent outside Canada to be taken to the United States and mailed from there. We anticipate this may cause a delay in the time it takes to receive a cheque.

Q – I live in Canada but outside Manitoba, and I get my monthly pension cheque mailed to me. What will happen to my pension cheques if there’s a mail disruption?

A – If there is a mail disruption, we would have no ability to distribute cheques within Canada but outside Manitoba. We can either hold your cheques for you until the mail disruption ends, or you can make arrangements for a courier or someone you trust to pick them up for you. We would require your written authorization for this to be done, and will require identification when the cheque is picked up.

Q - I get my monthly cheque mailed to me. How will I know what’s happening to it?

A – If you have any questions, please contact our office at 204-946-3200, or toll free (within Canada) at 1-800-432-5134, or by emailing askus@cssb.mb.ca.

Q – Can I have my termination benefits deposited electronically to my bank account or Locked in Retirement Account or Registered Retirement Savings Plan?

A – No, we are currently unable to process these payments electronically.