

Workers Compensation Rate/Premium Statements – Frequently Asked Questions

1) For which Provinces does ISN verify Workers Compensation Rate/Premium Statements?

ISN verifies Rate/Premium Statements submitted from each province in Canada.

2) For which Province can my company submit a Rate/Premium Statement?

Your company can submit the Rate/Premium Statement for all provinces/territories in Canada.

3) How does ISN know my company's Primary Province of Operation?

You will need to fill out the MSQ in order to identify your company's Primary Province of Operation prior to submitting your Workers Compensation Rate/Premium Statement. In the MSQ, the appropriate Workers Compensation sub-categories can be found in Category 10.

4) Who sees my information?

ISNetworld Owner Client members can view your company's verified Workers Compensation Rate/Premium Statement information. Other contracting companies cannot view any of your company's Workers Compensation Rate/Premium Statement information.

5) How often should I submit a Workers Compensation Rate/Premium Statement?

Each vendor must submit their company's annual Rate/Premium Statement once a year.

6) What are some potential reasons why your company's Workers Compensation Rate/Premium Statement submittal contains a discrepancy?

Below are some potential reasons why your company's Workers Compensation Rate/Premium Statement submittal may contain a discrepancy:

- a) The self-reported information within Category 10 of the MSQ does not match the Rate/Premium Statement submitted.
- b) The Rate/Premium Statement submitted is not that of your company's Primary Province of Operation.
- c) Incorrect documentation has been submitted for your company's Primary Province of Operation.

7) If a discrepancy is found due to incorrect self-reported information, how long does it take for the system to verify after I update Category 10 within the MSQ?

Please allow 24 hours after your company updates Category 10 within the MSQ for the Rate/Premium Statement to be verified without discrepancies.

8) Why am I unable to submit a Rate/Premium Statement?

If you are unable to submit a Rate/Premium Statement, please ensure you have listed a Primary Province of Operation within Category 10 of the MSQ.

9) Who do I contact for questions pertaining to Workers Compensation Rate/Premium Statements?

With questions, please contact ISN at 800-976-1303 or email customerservice@isnetworld.com.