

## Internet and Telephone Services

¥ Apply for Employment Insurance benefits

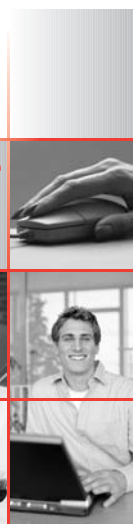
¥ Receive benefits

¥ Get information on the status of your claim

[www.canada.gc.ca](http://www.canada.gc.ca)

1 800 206-7218

simple  
fast  
convenient  
secure



## Employment Insurance (EI) A Three Step Process

Our Internet and telephone services can guide you through the three-step process of Employment Insurance. Follow these steps, take your time, and provide complete and accurate information to ensure your application is processed as quickly as possible.

For those who will receive EI benefits, your first payment should be issued within 28 days from the date we receive your claim. For those who will not receive benefits, we will notify you by letter or telephone and explain the reasons. If you disagree with the reasons, you have the right to appeal.

### All of our electronic services:

- **PROTECT** your personal information
- Offer detailed **INSTRUCTIONS** and **HELP** options
- **CONFIRM** your transactions

*Knowingly making a false or misleading statement is an offence under the Employment Insurance Act*

### STEP 1 Apply for EI Benefits

#### You will need:

- Your Social Insurance Number
- Record(s) of Employment (ROE) for the last year or proof of employment (e.g. pay stubs, T-4s), if you can't obtain your ROE
- Bank transit number and your bank account number for Direct Deposit
- Salary amount before deductions for the last week worked (Sunday to Saturday), including tips and commissions
- Amounts received or to be received (e.g. vacation pay, severance pay, pension)
- Dates of the weeks (Sunday to Saturday) in the last 52 weeks for which:
  - You received a salary before deductions of less than \$225
  - You did not work (and the reasons why), and you did not receive any earnings

#### You can apply by Internet:

- By logging on to [www.canada.gc.ca](http://www.canada.gc.ca), 24 hours a day, seven days a week, anywhere you have Internet access. Go to 'On-line Forms and Services' and click on the 'Employment Insurance (EI) On-line Services' icon

#### OR

- During business hours, at your Human Resource Centre of Canada

#### For either choice:

- It will take about 45 minutes to complete the application
- You will receive a confirmation number as proof that we received your application

#### Write the number here for future reference:

### STEP 2 Receive Benefits

To receive your EI payments, you must complete and submit reports that usually cover two calendar weeks, from Sunday to Saturday. These reports contain a few questions such as your availability for work, monies you may have received, and hours worked.

Shortly after you file your application for benefits, we will mail you an EI benefit statement indicating the date your first report is due and your **Access Code**.

**There are two ways to complete and submit your report.** You will need your **Social Insurance Number (SIN)** and **Access Code**.

#### 1. Internet Reporting Service at [www.canada.gc.ca](http://www.canada.gc.ca)

- Allows you to answer the questions at your own pace
- Makes it easy to read and verify your answers before submitting your report

#### 2. Automated Telephone Reporting Service

Call **1 800 531-7555** from a telephone with Touch-Tone™ service

#### Press:

- 1 for a demonstration
- 2 to complete your reports

#### Direct Deposit:

- Your payment should be deposited to your bank account 2 business days after submitting your report
- If you have not registered for Direct Deposit, call us at **1 800 206-7218** and press "0" to speak to a representative

**Tip:** Use our **Reporting Calendar** to keep track of your earnings and hours worked

### STEP 3 Get information on the status of your claim

The Automated Telephone Information Service is available 24 hours a day, seven days a week.

**1 800 206-7218**

Press Option 1: (Use your SIN and Access Code)	Information about <b>your</b> claim such as: <ul style="list-style-type: none"> <li>• Decisions made</li> <li>• Benefit rate</li> <li>• Payment or deduction information</li> <li>• Remaining weeks of benefits</li> </ul>
Press Option 2:	General EI Information
Press Option 3:	Social Insurance Number Information
Press Option 4:	<ul style="list-style-type: none"> <li>• Office Locations</li> <li>• Internet Addresses</li> </ul>

All the information in options 2, 3, and 4 is also available at:

[www.canada.gc.ca](http://www.canada.gc.ca)

**Application for Employment Insurance benefits  
Internet Reporting Service  
[www.canada.gc.ca](http://www.canada.gc.ca)**

Go to 'On-line Forms and Services' and click on the 'Employment Insurance (EI) On-line Services' icon.

**Automated Telephone Reporting Service  
1 800 531-7555**

**Automated Telephone Information Service  
1 800 206-7218**