

# Employment Insurance

## Internet and Telephone Services:

- Apply for Employment Insurance Benefits
- Receive Benefits
- Get information on the status of your claim



Service Canada



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of Canada

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Canada

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## **Service Canada**

Employment Insurance is now delivered by Service Canada. For more information about Service Canada or to find the Service Canada Centre nearest you, visit us on-line at [servicecanada.gc.ca](http://servicecanada.gc.ca) or call 1 800 O-Canada (1 800 622-6232).

For more information about Employment Insurance call 1 800 206-7218.

## **Employment Insurance (EI) A three-step process**

### **Using our Internet and Telephone Services you can:**

- Apply for Employment Insurance benefits
- Receive benefits
- Get information on the status of your claim

Our Internet services can guide you through the three-step process of Employment Insurance (EI). Follow these steps, at your own pace, and provide complete and accurate information to ensure your claim is processed as quickly as possible.

- If you can receive benefits, your first payment should be issued within 28 days from the date we receive your claim.
- If you cannot 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.

***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 cannot 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

#### There are two ways you can apply:

1. **by Internet 24 hours a day, seven days a week**, anywhere you have access

Visit: [servicecanada.gc.ca](http://servicecanada.gc.ca) and click on *On-line Forms and Services* in the top menu bar,

or

2. **In Person** : During business hours, at your Service Canada Centre

Note: 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

In order to receive your EI payments, you must complete and submit reports that cover two calendar weeks, from Sunday to Saturday. These reports contain questions about your entitlement to receive benefits.

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:

**servicecanada.gc.ca** click on *On-line forms and services* in the top menu bar.

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

#### 2. Telephone Reporting Service

call **1 800 531-7555**

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

#### Direct Deposit:

- Your payment will be deposited to your bank account 2 business days after submitting your report

## STEP 3

### General information

There are 2 ways to get information on your claim:

#### 1. My EI Information on-line

This service gives you the convenience and flexibility of accessing your EI information in one place via a secure web site.

##### **If you have a current or previous claim for EI benefits, you can:**

- View payment information on your current claim including deduction details
- View and update your personal information including your mailing address, phone number and banking information for direct deposit
- View your current and previous claims for EI benefits
- Access an easy to use help function and frequently asked questions
- Link to our other on-line services including the Application for Employment Insurance Benefits on the Internet, the Internet Reporting Service and Job Bank

To use "**My EI Information on-line**" go to:

**[servicecanada.gc.ca](http://servicecanada.gc.ca)**

click on *On-line forms and services* in the top menu bar.

**2. The Telephone Information Service** is available 24 hours a day, seven days a week at : **1 800 206-7218**.

To find out more about federal government services or benefits, call

**1 800 O-Canada (1 800 622-6232),**

**TTY 1 800 926-9105,**

or visit

**[servicecanada.gc.ca](http://servicecanada.gc.ca)**