

Employment Insurance Filing Procedures – General Instructions, March 2020

This is a guide to help you file for EI during the layoff. There is no reference code. If you have trouble filing, please contact Service Canada at 1-800-206-7218 or the office nearest you.

If you are, reactivating an existing claim or applying for a new E.I. claim, you follow the same instructions. You can do so on the internet within 28 days from your last day worked. If you do not file within 28 days, your claim is considered late and you will have to go to Service Canada to request they take your claim back to your last day worked. Make sure that you have done any outstanding reports before you reactivate your claim. **If you did not qualify for an EI claim during a previous period and have worked since, you should make application again as you may qualify. If you worked elsewhere in the last 52 weeks, and you left that job for any reason, you will have to fill out a “Quit - Voluntary Separation from Employment” form or answer the questions online. Take any ROEs in your possession to a Service Canada office closest to you.** You can verify that Service Canada received your ROE by viewing it on your My Service Canada Account (MSCA).

There are three steps to complete the process for any layoff. Please DO ALL STEPS to ensure your application and reports are complete and you receive all the benefits you are entitled to. Please READ the complete flyer.

STEP 1: File your application. To complete the application, you will need the following: 1) Social Insurance Number, 2) Your mother’s last name when she was born (ensure spelling is correct), 3) Banking information for direct deposit (optional)

On the internet go to www.canada.ca and press “English”

Screen 1: In the middle of screen on the right side, click “Employment Insurance and leave”

Screen 2: on the left side of the screen, click “Regular Benefits”

Screen 3: Click on “5. Apply” in the middle of the screen

Screen 4: Scroll down to the bottom of the screen and click “Ready to Start?”

Screen 5: read to the bottom then click “Start application”

You will be asked, “Are you trying to retrieve an application which you started **within the last 72 hours** but did not complete?” Answer “no” unless you started a claim in the last 72 hours and want to continue with it. You will then be asked, “**What type of Employment Insurance benefits would you like to claim?**” **Select Benefits for Employees.** When asked, were you given a reference code, click “no”. You will be applying for Regular Benefits. Read to the bottom of the page and click “Continue”.

The first page of the application is the **Identity Information** page. This area will ask you for your SIN#, date of birth, mother’s maiden name, etc. It is **very important** to have the correct information (i.e. the correct spelling of your mother’s maiden name). If the information does not match the information provided on your Social Insurance application when you applied for it, you will be required to go to the Service Canada office near you and provide the appropriate identification; if you do not your claim will be cancelled. You will then need to validate your information by clicking Continue. Write down your temporary password. This will allow you to leave the application process and continue it again within 72 hours without having to start all over.

The next page is your **Personal Information** page. Fill in all fields. After the personal information screen, you will be required to answer a personal tax credit question on the **Income Tax Information** page. Answer either Basic or Basic with spouse depending on your situation.

Next is the **Direct Deposit** page. If you answer “**YES**” that you would like to have your payment deposited into your bank a new question will appear asking if you have used Direct Deposit on a previous claim for E.I. If you have used this service previously and have banking information on file at E.I. from a previous claim, your payments will deposit to that account. If you have changed your banking information or wish to start a Direct Deposit, answer the questions in this section accordingly and provide your banking information.

Proceed with your application answering all fields with the relevant information. Some may be reactivating an existing claim and others starting a new claim. You will receive a “**Message on reactivating your existing claim**” if you have already filed a claim in the last 52 weeks. The questions can vary with both. The following are answers for some of the questions that you may have difficulty with. If you paid union dues, then you are part of

UNIFOR Local 1285. Under the “Last Employer Information”, enter the name of your most recent employer. You will need their phone number. You will be asked for your first day worked and last day worked. **Leave your first day worked blank.** Your last day worked means the last day that you actually worked or were paid for before you stopped working.

Reason for separation during this layoff would be “shortage of work”. On the **Rate of Pay** screen, enter your rate of pay. If asked for your **Actual Hours Worked**, enter the hours you worked for the last week worked or what you were paid for. On the **Job Title Information** screen enter your job title and click on “Search”. Scroll down and highlight the occupation that best suits you and then press continue. If you are asked about **Other Monies**, do not check off vacation pay or holiday pay unless you received something more than your regular pay.

On the **ROE Reminder** screen, it will state it is your responsibility to submit a Record of Employment (ROE) from every employer that you worked for within the past 52 weeks. If the employer submits ROEs electronically, directly to Service Canada you will not have to submit one yourself. If you have had other employment in the last 52 weeks, you need to ensure that you submit any other ROE to Service Canada.

Continue to answer the questions on the following pages: **Other Employers (If you have had previous employment in the last 52 weeks, you will have to list them and provide reasons for separation), Worker’s Compensation payments, Pensions, Business Relationship and Variable Weeks. Be sure to fill out the Course or Training Program if you are attending classes at the present time. If you are attending classes in the future, course information will need to be reported at the time you start your studies. As this can affect your job search availability, your claim will need to be adjudicated for EI eligibility. Remember that you must be available and looking for full-time work.** The answers for these pages are based on your own individual circumstances and should be answered accurately.

Once you have completed all the above information and have read your rights and responsibilities you will click on “**I accept my rights and responsibilities**” and continue to the **Attestation** page. Click “Accept ...” and your application will be complete. Write down or print your confirmation number and then click “Exit” at the bottom of the page. There is a possibility you will need this number in the future so hang on to it.

STEP 2: Complete your report.

As mentioned previously, after your application has processed by Service Canada you will still be required to complete your bi-weekly report online or by telephone. (1-800-531-7555 to report by phone). You cannot do your application and report on the same day. If you do not do your report, your EI claim is NOT complete. Whether you return to work or not, you MUST do your report for the time you were laid off. Be mindful of the period you are reporting. When re-activating your claim, it may start the week prior to the start of the layoff. You want to report each week correctly and you may need to report earnings for one of the weeks. Report gross earnings. If you do not report correctly for the period you were laid off, you could end up with EI overpayment(s) or lose EI payable weeks. EI can go back 6 years on what they consider false statements or mistakes in reporting.

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- Screen 1:** In the middle of screen on the right side, click “Employment Insurance and leave”
- Screen 2:** on the right side of the screen, click “Send your EI report by Internet”
- Screen 3:** read to the bottom then click “Continue”
- Screen 4:** Login using your SIN, Access Code & Province of residence

STEP 3: When you return to work, report that you have started a full-time job and are back to work.

Once you have reported for the layoff period, you should say you have returned to work and **STOP** reporting. If you continue to report, you may be requested to provide information that you are looking for work. EI reports are from Sunday to Saturday. Please remember if you work on a Sunday, you will need to report the hours and money received differently. If you need assistance with this, please come and see us at the Benefits office.

If you have any questions or concerns, you can contact HRDC directly at 1-800-206-7218.