

EMPLOYMENT INSURANCE BENEFITS

Overview. Employment Insurance (EI) provides benefits to individuals who are unable to work (for example, illness or quarantine, lay-offs, etc.). For additional information regarding the specific services that may be applicable to you as well as how to apply, navigate to <https://www.canada.ca/en/services/benefits/ei.html>.

In addition to these benefits, Service Canada is ready to support Canadians affected by COVID-19 and placed in quarantine, with the following support actions (Sickness benefits):

- The one-week waiting period for EI sickness benefits will be waived for new claimants who are quarantined so they can be paid for the first week of their claim. You must call the following number to determine your eligibility to waive this waiting period:
 - Telephone: 1-833-381-2725 (toll-free)
 - Teletypewriter (TTY): 1-800-529-3742
- Priority EI application processing for EI sickness claims for clients under quarantine.
- The Government is waiving the doctor's certification for patients required to go into quarantine by law or by a public-health official.

If you are experiencing symptoms such as cough, fever, difficulty breathing or you are in self-isolation or quarantine, do not visit or enter any Service Canada office. As an alternative, you may access Service Canada's services online or by calling 1-800-O-Canada (1-800-688-6898).

Online Application Process. The online application process takes approximately 60 minutes to complete. You can apply for benefits even if you have not yet received your Record of Employment (ROE). If you wait more than four (4) weeks after your last day of work to apply, you may lose benefit eligibility.

The application process is outlined in the following steps:



What documents and information do I need to apply? To apply, you will need the following information:

- Your Social Insurance Number;
- Your mother's maiden name;
- Your mailing and residential addresses, **including the postal codes**;
- Your complete banking information to sign up for direct deposit, including the financial institution name, the bank branch number, and your account number;
- The names, addresses, dates of employment, and reason for separation for all your employers for the last 52 weeks;
- The dates (Sunday to Saturday) and earnings for each of your highest paid weeks of insurable earnings in the last 52 weeks or since the start of your last EI claim, whichever is the shorter period. This information will be used, along with your Record(s) of Employment, to calculate your weekly EI benefit rate.

Do I need to apply to receive EI benefits? Yes, you need to apply for EI benefits because Service Canada first needs to determine whether you are entitled to benefits. Benefits are not paid to you automatically, even if your employer has issued you a Record of Employment (ROE).

Record of Employment (ROE). Your Dealership/AutoCanada submits your ROE electronically. You don't need to request electronic copies or provide copies to Service Canada. Contact your payroll administrator if:

- Your electronic ROE is not available on my Service Canada Account;
- You have concerns about the information on your ROE.

How do I apply? To find out if you can receive EI benefits, you must submit an application online (<https://www.canada.ca/en/services/benefits/ei/ei-sickness.html>):

- **At home.** If you have access to the Internet at home, you can apply for EI benefits from there—24 hours a day, seven days a week. You can also use the computer of a friend or a family member.
- **At a public Internet access site.** There are various locations in your community, such as public libraries, where you can access the Internet to apply for EI benefits.

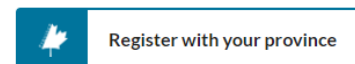
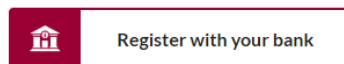
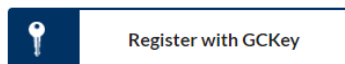
How much could you receive? For most people, the basic rate for calculating EI benefits is 55% of your average insurable weekly earnings, up to a maximum amount. As of January 1, 2020, the maximum yearly insurable earnings amount is \$54,200. This means that you can receive a maximum amount of \$573 per week.

How will I know that my application for EI benefits has been processed and that a decision has been made?

- If you are entitled to receive EI benefits, you should receive your first payment within 28 days of the date Service Canada receives your application and all required documents. This is how you will know that your application has been approved. For more information on the status of your application, visit the Service Canada website (www.servicecanada.gc.ca) and click on "Access My Service Canada Account".
- If you are not entitled to receive benefits, Service Canada will notify you by letter or by telephone to explain why your application was not approved. If you disagree with their decision, you have the right to submit a request for a reconsideration.

My Service Canada Account. A Service Canada Account is required to view the status of your Employment Insurance application online. Go to the following website to create your account: www.servicecanada.gc.ca

- To create an account, click on the "[My Service Canada Account](#)" link, and under the "New User" category, select a registration option and follow the instructions:



- If you already have an account, sign in through the "Sign In" portal.