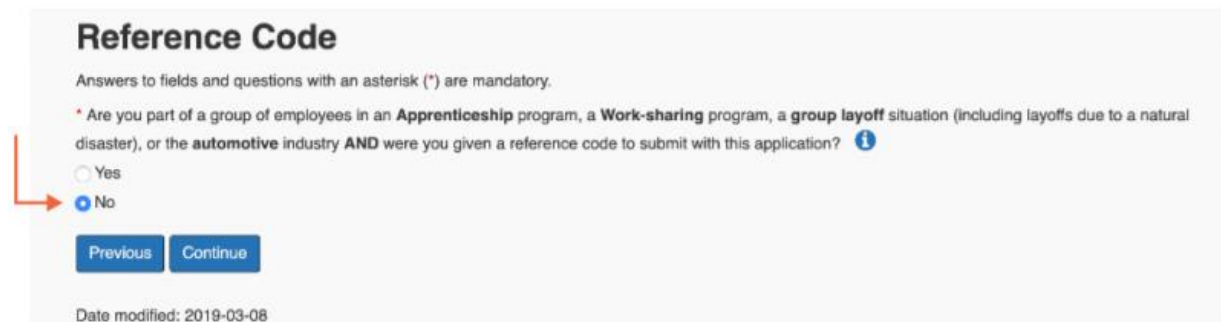


## Applying for EI – Regular Benefits

The following step by step guide has been built to help you during a difficult time. We know there are lots of questions. We tried to apply ourselves so we knew what the experience would be like and to help out.

1. Visit <https://srv270.hrdc-drhc.gc.ca/AW/introduction?GoCTemplateCulture=en-CA> to apply. Note – all applications are to be done online. You will not be able to speak with someone from Service Canada unless you already have already applied for EI and have an access code.
2. **You do not need your ROE to start the application process. As soon as you have been given notice, you may apply!**
3. Reference codes relate to a work-share program or group termination of 50 or more employees. If these do not apply to you, select “no” for this question. Work sharing details are here <https://www.canada.ca/en/employment-social-development/services/work-sharing.html>, an application must be submitted 30 days prior to the requested start date.



## Select the benefit type you are applying.

4. If you are unable to work due to temporary or permanent layoff, select “regular benefits”.
5. Select “sickness benefit” if you have COVID-19 or are in quarantine.
6. “Family care giver” benefits would apply if you are taking care of someone who is self-isolating due to COVID-19.

7. If you choose to self-isolate (and you could still work for your employer), Service Canada will determine if you are eligible for EI benefits.

### Benefit Type

Answers to fields and questions with an asterisk (\*) are mandatory.

\* What type of benefits are you applying for? ⓘ

- ☒ **Regular benefits:** you have lost your job (through no fault of your own) and you are available for and able to work, but can't find a job.
- ☐ **Fishing benefits:** you are a self-employed person engaged in fishing.
- ☐ **Sickness benefits:** you are unable to work due to illness, injury or quarantine. This option also allows you to receive sickness benefits prior to maternity benefits.
- ☐ **Maternity benefits:** you are pregnant or have recently given birth. This option also allows you to receive maternity followed by parental benefits.
- ☐ **Parental benefits:** you are caring for a newborn or newly adopted child.
- ☐ **Compassionate Care benefits:** you are caring or supporting a family member who is gravely ill with a significant risk of death within 26 weeks.
- ☐ **Family Caregiver benefits:** you are providing care or support to a critically ill family member.

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As soon as you have been given notice, you can start applying while you wait for your ROE.

8. An ROE is issued electronically by your payroll department but is not needed to begin the process

## Regular Benefits

It is important to read the following instructions and gather the necessary information. This will help ensure that there are no delays in processing your application.

You will need to provide the following **personal** information:

- your Social Insurance Number (SIN) - if your SIN begins with a 9, you will need to provide proof of your immigration status and work permit;
- your mother's maiden name;
- your mailing and residential addresses, including postal codes (if you do not have a usual place of residence, you must apply in person at your local Service Canada Centre);
- your complete banking information, including branch/transit number, financial institution name and number, and your account number (as shown on your cheque or bank statement), to have your payments deposited automatically into your bank account using direct deposit;
- if you are receiving or will receive a pension, you will need to provide the type of pension (e.g. CPP/QPP, insurance, retirement pension from an employer), the start date, amount, and who is paying the pension. If you do not have this information at this time, you will need to provide it to us by calling 1-800-206-7218.

You will need to provide the following **employment** information:

- the names, addresses and telephone numbers of all employers you worked for in the last 52 weeks, as well as the dates of employment and the reasons for separation from these employers;
- your detailed version of the facts if you quit or were dismissed from any job in the last 52 weeks;
- if your earnings varied over the last year, you will need to provide 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;
- Record(s) of Employment:
  - If your employer(s) submits ROEs electronically to Service Canada, you do not need to request copies from your employer(s), and you do not have to provide copies to Service Canada.
  - If your employer issues ROEs in paper format, you must request all ROEs issued during the last 52 weeks and provide them to Service Canada as soon as possible after you submit your EI application. You must mail us your paper ROEs or drop them off in person at a Service Canada Centre.

### Reactivating or terminating a previous EI claim

If you started a new claim for EI benefits within the past 52 weeks, and there are weeks still payable on that claim, it will be reactivated when you complete this application online.

If you prefer to terminate your existing claim and begin another EI claim, **do not start the application at this time**. To terminate a claim, you must first contact us by calling 1-800-206-7218 (TTY: 1-800-529-3742). Your decision to terminate a claim is final and cannot be changed.

If your existing claim is reactivated and you have worked since the start of that claim, you may be able to establish a new claim when this claim runs out.

- To establish a new claim, you must have enough insurable hours and meet the qualifying conditions.
- If you start a new claim instead of reactivating your existing claim, the remaining weeks payable on the existing claim will be lost.
- Before you start receiving benefits, there is a waiting period for which you will not be paid.

Make note of your temporary password. You will need it to re-enter your application and check the status.

### Temporary Password

Your temporary password is:

**4D6B-3383**

Check off any applicable statuses in the Programs and Services section.

9. As this section is voluntary, you can select “continue” should you choose not to complete it.

### Programs and services

Employment and Social Development Canada and its partners have a number of programs and services designed to assist workers who have particular employment needs. The information sought below is for determining your eligibility for these programs and services and also for statistical purposes.

This information will also be used to determine how much income tax, if any, will be deducted from your benefits.

Completion of this section is voluntary.

I am

☐ Status Indian  
(Status Indian is someone who is registered with Crown-Indigenous Relations and Northern Affairs Canada as an Indian, or who is entitled to be so registered, according to the terms of the *Indian Act*)

☐ Non-status Indian

☐ Inuit

☐ Métis

☐ Person with a disability

☐ Visible minority

When completing your Last Employer information:

10. For Last Day worked: enter the last day you were present on the job.
11. For “Will you be returning to work with this employer?”
  - a. i. If you have been permanently laid off, select “no”
  - b. ii. If you have been temporarily laid off and know the anticipated return date (if indicated in your formal temporary layoff notice), select “yes” and enter the date of the return. (14 days for instance)
  - c. iii. If you have been temporarily laid off and do not know the anticipated return date, select “unknown”


## Last Employer Information

Answers to fields and questions with an asterisk (\*) are mandatory.

\* Business name of your most recent employer 

Area Code and Telephone Number

If you are unable to provide this information at this time, you must provide it after you complete your application or processing delays may occur.

First day worked (DD/MM/YYYY) 

25/04/2013



\* Last day worked (DD/MM/YYYY) 

17/03/2020



\* Will you be returning to work with this employer?

- ☒ Yes  
☐ No  
☐ Unknown

\* Do you know the date of your return?

- ☒ Yes  
☐ No

\* My date of return is: (DD/MM/YYYY)

28/04/2020



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12. Select 'there was a shortage of work' whether you have been temporarily or permanently laid off.
13. If you are on sick leave because you are self-isolating pick, "I am on sick leave".
14. If you are caring for someone select I am on family caregiver leave.

## Reason for Separation

Answers to fields and questions with an asterisk (\*) are mandatory.

### Employer:

Name

Phone Number (587) 316-6340

First day worked 25/04/2013

Last day worked 17/03/2020

\* Why are you no longer working? 

- ☒ There was a shortage of work (includes layoff, end of contract or season and office closure).
- ☐ I quit (includes retirement, health reasons, moving to accompany a spouse or dependent).
- ☐ I was dismissed or suspended (includes unsuitable, terminated within probationary period or terminated without cause).
- ☐ I am on sick leave (includes illness, injury, surgery, recovery and medical leave of absence).
- ☐ I am on maternity leave.
- ☐ I am on parental leave (includes caring for a newborn or recently adopted child).
- ☐ I am on compassionate care leave (includes providing care or support for a person who requires end-of-life care).
- ☐ I am on family caregiver leave (includes providing care or support for a critically ill or injured person).
- ☐ My employer went bankrupt.
- ☐ I am on apprenticeship training.
- ☐ I have a work-sharing agreement.
- ☐ I am on strike or lockout.
- ☐ I am on a leave of absence.

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## Complete the Rate of Pay section.

15. As this section is voluntary, you can select “continue” should you choose not to complete it.

## Rate of Pay

What was your hourly rate of pay or annual salary (before deductions)?

\$|  per

This information is sought to gather data for Labour Market Information. Completion of this section is voluntary.

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Date modified: 2019-03-08

## Enter your Job Title Information.

16. If the exact match doesn't show as an option, select one which closely matches yours.

### Job Title Information

Answers to fields and questions with an asterisk (\*) are mandatory.


**Employer:**

**Name** \_\_\_\_\_

**Phone Number** \_\_\_\_\_

**First day worked** 25/04/2013

**Last day worked** 17/03/2020

\* Enter your job title (secretary, plumber) or your field of work (aviation, administration) and click on "Search job titles". You can also try your search by entering a minimum of the first four letters of the job title (secretary or secr; plumber or plum) or the field of work (aviation or avia; administration or admi). If you do not find the exact match, select the one that most closely matches your occupation. 

Unless otherwise indicated by your employer, your ROE will be issued electronically.

### ROE Information - Last Employer

Answers to fields and questions with an asterisk (\*) are mandatory.

**Employer:**


**Name** \_\_\_\_\_

**Phone Number** (403) 463-3593

**First day worked** 23/09/2010

**Last day worked** 16/03/2020

\* We need a Record of Employment (ROE) covering this period of work to process your claim. If your employer issued you an ROE with a serial number that begins with "S," "W" or "Y," Service Canada already has it.

Select one of the following options: 

☒ I have a paper Record of Employment and will submit it or have submitted it to Service Canada or my employer submitted the Record of Employment electronically.

☐ I requested or will request the Record of Employment from my employer to be submitted promptly.

☐ My employer did not issue a Record of Employment to me due to bankruptcy, going out of business or moving.

☐ A Record of Employment is not issued because my employment is not insurable (examples: I am self-employed or I control more than 40% of the voting shares of the business I work in, etc.).




Complete the Other Employers section, if applicable.

### Other employers

Answers to fields and questions with an asterisk (\*) are mandatory.

If you already reported your period of work with your last employer, do not report again here for the same period.

\* In the last 52 weeks, did you have any other periods of work? (with the same employer or other employers) 

☐ Yes  
☒ No

You must give Service Canada any **paper** Records of Employment you received from employers in the last 52 weeks. This extra information helps determine your eligibility for EI.

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17. You may receive this message if in the ROE Information – Last Employer section, you selected ‘I requested or will request a Record of Employment from my employer to be submitted promptly’.
18. For any previous employers where you are not able to obtain your ROE, call the Service Canada Centre for further guidance.

### Missing Record of Employment message

It is your responsibility to provide the Records of Employment (ROE) which indicate "Employee's copy Part 1 or Fisher's copy Part 1" issued by every employer you worked for in the last 104 weeks (except those ROEs submitted to Service Canada electronically by your employers). Your claim cannot be finalized until all your Records of Employment are received.

If you are having difficulty obtaining your ROE, visit your Service Canada Centre or call 1-800-206-7218.

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19. Complete the Information on Workers' Compensation Payments, if applicable.

## Workers' Compensation Payments

Answers to fields and questions with an asterisk (\*) are mandatory.

\* Have you received or will you receive money through Workers' Compensation?

☐ Yes

☒ No

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15. Complete the Information on Pensions section, if applicable.

## Information on pensions

Answers to fields and questions with an asterisk (\*) are mandatory.

\* Are you now or will you be receiving a pension within the next 52 weeks?

☐ Yes

☒ No

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16. Complete the Business Relationship Information section as it applies to you.



## Business Relationship Information

Answers to fields and questions with an asterisk (\*) are mandatory.

### Family relationship with Employer

\* Are you related to any owner or part-owner of a business for which you worked, or to a shareholder who participated in running the business?

- ☐ Yes  
☒ No

Answer "Yes" if the owner, part-owner or shareholder is:

- your father, mother, grandparent or great-grandparent (including adoptive, step and in-law);
- your brother or sister (including step or in-law);
- your son, daughter, grandchild or great-grandchild (including adoptive, step and in-law);
- your spouse (including common-law);
- your aunt, uncle, niece, nephew or cousin.

**Note:** You are not related to your employer for Employment Insurance purposes if you are a self-employed person engaged in fishing for which you receive a Record of Employment (ROE) Self-Employed Fisher form. If you are related to any of your other employers, select "Yes".

### Shareholder in a corporation for which you worked

\* Did you own more than 40 % of the shares of any corporation for which you worked? ⓘ

- ☐ Yes  
☒ No

A shareholder is a person who owns shares in a corporation (a business that has been legally incorporated).

### Sole owner or partner in a business for which you worked

\* Were you the owner or part-owner (partner) in any business for which you worked? ⓘ

- ☐ Yes  
☒ No

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17. Complete the Variable Best Weeks section as it applies to you.

## Variable Best Weeks

Answers to fields and questions with an asterisk (\*) are mandatory.

### What is the variable best weeks calculation?

Variable best weeks are the weeks of work (except self-employment) when you earned the most money. If your insurable earnings varied from week to week, we will calculate your EI benefit rate based on the best weeks in your qualifying period (generally the last 52 weeks of work, or since the start of your last EI claim).

### Information to give

Please give accurate and complete information about your best weeks because we use it and your Record(s) of Employment to calculate your benefit rate. Calculate your weekly earnings based on a **Sunday to Saturday** calendar week.

For each week (Sunday to Saturday) that you earned the most money, please give the following information:

- the dates; and
- your gross weekly pay (before deductions) including any vacation pay and statutory holiday pay included with each pay.

\* In the last year did you work less than 20 weeks?

- ☐ Yes  
☒ No

\* Did your earnings vary over the last 52 weeks?

- ☐ Yes  
☒ No

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18. Complete the Workforce History section as it applies to you.

## Workforce History

### ► Help for this page

Answers to fields and questions with an asterisk (\*) are mandatory.

During the last 2 years, were you at any time:

\* in receipt of Workers' Compensation? 


☐ Yes

☒ No

\* unable to work for medical reasons? 

☐ Yes

☒ No

\* in receipt of group wage loss insurance benefits? 

☐ Yes

☒ No

\* prevented from working due to a labour dispute (strike or lockout)? 

☐ Yes

☒ No

\* on a training course to which you were referred by a designated authority? 

☐ Yes

☒ No

\* in jail? 

☐ Yes

☒ No

\* in receipt of a payment from the Wage Earner Protection Program? 

☐ Yes

☒ No


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19. As an employee, you will select “no” for this section.

## Self-Employment Information

Answers to fields and questions with an asterisk (\*) are mandatory.

\* Are you self-employed, other than fishing or farming? 

☐ Yes

 ☒ No

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20. Complete the course or Training program section as it applies to you.

## Course or training program

Answers to fields and questions with an asterisk (\*) are mandatory.

\* Are you taking or will you be taking a course or training program? 

☐ Yes

☒ No

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21. Complete the Third Party Assistance section as it applies to you. It only applies if someone else was helping you apply (this worksheet would not apply!)

## Third Party Assistance

Answers to fields and questions with an asterisk (\*) are mandatory.

\* Did someone assist you in completing this application? 

☐ Yes

☒ No

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22. You will then be required to accept the attestation

### Attestation

Answers to fields and questions with an asterisk (\*) are mandatory.

I declare that the information given to the questions on the Application for Employment Insurance benefits online and questionnaires is true to the best of my knowledge.

I understand that this information will be used to determine my eligibility for Employment Insurance Benefits (including Family Supplement) and/or Employment Benefits, Services and Training. I have read and understand the Rights and Responsibilities statement.

I understand that the information provided is subject to verification and that making a false statement on an Application for Employment Insurance benefits online is subject to an administrative penalty or criminal proceedings for knowingly making this false or misleading statement.

\* I, \_\_\_\_\_

☐ accept the above attestation and want to submit my Application for Employment Insurance benefits online.

☐ do not accept the above attestation and wish to abandon my Application for Employment Insurance benefits online.

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Submit