

## What You Need to Do Now to Receive Your Employment Insurance Benefits

Now that you have applied for Employment Insurance (EI) benefits, you must complete and submit EI reports to get the benefits you are entitled to receive. In this publication, you will find the basic information you need to complete your reports on the Internet or by telephone, and to obtain information about your claim. Please save this publication for future reference.

### What is an EI report?

During the period your EI claim is active, you have to submit reports to Service Canada every two weeks that show you are still entitled to receive EI benefits. You can submit these reports easily using the EI Internet Reporting Service or the EI Telephone Reporting Service.

### Do I need an access code to file my EI reports?

Yes. Whether you file your reports on the Internet or by telephone, you will need an access code and your Social Insurance Number (SIN). At Service Canada, we have assigned you an access code, which is printed in the shaded area at the bottom of the enclosed EI benefit statement.

Together, your access code and your SIN represent your electronic signature. Keep your access code safe, and be sure to store it separately from your SIN. Do not share your access code with anyone, since you will be held responsible if someone accesses your information or takes action on your EI claim without your knowledge.

### How do I submit my EI reports?

There are two ways to complete and submit your EI reports:

1. You can use the EI Internet Reporting Service, which allows you to respond at your own pace by reading and verifying your answers before submitting your report. To use this service, visit our Web site at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) and, from the "Online Services and Forms" menu on the right-hand side of the page, click on "Complete and submit your EI report."
2. You can call the EI Telephone Reporting Service at **1-800-531-7555**. Please note that, if you use a cellular or cordless phone, we cannot assure your privacy or security.

You must submit your first EI report on or shortly after the due date shown on the enclosed benefit statement. **Do not submit your report before this due date.** After you complete your first report, we will let you know the next due date on which you will have to submit another EI report. Mark this date on your calendar—you cannot file your next report before this date.

#### Note

It is important to complete your reports **no later than three weeks after each due date**, or your EI claim may be affected.

### What information do I need to provide?

You will need to answer the following questions to file your EI report:

#### Did you work during the period of this report, including work for which you will be paid later, unpaid work, or self-employment?

If you answer "yes" to this question, you will then be asked if you started a full-time job (see the next question below). You will also have to provide the number of hours you worked and your total earnings before deductions for each week of the report, as well as the area code and phone number of each employer.

Do not enter partial hours worked. For example:

- If you worked 38 hours and 15 minutes, enter "38."
- If you worked 38 hours and 45 minutes, enter "38."

If you worked for **less than one hour**, enter "1."

Round off your earnings to the nearest dollar. For example:

- If you earned \$125.49, enter "125."
- If you earned \$125.50, enter "126."

#### Did you start a full-time job during the period of this report?

If you answer "yes" to this question, you must provide the exact date on which you started your full-time job.

#### Did you attend school or a training course during the period of this report?

If you answer "yes" to this question, you will need to provide the total number of hours you attended school or a training course, and the amount of any training allowance you received for each week. **Do not include allowances for living away from home, commuting, travel, or dependent care.** Do not report partial hours.

#### Were you ready, willing, and capable of working each day?

If you answer "no" to this question for such reasons as sickness, vacation, or being outside Canada (these are only a few examples of situations in which you might answer "no"), we may ask you a series of questions to determine the number of days, the reason, and whether or not you received money from a wage-loss insurance plan or paid sick leave.

#### Did you or will you receive money other than that already reported?

If you answer "yes" to this question, we may ask you additional questions to determine the source of the money (for example, vacation pay or pension income).

### How do I get information about my claim?

My Service Canada Account is a Web-based service that allows you to view information about your EI claim and to update your EI information. With My Service Canada Account, you can:

- confirm any decisions we have made about your claim;
- view all Records of Employment that your employers have submitted electronically;
- view your payment information and deductions;
- view the start and end date of your claim;
- change your mailing address or your banking information for direct deposit; and
- access links to help you find a job.

To use this service, visit our Web site at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) and, from the "Online Services and Forms" menu on the right-hand side of the page, click on "My Service Canada Account."

### For more information

You can get more specific information on EI or your EI claim by visiting the Service Canada Web site, dropping by a Service Canada Centre, or calling the EI Telephone Information Service at **1-800-206-7218**. If you call us, you can select the information you need from the menu options provided. If you have a hearing or speech impairment and use a teletypewriter (TTY), call 1-800-529-3742 (English and French).

After you file your EI report, if you realize you made a mistake or if you need help after using My Service Canada Account, call **1-800-206-7218** during business hours and press "0" to speak to a representative.

To find out more about Employment Insurance benefits:

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

**CALL** **1-800-206-7218** (TTY: 1-800-529-3742)

**VISIT** a Service Canada Centre

Providing false information for yourself or someone else is considered fraud and is punishable by law.