

## Applying for Employment Insurance Important Notice

Employment Insurance (EI) provides temporary income support to people who have become unemployed through no fault of their own and are actively looking for work, as well as people who are not working due to special circumstances, such as illness, becoming a parent or caring for a sick relative. Service Canada handles the processing of EI claims and benefit payments. This document is intended for individuals who have become unemployed and its aim is to assist those individuals to apply for EI benefits.

### When to apply

Apply for EI benefits **as soon as you stop working**. You do not need to wait for your Records of Employment to submit your EI application.

### Submitting an application

To submit an application, visit [Canada.ca](http://Canada.ca). Select [Employment Insurance and leave](#), and then click on the type of benefits that best suits your situation. Finally, follow the instructions to start your online application to claim EI benefits.

At the end of the online application process, you will be presented with a confirmation page. It contains a lot of useful information, including the next steps. Take some time to read it.

### Submitting your Records of Employment

**Missing Records of Employment can delay the processing of your claim.**

- **Paper Records of Employment:** If your employer uses paper Records of Employment, you must obtain copies of your Record(s) of Employment from all employers you have worked for during the last 52 weeks. After you submit your application online, you must mail or submit the first part (employee's copy) of the paper Record(s) of Employment in-person to a Service Canada Centre as soon as possible so that your application can be processed. The mailing address of the Service Canada Centre to which you should send the Record(s) of Employment will be displayed at the end of the online application process.
- **Electronic Records of Employment:** Electronic Records of Employment include a serial number beginning with W, S or Y. If your employer sends the Record of Employment electronically to Service Canada, they do not have to provide you with a copy because a copy has been electronically submitted to Service Canada. However, you can retrieve the Record of Employment and print them using [My Service Canada Account](#).

### Next Steps

To receive the benefits for which you may be entitled, you must submit a report every two weeks. Failure to do so **can mean a loss of benefits**. There are two options available to complete and submit your reports:

1. You may use the Internet Reporting Service by visiting the website at [Canada.ca](http://Canada.ca), then select [Employment Insurance and leave](#).
2. You may also use the Telephone Reporting Service by dialing **1-800-531-7555**.



## Information about your Employment Insurance (EI) claim

You can obtain information about your EI benefits claim by consulting [My Service Canada Account](#) on [Canada.ca](#) or by calling us toll free at **1-800-206-7218**.

### My Service Canada Account

Under the *Most requested* section of the [Canada.ca](#) website, select [Sign in to an account](#).

My Service Canada Account allows you to access your Employment Insurance information on a secure site. It is **fast, easy, useful and secure**. If you have a current or a previous employment insurance claim, you can:

#### **View:**

- details on your EI claims;
- electronic Records of Employment that your employers have submitted;
- payment information, including deduction details;
- your previous claims;
- important messages from Service Canada;

#### **Update:**

- your personal information including your postal address, your phone number and your bank account information for direct deposit;

#### **View and print :**

- your EI tax slips (T4Es).

### **Additional information: Reactivating your EI claim**

If you started a new claim for EI benefits within the past 52 weeks, and there are weeks still payable on that file, you must submit an **online application to renew (reactivate) your claim**.

In some circumstances, it could be more advantageous to terminate a claim and create a new one because this may increase the amount of your benefits or the length of your benefit period. If you prefer to terminate your existing claim and begin another one, **you must first contact us** by calling 1-800-206-7218.

Your decision to terminate a claim is final and cannot be changed. Here are some points for consideration to help you make a decision:

- Have you worked since the start of that existing claim?
- Have you worked enough insurable hours to meet the qualifying requirements for a new claim?
- Do you know that there is a waiting period of one (1) week for which you will not be paid on a new claim?

If, for any reason, your claim cannot be reactivated, your application will be considered as a new claim.