

Government
of CanadaGouvernement
du Canada

Employment Insurance and You: A Shared Responsibility

The Employment Insurance (EI) program provides Canadians with temporary financial assistance while they are unemployed, participating in an apprenticeship or a work-sharing program, pregnant, sick/injured, caring for a newborn or newly adopted child, or providing care or support to a critically ill or gravely ill family member.

The right to receive benefits involves a shared responsibility between Service Canada and you, our client.

Service Canada's responsibilities

When you request EI benefits, we aim to:

- give you prompt and courteous service;
- advise you of the programs and services available to you;
- serve you in the official language of your choice;
- establish a claim for benefits, if you meet the qualifying conditions specified in the *Employment Insurance Act and Regulations*;
- process your claim within the same timeframe regardless of how you apply - online, in person or by mail;
- give you accurate information about your claim, including how you may share parental benefits with your EI-eligible spouse or common-law partner, compassionate care benefits with other EI-eligible family members and family caregiver benefits with other EI-eligible family members; and whether or not you will be required to serve a waiting period; and
- let you know about decisions we've made about your claim and explain the process to follow if you disagree with a decision.

Your responsibilities

When requesting **EI regular** benefits, including **fishing** benefits, you must:

be capable of and available for work and unable to obtain suitable employment. actively search for and accept offers of suitable employment. For further information on what constitutes suitable employment visit the Employment Insurance section of the Service Canada website at servicecanada.gc.ca

- conduct job search activities that increase your opportunities to find suitable employment, such as:
 - assessing employment opportunities;
 - preparing a resume or cover letter;
 - registering for job search tools or with electronic job banks or employment agencies;
 - attending job search workshops or job fairs;
 - networking;
 - contacting prospective employers;
 - submitting job applications;
 - attending interviews;
 - undergoing evaluations of competencies.
- keep a detailed record as proof of your job search efforts to find suitable employment as we may ask you to provide that proof at any time. Therefore you must keep your job search record for 6 years;

- let us know when you refuse any offers of employment;
- report all periods when you are not available for work;
- provide all the required information and documents;
- keep your appointments with our office;
- notify us of any separation from employment and the reasons for the separation;
- report any absences from your area of residence and/or any absence from Canada;
- report all employment, whether you work for someone else or yourself;
- accurately report all employment earnings before deductions in the week(s) in which you earn them, as well as any other money you may receive.

Other important information

Payment of benefits

Your EI payments may be delayed if, for example, you are receiving vacation or severance pay. If your payments are delayed, you will be notified in writing.

Waiting period

Usually, there is a waiting period at the start of your claim during which no benefits are paid. There are, however, certain circumstances under which the waiting period can be waived.

Reports

If you have chosen not to complete reports while claiming maternity, parental, compassionate care, family caregiver benefits or apprenticeship benefits you must inform Service Canada immediately if you have any earnings and/or employment to declare.

Apprentices

To be eligible for EI as an apprentice, a claimant must be taking courses in an apprenticeship program the EI Commission has referred them to and have stopped working to attend the course.

Absence from Canada

You must report any absences from Canada. You may be able to receive EI benefits when you are temporarily outside Canada. For example, you can receive sickness benefits if you are in the United States receiving medical treatment that is not readily or immediately available in Canada. If you are residing in the United States permanently, you may be able to receive EI regular, maternity, parental, compassionate care and family caregiver benefits as long as you meet the requirements for these benefits.

You may also file a claim for maternity, parental, compassionate care and family caregiver benefits if you reside outside of Canada or the United States and are covered by Canada's EI program.

Interest

We charge interest on any debts you incur as a result of misrepresentation. We calculate interest on overdue debts daily, and that interest compounds monthly on the amount owing at the average Bank of Canada rate plus 3%.

False or misleading statements

If you knowingly withhold information or make a false or misleading statement, you have committed an act or omission that could result in an overpayment of benefits as well as severe penalties or prosecution. However if you notify Service Canada of your actions, we can waive monetary penalties or prosecution if we are not already investigating the matter.

Money owing

If you owe any money to the Employment Insurance Program, or the Canada Revenue Agency, or if

the Department of Justice is garnisheeing your wages for unpaid family support, we may have to deduct money directly from your benefits. To make repayment arrangements, call the number indicated on your overpayment notice.

I, Artyom Lyozin , have read and understand my rights and responsibilities, and;

- I accept my rights & responsibilities.**
- I do not accept my rights & responsibilities and want to abandon my application for Employment Insurance benefits.**

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