

GETTING READY TO APPLY FOR EMPLOYMENT BENEFITS ONLINE

Before you start, have the following information ready:

- Your banking information (cheque or passbook details)
- Your annual salary
- Your record of employment (ROE) from your employer. NOTE: Most employers file ROEs electronically with Service Canada. If you do not have a copy, this is not absolutely necessary during the application process; however, you should request a copy from your employer for your records.

Log onto: www.servicecanada.gc.ca

Click on→English

→ Under “On-Line Services and Forms” on the right-hand side, click on “Apply for Employment Insurance Benefits.”

Read the page thoroughly. Pay particular attention to the “Before you start” section and ensure you have everything you need ready. Click on “Continue” at the bottom of the screen.

Read the privacy notice statement and click on **Start Application** at the bottom of the screen.

The first screen asks if you “are trying to retrieve an application which you started within the last 24 hours but did not complete?” This option is made available if, for some reason, you need to leave the system temporarily—you will be able to continue where you left off if it is within 24 hours of your having started your application on line.

The next screen asks if you are part of a group of employees in various programs. The answer is “No” in most cases.

The system will then ask you several key personal questions. Note that all fields are mandatory. Access to further pages on the online application will not be allowed if fields are missing or are not verifiable (eg, valid social insurance number).

Be aware that you may not be able to print the application once you are finished. Therefore, move slowly and carefully and ensure you answer all questions fully and as truthfully as possible.

The following pages will help you with the application process. **You must report your income as described on the Tip Sheet; not doing so, could cause problems for future EI applications.**

Once you complete the first three steps, the system will assign you a “Temporary Password Identification” number. Record this number. If you need to exit the system at any time during the application process, you can continue from where you left off by entering the confirmation number (as long as it is within 24 hours of leaving the system).

NEXT SCREEN

Security Information

By providing and submitting your **Social Insurance Number, date of birth** and **mother's maiden name/mother's family name at birth**, you will be deemed to **have signed** your claim for benefits.

The information requested below is required to authenticate your identity. It will be verified against the information provided to the Social Insurance Register on your Social Insurance Number application. Any information not corresponding to the Social Insurance Register may cause a delay in the processing of your claim.

To retrieve your partially completed application you will need to re-enter your personal information **exactly** as originally entered. For example, if you use all capital letters, you will need to use all capital letters again to retrieve your application.

Fields with an asterisk (*) are mandatory

* Social Insurance Number (without spaces or hyphens)

* Date of Birth

Year:

Month:

Day:

* Last Name (As indicated on your Social Insurance card)

* First Given Name (As indicated on your Social Insurance card)

Other Given Name

* Last Name at birth

* Gender Male Female

* Mother's maiden name/Mother's family name at her birth

You MUST use the buttons provided at the bottom of the screens to navigate through the application, and DO NOT USE the ENTER key on your keyboard, otherwise you could lose your connection.