



Important Notice for Non-Teaching Support Staff – 2019

Applying for Employment Insurance Benefits

As non-teaching support staff, this notice will provide you with information and help guide you through your application for Employment Insurance (EI) benefits.

Examples of non-teaching support staff:

- administrative and clerical staff
- maintenance technicians
- caregivers in a daycare
- school bus drivers
- teachers' assistants
- school principals

Please do **not** use a 16-digit reference code to submit your application.

When to apply

Apply as soon as possible after you stop working. Do not wait until you get your Record of Employment (ROE) to apply. If you wait more than four weeks after your last day of work to apply, you may lose benefits.

If you have had a recent claim

If you received EI benefits in the past 52 weeks or if you have an existing claim, we will reactivate your claim once you submit a new application.

If you want to start a new claim instead of reactivating your existing claim, contact Service Canada at 1-800-206-7218 before you start.

If you are applying for the first time or want to start a new application

1. Visit Canada.ca/ei for information on EI benefits and eligibility and to apply online.
2. Make sure you have the information below when you begin your application:
 - your social insurance number (SIN);
 - your dates of employment;
 - your banking information for direct deposit.
3. Complete your online application. After you apply, we will also need your ROE.
 - If your employer submits electronic ROEs to Service Canada, you do **not** need to provide them to us.
 - If your employer issues paper ROEs, you must get copies of all ROEs issued in the past 52 weeks. Submit them to [Service Canada](#) by mail or in person as soon as possible.





Next Steps

A benefit statement and access code will be sent to you

Service Canada will mail you a benefit statement with a four-digit access code once your application is complete. You need this code and your SIN to inquire about your application and to submit biweekly reports. If you have applied in the past, you already received an access code. You will not get a new one. Use the access code you already have.

Receiving the EI benefit statement does not mean that Service Canada has made a decision about your claim.

You must submit biweekly reports

Depending on which benefits you applied for, you will need to keep a detailed record of your job search and submit biweekly reports to Service Canada. In these reports, you must:

- show you are available and looking for work;
- declare any income; and
- indicate which days you are not available for work (for example, when you are on vacation).

When payments start

Before you can receive any payments, you must submit a first biweekly report using your access code. There is usually a one-week waiting period for which you will not be paid before you start receiving benefits.

You will receive your first payment about 28 days after you apply if you are eligible and have submitted all required documents.

Sign up for My Service Canada Account (MSCA)

With MSCA, you can check the status of your application. You can also:

- submit your biweekly reports;
- view and update your personal information;
- find out when your payments start and end;
- view your electronic ROEs or confirm that they have been issued;
- sign up for direct deposit or change your direct deposit details.

Visit Canada.ca/myservicecanadaaccount to sign up today.

If you have any questions, contact Service Canada at 1-800-206-7218 or visit Canada.ca/ei.

