

What is Employment Insurance?

Employment Insurance (EI) provides temporary financial assistance to unemployed Canadians who have lost their job through no fault of their own, while they look for work or upgrade their skills.

Canadians who are sick, pregnant, or caring for a newborn or adopted child, as well as those who must care for a family member who is seriously ill may also be receive financial support through Employment Insurance.

How do I know if I am eligible for Employment Insurance?

- You may be entitled to receive EI regular benefits if you:
 - Lost your employment for reasons beyond your control;
 - have worked the required number of hours, which is different depending on where you live ;
 - and have been without work and without pay for at least seven consecutive days;
- You may not qualify for EI regular benefits if you:
 - voluntarily left your employment without just cause; or
 - were dismissed for misconduct;

If I do qualify, what are my responsibilities?

- You must be capable of and available for work each working day; and be actively looking for work.
- Accept suitable employment if it is offered to you.
- Remain in Canada (although there are some exceptions).
- File your reports as required, including any earning you've received.

Do I need to apply to receive EI benefits?

Yes, you need to apply for EI benefits. You should apply as soon as possible once you have stopped working.

How do I apply?

You must submit an application online. You can do this at any Service Canada Centre or from any computer with an internet connection. Visit www.ServiceCanada.gc.ca to find the location nearest you. To apply online, go to this address: www.ServiceCanada.gc.ca/EI.

What if I disagree with an EI decision?

If Service Canada makes a decision on your application for EI benefits that you do not agree with, you have the right to request a reconsideration of that decision.

When can I request a reconsideration?

- You have the right to request a reconsideration of decisions made about your EI benefits when:
 - EI benefits have been refused
 - EI benefits received are to be repaid
 - A warning letter has been given and/or
 - A penalty has been imposed.

How do I request a reconsideration?

You must submit your request to Service Canada within 30 days from the date the decision on your EI benefits was communicated to you. There is no cost to request a reconsideration.

How do I submit a request for reconsideration?

Complete the online Request for Reconsideration form, then print, sign and mail it to the address provided on the form or visit a Service Canada Center. Forms and Service Canada Locations are available here: www.ServiceCanada.gc.ca.

What if disagree with the results of the reconsideration process?

If you do not agree with the decision made following a request for reconsideration of an EI decision, you can file an appeal with the Social Security Tribunal (SST). The SST provides an independent, fair and impartial appeals process.

How to I file an appeal with SST?

You must submit an appeal to the SST within 30 days of receiving your reconsideration decision. An appeal must be in the form created by the Tribunal located here: www.canada.gc.ca/sst-tss. You can all also call SST for more information at 1-877-227-8577 about how to begin the appeal process.

What if I don't speak or understand English?

If needed, you should arrange for an interpreter help you. This can be a friend, family member or contact the Society of Translators & Interpreters of BC: 604-684-2940 or www.STIBC.org.