



Government  
of Canada

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## 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 **maternity** or **parental** benefits, you must:

- provide all required information and documents;
- provide our office with your child's actual date of birth;
- in the case of an adoption, provide the date of the child's placement with you and the name and address of the adoption authority;
- report it if you stop providing care for your child;
- report all employment, whether you work for someone else or for yourself;
- accurately report all employment earnings before deductions in the week(s) in which they were earned, as well as any other monies 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**

Before receiving benefits, there is usually a 1-week waiting period for which no benefits will be 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.

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I, NEHABEN KASWALA , 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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