



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 **sickness** benefits, you must:

- accurately report all periods of incapacity;
- provide all other required information and documents;
- report any absences from your area of residence and/or any absence from Canada;
- report all employment, whether you work in self-employment or for someone else;
- 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. If your earnings come from self-employment, you may deduct operating expenses before declaring the amount.

Other important information

Payment of benefits

Your EI payments may be delayed if, for example, you received vacation or severance pay from your employer. If your EI payments are delayed or affected in any way, we will let you know 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.

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, SWETABEN PATEL , 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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