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When receiving employment insurance (EI) benefits, you must complete reports to show that you are still eligible for the benefit. If you have internet access, we recommend using an online reporting service that is simple, fast, convenient, and secure. If you don't have internet access, you can use the EI phone reporting service. It is available throughout Canada and can be used 24 hours a day, 7 days a week. Shortly after you apply for benefits, we will send you an EI Benefit Statement. The manual contains an access code, a 4-digit number that is printed on a shaded area at the top of the benefit statement. You will need an access code and social security number (SIN) to submit reports and obtain information about your application. Keep your passcode secret and keep it separate from your SIN. dial 1-800-531-7555 enter your social security number (SIN) and select access code option 1 to submit an EI report follow the instructions to complete the report. The system will ask you to confirm the answer to each question when you hear: You have successfully entered the report. The system will also tell you when to enter the next report. Mark this date in your calendar To try out the phone reporting demonstration, call 1-800-531-7555 and select option 3. If we need more information about your request, we will transfer your connection. If you call before or after business hours, you'll hear a message asking you to call back during business hours. If you worked during the insurance period, you must provide: the dates and number of hours through which you worked the phone numbers of all employers, as well as the total earnings before deductions earned for each calendar week of the period. (Your total earnings include tips and commissions) if you need to report your real earnings before deductions. If you don't, you may have to repay some or all of the money you received. You always need to report your earnings within the week(s) you earned them. For example, if you have worked in a given week and will be paid later, you must report the number of hours worked during the current week in which you worked. You can't wait for you to be paid to report those hours and earnings When reporting earnings for each calendar week (Sunday through Saturday), round to the nearest dollar. For example, if your earnings were \$125.49, enter \$125. If your earnings were \$125.50, enter \$126. Report only the full hours worked for each calendar week (Sunday through Saturday). For example, if you have worked 38 hours and 45 minutes, enter 38 hours. If you have started working full-time, judge the start date. Report all employment, regardless of whether you work for another, or for yourself. You must also notify us if you leave your job or lose your job and tell us the reason. Tip: Use a reporting calendar to track your earnings and hours worked. If you are going to school or training, report the number of hours that were in training and the amount of the allowance received. They do not include extras for living away from home, commuting, travelling or caring for dependents. You will be asked the following question: Have you been ready, willing and able to work every day, Monday to Friday, every week of this report? If you were not available for work or were not looking for a job for any reason (for example, you were sick, injured or on vacation), you must answer no. You will be asked on which days you were not available. You must also report if you leave Canada for any reason. Answer all your questions truthfully. Providing false information is considered fraudulent and subject to legal penalties. If you make a mistake during a phone call, you'll be able to correct it before submitting your request. If you discover that you have made a mistake after submitting your application, it is important to inform you as soon as possible; otherwise, you may have to repay some or all of the money you have received. How to contact us: Call 1-800-206-7218, Monday through Friday from 8:30 a.m. to 4:30 p.m local time to speak with a representative, go to service canada center If you receive a check payment, there may be delays when the postal service is interrupted by weather or labor dispute. The most effective and reliable way to receive benefits is to sign up for a direct deposit to your bank account. Your payment is paid directly into your bank account 2 business days after you fill out the report using the telephone reporting service. Depositing to your bank account is your payment record. If your bank account information changes or you move, it's important to let us know as soon as possible. To apply for a direct deposit, you need full bank account information, as shown in your check statement or bank statement. Once you have this information, there are 3 ways to set up a direct deposit: go to your My Service Canada account. Once you have logged in to your My Service Canada account, select View/change my direct deposit to fill out a direct deposit application call our telephone information service at 1-800-206-7218, from 8:30 a.m. to 16:30 p.m. A representative will ask you to provide your bank account information or visit the Service Canada center to apply for a direct job bank deposit that is a source of work and labor market information from the Government of Canada. You can contact employers looking for your skills and experience. Report a problem or mistake on this page You won't receive a response. If you have any questions, please contact us. Date modified: 2020-10-08 David Ostrum is one of many Canadians who were caught in the bureaucratic Catch-22 in the midst of a corona virus pandemic novel. Victoria, B.C., taxi driver says it was impossible to contact the government to provide additional information Ottawa says it needs to keep its Canada Emergency Response Benefit (CERB) payments flowing. READ MORE: They applied for CERB via EI - now they can't get top-up payments In Canada Cerb system, Canadians who applied for federal benefit through Service Canada rather than the Canada Revenue Agency must submit two weeks of employment insurance reports to keep receiving payments of \$500 per week. 2:02 A Moncton woman says she couldn't get canada emergency response benefit moncton woman says she can't get Canada Emergency Response Benefit – April 20, 2020 Ostrum, however, she was unable to maintain her application requirements as she says Service Canada is still processing its first report. The government says it needs more information from it, but the only way to ensure it is by calling phone lines that are constantly blocked, he says. The story continues below the ad Adding to your frustration, Ostrum recently received an email from Service Canada asking them to submit their EI reports. Our data shows that you have not completed reports that indicate that you are eligible for further earning, the email reads. The message also suggests Ostrum contacted the 1-800 number saying he had dialed more than 1,500 times in the past few weeks, never being able to speak to the agent to ensure any missing information the government needs. READ MORE: Your CERB money is taxable. Here's how it's going to workA statement of the email, Ostrum said via email, added insult to injury. Of course, it's just an automatically generated email, said Ostrum Global News by phone. But the email is just one proof that part of the CERB program is dead to Ottawa's mission to get emergency assistance quickly to those in need, Ostrum said. I certainly appreciate the fact that they give us \$500 a week, Ostrum said. But the government must also make sure that everyone who has the right to it is able to get it, he added. Ostrum is one of several CERB applicants who have told Global News that they have received a service canada email reminder about submitting EI reports, something they say they currently have no way of doing. The story continues below the ad 5:35 How to make the most of the CERB check during the outbreak of COVID-19 How to make the most of the CERB check during the outbreak of COVID-19 - April 23, 2020 Many Canadians, who have experienced problems with their EI reporting have been instructed to contact Service Canada via phone lines that they say are constantly clogged, with no other means of getting in touch with the government, according to several interviews conducted in Global News. CERB provides \$2,000 every four weeks to 16 weeks to Canadians who have lost most or all of their income due to the COVID-19 pandemic. Persons who have applied for cerb through the CRA are required to re-apply for the benefit once every four-week period. But those who have registered through the EI system, such as Ostrum, submit more detailed two-week reports confirming that they are still eligible for income support, as they will normally continue to receive EI. READ MORE: Once applied for CERB and got \$3,500 in 3 weeks, but Ottawa says it BugWork and Social Development Canada (ESDC) told Global News that as of April 9, it has updated EI systems to no longer display the message that prompted customers to call Service Canada. However, it is not clear what this means for those whose troubles precede the government's amendment. The story continues below advertising Further analysis is ongoing to resolve any outstanding cases that may have been conducted due to this issue, ESDC said via email. Many who have applied for CERB through the EI system fear that they will succeed at the end, as their benefits are maintained with their two-week reports. Others fear that they are unable to inform the government that their employment situation has changed. READ MORE: CERB has expanded to include some who ran out of EI, part-time and seasonal workers In Ottawa, Astrid Sandoval, contract worker, says he initially applied for EI in the week of March 23 after losing all weekly hours in an emergency. But after two weeks she says she has resumed work on a shortened schedule. Sandoval, however, says she was unable to update the government on her situation because she never received a letter from Service Canada with a four-digit access code each applicant must submit EI reports. 2:08 CERB expands to part-time, contract, seasonal cerb staff expands to part-time, contract, seasonal workers – April 15, 2020 Sandoval also recently received an automatic email from Service Canada urging it to file reports. The story continues below sandoval ads. Ostrum and several others told Global News that their calls to Service Canada are usually immediately cut off. In the rare cases where they have managed to pass and provide their social security number through an automated telephone system, the call continues to cut off as soon as they are to be transferred to the agent. Sandoval said she is grateful for the federal emergency benefit and was impressed by the speed with which she received cerb's initial deposit of \$2,000. Canadians who applied for CERB through Service Canada and are considered eligible for the benefit receive their first payout of \$2,000, ESDC told Global News. However, they must submit employment reports in order to continue receiving the benefit. READ MORE: Nearly 10K companies apply for a pay subsidy as applications openWhen it comes to supplementary payments, I think they should do something a bit more efficient, Sandoval said. He wonders if the government could not establish an online system to obtain an EI access code without having to use paper mail or call overwhelmed government call centers. Ostrum believes that the government should stop demanding detailed from those who apply for CERB through the EI system, as the government already does for those who receive the benefit through the CRA. READ MORE: Here's who qualifies and how to apply for a pay subsidy in Canada, applicants can only apply for sin and contact us payment, together with an automatic certificate that they are eligible for emergency income support. The story still below the CRA ad said it would check CERB eligibility applicants at a later date, adding that those who do not qualify will have to return the money. Lior Samfiru, a Toronto-based employment lawyer, said the government should avoid imposing unreasonable conditions on some CERB applicants, but not others. It is not enough for the government to pay the same amounts to all those who qualify for CERB. The process must also be the same, he said. View link > © 2020 Global News, a division of Corus Entertainment Inc. Inc.

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