

How to Apply for Employment Insurance

Steps to complete your application:

- Gather supporting documents
- Complete the online application
- Provide supporting documents
- A benefit statement and access code will arrive by mail
- Review your application status

1. Gather supporting documents

As part of the application process, you must obtain your records of employment (ROEs). You may need to provide these documents to Service Canada.

Don't wait until you have these documents before you apply. You can get them after you complete your online application and send them in if you need them.

2. Complete the online application

Apply as soon as possible after you stop working. If you wait more than 4 weeks after your last day of work to apply, you may lose benefits.

Make sure you have the following information to complete your application:

- the names and addresses of your employers in the last 52 weeks
- the dates you were employed with each employer and the reasons you're no longer employed with them
- your detailed explanation of the facts if you quit or were dismissed from any job in the last 52 weeks
- your full mailing address and your home address, if they are different
- your social insurance number (SIN)
- your mother's maiden name
- your banking information, including financial institution, branch (transit) number and your account number, to sign up for direct deposit

The online application takes about an hour to complete. Your information is saved for 72 hours (3 days) from the time you start. If you don't complete the application, you can come back to it later using a temporary password that you receive when you start your application.

If you don't complete the application within 72 hours, it will be deleted and you'll have to start a new application.

Apply Online Link:

<https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit/apply.html>

3. Provide supporting documents

Record of employment

Employers issue a record of employment (ROE) to provide information on your work history. Service Canada uses the information to determine:

- whether you're eligible to receive EI benefits
- how much you'll receive

You can visit My Service Canada Account (MSCA) to view ROEs that have been issued to you by past and current employers.

MSCA Account Link:

<https://www.canada.ca/en/employment-social-development/services/my-account.html>

4. A benefit statement and access code will arrive by mail

Once your application is complete, Service Canada will mail you a benefit statement. This statement will include a 4-digit access code. You need this code and your SIN to inquire about your application and to complete biweekly reports. Receiving the EI benefit statement doesn't mean that Service Canada has made a decision about your claim.

5. Review your application status

To check the progress of your application, you can:

- log into MSCA
 - <https://www.canada.ca/en/employment-social-development/services/my-account.html>
- contact Service Canada
 - <https://www.canada.ca/en/employment-social-development/corporate/contact/ei-individual.html>

If you haven't registered with MSCA, you can create an account when you receive your benefit statement and access code.