

Service Canada continues to provide critical services through e-services, virtual outreach with community stakeholders and contact centres during these extraordinary times. Please find additional information below.

### **Background**

On March 25, 2020, the Government of Canada implemented the *COVID-19 Emergency Response Act*, which included measures to provide immediate supports to Canadians, including the Canada Emergency Response Benefit (CERB). The Canada Revenue Agency (CRA) and Service Canada jointly delivered this benefit, thus two benefits were created to facilitate this.

- As part of the *COVID-19 Emergency Response Act*, the Government of Canada introduced the *Canada Emergency Response Benefit Act*, which pays income support to eligible Canadians and is administered through the Canada Revenue Agency (CRA).
- In order to provide similar support for workers who would generally be eligible for the Employment Insurance (EI) program, amendments to the *Employment Insurance Act* provided for a new EI Emergency Response Benefit (ERB) administered through Service Canada.

In addition, the Canadian Emergency Wage Subsidy (CEWS) was also made available to Canadian employers that experienced a drop in revenue due to COVID-19. This subsidy allowed employers that qualified to cover part of their employee wages, retroactive to March 15, 2020. This subsidy also enabled employers to re-hire workers, help prevent further job losses, and ease back into normal operations.

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### **Repayments and Next Steps**

If your employer received the Canadian Emergency Wage Subsidy and you were in receipt of these payments for the same period that you received EI ERB/EI Benefits, you may wish to report these earnings to ensure that any potential overpayment is generated in 2020. You can request to amend your bi-weekly client reports for each calendar week for which you received the wage subsidy by contacting Service Canada to request an adjustment to your reports and make any resulting repayment.

#### **To report these earnings:**

- Please contact the Employment Insurance Contact Centre at [1-800-206-7218](tel:1-800-206-7218) or [E-services](#) and request to amend your client reports;
- Specify the weeks for which an amendment is requested and advise that you have received the wage subsidy and wish to report a full working week; and
- Specify the period for which you wish to make amendments.

If an overpayment is generated, a notice of debt will be provided at a later date, however if you wish to determine the amount of your overpayment, you may check your My Service Canada account or contact the Employment Insurance Contact Centre.

Once the overpayment has been established, payments can be made at your financial institution, online or by cheque or money order using the instructions from the [Canada.ca](https://www.canada.ca/en/services/benefits/ei/cerb-application/return-or-repay.html) site at the following link <https://www.canada.ca/en/services/benefits/ei/cerb-application/return-or-repay.html>.

Note that if you applied with the Canada Revenue Agency and were eligible from March 15, 2020 onward, you would be in receipt of the CERB through the CRA. Information to repay CRA CERB benefits is also available [online](https://www.canada.ca/en/services/benefits/ei/cerb-application/return-or-repay.html) at the following link: [at the following link https://www.canada.ca/en/services/benefits/ei/cerb-application/return-or-repay.html](https://www.canada.ca/en/services/benefits/ei/cerb-application/return-or-repay.html).

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## **My Service Canada Account**

My Service Canada Account offers the following information:

- View information on current and past claims as well as the related correspondence.
- View and print records of employment (ROEs) submitted electronically to Service Canada by their current or former employers within the last seven years.
- View basic information, such as the first and last day worked or last day paid provided by the employer.
- Register for "Alert Me", a feature that allows clients to receive email notifications when certain changes take place regarding their EI claim.
- View and print tax information slips.

However, currently some restrictions\* prevent client's access, namely:

- Updating of personal information such as mailing address, telephone number and banking information (including direct deposit).
- The electronic link that allows MSCA users to securely access CRA's My Account online service.
- The Direct Deposit and Address Information sharing capability between Employment and Social Development Canada and CRA that allows clients to update their banking information with one organization and have it shared with the other.

*\*This information is subject to change as functionalities become available.*

*Please also note that the EI access code cannot be used to register to MSCA through GC Key. Note: The client must register with a sign-in partner or provincial ID (Alberta and BC only). Registrant can only use a PAC to register with GC Key.*

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🌐 [Canada.ca](https://www.canada.ca)

📞 E.I: 1-800-206-7218

🌐 QR code and E-services: [//sr-ds.powerappsportals.com/en/service/](https://sr-ds.powerappsportals.com/en/service/)

