

# Service Canada

## Important Employment Insurance Information

### Employment Insurance Overview

Employment Insurance (EI) provides regular benefits to individuals who lose their jobs through no fault of their own (for example, due to shortage of work, or seasonal or mass lay-offs) and are available for and able to work, but can't find a job.

### When to apply

Always apply for EI benefits as soon as you stop working. You can apply for benefits even if you haven't yet received your record of employment. If you delay filing your claim for benefits for more than 4 weeks after your last day of work, you may lose benefits.

### How to apply

To submit an application, visit [Canada.ca](https://Canada.ca). Select *Employment Insurance and leave*, and then click on the type of benefits that best suits your situation. Finally, follow the instructions to start your online application to claim EI benefits. At the end of the online application process, you will be presented with a confirmation page, it contains useful information, including next steps. Take some time to read it.

### Reporting Absences from Canada While Receiving EI Benefits

You must report any absences from Canada. You may be able to receive EI benefits when you are temporarily outside Canada.

### Earning Money While Receiving EI Benefits

You must accurately report all employment earnings before deductions in the week(s) in which you earn them, as well as any other money you may receive.

Earnings are any amount paid or payable that's related to or has originated from employment, such as:

- wages or salary and commissions
- monetary employment benefits, such as:
  - vacation pay
  - severance pay
  - wages in lieu of notice
  - retirement pension
  - statutory holidays, or
  - bonuses
- all other employment benefits, monetary or otherwise, such as:
  - housing
  - meals, or
  - insurance coverage
- self-employment income

Compensation received after losing your employment or from other sources may also be considered earnings for benefit purposes, for example:

- certain workers' compensation benefits, or
- group wage-loss insurance

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## Availability and Job Searching While Receiving EI Benefits

When requesting EI regular benefits, you must:

- be capable of and available for work and unable to obtain suitable employment;
- actively search for and accept offers of suitable employment.
- conduct job search activities that increase your opportunities to find suitable employment, such as:
  - assessing employment opportunities;
  - preparing a résumé or cover letter;
  - registering for job search tools or with electronic job banks or employment agencies;
  - attending job search workshops or job fairs;
  - networking;
  - contacting prospective employers;
  - submitting job applications;
  - attending interviews;
  - undergoing evaluations of competencies.
- keep a detailed record as proof of your job search efforts to find suitable employment as we may ask you to provide that proof at any time. Therefore you must keep your job search record for 6 years;
- let us know when you refuse any offers of employment;
- report all periods when you are not available for work;
- provide all the required information and documents;
- keep your appointments with our office;
- notify us of any separation from employment and the reasons for the separation;
- report any absences from your area of residence and/or any absence from Canada;
- report all employment, whether you work for someone else or yourself;

You **are not** required to have employers sign your job search form or provide you with a letter confirming that you have applied for a job.

For more information, visit the [Working While on Claim](#) page on [Canada.ca](#).


### Job Bank

Job Bank is a website that connects you to jobs. You can search for jobs in your community or get emails when new jobs are available.

For job search assistance, visit the [Find a job](#) page on [Canada.ca](#).

For detailed Employment Insurance information, visit [canada.ca/EI](#) or scan the QR code below.

 [Canada.ca](#)

 **1 800 O-Canada** (TTY: 1-800-926-9105)

 **EI: 1-800-206-7218** (TTY: 1-800-529-3742)

 **Request a call back**

Submit an [eServiceCanada request form](#) to have a Service Canada representative call you back within 2 business days.

