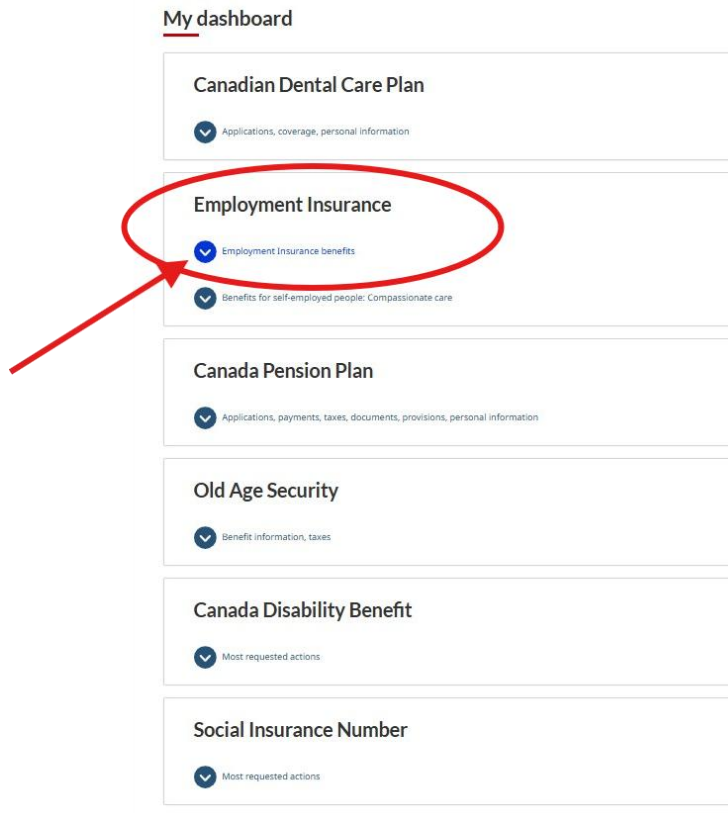


How to Submit Your Employment Insurance (EI) Documentation

Once you have logged into your **My Service Canada** account and are on the "**My Dashboard**" page, please follow these steps to provide proof of your claim status:

1. Access Your EI Information

- Locate the **Employment Insurance** tile and select **Employment Insurance benefits**.



2. Locate Your Specific Document

- If your claim is **approved**: Under the "Payments and claims" section, click **View my latest claim**.
- If your claim is **denied**: Under the "Reports and documents" section, click **View my letters**. Locate and open your most recent **Claim Not Established** letter.

The screenshot shows the Employment Insurance website interface. At the top, there is a header for "Employment Insurance" with a sub-header "Employment Insurance benefits". Below this is an "Important" notice regarding a technical issue with T4E slips. The main content area is divided into several sections: "Most requested" (with links for status updates and payments), "Applications" (with links for status updates and applying), "Payments and claims" (with links for payments, latest claim, and past claims), "Taxes" (with links for tax slips and delivery options), "Reports and documents" (with links for reports, records, documents, letters, eForms, and mistakes), and "Personal information" (with links for updating information, email notifications, and agreement status). Red annotations highlight the "View my latest claim" link in the "Payments and claims" section and the "View my letters" link in the "Reports and documents" section. Red arrows point from these links to the text "Click for approved claim details" and "Click for denial letter" respectively.

Employment Insurance

Employment Insurance benefits

Important

A technical issue with T4E slips occurred between February 4 to February 5, 2026. During this period, T4E information was incorrectly displayed in the T4A (OAS) format. If you saved your T4E during this time, please access a new copy. If you filed your tax return, please verify that you used the correct T4E information. We apologize for any inconvenience.

Most requested

- [View my status updates and messages](#)
- [View my payments](#)

Applications

- [View my status updates and messages](#)
- [Apply for Employment Insurance](#)

Payments and claims

- [View my payments](#)
- [View my latest claim](#)
- [View my past claims](#)

Taxes

- [View my tax slip](#)
- [Change my tax slip delivery options](#)

Reports and documents

- [Complete my report](#)
- [View my records of employment](#)
- [View my documents](#)
- [Submit documents](#)
- [View my letters](#)
- [Submit eForms](#)
- [Report a mistake](#)

Personal information

- [Update my personal information](#)
- [Manage email notifications \(Alert me\)](#)
- [View my agreement status \(self-employed\)](#)

Benefits for self-employed people: Compassionate care

Click for approved claim details

Click for denial letter

Example of approved “My Latest Claim” details letter

Featured Services | Help

My Latest Claim

Did you know...

- if you do not receive email alerts when new important Employment Insurance (EI) claim information is available in your My Service Canada Account, go to [View my claim status and messages](#) and select "Register for Alert Me" from the left-hand menu to register now!
- additional information on your latest claim may be available on the [View my claim status and messages](#) page.
- to prevent any delays, you must complete your report within three weeks of its due date.

Start Date of Claim:	April 19, 2026
Waiting Period:	Your waiting period was waived.
Type of Benefit:	Regular benefits
Total Insurable Earnings:	[REDACTED]

Benefit Rate:	[REDACTED]
Federal Tax:	[REDACTED]
Total Insurable Hours:	[REDACTED]
Total Weeks of Regular Entitlement:	[REDACTED]
Weeks of Regular Benefits Paid:	[REDACTED]
Total Weeks Paid:	[REDACTED]
End Date of Claim:	April 17, 2027
Last Report Processed:	April 26, 2026 to May 02, 2026
Last Report Processed on:	May 03, 2026

▼ Please note that the date provided in the “End Date of Claim” does not necessarily mean that EI benefits will be paid up to that date. (show or hide details)

You will stop receiving benefits once one of the following 2 conditions has occurred:

- All the weeks of benefits to which you were entitled to have been paid. This occurs when the number of weeks displayed in the “Weeks of Regular Benefits Paid” row is equal to the number of weeks displayed in the “Total Weeks of Regular Entitlement”.
- OR
- The “End Date of Claim” has been reached.

Note: In certain situations, the “End Date of Claim” may be extended. Consult the Service Canada website “[For how long will I receive benefits?](#)” for additional information.

Example of “Claim Not Established” denial letter:



My Service Canada Account

[Sign out](#)

[My Service Canada Account](#) > [My Letters](#)

My letters



Note that some letters aren't available online. The letters you receive by mail are official. Letters are written in the official language of choice indicated on your file at the time they were sent to you.

Filter items Showing 1 to 2 of 2 entries | Show entries

Unread/Read <input type="checkbox"/>	Date <input type="text"/>	Subject <input type="text"/>	Status <input type="text"/>
Read	2025-12-08	Claim Not Established	Sent
Read	2024-06-06	Notice of Renewal	Sent

[Print](#)

[Return to My Service Canada Account home page](#)



My Service Canada Account

[Sign out](#)

[My Service Canada Account](#) > [My Letters](#)

Claim Not Established

London SCC 3511
PO Box 2602
Mississauga ON L4T 0B1

Protected B



Notice of decision

We cannot pay you the Employment Insurance benefits you requested.

3. Save and Submit

- **Save as PDF:** Press **Ctrl + P** on your keyboard. In the print dialogue box, change the destination/printer to **Save as PDF** or **Microsoft Print to PDF**.
- **Submit:** Save the file to your computer and email it as an attachment to oachelp@ford.com and your **Union Representative**.

