

Applying for Canada Emergency Response Benefit (CERB) or Employment Insurance (EI) due to COVID -19

If you have stopped working due to COVID-19, you should apply for the Canada Emergency Response Benefit, whether or not you are eligible for Employment Insurance. The Benefit is available for the period from **March 15, 2020 to October 3, 2020**.

Starting April 6, 2020, there will be a single portal to assist you with the application process. From this portal, you will then be guided through your responses to a few simple questions to complete the application best suited to you (i.e. eligibility for Employment Insurance benefits or not).

Canadians who are eligible for Employment Insurance and who have lost their job or have had a reduction in income can continue to apply for Employment Insurance. (<https://www.canada.ca/en/services/benefits/ei.html>)

If you became eligible for EI regular or sickness benefits **on March 15, 2020 or later**, your claim will be **automatically processed through the Canada Emergency Response Benefit**.

If you became eligible for EI regular or sickness benefits **prior to March 15th**, your claim will be processed under the **pre-existing Employment Insurance rules**.

For other EI benefits, including maternity, parental, caregiving, fishing and worksharing, you should also continue to apply for other EI benefits.

Questions for EI?

General inquires

Toll-Free: 1-800-206-7218

TTY: 1-800-529-3742

The hours of operation are **8:30 a.m. to 4:30 p.m.** local time, **Monday to Friday**.



Sick or quarantined and would like to have the one-week waiting period waived

Toll-Free: 1-833-381-2725

TTY: 1-800-529-3742

What is the Canada Emergency Response Benefit?

If you have **stopped working because of COVID-19**, the Canada Emergency Response Benefit (CERB) may provide you with temporary income support. The CERB provides \$500 a week for up to 16 weeks.

Who is eligible?

To be eligible to receive the Canada Emergency Response Benefit (CERB) from Service Canada, the following must apply:

- You must reside in Canada
- You are 15 years of age or older at the time of application
- You have stopped or will stop working for **reasons related to COVID-19**, or because you are unable to work due to illness, or because you lost your employment for other reasons beyond your control; **and**
 - If you are submitting for the first time, that you have stopped or will stop working for reasons related to COVID-19 for **at least 14 consecutive days within the 4 week benefit period**
 - If you are filing for a subsequent period and did not return to work since your previous claim, you did not receive any employment or self employment income since collecting the benefit and do not expect to receive any employment or self employment income within the 4 week benefit period
 - If you are filing for a subsequent period after having returned to work between periods that you have stopped or will stop working for reasons related to COVID-19 for at least 14 consecutive days within the 4-week benefit period
- You have not quit your job voluntarily
- You are not receiving nor have you applied for the CERB from the Canada Revenue Agency
- You are not receiving Employment Insurance benefits for the same benefit period

•You have earned a minimum of \$5,000 in income within the last 12 months or in the 2019 calendar year from either:

- Employment income
- Self-employment income

The income does not have to be earned in Canada, but you need to reside in Canada.

Note: if you are subsequently determined to be ineligible, you must repay the benefit.

How to apply?

To deliver payments to Canadians in a fast and easy way, the CERB is being jointly delivered by Service Canada and the Canada Revenue Agency.

To ensure clients apply through the appropriate channel, the application page for CERB will ask the client to answer a few questions before directing them to either Service Canada or CRA to complete the process.

- **Applying through CRA:**
 - Online by signing in to CRA My Account
 - By phone: Follow the instructions below before you call **1-800-959-2019 or 1-800-959-2041**

Both of these services are available **21 hours a day, 7 days a week**. Both services are closed from 3:00 a.m. to 6:00 a.m. (Eastern Time) for maintenance.

▼ Instructions

1. Select your language preference: English or French
2. Follow the prompts to enter your information, including:
 - your SIN
 - confirmation of your postal code
 - the period you are applying for
3. Declare that you qualify for the benefit

After you apply

If you are eligible for the CERB, you can expect \$2,000 (\$500 per week) for a 4-week period.

The CERB is paid by direct deposit or by cheque if your direct deposit information is not on file.

After you apply, you should get your payment in 3 business days if you signed up for direct deposit. If you haven't, you should get it in about 10 business days. If your situation continues, you can re-apply for a payment for multiple 4-week periods, to a maximum of 16 weeks (4 periods).

Note: These benefits are taxable and you will need to report any payments received on next year's tax filing. An information slip will be made available for the 2020 tax year in My Account under Tax Information Slips (T4 and more).

Questions about applying for CERB with CRA?

Find answers to common questions with this automated help line:
1-833-966-2099

To speak with an agent about CERB, or CRA My Account:
1-800-959-8281

For more details about CERB please read the questions and answers at the link below:

<https://www.canada.ca/en/services/benefits/ei/cerb-application/questions.html>

SERVICE CANADA IS READY TO HELP

Please access our many online services at:
Canada.ca/service-canada-home

If you require assistance accessing services, please complete an online request at:
Canada.ca/service-canada-e-service

A Service Canada officer will contact you within 2 business days.

Follow the infection prevention and control guidance provided by the Public Health Agency of Canada available at: Canada.ca/coronavirus
If you experience these symptoms, please contact your health care provider or your local public health unit.