



## **EI APPLICATIONS**

Due to the COVID-19 pandemic to maintain social distance and keep our members safe, the Union Hall will be closed until April 6<sup>th</sup>. To avoid the spread of COVID -19, we encourage all laid off members who need to apply for E.I do so from their personal computer at home. Follow the detailed attached instructions provided by the in-plant EI Sub Rep. Any member who has a problem with their application, can call Service Canada or the Union Hall for assistance.

### **Please note:**

- Service Canada did not provide an Access Code so all members must complete a full application.
- Service Canada is experiencing an extremely high volume of online applications which is slowing the system down. Expect delays, please be patient or try doing the application in non-peak hours.

### **Employment Insurance Telephone Information Service**

The Employment Insurance Telephone Information Service is an automated telephone service that provides recorded general information on the Employment Insurance program. It is available 24 hours a day, seven days a week.

To obtain information on your claim, you must speak with an Employment Insurance representative. You can complete the following tasks by telephone:

- Obtain or update information on your EI claim
- Obtain a payment replacement
- Modify reports
- Amend payment

To access information about your E.I. claim, you will need your SIN and access code, which you will find on the benefit statement that is mailed to you after you apply for EI benefits.

Toll-Free: 1-800-206-7218

TTY: 1-800-529-3742

### **Union Hall**

The Union Hall is closed, however, we will receive calls from 8 am to 10 pm starting Monday, March 23rd to Wednesday, March 25, 2020 and will offer assistance with your application over the phone. If you call and get re-directed to voicemail, we are assisting another member. Please leave a message with your name and phone number. We will return your call as quickly as possible in the order we received the messages.

Greg Brady 905-682-2611 x 225  
Steve McMullen 905-682-2611 x 227

Due to the high volume of expected calls, we are asking members to call in based on the first letter of their last name.

- (A-H) Monday 8am -10pm
- (I -P) Tuesday 8 am – 10 pm
- (Q-Z) Wednesday 8 am – 10 pm

Due to all of Canada being affected by the COVID pandemic, Service Canada has informed us that this may take up to six weeks to receive your first payment.

In solidarity,

Greg Brady, President  
on behalf of the Executive Board, Unifor Local 199

cope343/nw  
March 20, 2020

