

# The Record of Employment

**Q: What is a Record of Employment (ROE)?**

A: The ROE is the most important document in your application for EI benefits. The information in the ROE will be used by Service Canada to figure out whether you're eligible for benefits (i.e. whether you get benefits or not); the amount of your weekly benefits; and how long you will receive benefits. A ROE can be issued either electronically or by paper.

**Q: When does an employer have to give me an ROE?**

A: An employer must give you a paper ROE 5 days after your earnings are interrupted, for example by:

- Being laid off or quitting
- Going seven consecutive days without both work and earnings (except for real estate agent employees paid by commission)

If an employer submits the ROE electronically, it must be submitted 5 days after the end of the pay period when the interruption began or within 15 days if that comes earlier.

For part-time, on-call or casual workers, the ROE must be issued when you:

- Request it
- Have been seven days without work or earnings
- You are no longer on the employer's active employment list
- Have not worked for 30 days and there are no earnings for that period

**Q: What do I do if my employer does not give me an ROE?**

A: Telephone your employer to request the ROE every day or two. Keep a record of your efforts. You can also ask Service Canada to help. They will ask you to complete a "Request for a Record of Employment". You can apply for benefits without the ROE using pay stubs, T4 slips and work schedules.

Employers can submit the ROE electronically up to 5 days after the end of the pay period when your earnings were interrupted.

Service Canada suggests that you apply for benefits within 14 days of your last day of work. However, you can apply for benefits up to 4 weeks after your last day of work without having any effect on your benefits. After that, a delay in filing may cause you to lose benefits.

**Q: Should I check over the information on the ROE?**

A: Absolutely. The ROE is the main document in your application and any errors may cause you bigger problems later on -- you may be found to be ineligible for benefits; your benefit rate may be less than it should be or you may not get benefits for as long as you should. Small mistakes, when corrected later, can delay your cheque, and mistakes that result in you getting more benefits than you should, might result in you being required to pay back money later. You can use the chart on the next page to check important information on your ROE.



**Q: What do I do if there is a mistake on the ROE?**

A: You can ask your employer to correct the information on your ROE. Do not make changes to the ROE on your own. Service Canada will compare the ROE that you hand in to the one that your employer sends directly to Service Canada. If these do not match up, you will have a problem. Remember that you should apply for benefits within four weeks of losing your job.

If you disagree with information about the *number of hours, the amount of your earnings, or the dates of your employment* (Boxes 10, 11, 12, 15A, B or C, and 17) you can explain your disagreement to the Service Canada. Provide as much information and evidence as you can. This may include work schedules, pay stubs, or your work calendar. They will make a decision on the best evidence available. If you disagree with the way your benefits are calculated, you can request that the Canada Revenue Agency make a ruling on your claim. If the CRA agrees with you, they will inform Service Canada and your benefits will be recalculated. If you disagree with the decision of the CRA there will be an opportunity to appeal.

If you disagree with the other information on your ROE, you should advise Service Canada of the disagreement. If Service Canada makes a decision about your benefits that you do not agree with, you will have an opportunity to appeal that decision too.

**Q: Should I still get an ROE even if I am not going to apply for benefits?**

A: Yes. Even if your employment was short, and you are not going to file for employment insurance benefits, you should still request an ROE. Your employer must give it to you.

You should still check that the information in the boxes is correct. If you disagree with any information you should try to get it corrected by your employer. It is easier to correct information sooner rather than later. Keep records of your attempts to obtain the correct information from your employer. If the reason for issuing the ROE is listed as "Quit" or "Dismissal", you should write a letter to your employer explaining why that code is inaccurate and asking for the change. Keep this letter with your ROE.

**Q: How long should I hold on to an ROE?**

A: You should hold on to your ROEs for 3 years.

**Q: Where can I find more information about the ROE and employment insurance benefits?**

A: Service Canada has very useful information, including the Employment Insurance (EI) Guide: <http://www.esdc.gc.ca/en/reports/ei/process.page>

You can also review the "Employment Insurance" pamphlet published by Community Legal Education Ontario (CLEO) at [www.cleo.on.ca/english/pub/onpub/subject/work.htm](http://www.cleo.on.ca/english/pub/onpub/subject/work.htm).

Information about the Canada Revenue Agency can be found at [www.cra.gc.ca](http://www.cra.gc.ca). Refer to "Employment Status for EI and CPP".

***This pamphlet contains general information only.  
It is not meant as a substitute for getting legal advice about your particular situation.***