

The Record of Employment

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

A: The ROE is the most important document in your application for Employment Insurance (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 for. A ROE can be issued either electronically or by paper.

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

A: An employer must give you an electronic or paper ROE when your earnings are interrupted. For example: earnings may be interrupted when an employee:

- is laid off
- quits or is fired
- goes on an unpaid leave of absence or their earnings fall below 60% of their regular weekly earnings (for example, if you are on leave due to Injury/illness or pregnancy leave)
- 7 consecutive calendar days have passed without both work and earnings (except for real estate agent employees paid by commission)

Paper ROE should be issued within 5 calendar days of:

- interruption in earnings (i.e. when you stopped working) or
- when employer became aware of interruption in earnings

Note: If your employer issues a paper ROE, they must give you the original (Part 1) which you will then need to give to Service Canada if you are applying for EI benefits.

Electronic ROE should be issued:

- within 5 calendar days of the end of the pay period, or
- if you are paid on a monthly basis, then within 5 calendar days of the end of the pay period or 15 days after you stopped working (whichever date is sooner).

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

- You request it because it has been 7 days without work or earnings
- You are no longer on the employer's active employment list
- Service Canada requests it
- You have not worked for 30 days and there are no earnings for that period

Q: How can I access my electronic ROE?

A: If your employer sent your ROE to the government electronically, you can access your ROE online at My Services Canada Account.

You can sign-in to your existing account or create a new account by following the instructions on the My Service Canada Account page:

<https://www.canada.ca/en/employment-social-development/services/my-account.html>

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

A: Contact your employer to request the ROE every day or two. Keep a record of your efforts.

You can use this tool created by Steps to Justice to generate a letter you can send to your employer asking for your ROE: <https://stepstojustice.ca/resource/asking-for-a-record-of-employment-roe/>

You can apply for benefits without the ROE using pay stubs, T4 slips and work schedules. Service Canada will ask you to complete a “Request for a Record of Employment” form, available at: <https://catalogue.servicecanada.gc.ca/content/EForms/en/Detail.html?Form=INS3166>

You can also ask Service Canada to help. You can go to your nearest Service Canada office or call them at 1-800-206-7218. They will tell you how you can get your ROE or what other documents you can use to apply for benefits.

Remember that employers can submit the ROE electronically up to 5 days after the end of the pay period in which your earnings were interrupted.

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. Mistakes that result in you getting more benefits than you should have might require you to pay the money back 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. Employers cannot cancel a ROE with a mistake on it. However employers can issue an amended ROE in order to make changes, including corrections, or to provide updated information. Do not make changes to the ROE on your own. Service Canada will compare the ROE that you submit 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 4 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 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.

Service Canada suggests that you apply for benefits immediately after 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.

1 SERIAL NO. _____

4 EMPLOYER'S NAME AND ADDRESS _____

9 EMPLOYEE'S NAME AND ADDRESS _____

13 OCCUPATION _____

15A TOTAL INSURABLE HOURS ACCORDING TO CHART ON REVERSE _____

15B TOTAL INSURABLE EARNINGS ACCORDING TO CHART ON REVERSE \$ _____

15C ONLY COMPLETE IF THERE HAS BEEN A PAY PERIOD WITH NO INSURABLE EARNINGS. COMPLETE ACCORDING TO CHART ON REVERSE.

P.P.	INSURABLE EARNINGS	P.P.	INSURABLE EARNINGS	P.P.	INSURABLE EARNINGS
1		2		3	
4		5		6	
7		8		9	
10		11		12	
13		14		15	
16		17		18	
19		20		21	
22		23		24	
25		26		27	

19 ONLY COMPLETE IF PAID SICK/MATERNITY/PARENTAL LEAVE OR GROUP WAGE LOSS INDEMNITY PAYMENT (AFTER THE LAST DAY WORKED).

PAYMENT START DATE

D	M	Y
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AMOUNT

\$	
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☐ PER DAY ☐ PER WEEK

20 COMMUNICATION PREFERRED IN ☐ ENGLISH ☐ FRENCH

21 TELEPHONE NO. () _____

22 I AM AWARE THAT IT IS AN OFFENCE TO MAKE FALSE ENTRIES AND HEREBY CERTIFY THAT ALL STATEMENTS ON THIS FORM ARE TRUE.

2 SERIAL NO. OF ROE AMENDED OR REPLACED _____

3 EMPLOYER'S PAYROLL REFERENCE NO. _____

5 CCRA'S BUSINESS NO. (BN) _____

6 PAY PERIOD TYPE _____

7 POSTAL CODE _____

8 SOCIAL INSURANCE NO. _____

10 FIRST DAY WORKED (OR FIRST DAY WORKED SINCE LAST ROE ISSUED)	D	M	Y
11 LAST DAY FOR WHICH PAID	D	M	Y
12 FINAL PAY PERIOD ENDING DATE	D	M	Y

14 EXPECTED DATE OF RECALL

☐ UNKNOWN ☐ NOT RETURNING

16 REASON FOR ISSUING THIS ROE ▶ ENTER CODE () _____

FOR FURTHER INFORMATION, CONTACT _____

TELEPHONE NO. ▶ () _____

17 ONLY COMPLETE IF PAYMENTS OR BENEFITS (OTHER THAN REGULAR PAY) PAID IN OR IN ANTICIPATION OF THE FINAL PAY PERIOD OR PAYABLE AT A LATER DATE.

A - VACATION PAY

\$	
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B - STATUTORY HOLIDAY PAY FOR

D	M	Y
\$		
\$		
\$		

C - OTHER MONIES (SPECIFY)

	\$	
	\$	
	\$	

18 COMMENTS _____

SIGNATURE OF ISSUER _____

NAME OF ISSUER (please print) _____

D M Y

Box 17: This box contains a few sections for vacation pay, statutory holiday pay or other monies received. You should make sure that all of these sections are filled in and that these amounts are included in either Box 15B or Box 15C. The higher the figures are, the higher will be your weekly benefits up to the maximum of \$650.00 per week. On the other hand, the higher this figure, the longer you will have to wait until your first weekly payment, because the amounts in Box 17 are allocated. This means that these payments will be averaged over a number of weeks after your employment ends.

**** Information is accurate as of January 2023 and for general information purposes only. For more on EI benefits see the [Gov't of Canada website](https://www.canada.ca/en/govt/services/benefits/ei.html). ****

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.

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 useful information on Employment Insurance and the application process: <https://www.canada.ca/en/services/benefits/ei.html>

You can also review the "Employment Insurance" pamphlet published by Community Legal Education Ontario (CLEO):

<https://www.cleo.on.ca/en/resources-and-publications/employment-and-work>

Steps to Justice also has helpful information on Employment Insurance, answering some questions you may have:

<https://stepstojustice.ca/legal-topic/employment-and-work/employment-insurance/>

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



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Need legal help? Call us or email us using our intake form at www.bit.ly/calc-help (or scan the QR code)

Find us on the web at: www.communitylegalcentre.ca