

Changes to the Employment Insurance Regulations

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Improvements to Electronic Records of Employment

On March 15, 2009, the Government of Canada made two important changes to the Employment Insurance (EI) Regulations that affect employers who use electronic methods such as ROE Web to submit Records of Employment (ROEs):

- employers can now issue electronic ROEs up to five calendar days after the end of the pay period in which the employee's interruption of earnings begins; and
- employers who submit ROEs electronically are no longer required to print paper copies for their employees.

How do the changes affect the way employers issue electronic ROEs?

Aligning the deadline for issuing ROEs with the employer's pay period frequency reduces the need for employers to amend ROEs. This change will result in Service Canada receiving more correct and complete ROE information. In addition, since employers submit electronic ROEs directly to Service Canada's system, the processing of EI claims becomes more efficient.

- If the pay period is weekly, biweekly, or semi-monthly, employers now have up to **five calendar days after the end of the pay period** in which an employee's interruption of earnings begins to issue an electronic ROE.
- If the pay period is monthly or every four weeks, employers must issue electronic ROEs by whichever date is **earlier**:
 - up to **five days after the end of the pay period** in which the employee's interruption of earnings begins; **or**
 - up to **15 calendar days after the first day of the interruption of earnings**.

How can employers benefit from these improvements to electronic ROEs?

Electronic ROEs eliminate the need for employers to stock ROE forms and to retain paper copies of completed ROEs. Employers can also save the postal fees and the time required to distribute paper copies of ROEs to employees.

Employers have reported enhanced efficiency and improved accuracy when their payroll software allows them to export ROE data and electronically upload it to Service Canada's ROE Web system.

To inquire about the different electronic ROE solutions available, employers can also contact payroll service providers or software vendors.

What about employers who are still issuing paper ROEs?

These changes **do not** apply to employers who issue ROEs using paper forms. These employers still have to issue ROEs within five calendar days of their employees' interruption of earnings, and they still have to provide them with paper copies.

What information should employers provide to their employees?

- ROEs submitted electronically to Service Canada's system are available immediately to support EI claims. Employers are no longer required to provide paper copies of ROEs to their employees. In addition, employees **do not** need to submit copies to Service Canada.
- Employees who have registered with the My Service Canada Account online service may view and print a copy of their electronic ROEs on the same day the employer submits these ROEs to Service Canada. To access My Service Canada Account online, employees need:
 - an epass login identification number; **and**
 - one of the following access codes:
 - the four-digit EI access code, which is printed in the shaded area at the bottom of the benefit statement they receive in the mail after they apply for EI benefits; **or**
 - the seven-digit personal access code, which they receive in the mail after they register online with My Service Canada Account (for non-EI clients).

To register with My Service Canada Account, employees should visit the following Web site:

www.servicecanada.gc.ca/eng/online/mysca.html

- Although employers who submit ROEs electronically are no longer required to print paper copies of ROEs, if employees request it, they should provide them with copies as a courtesy. However, employees **should not** deliver these paper copies to their Service Canada office.
- Employers should remind their employees to submit their EI applications as soon as they have stopped working—even if they have not received all of their ROEs (specifically those ROEs still issued in paper format).

For more information about the changes to EI Regulation 19(3) and ROE Web:

CLICK **servicecanada.gc.ca/roeweb**
CALL **1-800-385-5470**
 (Business Service Centre Help Desk)
VISIT **a Service Canada Centre**