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Outright criminal fraud is dealt with through conventional channels.

Some people abuse the system without even knowing it. Here, and at times when the abuse is not really criminal in nature, we have our own staff to handle the problems.

In any case, the vast majority of UI claimants deal with us as fairly as we try to deal with them.

“How about when I make a claim and you say “no”?”

If you have good reason to disagree with any decision a UI agent makes on your claim, you have the right to appeal that decision to an independent and impartial board of referees, or then an Umpire of the Federal Court.

You can go to the appeal hearing and be represented by anyone you wish.

And if new information comes to light before or during the appeal, you can go back to your agent and ask for a review of the decision. And the whole appeal process is free.

Remember, our job is to pay you all the benefits you are entitled to.

“OK, what do you have to do while you’re receiving benefits?”

Your Unemployment Insurance office can ask you to carry out what we call a formal “Active Job Search”. Your agent will want to know what you’re doing to find suitable and gainful employment while you’re getting your cheques.

But no matter what happens, you should keep looking seriously for a new job and follow any instructions your UI office or Canada Manpower Centre gives you. Your right to continuing benefits depends on it.

If you’ll do your job, we’ll do ours.

The Unemployment Insurance Commission and the Department of Manpower and Immigration have become the Canada Employment and Immigration Commission. For a time, you’ll still see our local offices identified as Unemployment Insurance offices or Canada Manpower Centres. When they’re together in one location, they’ll be called Canada Employment Centres.

Working with people who want to work.



Employment and Immigration Canada

Emploi et Immigration Canada

Bud Cullen
Minister

Bud Cullen
Ministre