



CANADA EMERGENCY RESPONSE BENEFIT (CERB)

ABOUT CERB BENEFIT:

- \$ 2000 / month for up to 4 months
- Available March 15 to October 3, 2020
- Application will be available on April 6, 2020
- Benefits will start after 5-6 days for direct deposit, 10 days if selected cheque at home

ELIGIBILITY CRITERIA:

- Must have earned at least \$ 5000 in 2019 or past 12 months
- Must be laid off or/ sick or quarantined
- Caring for your children while without pay
- Who are or expect to be without employment or self-employment income for at least 14 consecutive days in the initial four-week period.
- On unpaid leave or not having enough hours to apply for EI

NEEDED DOCUMENTS:

- No need of Record of Employment or any other documents
- Pending / non eligible EI applications will be automatically transferred to CERB

HOW TO APPLY:

CERB can be applied by My Account (CRA Account), My Service Canada Account or over the phone with an automated phone service.

1. Canada Revenue Agency My Account

People who have Social Insurance Number and not necessarily qualify for EI, CERB can apply through CRA.

If someone has a My Service Canada Account, They do not need to register for a CRA My Account. Follow the steps to transfer to CRA MY Account

- a. Sign in to My Service Canada Account:
- b. Look for the link to "Switch to Canada Revenue Agency" and then "I agree" on the Registration and authentication page. This transfers you to CRA My Account.
- c. Update your address and direct deposit with CRA (CRA does not have your personal information from your My Service Canada Account)
- d. You can then complete the application when it becomes available on April 6.

2. My Service Canada Account

People who have been working and are now out of work because of COVID-19 can apply through the Service Canada account.

3. Over the phone with an automated phone service

1-800-959-2019



CANADA EMERGENCY RESPONSE BENEFIT (CERB)

Determine the best day of the week to apply once the system is available

CRA has set up specific days to apply. Please use the following guidelines:

Day to apply for the Canada Emergency Response Benefit

If you were born in the month of	Apply for CERB on	Your best day to apply
January, February or March	Mondays	April 6
April, May, or June	Tuesdays	April 7
July, August, or September	Wednesdays	April 8
October, November, or December	Thursdays	April 9
Any month	Fridays, Saturdays and Sundays	Not applicable

Steps to apply for CERB

Canada Revenue Agency - My Account

1. CREATING MY CANADA REVENUE AGENCY (CRA) ACCOUNT:

Go to CRA website to register

<https://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/account-individuals.html>

FOLLOW THE TWO STEPS PROCESS FOR CREATING MY CRA ACCOUNT:

STEP 1: Enter all personal information as follows

(You must have filled income tax to create CRA account)

- Enter your social insurance number.
- Enter your date of birth.
- Enter your current postal code or ZIP code.
- Enter an amount you entered on one of your income tax and benefit returns. Have a copy of your returns handy. (The line amount requested will vary. It could be from the current tax year or the previous one.) To register, a return for one of these two years must have been filed and assessed.
- Create a CRA user ID and password.



CANADA EMERGENCY RESPONSE BENEFIT (CERB)

- Create your security questions and answers. You can also decide if you want a persistent cookie added to your computer, so you can access CRA Login Services using that same computer later without being asked for more identification.

After you complete step one of the registration process, you will have access to limited tax information on My Account. After you enter your CRA security code, you will have access to the full suite of services available in My Account, as well as the Auto-fill my return service.

Step 2: Enter CRA security code:

To access your account, return to **My Account for Individuals**, select "CRA login," and enter your CRA user ID and password. When prompted, enter your CRA security code.

You can log into CRA Login Services with a Sign-in Partner. This option lets you log in with a user ID and password that you may already have, such as for online banking. For more information, see Sign-in Partners Help and FAQs

Service Canada Account

2. CREATING MY SERVICE CANADA ACCOUNT:

Go to Service Canada website to register

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

NEW USER: FOLLOW 4 STEPS PROCESS

Steps: 1 Request for Access Code

There are **3 WAYS** to request for Access Code

1. Online

Click on <https://www.canada.ca/en/employment-social-development/services/my-account/request-pac.html> and follow the steps

You will need:

- Your Social Insurance Number (SIN)
- Your parent's family name at birth
- Your postal code if you are a Canadian resident



CANADA EMERGENCY RESPONSE BENEFIT (CERB)

2. Calling Service Canada - 1800-277-9914

You will need:

- Your Social Insurance Number (SIN)
- Answers to various security questions to verify your identity

3. Visiting in person

Note: Currently all Service Canada locations are closed due to pandemic

- Find a Service Canada Office and then you will need :
- your Social Insurance Number (SIN)
- your parent's family name at birth
- your postal code if you are a Canadian resident or your country of residence if you are a foreign resident
- a valid (not expired) acceptable proof of identity, such as:
 - Canadian passport
 - certification of Canadian citizenship
 - certification of Indian status
 - certificate of registration of birth abroad
 - driver's licence (provincial or territorial)
 - health card
 - permanent resident card
 - provincial identification card

STEP 2: Receive access code

Service Canada will provide you with an access code. You need this code to register for MSCA.

- Online: you will receive your access code by mail within 5 to 10 business days.
- In person: you will receive your access code immediately.
Note: (Currently, Service Canada In person service is closed due to COVID-19.)
- By phone: the Service Canada phone representative will let you know when you could receive your access code.

STEP 3: Sign up for GC Key (if you don't have it) with your Access code

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

Go to Step # 3 and click on **Sign up for a GCKey** link



CANADA EMERGENCY RESPONSE BENEFIT (CERB)

STEP 4: Create My Service Canada Account (MSCA) using your GCKey

CLICK ON <https://www.canada.ca/en/employment-social-development/services/my-account/gckey.html> TO REGISTER

Go to Step # 4 and click on **Register Now** Button

You will need:

- Your access code
- Your Social Insurance Number (SIN)

RETURNING USER: if applied for EI before and already having Access code, Follow Next Steps:

1. Sign up for GCKey using Access code
 - Follow Steps and enter all the personal information
2. Create My Service Canada Account

CLICK ON <https://www.canada.ca/en/employment-social-development/services/my-account/gckey.html> TO REGISTER

Go to Step # 4 and click on **Register Now** Button

- (Create) Username:
- (Create) Password:
- Set up some security questions

By Phone

3. By Phone

The following information will be needed for your identity verification.

- Your social insurance number (SIN)
- Postal code

Telephone number: 1-800-959-2019

Instructions

- Select your language preference: English or French
- Follow the prompts to enter your information, including:
 - Your SIN
 - Confirmation of your postal code
 - The period you are applying for
- Declare that you qualify for the benefit