

CANADA EMERGENCY RESPONSE BENEFIT



The Government of Canada is now accepting applications to the new Canada Emergency Response Benefit (which is abbreviated as "CERB").

If you are eligible, there are two ways to apply:

Online



There are many steps for applying online. This option might be confusing or overwhelming. You can apply online through the link below:

canada.ca/en/services/benefits/ei/cerb-application.html

Phone



This is an automated voice system, so you do not talk to a human. You enter your personal information using the dial-pad on your phone.

We currently recommend applying by phone.

As of April 6, the phone is the easiest and fastest option. If this changes, we will update our recommendation.

Before you apply, you need to have:



Your Social Insurance Number (SIN)



Tip: your Social Insurance Number is 9 digits located here on your SIN card



Your Postal Code

Tip: if you do not know your postal code, you can look it up on the Canada Post website: canadapost.ca

Find a Postal Code

Look up a Canadian street address or postal code. ?

- Search street address, rural route, PO box or general delivery to get a postal code.
- Search by postal code to get a complete address.

Type the address below

Powered by AddressComplete.

Enter the address as a single line (for example, 1-19 Spadina Ave)

Search

Next, find your day of the week to apply:

Because so many people will be applying to the CERB, you can only apply on certain days of the week.

Use the chart below to find your day to apply:

If you were born in the month of	Apply for CERB on
January, February or March	Mondays
April, May, or June	Tuesdays
July, August, or September	Wednesdays
October, November, or December	Thursdays
Any month	Fridays, Saturdays and Sundays

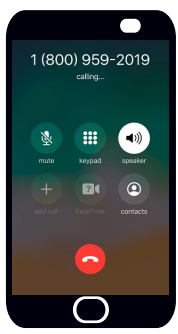
HOW TO APPLY ON THE PHONE

Step 1: Call the number below:

1-800-959-2019

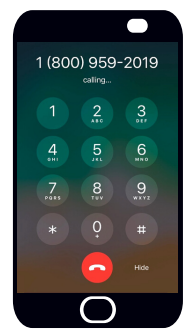


If the phone line is busy, hang-up and call this number: **1-800-959-2041**



If you are using a smart phone, put your call on speaker phone.

Then select the keypad feature.



*Available 21 hours a day, 7 days a week. Closed from 3:00 a.m. to 6:00 a.m.

Step 2: Follow the instructions and enter your information using your phone keypad:

- For English, press 1
- Please enter the 9 digits of your social insurance number
- To confirm your identity, please enter your year of birth
- For which period are you applying? For March 15 to April 11, press 1
- If you certify that you meet all the requirements and understand that you must repay any payments to which you are not entitled, press 1

Payment Information

The Canada Revenue Agency will issue payments by direct deposit or cheque, based on the payment method they have on file for you.

- Direct deposit - 3 business days (approximately)
- Cheque in the mail - 10 business days (approximately)

If your situation continues, and you're still eligible for the CERB, you can re-apply for a payment for multiple 4-week periods, to a maximum of 16 weeks (4 periods).