

## COVID-19 Pandemic Information Update

### Canada Emergency Response Benefit Payments

It has come to our attention that some members believe they may have been overpaid when in receipt of the Canada Emergency Response Benefit (CERB). On March 25, 2020, the Federal Government introduced the CERB, which provides \$2,000 a month, for up to four months, to those who are out of work due to COVID-19. This new benefit replaces the two previous benefits (Emergency Care Benefit and the Emergency Support Benefit), announced on March 18, 2020). The CERB is for those who have lost income “for reasons related to COVID-19” and will be available retroactively from March 15 to October 3, 2020.

For members who have applied for EI benefits on or after March 15, 2020, and whose applications have already been processed, Service Canada will adjust the payment to \$500 per week going forward; where payments were already made that were less than the flat rate, Service Canada will pay the claimant the difference.

The CRA may have inadvertently paid members more than they were entitled to, or the payment from the CRA may have included retroactive pay. We recommend members closely monitor the amounts that are deposited into their bank accounts and contact the CRA with specific questions relating to their individual claim. It is important to note that if the CRA has made an error, this error will be corrected by the CRA. The CRA may deduct the overpayment amount from the claimant’s next payment, or they may ask for repayment later. We recommend members monitor their accounts closely and set aside overpayments for remittance in the future.

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Members with specific questions about their EI claim or status should contact an EI representative at 1-800-206-7218. For specific questions on the CERB, members should use the COVID-19 EI helpline at 1-833-381-2725.

As the COVID-19 pandemic crisis continues to unfold, OSSTF/FEESO will be issuing frequent updates to provide members with as much pertinent information as possible.

**Please frequently check the *myOSSTF* section of the OSSTF/FEESO website for updated information.**