

Telephone Income Reporting in Winnipeg

EMPLOYMENT AND INCOME ASSISTANCE (EIA)

When you are working and receiving income assistance, you may get your assistance cheques faster by reporting your income directly by telephone.

Remember: You must still mail in your original pay stubs. To report your income by telephone:

1. Call the EIA reporting line after you receive your last pay of the month or, if you receive income assistance more than once a month, call in after each pay you receive.
2. Using a touch-tone telephone, call the telephone reporting line for your office. Your worker will give you the number. This telephone reporting system is accessible 24 hours a day, seven days a week.
3. Have your case number and pay stubs ready.
4. Answer each question after the tone and after each answer, press the # key.
5. To avoid a delay in processing your assistance, answer each question correctly and speak clearly and slowly.
6. Record each pay separately as the questions will be repeated for each pay stub. The voice recording will ask you to provide the following information:
 - your case number;
 - your name;
 - name of the person you are reporting for (yourself or another person);
 - phone number where you can be reached;
 - date you received the pay (not always the same as the pay period end date printed on the stub);
 - number of hours worked;
 - your gross pay before deductions;
 - amount deducted for income tax (if none deducted, say “none”);

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- amount deducted for Canada Pension Plan (if none deducted, say “none”);
- amount deducted for Employment Insurance (if none deducted, say “none”);
- amount of any other deductions and what they are for, such as union dues, group insurance or a private pension (if none deducted, say “none”).

7. To report another pay stub, press 1.

8. When finished, press 2.

9. Next, the system will ask if you have child care expenses to report. Press 1 if you have childcare expenses, report them and then press the # key. Press 2 if you do not have child care expenses.

Important: EIA requires that you provide verification of earnings. Please forward your income declaration statement and original pay stubs, after you have used the telephone reporting system.

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