

Social Security Tribunal

Your hearing at the General Division

1-877-227-8577 – 7 a.m. to 7 p.m. Eastern Time (Monday to Friday)
info.sst-tss@canada.gc.ca

1

Before your hearing

Important information

We are here to help. If you need accommodation (special arrangements), let us know as soon as possible. Some examples of accommodation are:

- an interpreter
- frequent breaks
- dimmer lights

During the hearing you will be speaking to a Tribunal member. They are the decision-maker for your file.

Can other people be there?

You might want other people there. If you do, let us know.

Witnesses: They have something to add to your file.

Support person: They are there to support you throughout the hearing.

Interpreter: They can help you if you don't speak English or French as your first language.

2

Hearing options

Teleconference



- We will send you the numbers you need.
- Dial the number 10 minutes before your hearing.
- Listen to the prompts.
 - Enter the teleconference ID.
 - Enter the teleconference security code.
- Wait on the line until the Tribunal member speaks.

Videoconference



- Go to a Service Canada Centre.
- Arrive 30 minutes early.
- Service Canada staff will:
 - show you to the right room
 - explain the videoconference
- The Tribunal member will be on the screen at the scheduled time.

In-person



- Go to a Service Canada Centre.
- Arrive 30 minutes early.
- Service Canada staff will show you to the right room.
- The Tribunal member will join you there.

Personal device



- Use your device (smartphone, tablet, or computer).
- Make sure your device is fully charged.
- You choose where to participate.
- We will send you a link to use Zoom.
- We test the system before the hearing.



3

How formal is the hearing?

Our hearings aren't formal. They are a conversation between a Tribunal member and the parties.



4

How does the hearing start?

The Tribunal member will tell you what to call them. We don't use the title "Your Honour." Unless you say otherwise, we will call you "Mr." or "Ms."

Participants are sworn in before they speak. This means you swear to tell the truth.

You can start the conversation. Or you can let the Tribunal member start the conversation, and it will flow from there.

5

Who will be there?

Parties to the appeal and one Tribunal member will be there. You are a party. If you have a representative, they also join the hearing.

Employment and Social Development Canada **OR** the Canada Employment Insurance Commission are also parties and may participate.



6

What if I need a break?

Breaks are flexible. You can have food and drink with you. The Tribunal member will guide you through the hearing.



7

How do I get ready?

Read your file. Have your file with you. Understand and use the numbering system on the documents we send you.



8

How long is the hearing?

We schedule for 90 minutes.

If you asked for an interpreter, we schedule for 2 hours.



9

When do I get the decision?

Income Security

You will usually get your decision within 30 days of your hearing.

Employment Insurance

You will usually get your decision within 15 days of your hearing.

At the hearing, you can ask when you will get your decision.

We will send you a written copy of the decision.

