**Data Tables**

Employment Insurance Service Quality Review

Telephone Survey

Data Collection: September 2-16, 2016

Interview Length: 15 minutes

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Table SUM\_Q34 Page 256 SUMMARY TABLE (MEANS - NUMBER OF TIMES SELECTED). I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Table Q35A Page 257 Q35A. Please tell me how much you agree or disagree with the following statements: You were quickly able to find what you were looking for.

Table Q35A Page 258 Q35A. Please tell me how much you agree or disagree with the following statements: You were quickly able to find what you were looking for.

Table Q35A Page 259 Q35A. Please tell me how much you agree or disagree with the following statements: You were quickly able to find what you were looking for.

Table Q35A Page 260 Q35A. Please tell me how much you agree or disagree with the following statements: You were quickly able to find what you were looking for.

Table Q35B Page 261 Q35B. Please tell me how much you agree or disagree with the following statements: The process to create a My Service Canada Account was straightforward.

Table Q35B Page 262 Q35B. Please tell me how much you agree or disagree with the following statements: The process to create a My Service Canada Account was straightforward.

Table Q35B Page 263 Q35B. Please tell me how much you agree or disagree with the following statements: The process to create a My Service Canada Account was straightforward.

Table Q35B Page 264 Q35B. Please tell me how much you agree or disagree with the following statements: The process to create a My Service Canada Account was straightforward.

Table Q36 Page 265 Q36. How satisfied were you with the overall quality of service you received when you visited the government website you used about EI in the last 7-8 months?

Table Q36 Page 266 Q36. How satisfied were you with the overall quality of service you received when you visited the government website you used about EI in the last 7-8 months?

Table Q36 Page 267 Q36. How satisfied were you with the overall quality of service you received when you visited the government website you used about EI in the last 7-8 months?

Table Q36 Page 268 Q36. How satisfied were you with the overall quality of service you received when you visited the government website you used about EI in the last 7-8 months?

Table Q37A Page 269 Q37A. Please tell me how much you agree or disagree with the following statements: You were able to move smoothly through all of the steps related to your EI claim.

Table Q37A Page 270 Q37A. Please tell me how much you agree or disagree with the following statements: You were able to move smoothly through all of the steps related to your EI claim.

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Table Q37A Page 271 Q37A. Please tell me how much you agree or disagree with the following statements: You were able to move smoothly through all of the steps related to your EI claim.

Table Q37A Page 272 Q37A. Please tell me how much you agree or disagree with the following statements: You were able to move smoothly through all of the steps related to your EI claim.

Table Q37B Page 273 Q37B. Please tell me how much you agree or disagree with the following statements: You got bounced around from one person to another

Table Q37B Page 274 Q37B. Please tell me how much you agree or disagree with the following statements: You got bounced around from one person to another

Table Q37B Page 275 Q37B. Please tell me how much you agree or disagree with the following statements: You got bounced around from one person to another

Table Q37B Page 276 Q37B. Please tell me how much you agree or disagree with the following statements: You got bounced around from one person to another

Table Q37C Page 277 Q37C. Please tell me how much you agree or disagree with the following statements: You are confident that any personal information you provided will remain confidential.

Table Q37C Page 278 Q37C. Please tell me how much you agree or disagree with the following statements: You are confident that any personal information you provided will remain confidential.

Table Q37C Page 279 Q37C. Please tell me how much you agree or disagree with the following statements: You are confident that any personal information you provided will remain confidential.

Table Q37C Page 280 Q37C. Please tell me how much you agree or disagree with the following statements: You are confident that any personal information you provided will remain confidential.

Table Q37D Page 281 Q37D. Please tell me how much you agree or disagree with the following statements: Being able to complete steps online made the process easier for you.

Table Q37D Page 282 Q37D. Please tell me how much you agree or disagree with the following statements: Being able to complete steps online made the process easier for you.

Table Q37D Page 283 Q37D. Please tell me how much you agree or disagree with the following statements: Being able to complete steps online made the process easier for you.

Table Q37D Page 284 Q37D. Please tell me how much you agree or disagree with the following statements: Being able to complete steps online made the process easier for you.

Table Q37E Page 285 Q37E. Please tell me how much you agree or disagree with the following statements: It was clear what to do if you had a problem or question.

Table Q37E Page 286 Q37E. Please tell me how much you agree or disagree with the following statements: It was clear what to do if you had a problem or question.

Table Q37E Page 287 Q37E. Please tell me how much you agree or disagree with the following statements: It was clear what to do if you had a problem or question.

Table Q37E Page 288 Q37E. Please tell me how much you agree or disagree with the following statements: It was clear what to do if you had a problem or question.

Table Q37F Page 289 Q37F. Please tell me how much you agree or disagree with the following statements: You had to keep following up to get information.

Table Q37F Page 290 Q37F. Please tell me how much you agree or disagree with the following statements: You had to keep following up to get information.

Table Q37F Page 291 Q37F. Please tell me how much you agree or disagree with the following statements: You had to keep following up to get information.

Table Q37F Page 292 Q37F. Please tell me how much you agree or disagree with the following statements: You had to keep following up to get information.

Table Q38 Page 293 Q38. Did you have any difficulty with your EI application because you are not comfortable in English or French?

Table Q38 Page 294 Q38. Did you have any difficulty with your EI application because you are not comfortable in English or French?

Table Q38 Page 295 Q38. Did you have any difficulty with your EI application because you are not comfortable in English or French?

Table Q38 Page 296 Q38. Did you have any difficulty with your EI application because you are not comfortable in English or French?

Table Q39 Page 297 Q39. How satisfied were you with the overall quality of service you received from Service Canada related to your EI benefits during the last 7-8 months?

Table Q39 Page 298 Q39. How satisfied were you with the overall quality of service you received from Service Canada related to your EI benefits during the last 7-8 months?

Table Q39 Page 299 Q39. How satisfied were you with the overall quality of service you received from Service Canada related to your EI benefits during the last 7-8 months?

Table Q39 Page 300 Q39. How satisfied were you with the overall quality of service you received from Service Canada related to your EI benefits during the last 7-8 months?

Table Q40 Page 301 Q40. If someone were to ask you, would you speak positively about the service you received?

Table Q40 Page 302 Q40. If someone were to ask you, would you speak positively about the service you received?

Table Q40 Page 303 Q40. If someone were to ask you, would you speak positively about the service you received?

Table Q40 Page 304 Q40. If someone were to ask you, would you speak positively about the service you received?

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Table Q41 Page 307 Q41. In general, how often would you say you use online services provided by government, businesses and other organizations through their websites?

Table Q41 Page 308 Q41. In general, how often would you say you use online services provided by government, businesses and other organizations through their websites?

Table Q42 Page 309 Q42. What is the highest level of formal education that you have completed?

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Table Q42 Page 311 Q42. What is the highest level of formal education that you have completed?

Table Q42 Page 312 Q42. What is the highest level of formal education that you have completed?

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Table Q43 Page 314 Q43. Were you born in Canada?

Table Q43 Page 315 Q43. Were you born in Canada?

Table Q43 Page 316 Q43. Were you born in Canada?

Table Q44 Page 317 Q44. In what year did you come to Canada?

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Table Q44 Page 319 Q44. In what year did you come to Canada?

Table Q44 Page 320 Q44. In what year did you come to Canada?

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Table Q45 Page 322 Q45. Are you an Aboriginal person, that is, First Nations (North American Indian), Métis or Inuk (Inuit)?

Table Q45 Page 323 Q45. Are you an Aboriginal person, that is, First Nations (North American Indian), Métis or Inuk (Inuit)?

Table Q45 Page 324 Q45. Are you an Aboriginal person, that is, First Nations (North American Indian), Métis or Inuk (Inuit)?

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Table Q46 Page 326 Q46. Are you a person with a disability?

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Table QS1 Page 1

EI Claimant Survey 2016

QS1. During the past 7-8 months, have you been in contact with the Government of Canada to get information or service related to Employment Insurance?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Yes 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table QS1 Page 2

EI Claimant Survey 2016

QS1. During the past 7-8 months, have you been in contact with the Government of Canada to get information or service related to Employment Insurance?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Yes 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table QS1 Page 3

EI Claimant Survey 2016

QS1. During the past 7-8 months, have you been in contact with the Government of Canada to get information or service related to Employment Insurance?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

==================== =========================== ==================== ============= ============= =============

EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

------ ------ ------ ------ ------ ------ ------ ------ ------ ------ ------ ------ ------ ------ ------ ------ ------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Yes 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table QS1 Page 4

EI Claimant Survey 2016

QS1. During the past 7-8 months, have you been in contact with the Government of Canada to get information or service related to Employment Insurance?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

=============================================================== ======================= ======================= =======================

Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Yes 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q1 Page 5

EI Claimant Survey 2016

Q1. How did you find out how to apply for Employment Insurance?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Visit the Government of Canada website 1055 123 242 307 382 855 200 61 218 385 386 220 696 139 415 640 53 211 57 994 841 215 68 986

69% 61% 69% 70% 71% 70% 65% 53% 65% 67% 78% 75% 70% 58% 67% 71% 75% 79% 59% 70% 69% 68% 68% 69%

H HIJ N N

Visit a Service Canada office 708 117 165 176 251 548 160 72 159 277 196 124 450 135 308 400 44 135 54 650 557 151 58 649

46% 58% 47% 40% 47% 45% 52% 62% 47% 48% 40% 42% 45% 56% 49% 44% 63% 50% 56% 46% 46% 48% 58% 46%

CDE IJK K LM

Call an Employment Insurance 407 47 107 117 135 321 86 38 99 137 130 85 275 48 144 263 23 88 19 387 307 100 21 386

Specialized Call Centre 27% 23% 31% 27% 25% 26% 28% 32% 29% 24% 26% 29% 28% 20% 23% 29% 32% 33% 20% 27% 25% 32% 21% 27%

O

Call 1-800 O’Canada 232 20 73 58 82 177 56 33 54 67 75 43 155 34 91 142 14 64 13 218 163 70 14 218

15% 10% 21% 13% 15% 14% 18% 29% 16% 12% 15% 15% 16% 14% 15% 16% 19% 24% 14% 15% 13% 22% 14% 15%

BD IJK U

Through my employer 90 10 12 30 38 72 17 4 24 37 24 16 52 22 39 51 2 19 2 88 78 12 7 83

6% 5% 3% 7% 7% 6% 6% 3% 7% 6% 5% 5% 5% 9% 6% 6% 3% 7% 2% 6% 6% 4% 7% 6%

C M

Previous Experience 78 17 7 21 32 65 13 4 14 33 27 8 58 12 32 46 - 11 2 75 73 5 13 65

5% 9% 2% 5% 6% 5% 4% 3% 4% 6% 5% 3% 6% 5% 5% 5% 4% 3% 5% 6% 2% 13% 5%

C C L V

Talk with family or friends 70 8 16 22 23 60 10 2 18 28 21 25 41 4 32 38 5 5 3 68 59 11 8 61

5% 4% 5% 5% 4% 5% 3% 2% 5% 5% 4% 9% 4% 2% 5% 4% 7% 2% 3% 5% 5% 4% 8% 4%

MN

Previous personal experience 25 5 2 6 11 20 5 2 4 16 2 3 19 2 10 15 - 1 - 25 22 2 - 25

2% 2% 1% 1% 2% 2% 2% 2% 1% 3% 1% 1% 2% 1% 2% 2% 1% 2% 2% 1% 2%

K

Do a general online or Google search 22 2 3 6 10 20 2 2 2 11 7 6 12 4 12 10 1 4 3 19 19 2 1 20

1% 1% 1% 1% 2% 2% 1% 2% 1% 2% 1% 2% 1% 1% 2% 1% 2% 2% 3% 1% 2% 1% 1% 1%

OTHER 15 0 2 6 7 14 1 1 2 5 7 4 11 - 8 7 1 3 1 14 14 1 - 15

1% \*% 1% 1% 1% 1% \*% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% \*% 1%

DK/Refused 6 - 1 2 2 4 1 1 - 4 0 - 4 2 2 4 - 1 - 6 4 1 - 6

\*% \*% \*% \*% \*% \*% 1% 1% \*% \*% 1% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q1 Page 6

EI Claimant Survey 2016

Q1. How did you find out how to apply for Employment Insurance?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Visit the Government of Canada website 1055 668 387 72 983 745 310 832 224 5 178 82 47 280 20 192 176 23 52 949 105 803 170 79

69% 68% 70% 62% 70% 68% 70% 69% 69% 100% 70% 80% 80% 73% 65% 66% 61% 60% 66% 70% 66% 68% 76% 65%

OPQRS PQR QR Q

KLMN

Visit a Service Canada office 708 444 264 57 651 495 213 557 151 5 95 34 26 158 12 166 138 25 48 610 95 531 106 69

46% 45% 48% 49% 46% 45% 48% 46% 46% 100% 37% 33% 45% 41% 40% 57% 48% 65% 61% 45% 60% 45% 47% 56%

OPQRS KLN KL KLNOQ KLNO T

KLMN

Call an Employment Insurance 407 243 164 26 381 283 124 307 100 5 60 30 18 83 9 114 66 8 13 360 46 314 64 27

Specialized Call Centre 27% 25% 30% 23% 27% 26% 28% 26% 31% 100% 24% 29% 31% 22% 31% 39% 23% 20% 17% 26% 29% 27% 29% 22%

OPQRS KNQRS

KLMN

Call 1-800 O’Canada 232 142 90 13 219 162 70 163 70 5 30 11 7 46 6 69 39 4 15 206 26 184 29 17

15% 15% 16% 12% 16% 15% 16% 14% 21% 100% 12% 11% 13% 12% 20% 24% 14% 10% 19% 15% 16% 16% 13% 14%

H OPQRS KLNQR

KLMN

Through my employer 90 50 40 3 86 61 29 76 14 - 22 4 1 18 - 22 18 1 2 82 7 79 6 5

6% 5% 7% 3% 6% 6% 7% 6% 4% 9% 4% 2% 5% 8% 6% 4% 3% 6% 5% 7% 3% 4%

M M W

Previous Experience 78 50 29 11 67 51 27 73 5 - 9 2 - 22 - 13 26 2 4 73 5 63 6 10

5% 5% 5% 9% 5% 5% 6% 6% 2% 4% 2% 6% 4% 9% 5% 5% 5% 3% 5% 3% 8%

I KLP

Talk with family or friends 70 46 25 3 67 55 15 58 12 - 12 3 8 14 1 10 14 1 5 60 10 48 13 9

5% 5% 5% 3% 5% 5% 4% 5% 4% 5% 3% 15% 4% 5% 4% 5% 2% 6% 4% 6% 4% 6% 8%

LNPR

Previous personal experience 25 16 8 6 18 17 8 22 2 - 3 1 1 11 - 2 5 1 - 23 2 17 7 0

2% 2% 2% 6% 1% 2% 2% 2% 1% 1% 1% 2% 3% 1% 2% 3% 2% 1% 1% 3% \*%

E

Do a general online or Google search 22 17 5 1 21 19 3 19 2 - 4 3 - 3 - 5 5 - 1 20 2 16 3 3

1% 2% 1% 1% 1% 2% 1% 2% 1% 2% 3% 1% 2% 2% 1% 1% 1% 1% 1% 2%

OTHER 15 12 3 1 14 14 1 14 1 - 3 2 - 2 - 5 3 - - 13 2 10 3 2

1% 1% 1% 1% 1% 1% \*% 1% \*% 1% 2% 1% 2% 1% 1% 2% 1% 1% 2%

DK/Refused 6 4 1 - 6 5 0 4 1 - 2 1 - 2 - - 1 - - 6 - 3 2 1

\*% \*% \*% \*% \*% \*% \*% \*% 1% 1% 1% \*% \*% \*% 1% 1%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q1 Page 7

EI Claimant Survey 2016

Q1. How did you find out how to apply for Employment Insurance?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Visit the Government of Canada website 1055 1055 1054 782 594 192 509 1055 271 383 402 190 865 351 705 514 541

69% 69% 69% 72% 72% 78% 62% 84% 62% 69% 81% 100% 65% 71% 68% 61% 79%

G G EG IJ M P

Visit a Service Canada office 708 708 704 510 413 149 708 552 76 262 369 - 708 - 708 708 -

46% 46% 46% 47% 50% 61% 86% 44% 17% 47% 75% 53% 69% 84%

H EH EFH I IJ

Call an Employment Insurance 407 407 407 330 407 163 257 357 9 112 285 - 407 149 258 258 149

Specialized Call Centre 27% 27% 27% 31% 49% 67% 31% 28% 2% 20% 58% 30% 30% 25% 31% 22%

GH EGH I IJ Q

Call 1-800 O’Canada 232 232 232 184 207 232 163 200 - 14 218 - 232 69 163 163 69

15% 15% 15% 17% 25% 95% 20% 16% 3% 44% 17% 14% 16% 19% 10%

H EGH J Q

Through my employer 90 90 89 60 42 4 23 52 38 24 12 - 90 58 32 32 58

6% 6% 6% 6% 5% 2% 3% 4% 9% 4% 2% 7% 12% 3% 4% 8%

F JK O P

Previous Experience 78 78 78 64 53 16 38 61 19 29 26 - 78 40 38 38 40

5% 5% 5% 6% 6% 7% 5% 5% 4% 5% 5% 6% 8% 4% 5% 6%

O

Talk with family or friends 70 70 70 49 38 2 38 50 26 22 18 - 70 31 40 40 31

5% 5% 5% 5% 5% 1% 5% 4% 6% 4% 4% 5% 6% 4% 5% 4%

F F F

Previous personal experience 25 25 24 12 10 - 6 5 10 2 2 - 25 18 6 6 18

2% 2% 2% 1% 1% 1% \*% 2% \*% \*% 2% 4% 1% 1% 3%

JK O P

Do a general online or Google search 22 22 22 17 10 1 6 18 8 8 3 - 22 15 6 6 15

1% 1% 1% 2% 1% 1% 1% 1% 2% 2% 1% 2% 3% 1% 1% 2%

O

OTHER 15 15 15 7 4 - 8 4 8 1 2 - 15 6 9 9 6

1% 1% 1% 1% \*% 1% \*% 2% \*% \*% 1% 1% 1% 1% 1%

DK/Refused 6 6 6 4 2 - - 4 1 2 - - 6 6 - - 6

\*% \*% \*% \*% \*% \*% \*% \*% \*% 1% 1%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q1 Page 8

EI Claimant Survey 2016

Q1. How did you find out how to apply for Employment Insurance?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Visit the Government of Canada website 1055 200 61 68 208 57 170 53 455 450 334 272 785 146 16 498 300 139

69% 65% 53% 68% 71% 59% 52% 75% 75% 66% 88% 93% 78% 49% 77% 70% 72% 73%

G CG CG BCFG J J N N

Visit a Service Canada office 708 160 72 58 139 54 175 44 248 202 259 247 384 222 18 270 205 145

46% 52% 62% 58% 47% 56% 53% 63% 41% 30% 68% 85% 38% 74% 86% 38% 49% 76%

I EI I I I EI J JK M M P PQ

Call an Employment Insurance 407 86 38 21 88 19 98 23 164 21 123 263 254 86 12 143 153 81

Specialized Call Centre 27% 28% 32% 21% 30% 20% 30% 32% 27% 3% 32% 90% 25% 29% 56% 20% 37% 43%

J JK M P P

Call 1-800 O’Canada 232 56 33 14 52 13 56 14 87 9 45 178 142 45 5 75 77 66

15% 18% 29% 14% 17% 14% 17% 19% 14% 1% 12% 61% 14% 15% 23% 11% 18% 35%

DEFGI J JK P PQ

Through my employer 90 17 4 7 17 2 29 2 22 11 8 2 57 11 - 44 22 6

6% 6% 3% 7% 6% 2% 9% 3% 4% 2% 2% 1% 6% 4% 6% 5% 3%

CFHI

Previous Experience 78 13 4 13 8 2 9 - 38 30 10 16 54 18 1 35 23 14

5% 4% 3% 13% 3% 3% 3% 6% 4% 3% 6% 5% 6% 5% 5% 6% 7%

E E

Talk with family or friends 70 10 2 8 20 3 19 5 23 18 8 5 31 18 1 31 18 14

5% 3% 2% 8% 7% 3% 6% 7% 4% 3% 2% 2% 3% 6% 7% 4% 4% 7%

C

Previous personal experience 25 5 2 - 3 - 7 - 13 1 1 - 20 2 - 10 1 2

2% 2% 2% 1% 2% 2% \*% \*% 2% 1% 1% \*% 1%

Do a general online or Google search 22 2 2 1 5 3 5 1 8 6 2 1 15 2 - 9 8 1

1% 1% 2% 1% 2% 3% 2% 2% 1% 1% 1% 1% 1% 1% 1% 2% 1%

OTHER 15 1 1 - 3 1 2 1 7 3 - - 6 3 - 6 2 1

1% \*% 1% 1% 1% 1% 1% 1% \*% 1% 1% 1% \*% 1%

DK/Refused 6 1 1 - 1 - - - 3 - - - 4 - - 1 2 -

\*% \*% 1% \*% \*% \*% \*% \*%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q2 Page 9

EI Claimant Survey 2016

Q2. Thinking about the government information sources you used, which did you use first?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 671 92 163 178 237 530 141 54 145 247 221 146 430 96 259 412 41 143 34 633 526 146 44 627

Unweighted Total 659 95 165 178 220 522 137 57 152 233 212 145 416 98 284 375 46 142 32 623 508 151 36 623

Visit the Government of Canada website 436 54 99 122 161 360 77 21 82 162 170 102 288 46 151 285 27 102 21 414 351 85 30 406

65% 58% 61% 68% 68% 68% 54% 38% 57% 66% 77% 70% 67% 48% 58% 69% 68% 71% 63% 65% 67% 58% 68% 65%

G H H HIJ N N O

Call an Employment Insurance 45 3 13 10 19 32 13 4 9 20 12 14 23 8 19 26 0 11 4 42 33 12 2 43

Specialized Call Centre 7% 3% 8% 6% 8% 6% 9% 8% 6% 8% 5% 10% 5% 9% 7% 6% 1% 8% 10% 7% 6% 9% 5% 7%

Call 1-800 O’Canada 21 2 4 8 6 13 7 2 8 4 7 5 12 4 6 14 3 2 1 20 17 4 - 21

3% 2% 2% 5% 3% 3% 5% 4% 5% 2% 3% 3% 3% 4% 2% 3% 7% 2% 3% 3% 3% 3% 3%

Visit a Service Canada office 163 33 44 36 49 122 40 25 45 58 31 24 104 35 81 82 10 26 7 153 121 42 11 151

24% 36% 27% 20% 21% 23% 28% 46% 31% 23% 14% 16% 24% 36% 31% 20% 24% 18% 21% 24% 23% 29% 26% 24%

DE JK K L P

DK/Refused 6 - 2 2 2 2 4 2 0 3 0 0 3 3 2 4 - 0 1 5 4 2 0 6

1% 2% 1% 1% \*% 3% 4% \*% 1% \*% \*% 1% 3% 1% 1% \*% 3% 1% 1% 2% 1% 1%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q2 Page 10

EI Claimant Survey 2016

Q2. Thinking about the government information sources you used, which did you use first?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 671 405 267 49 623 466 205 523 148 5 101 44 23 163 14 158 108 18 37 588 82 503 108 59

Unweighted Total 659 493 166 52 607 467 192 505 154 1 109 47 22 135 16 146 122 19 42 575 83 499 92 65

Visit the Government of Canada website 436 246 191 21 415 289 147 348 89 5 71 34 15 120 7 98 52 8 25 378 58 314 82 39

65% 61% 72% 44% 67% 62% 72% 66% 60% 100% 70% 78% 66% 73% 53% 62% 48% 44% 68% 64% 71% 62% 77% 66%

B D OPQRS QR QR QR V

KLMN

Call an Employment Insurance 45 32 13 4 41 35 10 33 12 - 3 2 1 8 2 16 8 2 1 39 6 31 7 6

Specialized Call Centre 7% 8% 5% 8% 7% 7% 5% 6% 8% 3% 6% 6% 5% 14% 10% 8% 11% 4% 7% 8% 6% 7% 11%

Call 1-800 O’Canada 21 12 9 4 17 15 6 17 4 - 4 - 2 3 1 7 3 - - 21 - 18 3 -

3% 3% 3% 8% 3% 3% 3% 3% 3% 4% 11% 2% 7% 5% 3% 4% 4% 3%

Visit a Service Canada office 163 110 53 19 143 122 41 122 41 - 22 7 3 30 4 36 43 8 10 144 17 134 15 13

24% 27% 20% 40% 23% 26% 20% 23% 27% 22% 16% 15% 18% 25% 23% 39% 45% 27% 25% 21% 27% 14% 22%

E KLMNP LN W

DK/Refused 6 5 1 - 6 5 1 4 2 - 1 - 0 3 - - 2 - 0 6 0 6 - 0

1% 1% \*% 1% 1% 1% 1% 2% 1% 2% 2% 2% 1% 1% 1% 1% 1%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q2 Page 11

EI Claimant Survey 2016

Q2. Thinking about the government information sources you used, which did you use first?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 671 671 671 528 500 229 520 626 - 256 415 - 671 151 521 521 151

Unweighted Total 659 659 658 517 499 238 500 623 - 243 416 - 659 158 501 501 158

Visit the Government of Canada website 436 436 436 347 328 128 309 436 - 175 262 - 436 126 310 310 126

65% 65% 65% 66% 66% 56% 60% 70% 68% 63% 65% 84% 60% 60% 84%

F FG O P

Call an Employment Insurance 45 45 45 40 45 16 32 41 - 13 32 - 45 13 32 32 13

Specialized Call Centre 7% 7% 7% 8% 9% 7% 6% 6% 5% 8% 7% 9% 6% 6% 9%

Call 1-800 O’Canada 21 21 21 19 19 21 12 13 - 2 19 - 21 9 12 12 9

3% 3% 3% 4% 4% 9% 2% 2% 1% 5% 3% 6% 2% 2% 6%

EGH J

Visit a Service Canada office 163 163 163 120 101 60 163 130 - 65 97 - 163 - 163 163 -

24% 24% 24% 23% 20% 26% 31% 21% 25% 23% 24% 31% 31%

EH

DK/Refused 6 6 6 3 5 4 4 5 - 1 5 - 6 2 4 4 2

1% 1% 1% \*% 1% 2% 1% 1% \*% 1% 1% 2% 1% 1% 2%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q2 Page 12

EI Claimant Survey 2016

Q2. Thinking about the government information sources you used, which did you use first?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 671 141 54 44 140 34 136 41 264 - 379 292 427 149 18 248 227 136

Unweighted Total 659 137 57 36 141 32 145 46 256 - 361 298 406 153 17 256 219 127

Visit the Government of Canada website 436 77 21 30 93 21 68 27 186 - 252 185 324 58 12 167 147 87

65% 54% 38% 68% 66% 63% 50% 68% 71% 66% 63% 76% 39% 65% 67% 65% 64%

C CG C BCG N

Call an Employment Insurance 45 13 4 2 8 4 16 0 16 - 16 29 22 14 0 16 22 3

Specialized Call Centre 7% 9% 8% 5% 6% 10% 12% 1% 6% 4% 10% 5% 10% 3% 6% 10% 3%

H K R

Call 1-800 O’Canada 21 7 2 - 4 1 6 3 6 - 13 7 11 8 - 8 7 5

3% 5% 4% 3% 3% 5% 7% 2% 4% 3% 3% 6% 3% 3% 4%

Visit a Service Canada office 163 40 25 11 35 7 43 10 55 - 94 68 69 68 6 55 51 37

24% 28% 46% 26% 25% 21% 32% 24% 21% 25% 23% 16% 45% 32% 22% 22% 28%

EFI M

DK/Refused 6 4 2 0 1 1 2 - 1 - 3 3 1 1 - 2 - 2

1% 3% 4% 1% 1% 3% 2% \*% 1% 1% \*% 1% 1% 2%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q2\_1 Page 13

EI Claimant Survey 2016

Q2. Thinking about the government information sources you used, which did you use first? (Q1+Q2 combined)

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1287 169 316 358 444 1017 270 102 290 468 421 249 841 198 517 771 64 233 87 1194 1001 286 75 1211

Unweighted Total 1302 172 317 364 448 1042 260 105 301 445 444 270 846 186 570 732 75 244 83 1213 1010 292 66 1235

Visit the Government of Canada website 847 89 201 249 307 699 148 37 178 300 331 181 567 98 313 534 42 171 49 795 671 176 46 800

66% 53% 64% 70% 69% 69% 55% 36% 61% 64% 79% 73% 67% 50% 61% 69% 66% 73% 56% 67% 67% 61% 61% 66%

B B G H H HIJ N N O

Call an Employment Insurance 59 3 16 19 21 42 17 6 11 27 15 14 36 9 21 39 0 12 4 55 45 14 2 57

Specialized Call Centre 5% 2% 5% 5% 5% 4% 6% 6% 4% 6% 4% 6% 4% 5% 4% 5% 1% 5% 5% 5% 4% 5% 3% 5%

B

Call 1-800 O’Canada 24 2 4 8 10 15 9 2 9 4 9 6 15 4 9 15 3 2 2 22 20 4 - 24

2% 1% 1% 2% 2% 1% 3% 2% 3% 1% 2% 2% 2% 2% 2% 2% 5% 1% 2% 2% 2% 1% 2%

Visit a Service Canada office 350 75 92 79 104 258 92 55 92 133 66 47 220 83 171 179 18 47 32 315 261 89 27 323

27% 44% 29% 22% 23% 25% 34% 54% 32% 28% 16% 19% 26% 42% 33% 23% 28% 20% 36% 26% 26% 31% 36% 27%

CDE F IJK K K LM P

DK/Refused 6 - 2 2 2 2 4 2 0 3 0 0 3 3 2 4 - 0 1 5 4 2 0 6

1% 1% 1% \*% \*% 1% 2% \*% 1% \*% \*% \*% 2% \*% 1% \*% 1% \*% \*% 1% 1% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q2\_1 Page 14

EI Claimant Survey 2016

Q2. Thinking about the government information sources you used, which did you use first? (Q1+Q2 combined)

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1287 825 462 93 1195 918 369 992 295 5 211 87 48 325 29 248 227 36 72 1149 136 999 188 97

Unweighted Total 1302 1006 296 101 1201 920 382 1000 302 1 217 92 49 289 36 249 246 40 83 1160 139 1007 182 108

Visit the Government of Canada website 847 524 323 47 800 586 261 661 186 5 149 69 35 237 18 150 129 14 41 759 87 645 142 58

66% 63% 70% 51% 67% 64% 71% 67% 63% 100% 71% 79% 73% 73% 61% 61% 57% 40% 57% 66% 64% 65% 75% 60%

D OPQRS QR PQRS R PQRS R V

KLMN

Call an Employment Insurance 59 40 19 5 54 41 18 45 14 - 12 2 2 8 2 19 10 2 1 52 8 44 8 7

Specialized Call Centre 5% 5% 4% 6% 5% 4% 5% 5% 5% 6% 3% 5% 3% 7% 8% 4% 6% 2% 4% 6% 4% 4% 8%

Call 1-800 O’Canada 24 15 9 4 20 17 7 20 4 - 5 1 2 3 1 7 4 - - 23 1 20 4 0

2% 2% 2% 4% 2% 2% 2% 2% 1% 2% 1% 5% 1% 3% 3% 2% 2% 1% 2% 2% \*%

Visit a Service Canada office 350 241 110 36 314 269 81 262 88 - 44 15 7 74 8 72 82 19 29 310 39 284 35 30

27% 29% 24% 39% 26% 29% 22% 26% 30% 21% 17% 16% 23% 29% 29% 36% 54% 40% 27% 29% 28% 18% 31%

E KLMN MNOPQ KLMN W

KL

DK/Refused 6 5 1 - 6 5 1 4 2 - 1 - 0 3 - - 2 - 0 6 0 6 - 0

1% 1% \*% 1% 1% \*% \*% 1% \*% 1% 1% 1% 1% 1% \*% 1% \*%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q2\_1 Page 15

EI Claimant Survey 2016

Q2. Thinking about the government information sources you used, which did you use first? (Q1+Q2 combined)

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1287 1287 1283 915 712 239 753 1120 333 489 466 190 1097 339 948 758 529

Unweighted Total 1302 1302 1296 910 723 250 744 1135 348 484 470 195 1107 356 946 751 551

Visit the Government of Canada website 847 847 846 615 463 135 352 847 255 302 290 190 657 300 547 357 490

66% 66% 66% 67% 65% 56% 47% 76% 76% 62% 62% 100% 60% 88% 58% 47% 93%

G G EFG JK M O P

Call an Employment Insurance 59 59 59 51 59 16 35 48 4 23 32 - 59 25 35 35 25

Specialized Call Centre 5% 5% 5% 6% 8% 7% 5% 4% 1% 5% 7% 5% 7% 4% 5% 5%

GH I I O

Call 1-800 O’Canada 24 24 24 22 23 24 12 15 - 3 21 - 24 12 12 12 12

2% 2% 2% 2% 3% 10% 2% 1% 1% 5% 2% 4% 1% 2% 2%

EGH J

Visit a Service Canada office 350 350 347 225 162 60 350 204 74 159 117 - 350 - 350 350 -

27% 27% 27% 25% 23% 25% 47% 18% 22% 33% 25% 32% 37% 46%

EFH I

DK/Refused 6 6 6 3 5 4 4 5 - 1 5 - 6 2 4 4 2

1% 1% \*% \*% 1% 2% 1% \*% \*% 1% 1% 1% \*% 1% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q2\_1 Page 16

EI Claimant Survey 2016

Q2. Thinking about the government information sources you used, which did you use first? (Q1+Q2 combined)

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1287 270 102 75 255 87 274 64 519 616 379 292 858 262 21 595 362 166

Unweighted Total 1302 260 105 66 256 83 294 75 530 643 361 298 856 267 20 615 356 163

Visit the Government of Canada website 847 148 37 46 166 49 124 42 387 411 252 185 682 77 14 417 233 100

66% 55% 36% 61% 65% 56% 45% 66% 75% 67% 66% 63% 79% 29% 65% 70% 64% 60%

C C BCG C CG BCEFG N N

Call an Employment Insurance 59 17 6 2 9 4 19 0 25 14 16 29 31 16 0 21 28 4

Specialized Call Centre 5% 6% 6% 3% 4% 5% 7% 1% 5% 2% 4% 10% 4% 6% 2% 4% 8% 3%

H H H JK P

Call 1-800 O’Canada 24 9 2 - 4 2 7 3 7 3 13 7 11 8 - 9 9 5

2% 3% 2% 2% 2% 3% 5% 1% 1% 4% 3% 1% 3% 2% 3% 3%

J

Visit a Service Canada office 350 92 55 27 75 32 122 18 99 188 94 68 132 159 7 145 92 53

27% 34% 54% 36% 29% 36% 44% 28% 19% 30% 25% 23% 15% 61% 33% 24% 25% 32%

I BEHI I I BEHI M

DK/Refused 6 4 2 0 1 1 2 - 1 - 3 3 1 1 - 2 - 2

1% 1% 2% 1% \*% 1% 1% \*% 1% 1% \*% \*% \*% 2%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q3 Page 17

EI Claimant Survey 2016

Q3. When using the website, did you need any help or assistance?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 884 92 205 268 319 732 153 38 179 321 344 186 592 106 329 555 42 176 48 834 704 180 57 826

Unweighted Total 869 102 204 269 293 719 150 37 178 292 360 200 572 97 349 520 47 179 44 822 684 185 36 832

Yes 192 21 51 55 65 159 33 14 34 70 72 39 131 21 65 126 15 42 10 182 152 40 16 176

22% 23% 25% 21% 20% 22% 21% 37% 19% 22% 21% 21% 22% 20% 20% 23% 35% 24% 21% 22% 22% 22% 27% 21%

No 692 71 153 213 254 572 120 24 145 251 271 147 460 85 263 429 28 133 38 651 552 140 41 649

78% 77% 75% 79% 80% 78% 79% 63% 81% 78% 79% 79% 78% 80% 80% 77% 65% 75% 79% 78% 78% 78% 73% 79%

DK/Refused 1 - 1 - - 1 - - - - 1 - 1 - 1 - - 1 - 1 1 - - 1

\*% \*% \*% \*% \*% \*% 1% \*% \*% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q3 Page 18

EI Claimant Survey 2016

Q3. When using the website, did you need any help or assistance?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 884 543 341 51 833 612 273 694 190 5 152 73 41 248 18 154 138 14 42 793 91 666 150 66

Unweighted Total 869 661 208 55 814 613 256 673 196 1 154 75 36 224 23 154 139 17 46 778 90 658 137 70

Yes 192 109 82 14 177 129 62 148 43 - 21 13 18 47 4 52 25 6 5 168 23 127 48 17

22% 20% 24% 28% 21% 21% 23% 21% 23% 14% 18% 45% 19% 20% 34% 18% 41% 13% 21% 26% 19% 32% 26%

KLNQS KLNQS KS V

No 692 434 258 37 655 481 210 545 147 5 131 59 22 201 14 102 113 8 36 624 67 539 101 49

78% 80% 76% 72% 79% 79% 77% 79% 77% 100% 86% 82% 55% 81% 80% 66% 82% 59% 85% 79% 74% 81% 68% 74%

OPQRS MPR MP MP MP MP W

KLMN

DK/Refused 1 - 1 - 1 1 - 1 - - - - - - - - - - 1 1 - - 1 -

\*% \*% \*% \*% \*% 2% \*% 1%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q3 Page 19

EI Claimant Survey 2016

Q3. When using the website, did you need any help or assistance?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 884 884 883 648 484 135 360 884 270 318 297 189 695 330 554 365 519

Unweighted Total 869 869 868 621 473 144 325 869 280 303 286 194 675 343 526 332 537

Yes 192 192 191 141 141 43 119 192 25 54 113 11 180 59 133 121 70

22% 22% 22% 22% 29% 32% 33% 22% 9% 17% 38% 6% 26% 18% 24% 33% 14%

H H H I IJ L Q

No 692 692 692 508 343 91 239 692 245 264 183 178 514 271 420 243 449

78% 78% 78% 78% 71% 67% 67% 78% 91% 83% 62% 94% 74% 82% 76% 66% 86%

EFG JK K M P

DK/Refused 1 1 1 - 1 1 1 1 - - 1 - 1 - 1 1 -

\*% \*% \*% \*% 1% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q3 Page 20

EI Claimant Survey 2016

Q3. When using the website, did you need any help or assistance?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- -------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 884 153 38 57 174 48 129 42 400 448 252 185 707 78 14 430 248 107

Unweighted Total 869 150 37 36 175 44 131 47 407 454 234 181 687 83 11 432 241 95

Yes 192 33 14 16 40 10 35 15 82 54 63 75 100 38 6 77 42 46

22% 21% 37% 27% 23% 21% 27% 35% 21% 12% 25% 41% 14% 48% 43% 18% 17% 43%

J JK M PQ

No 692 120 24 41 134 38 93 28 318 394 189 109 607 40 8 353 206 61

78% 79% 63% 73% 77% 79% 72% 65% 79% 88% 75% 59% 86% 52% 57% 82% 83% 57%

KL L N R R

DK/Refused 1 - - - 1 - 1 - - - - 1 1 - - 1 - -

\*% 1% 1% 1% \*% \*%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q4 Page 21

EI Claimant Survey 2016

Q4. Was the assistance helpful in getting you what you needed?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 192 21 51 55 65 159 33 14 34 70 72 39 131 21 65 126 15 42 10 182 152 40 16 176

Unweighted Total 179 23 52 49 55 143 36 15 41 57 65 35 121 23 70 109 12 39 11 168 135 44 13 166

Yes 147 19 39 42 48 120 27 13 32 56 46 30 98 19 47 100 7 35 8 139 119 29 12 135

77% 91% 77% 76% 73% 76% 83% 93% 93% 80% 64% 79% 75% 89% 72% 79% 47% 82% 80% 77% 78% 72% 78% 77%

K K

No 43 2 12 13 16 38 5 1 2 14 25 7 33 2 18 25 7 7 2 41 32 11 3 40

23% 9% 23% 24% 25% 24% 17% 7% 7% 20% 35% 19% 25% 11% 28% 20% 47% 18% 20% 23% 21% 28% 22% 23%

HI

DK/Refused 1 - - - 1 1 - - - - 1 1 - - - 1 1 - - 1 1 - - 1

1% 2% 1% 1% 3% 1% 7% 1% 1% 1%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q4 Page 22

EI Claimant Survey 2016

Q4. Was the assistance helpful in getting you what you needed?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 192 109 82 14 177 129 62 148 43 - 21 13 18 47 4 52 25 6 5 168 23 127 48 17

Unweighted Total 179 131 48 15 164 130 49 131 48 - 25 10 11 47 4 40 28 6 8 154 25 120 41 18

Yes 147 93 54 13 134 107 41 116 31 - 18 3 11 36 2 47 19 5 5 137 11 113 29 6

77% 85% 66% 93% 76% 82% 66% 78% 72% 86% 27% 62% 76% 43% 91% 78% 83% 100% 81% 46% 89% 61% 35%

E L L L L L LMNOQ U WX

No 43 15 28 1 42 22 21 31 12 - 3 10 7 11 1 5 5 1 - 31 13 13 19 11

23% 14% 34% 7% 24% 17% 34% 21% 28% 14% 73% 38% 24% 28% 9% 22% 17% 18% 54% 10% 39% 65%

B D KNPQR T V V

DK/Refused 1 1 - - 1 1 - 1 - - - - - - 1 - - - - 1 - 1 - -

1% 1% 1% 1% 1% 29% 1% 1%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q4 Page 23

EI Claimant Survey 2016

Q4. Was the assistance helpful in getting you what you needed?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 192 192 191 141 141 43 119 192 25 54 113 11 180 59 133 121 70

Unweighted Total 179 179 178 137 134 46 104 179 22 55 102 13 166 59 120 107 72

Yes 147 147 146 113 111 35 89 147 16 46 85 10 137 46 101 91 57

77% 77% 77% 80% 79% 81% 74% 77% 65% 85% 76% 91% 76% 79% 76% 75% 81%

No 43 43 43 27 30 8 31 43 8 8 28 - 43 13 31 31 13

23% 23% 23% 19% 21% 19% 26% 23% 31% 15% 24% 24% 21% 23% 25% 18%

DK/Refused 1 1 1 1 - - - 1 1 - - 1 - - 1 - 1

1% 1% 1% 1% 1% 4% 9% 1% 1%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q4 Page 24

EI Claimant Survey 2016

Q4. Was the assistance helpful in getting you what you needed?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 192 33 14 16 40 10 35 15 82 54 63 75 100 38 6 77 42 46

Unweighted Total 179 36 15 13 40 11 35 12 72 51 59 69 90 38 7 81 46 38

Yes 147 27 13 12 28 8 30 7 61 44 50 53 80 27 4 63 33 37

77% 83% 93% 78% 70% 80% 87% 47% 74% 81% 80% 71% 81% 71% 59% 83% 79% 81%

EHI

No 43 5 1 3 12 2 4 7 22 9 12 22 18 11 2 12 9 9

23% 17% 7% 22% 30% 20% 13% 47% 26% 17% 20% 29% 18% 29% 41% 16% 21% 19%

C C C

DK/Refused 1 - - - - - - 1 - 1 - - 1 - - 1 - -

1% 7% 2% 1% 1%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q5 Page 25

EI Claimant Survey 2016

Q5. Did you get what you needed in a reasonable amount of time?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Yes 1339 189 291 384 474 1065 274 113 307 510 402 235 897 207 540 799 62 230 88 1245 1072 267 86 1252

88% 94% 83% 88% 88% 87% 89% 97% 91% 89% 82% 80% 90% 86% 87% 88% 89% 86% 92% 87% 88% 85% 85% 88%

CDE JK K K L

No 177 12 53 49 63 143 33 3 30 60 84 53 97 27 76 100 8 38 8 169 134 43 10 166

12% 6% 15% 11% 12% 12% 11% 3% 9% 10% 17% 18% 10% 11% 12% 11% 11% 14% 8% 12% 11% 14% 10% 12%

B B H H HIJ M

DK/Refused 12 - 6 5 1 11 1 1 - 5 6 6 1 5 6 6 - - - 12 6 6 5 7

1% 2% 1% \*% 1% \*% 1% 1% 1% 2% \*% 2% 1% 1% 1% 1% 2% 5% 1%

E E M M U X

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q5 Page 26

EI Claimant Survey 2016

Q5. Did you get what you needed in a reasonable amount of time?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Yes 1339 871 468 107 1232 983 356 1065 275 5 217 87 53 336 28 253 256 34 70 1242 94 1097 176 64

88% 89% 85% 92% 87% 90% 81% 89% 84% 100% 86% 85% 91% 88% 90% 87% 90% 86% 89% 91% 59% 93% 79% 52%

G NPQRS U WX X

KL

No 177 105 72 9 168 105 72 131 46 - 32 15 5 41 3 38 30 5 8 111 66 76 41 58

12% 11% 13% 8% 12% 10% 16% 11% 14% 12% 15% 9% 11% 10% 13% 10% 14% 10% 8% 41% 6% 19% 48%

F T V VW

DK/Refused 12 1 11 - 12 1 11 6 6 - 5 - - 6 - - - - 1 12 - 6 6 -

1% \*% 2% 1% \*% 3% 1% 2% 2% 2% 1% 1% 1% 3%

B F H V

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q5 Page 27

EI Claimant Survey 2016

Q5. Did you get what you needed in a reasonable amount of time?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Yes 1339 1339 1334 934 684 201 709 1093 413 487 401 183 1156 429 910 726 613

88% 88% 88% 86% 83% 82% 86% 87% 94% 88% 81% 96% 86% 87% 88% 86% 89%

E JK K M

No 177 177 176 135 133 44 114 150 26 55 93 7 170 55 122 115 62

12% 12% 12% 12% 16% 18% 14% 12% 6% 10% 19% 4% 13% 11% 12% 14% 9%

IJ L Q

DK/Refused 12 12 12 12 12 - 1 11 - 12 - - 12 11 1 1 11

1% 1% 1% 1% 1% \*% 1% 2% 1% 2% \*% \*% 2%

G G O P

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q5 Page 28

EI Claimant Survey 2016

Q5. Did you get what you needed in a reasonable amount of time?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Yes 1339 274 113 86 261 88 292 62 518 631 318 243 912 258 13 651 358 141

88% 89% 97% 85% 89% 92% 89% 89% 85% 93% 84% 83% 90% 86% 63% 92% 86% 74%

BEGI KL O QR R

No 177 33 3 10 34 8 36 8 86 51 57 50 94 36 8 51 54 49

12% 11% 3% 10% 11% 8% 11% 11% 14% 7% 15% 17% 9% 12% 37% 7% 13% 26%

C C C C J J M P PQ

DK/Refused 12 1 1 5 - - - - 6 - 6 - 6 6 - 6 6 -

1% \*% 1% 5% 1% 2% 1% 2% 1% 1%

BCI M

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6A Page 29

EI Claimant Survey 2016

Q6A. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Find the information you were looking for.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1355 176 321 392 465 1072 282 105 294 505 444 256 889 210 543 811 65 244 88 1260 1064 290 90 1264

Unweighted Total 1355 180 322 387 465 1086 269 108 306 470 464 278 879 198 593 762 76 256 84 1265 1059 296 72 1282

Very Difficult 63 4 20 21 17 47 16 3 5 27 27 13 41 9 28 35 - 9 5 58 44 19 4 58

5% 2% 6% 5% 4% 4% 6% 3% 2% 5% 6% 5% 5% 4% 5% 4% 4% 6% 5% 4% 6% 5% 5%

B I I

Somewhat Difficult 217 19 49 62 87 180 37 11 46 82 75 39 143 35 82 135 19 48 11 205 178 39 18 199

16% 11% 15% 16% 19% 17% 13% 10% 16% 16% 17% 15% 16% 17% 15% 17% 30% 20% 12% 16% 17% 14% 20% 16%

B

Somewhat Easy 672 89 182 177 224 516 155 53 146 253 219 158 413 101 278 394 27 99 46 625 504 168 40 631

50% 50% 57% 45% 48% 48% 55% 50% 50% 50% 49% 62% 47% 48% 51% 49% 42% 41% 51% 50% 47% 58% 45% 50%

D MN U

Very Easy 394 65 69 130 132 322 72 38 94 139 120 47 283 65 152 242 19 87 24 366 332 63 27 367

29% 37% 21% 33% 28% 30% 26% 36% 32% 28% 27% 18% 32% 31% 28% 30% 29% 36% 28% 29% 31% 22% 30% 29%

C C L L V

DK/Refused 8 - 1 2 5 7 1 - 3 3 2 0 8 - 3 5 - 0 2 6 7 1 - 8

1% \*% 1% 1% 1% 1% 1% 1% 1% \*% 1% 1% 1% \*% 3% \*% 1% 1% 1%

NET: Difficult 280 23 69 83 104 227 53 14 52 109 102 51 184 44 110 170 19 58 16 263 222 58 23 257

21% 13% 22% 21% 22% 21% 19% 14% 18% 22% 23% 20% 21% 21% 20% 21% 30% 24% 18% 21% 21% 20% 25% 20%

B B B H

NET: Easy 1066 153 250 307 355 838 228 91 240 392 340 204 696 165 430 636 46 186 70 991 835 231 67 998

79% 87% 78% 78% 76% 78% 81% 86% 81% 78% 76% 80% 78% 79% 79% 78% 70% 76% 79% 79% 79% 79% 75% 79%

CDE K

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6A Page 30

EI Claimant Survey 2016

Q6A. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Find the information you were looking for.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1355 860 494 99 1255 963 391 1055 299 5 216 92 56 343 29 256 250 36 73 1209 143 1044 200 107

Unweighted Total 1355 1043 312 108 1247 965 390 1049 306 1 222 97 53 303 36 258 261 40 84 1205 147 1045 191 114

Very Difficult 63 33 30 5 58 33 30 43 20 - 7 8 1 13 0 16 13 4 - 29 34 22 9 32

5% 4% 6% 5% 5% 3% 8% 4% 7% 3% 9% 2% 4% 2% 6% 5% 11% 2% 24% 2% 5% 30%

M T VW

Somewhat Difficult 217 136 81 10 207 154 63 177 40 - 20 15 17 55 6 50 38 4 13 177 40 125 57 36

16% 16% 16% 10% 17% 16% 16% 17% 13% 9% 17% 30% 16% 20% 19% 15% 11% 18% 15% 28% 12% 28% 33%

D KR K T V V

Somewhat Easy 672 416 256 52 620 462 210 498 173 - 124 42 28 178 16 106 128 18 30 616 54 536 107 28

50% 48% 52% 52% 49% 48% 54% 47% 58% 58% 46% 51% 52% 56% 41% 51% 50% 41% 51% 38% 51% 54% 26%

H PS U X X

Very Easy 394 267 127 32 362 308 87 330 64 5 64 25 8 95 5 84 71 8 29 379 13 356 26 10

29% 31% 26% 33% 29% 32% 22% 31% 21% 100% 30% 27% 15% 28% 19% 33% 28% 24% 40% 31% 9% 34% 13% 9%

G I OPQRS M MO U WX

KLMN

DK/Refused 8 7 1 0 8 7 1 7 1 - 1 1 1 1 1 0 0 1 1 7 1 5 1 2

1% 1% \*% \*% 1% 1% \*% 1% \*% \*% 1% 2% \*% 3% \*% \*% 4% 1% 1% 1% \*% 1% 2%

NET: Difficult 280 169 111 15 265 187 93 220 60 - 27 24 18 69 6 66 50 8 13 207 73 146 66 67

21% 20% 22% 15% 21% 19% 24% 21% 20% 12% 26% 32% 20% 22% 26% 20% 22% 18% 17% 51% 14% 33% 63%

K K K T V VW

NET: Easy 1066 683 383 84 982 770 296 828 238 5 188 67 37 273 22 189 199 26 59 995 68 892 133 38

79% 79% 77% 85% 78% 80% 76% 79% 79% 100% 87% 73% 66% 80% 75% 74% 80% 74% 81% 82% 47% 86% 66% 35%

OPQRS LMP U WX X

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6A Page 31

EI Claimant Survey 2016

Q6A. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Find the information you were looking for.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1355 1355 1350 975 755 245 782 1178 356 514 485 190 1164 376 978 788 567

Unweighted Total 1355 1355 1349 955 750 252 766 1183 367 507 481 195 1160 386 969 774 581

Very Difficult 63 63 63 45 46 25 43 52 12 12 38 2 61 18 45 43 20

5% 5% 5% 5% 6% 10% 6% 4% 3% 2% 8% 1% 5% 5% 5% 5% 3%

GH IJ L

Somewhat Difficult 217 217 216 152 143 34 135 192 43 82 92 20 197 62 155 135 83

16% 16% 16% 16% 19% 14% 17% 16% 12% 16% 19% 11% 17% 17% 16% 17% 15%

I

Somewhat Easy 672 672 669 496 362 112 385 596 164 284 224 94 578 188 484 390 281

50% 50% 50% 51% 48% 46% 49% 51% 46% 55% 46% 49% 50% 50% 49% 50% 50%

IK

Very Easy 394 394 393 280 202 73 213 334 131 134 129 73 321 107 287 214 181

29% 29% 29% 29% 27% 30% 27% 28% 37% 26% 27% 39% 28% 29% 29% 27% 32%

JK M

DK/Refused 8 8 8 1 2 0 6 4 5 2 1 1 7 1 7 6 2

1% 1% 1% \*% \*% \*% 1% \*% 2% \*% \*% 1% 1% \*% 1% 1% \*%

NET: Difficult 280 280 279 197 189 59 178 244 55 94 131 22 258 80 200 178 102

21% 21% 21% 20% 25% 24% 23% 21% 16% 18% 27% 12% 22% 21% 20% 23% 18%

IJ L

NET: Easy 1066 1066 1062 776 564 185 598 930 295 418 353 167 899 295 771 604 462

79% 79% 79% 80% 75% 76% 76% 79% 83% 81% 73% 88% 77% 78% 79% 77% 82%

K K M

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6A Page 32

EI Claimant Survey 2016

Q6A. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Find the information you were looking for.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

=============================================================== ======================= ======================= =======================

Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- -------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1355 282 105 90 267 88 281 65 545 682 380 292 899 277 21 622 385 180

Unweighted Total 1355 269 108 72 268 84 301 76 554 694 363 298 890 278 20 640 375 169

Very Difficult 63 16 3 4 8 5 19 - 29 22 15 25 31 14 3 15 18 18

5% 6% 3% 5% 3% 6% 7% 5% 3% 4% 9% 3% 5% 14% 2% 5% 10%

E J P

Somewhat Difficult 217 37 11 18 49 11 42 19 93 96 66 56 129 40 8 87 54 45

16% 13% 10% 20% 18% 12% 15% 30% 17% 14% 17% 19% 14% 14% 37% 14% 14% 25%

BCFGI PQ

Somewhat Easy 672 155 53 40 126 46 146 27 251 328 214 130 455 144 4 295 221 72

50% 55% 50% 45% 47% 51% 52% 42% 46% 48% 56% 44% 51% 52% 21% 47% 58% 40%

L O O PR

Very Easy 394 72 38 27 84 24 70 19 169 228 85 81 280 75 6 222 90 44

29% 26% 36% 30% 31% 28% 25% 29% 31% 33% 22% 28% 31% 27% 28% 36% 23% 25%

K QR

DK/Refused 8 1 - - 1 2 3 - 2 8 - 0 5 3 - 3 1 0

1% 1% \*% 3% 1% \*% 1% \*% 1% 1% 1% \*% \*%

NET: Difficult 280 53 14 23 57 16 61 19 122 118 81 81 159 54 11 102 72 63

21% 19% 14% 25% 21% 18% 22% 30% 22% 17% 21% 28% 18% 20% 51% 16% 19% 35%

C J MN PQ

NET: Easy 1066 228 91 67 209 70 217 46 420 556 299 211 735 220 10 516 312 116

79% 81% 86% 75% 78% 79% 77% 70% 77% 82% 79% 72% 82% 79% 49% 83% 81% 65%

HI L O O R R

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6B Page 33

EI Claimant Survey 2016

Q6B. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Determine if you were eligible for EI benefits.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1355 176 321 392 465 1072 282 105 294 505 444 256 889 210 543 811 65 244 88 1260 1064 290 90 1264

Unweighted Total 1355 180 322 387 465 1086 269 108 306 470 464 278 879 198 593 762 76 256 84 1265 1059 296 72 1282

Very Difficult 107 6 23 29 50 92 15 5 22 57 22 15 69 22 38 68 7 15 13 94 87 20 18 89

8% 3% 7% 7% 11% 9% 5% 5% 8% 11% 5% 6% 8% 11% 7% 8% 11% 6% 15% 7% 8% 7% 20% 7%

B K X

Somewhat Difficult 218 30 46 82 60 173 44 14 47 82 72 49 133 36 93 125 14 46 8 209 174 43 15 202

16% 17% 14% 21% 13% 16% 16% 13% 16% 16% 16% 19% 15% 17% 17% 15% 22% 19% 9% 17% 16% 15% 17% 16%

E

Somewhat Easy 540 67 163 130 179 408 132 41 114 192 192 108 351 81 228 312 24 95 26 511 396 144 32 506

40% 38% 51% 33% 38% 38% 47% 39% 39% 38% 43% 42% 39% 39% 42% 38% 37% 39% 29% 41% 37% 50% 36% 40%

BDE U

Very Easy 471 73 85 146 168 383 88 43 106 168 151 82 323 65 178 294 19 83 39 430 391 80 23 448

35% 41% 27% 37% 36% 36% 31% 41% 36% 33% 34% 32% 36% 31% 33% 36% 30% 34% 44% 34% 37% 27% 26% 35%

C C C V

DK/Refused 19 1 3 6 9 16 3 2 4 6 6 2 12 5 6 13 - 4 3 16 16 3 1 18

1% 1% 1% 2% 2% 1% 1% 2% 2% 1% 1% 1% 1% 2% 1% 2% 2% 3% 1% 2% 1% 1% 1%

NET: Difficult 324 35 69 110 109 266 59 19 69 139 95 64 202 58 131 193 22 61 21 303 261 63 33 291

24% 20% 22% 28% 24% 25% 21% 18% 24% 28% 21% 25% 23% 28% 24% 24% 33% 25% 24% 24% 25% 22% 37% 23%

NET: Easy 1011 140 248 276 346 791 220 83 221 360 343 190 674 147 406 605 43 179 65 941 787 224 56 954

75% 79% 77% 70% 75% 74% 78% 79% 75% 71% 77% 74% 76% 70% 75% 75% 67% 73% 73% 75% 74% 77% 62% 75%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6B Page 34

EI Claimant Survey 2016

Q6B. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Determine if you were eligible for EI benefits.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1355 860 494 99 1255 963 391 1055 299 5 216 92 56 343 29 256 250 36 73 1209 143 1044 200 107

Unweighted Total 1355 1043 312 108 1247 965 390 1049 306 1 222 97 53 303 36 258 261 40 84 1205 147 1045 191 114

Very Difficult 107 53 54 4 102 39 68 86 21 - 21 5 3 32 1 18 23 2 2 61 46 36 30 40

8% 6% 11% 4% 8% 4% 17% 8% 7% 10% 6% 5% 9% 5% 7% 9% 5% 3% 5% 32% 3% 15% 38%

B F S S T V VW

Somewhat Difficult 218 139 79 7 211 130 88 174 44 - 30 19 5 49 4 50 40 3 18 172 46 125 55 37

16% 16% 16% 7% 17% 13% 22% 16% 15% 14% 21% 9% 14% 13% 19% 16% 8% 24% 14% 32% 12% 27% 35%

D F MR T V V

Somewhat Easy 540 353 187 44 496 394 146 392 148 - 77 39 26 141 14 90 104 14 34 508 31 444 78 17

40% 41% 38% 44% 39% 41% 37% 37% 49% 36% 43% 47% 41% 48% 35% 42% 40% 46% 42% 22% 42% 39% 16%

H U X X

Very Easy 471 300 171 44 427 383 88 388 83 5 82 27 19 117 10 96 79 15 19 451 18 422 35 12

35% 35% 35% 44% 34% 40% 22% 37% 28% 100% 38% 30% 35% 34% 34% 37% 32% 43% 27% 37% 13% 40% 18% 11%

E G I OPQRS U WX

KLMN

DK/Refused 19 15 4 - 19 17 2 16 3 - 5 1 2 4 - 3 3 1 - 18 1 16 2 1

1% 2% 1% 2% 2% 1% 2% 1% 3% 1% 4% 1% 1% 1% 3% 2% 1% 2% 1% 1%

NET: Difficult 324 192 132 11 313 169 155 259 65 - 51 25 8 81 5 67 63 5 20 232 92 162 85 77

24% 22% 27% 11% 25% 18% 40% 25% 22% 24% 27% 14% 24% 18% 26% 25% 14% 27% 19% 65% 16% 42% 72%

D F T V VW

NET: Easy 1011 653 358 88 923 777 233 779 231 5 159 66 46 258 24 186 184 30 53 958 49 866 114 29

75% 76% 72% 89% 74% 81% 60% 74% 77% 100% 74% 72% 82% 75% 82% 73% 74% 84% 73% 79% 35% 83% 57% 27%

E G OPQRS U WX X

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6B Page 35

EI Claimant Survey 2016

Q6B. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Determine if you were eligible for EI benefits.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1355 1355 1350 975 755 245 782 1178 356 514 485 190 1164 376 978 788 567

Unweighted Total 1355 1355 1349 955 750 252 766 1183 367 507 481 195 1160 386 969 774 581

Very Difficult 107 107 107 85 61 18 63 93 26 40 40 19 88 26 81 63 44

8% 8% 8% 9% 8% 7% 8% 8% 7% 8% 8% 10% 8% 7% 8% 8% 8%

Somewhat Difficult 218 218 216 145 129 32 138 188 42 96 79 13 204 64 153 140 77

16% 16% 16% 15% 17% 13% 18% 16% 12% 19% 16% 7% 18% 17% 16% 18% 14%

I L

Somewhat Easy 540 540 538 412 305 104 310 478 132 211 197 74 466 153 387 313 227

40% 40% 40% 42% 40% 43% 40% 41% 37% 41% 41% 39% 40% 41% 40% 40% 40%

Very Easy 471 471 471 324 255 90 259 405 144 161 166 79 392 132 339 261 211

35% 35% 35% 33% 34% 37% 33% 34% 40% 31% 34% 41% 34% 35% 35% 33% 37%

J

DK/Refused 19 19 18 8 4 1 12 13 11 5 2 5 14 2 17 12 7

1% 1% 1% 1% 1% 1% 2% 1% 3% 1% 1% 3% 1% 1% 2% 2% 1%

K

NET: Difficult 324 324 322 230 190 49 201 281 69 137 119 32 292 90 235 203 122

24% 24% 24% 24% 25% 20% 26% 24% 19% 27% 25% 17% 25% 24% 24% 26% 21%

I L

NET: Easy 1011 1011 1009 737 560 194 569 884 276 372 363 153 858 285 726 573 438

75% 75% 75% 76% 74% 79% 73% 75% 77% 72% 75% 80% 74% 76% 74% 73% 77%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6B Page 36

EI Claimant Survey 2016

Q6B. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Determine if you were eligible for EI benefits.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1355 282 105 90 267 88 281 65 545 682 380 292 899 277 21 622 385 180

Unweighted Total 1355 269 108 72 268 84 301 76 554 694 363 298 890 278 20 640 375 169

Very Difficult 107 15 5 18 6 13 26 7 45 45 41 21 60 27 6 45 27 20

8% 5% 5% 20% 2% 15% 9% 11% 8% 7% 11% 7% 7% 10% 30% 7% 7% 11%

BCE E E E E M

Somewhat Difficult 218 44 14 15 35 8 46 14 95 107 66 44 122 63 3 66 78 27

16% 16% 13% 17% 13% 9% 16% 22% 17% 16% 17% 15% 14% 23% 14% 11% 20% 15%

M P

Somewhat Easy 540 132 41 32 106 26 123 24 203 268 165 106 381 85 5 256 150 84

40% 47% 39% 36% 40% 29% 44% 37% 37% 39% 43% 36% 42% 31% 23% 41% 39% 47%

F N

Very Easy 471 88 43 23 116 39 79 19 194 247 106 118 322 98 7 244 127 47

35% 31% 41% 26% 44% 44% 28% 30% 36% 36% 28% 40% 36% 36% 33% 39% 33% 26%

BDGHI G K K R

DK/Refused 19 3 2 1 4 3 6 - 9 15 2 2 13 3 - 11 2 1

1% 1% 2% 1% 1% 3% 2% 2% 2% 1% 1% 1% 1% 2% 1% 1%

NET: Difficult 324 59 19 33 41 21 72 22 139 152 107 66 182 90 9 111 105 48

24% 21% 18% 37% 15% 24% 26% 33% 26% 22% 28% 22% 20% 33% 44% 18% 27% 26%

CE E E E M P

NET: Easy 1011 220 83 56 222 65 203 43 397 515 271 225 703 183 12 500 277 131

75% 78% 79% 62% 83% 73% 72% 67% 73% 76% 71% 77% 78% 66% 56% 80% 72% 73%

DGHI N Q

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6C Page 37

EI Claimant Survey 2016

Q6C. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Determine the steps in the application process.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1355 176 321 392 465 1072 282 105 294 505 444 256 889 210 543 811 65 244 88 1260 1064 290 90 1264

Unweighted Total 1355 180 322 387 465 1086 269 108 306 470 464 278 879 198 593 762 76 256 84 1265 1059 296 72 1282

Very Difficult 48 3 11 17 17 38 10 2 13 17 16 4 32 11 24 24 1 9 4 44 37 11 6 42

4% 2% 3% 4% 4% 4% 4% 2% 4% 3% 4% 2% 4% 5% 4% 3% 2% 4% 4% 3% 3% 4% 7% 3%

Somewhat Difficult 205 27 51 60 66 164 41 16 37 95 56 47 118 39 79 126 15 37 14 190 162 43 16 189

15% 16% 16% 15% 14% 15% 14% 15% 12% 19% 13% 18% 13% 19% 15% 16% 23% 15% 16% 15% 15% 15% 18% 15%

K

Somewhat Easy 593 69 170 145 208 460 133 48 123 208 213 115 384 94 261 333 28 101 34 556 435 158 38 555

44% 39% 53% 37% 45% 43% 47% 45% 42% 41% 48% 45% 43% 45% 48% 41% 44% 41% 38% 44% 41% 54% 42% 44%

BD P U

Very Easy 492 76 83 164 168 397 94 37 117 179 157 88 342 62 174 318 20 92 32 458 417 75 30 462

36% 43% 26% 42% 36% 37% 33% 35% 40% 35% 35% 34% 38% 30% 32% 39% 31% 38% 36% 36% 39% 26% 33% 37%

C C C O V

DK/Refused 17 1 5 5 6 12 4 3 6 6 2 2 12 3 6 11 - 5 4 12 13 4 - 17

1% 1% 2% 1% 1% 1% 2% 3% 2% 1% \*% 1% 1% 1% 1% 1% 2% 5% 1% 1% 1% 1%

NET: Difficult 253 30 62 77 83 202 51 18 49 112 72 51 151 51 103 150 16 46 18 233 199 53 22 230

19% 17% 19% 20% 18% 19% 18% 17% 17% 22% 16% 20% 17% 24% 19% 18% 25% 19% 21% 19% 19% 18% 25% 18%

NET: Easy 1085 145 253 310 376 858 227 84 239 387 370 203 726 156 435 650 49 193 66 1014 852 233 67 1017

80% 82% 79% 79% 81% 80% 80% 80% 81% 77% 83% 79% 82% 74% 80% 80% 75% 79% 74% 81% 80% 80% 75% 80%

J

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6C Page 38

EI Claimant Survey 2016

Q6C. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Determine the steps in the application process.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1355 860 494 99 1255 963 391 1055 299 5 216 92 56 343 29 256 250 36 73 1209 143 1044 200 107

Unweighted Total 1355 1043 312 108 1247 965 390 1049 306 1 222 97 53 303 36 258 261 40 84 1205 147 1045 191 114

Very Difficult 48 27 21 3 45 28 20 36 12 - 4 2 1 13 - 12 12 2 1 17 31 10 9 28

4% 3% 4% 3% 4% 3% 5% 3% 4% 2% 3% 2% 4% 5% 5% 7% 1% 1% 22% 1% 5% 26%

T VW

Somewhat Difficult 205 118 87 11 194 120 85 161 44 - 30 14 12 57 4 44 29 4 10 162 43 128 47 29

15% 14% 18% 11% 15% 12% 22% 15% 15% 14% 15% 22% 17% 13% 17% 12% 13% 14% 13% 30% 12% 24% 27%

F T V V

Somewhat Easy 593 389 204 49 545 433 160 432 161 - 101 41 28 152 17 92 113 16 33 552 40 462 100 28

44% 45% 41% 49% 43% 45% 41% 41% 54% 47% 44% 51% 44% 58% 36% 45% 45% 46% 46% 28% 44% 50% 26%

H P U X X

Very Easy 492 311 181 35 457 366 125 413 79 5 77 35 12 116 8 106 93 11 27 463 28 429 43 20

36% 36% 37% 35% 36% 38% 32% 39% 26% 100% 36% 38% 22% 34% 29% 41% 37% 32% 37% 38% 20% 41% 21% 19%

I OPQRS M U WX

KLMN

DK/Refused 17 15 2 2 15 16 1 13 4 - 3 - 2 4 - 2 3 1 1 16 1 14 1 1

1% 2% \*% 2% 1% 2% \*% 1% 1% 1% 4% 1% 1% 1% 4% 2% 1% 1% 1% \*% 1%

NET: Difficult 253 145 107 14 239 148 105 197 55 - 34 16 13 70 4 56 41 7 11 179 74 138 57 57

19% 17% 22% 14% 19% 15% 27% 19% 18% 16% 18% 23% 20% 13% 22% 16% 19% 16% 15% 52% 13% 28% 53%

F T V VW

NET: Easy 1085 700 385 83 1002 799 286 845 240 5 178 76 41 269 25 198 206 27 60 1014 68 891 143 48

80% 81% 78% 84% 80% 83% 73% 80% 80% 100% 83% 82% 73% 78% 87% 77% 82% 76% 82% 84% 47% 85% 71% 45%

G OPQRS U WX X

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6C Page 39

EI Claimant Survey 2016

Q6C. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Determine the steps in the application process.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

==================== =========================== ==================== ============= ============= =============

EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1355 1355 1350 975 755 245 782 1178 356 514 485 190 1164 376 978 788 567

Unweighted Total 1355 1355 1349 955 750 252 766 1183 367 507 481 195 1160 386 969 774 581

Very Difficult 48 48 47 35 33 14 39 33 9 9 29 1 47 7 40 39 8

4% 4% 3% 4% 4% 6% 5% 3% 3% 2% 6% \*% 4% 2% 4% 5% 1%

J L Q

Somewhat Difficult 205 205 205 135 117 32 136 166 50 80 75 20 185 48 157 137 68

15% 15% 15% 14% 15% 13% 17% 14% 14% 16% 16% 10% 16% 13% 16% 17% 12%

Q

Somewhat Easy 593 593 591 441 333 114 338 526 146 242 206 75 518 176 417 342 251

44% 44% 44% 45% 44% 47% 43% 45% 41% 47% 42% 40% 44% 47% 43% 43% 44%

Very Easy 492 492 491 358 264 84 258 440 145 178 169 91 401 142 350 259 233

36% 36% 36% 37% 35% 34% 33% 37% 41% 35% 35% 48% 34% 38% 36% 33% 41%

M P

DK/Refused 17 17 16 6 8 1 11 13 6 5 5 3 14 3 14 11 6

1% 1% 1% 1% 1% \*% 1% 1% 2% 1% 1% 2% 1% 1% 1% 1% 1%

NET: Difficult 253 253 252 170 149 46 175 199 59 89 105 21 232 55 197 176 76

19% 19% 19% 17% 20% 19% 22% 17% 17% 17% 22% 11% 20% 15% 20% 22% 13%

H L N Q

NET: Easy 1085 1085 1082 799 597 198 596 966 290 420 374 166 919 318 767 601 484

80% 80% 80% 82% 79% 81% 76% 82% 82% 82% 77% 87% 79% 85% 78% 76% 85%

G M O P

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6C Page 40

EI Claimant Survey 2016

Q6C. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Determine the steps in the application process.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

=============================================================== ======================= ======================= =======================

Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1355 282 105 90 267 88 281 65 545 682 380 292 899 277 21 622 385 180

Unweighted Total 1355 269 108 72 268 84 301 76 554 694 363 298 890 278 20 640 375 169

Very Difficult 48 10 2 6 10 4 12 1 24 15 18 15 14 12 8 12 10 17

4% 4% 2% 7% 4% 4% 4% 2% 4% 2% 5% 5% 2% 4% 37% 2% 3% 9%

MN PQ

Somewhat Difficult 205 41 16 16 31 14 51 15 79 93 76 36 104 65 3 75 52 33

15% 14% 15% 18% 12% 16% 18% 23% 15% 14% 20% 12% 12% 24% 14% 12% 14% 19%

E E JL M

Somewhat Easy 593 133 48 38 117 34 117 28 239 297 162 134 400 116 2 268 180 81

44% 47% 45% 42% 44% 38% 42% 44% 44% 44% 42% 46% 44% 42% 11% 43% 47% 45%

O O

Very Easy 492 94 37 30 107 32 95 20 198 265 123 105 371 81 8 258 140 45

36% 33% 35% 33% 40% 36% 34% 31% 36% 39% 32% 36% 41% 29% 38% 41% 36% 25%

N R R

DK/Refused 17 4 3 - 2 4 6 - 4 12 2 3 10 2 - 8 2 3

1% 2% 3% 1% 5% 2% 1% 2% 1% 1% 1% 1% 1% 1% 2%

NET: Difficult 253 51 18 22 41 18 63 16 103 108 94 50 118 78 11 87 62 50

19% 18% 17% 25% 15% 21% 22% 25% 19% 16% 25% 17% 13% 28% 51% 14% 16% 28%

J M M PQ

NET: Easy 1085 227 84 67 224 66 212 49 437 562 284 239 770 197 10 526 320 126

80% 80% 80% 75% 84% 74% 76% 75% 80% 82% 75% 82% 86% 71% 49% 85% 83% 70%

G K NO R R

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6D Page 41

EI Claimant Survey 2016

Q6D. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Know what documents you needed to apply for EI benefits.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1355 176 321 392 465 1072 282 105 294 505 444 256 889 210 543 811 65 244 88 1260 1064 290 90 1264

Unweighted Total 1355 180 322 387 465 1086 269 108 306 470 464 278 879 198 593 762 76 256 84 1265 1059 296 72 1282

Very Difficult 31 2 7 10 12 22 9 7 7 11 6 2 20 8 20 11 - 2 4 27 25 6 6 25

2% 1% 2% 3% 3% 2% 3% 7% 2% 2% 1% 1% 2% 4% 4% 1% 1% 4% 2% 2% 2% 7% 2%

K P

Somewhat Difficult 140 12 32 36 59 105 36 9 21 57 52 42 83 15 59 81 10 31 10 129 117 23 12 128

10% 7% 10% 9% 13% 10% 13% 8% 7% 11% 12% 16% 9% 7% 11% 10% 16% 13% 12% 10% 11% 8% 13% 10%

B MN

Somewhat Easy 546 76 151 137 182 418 128 43 118 204 179 104 353 89 230 316 29 91 41 503 406 140 35 511

40% 43% 47% 35% 39% 39% 45% 41% 40% 40% 40% 41% 40% 42% 42% 39% 44% 37% 46% 40% 38% 48% 39% 40%

D U

Very Easy 622 84 127 205 206 515 107 45 144 228 203 107 421 94 229 392 25 115 31 588 504 118 36 584

46% 48% 40% 52% 44% 48% 38% 43% 49% 45% 46% 42% 47% 45% 42% 48% 38% 47% 35% 47% 47% 41% 40% 46%

C G

DK/Refused 15 1 4 4 6 12 3 1 4 5 4 - 12 3 4 11 1 5 2 13 12 3 - 15

1% 1% 1% 1% 1% 1% 1% 1% 2% 1% 1% 1% 2% 1% 1% 2% 2% 2% 1% 1% 1% 1%

NET: Difficult 171 14 39 46 72 127 45 16 28 68 58 45 103 24 80 92 10 33 14 156 143 29 18 153

13% 8% 12% 12% 15% 12% 16% 15% 10% 14% 13% 17% 12% 11% 15% 11% 16% 13% 16% 12% 13% 10% 20% 12%

B M

NET: Easy 1168 160 278 342 387 933 235 88 262 432 382 212 774 182 459 708 53 206 72 1091 910 258 71 1095

86% 91% 87% 87% 83% 87% 83% 84% 89% 86% 86% 83% 87% 87% 85% 87% 82% 85% 81% 87% 85% 89% 80% 87%

E

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6D Page 42

EI Claimant Survey 2016

Q6D. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Know what documents you needed to apply for EI benefits.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1355 860 494 99 1255 963 391 1055 299 5 216 92 56 343 29 256 250 36 73 1209 143 1044 200 107

Unweighted Total 1355 1043 312 108 1247 965 390 1049 306 1 222 97 53 303 36 258 261 40 84 1205 147 1045 191 114

Very Difficult 31 20 11 2 29 22 9 25 6 - 5 1 1 4 - 6 10 1 1 10 21 8 8 15

2% 2% 2% 3% 2% 2% 2% 2% 2% 2% 2% 3% 1% 3% 4% 3% 1% 1% 15% 1% 4% 14%

T V

Somewhat Difficult 140 72 68 4 136 74 66 118 22 - 24 15 4 36 1 33 18 1 6 102 38 79 41 20

10% 8% 14% 4% 11% 8% 17% 11% 7% 11% 16% 7% 11% 5% 13% 7% 4% 9% 8% 27% 8% 21% 19%

B D F I R R T V V

Somewhat Easy 546 354 192 44 502 394 152 403 143 - 79 40 25 141 17 98 104 16 27 496 48 415 93 35

40% 41% 39% 45% 40% 41% 39% 38% 48% 37% 43% 45% 41% 58% 38% 42% 45% 37% 41% 34% 40% 46% 33%

H KP

Very Easy 622 399 222 47 574 461 160 496 125 5 106 36 23 158 11 116 114 16 37 587 33 530 58 34

46% 46% 45% 47% 46% 48% 41% 47% 42% 100% 49% 39% 42% 46% 37% 45% 46% 46% 51% 49% 23% 51% 29% 32%

OPQRS U WX

KLMN

DK/Refused 15 14 1 1 14 12 3 12 3 - 2 - 2 3 - 2 3 1 1 13 2 12 - 2

1% 2% \*% 1% 1% 1% 1% 1% 1% 1% 4% 1% 1% 1% 3% 1% 1% 2% 1% 2%

C

NET: Difficult 171 92 79 7 165 96 76 144 28 - 29 17 5 41 1 40 29 2 7 113 59 87 49 35

13% 11% 16% 7% 13% 10% 19% 14% 9% 13% 18% 10% 12% 5% 16% 11% 7% 10% 9% 41% 8% 25% 33%

B D F O O T V V

NET: Easy 1168 754 414 91 1076 855 312 900 268 5 185 75 48 298 28 214 218 32 64 1083 81 945 151 69

86% 88% 84% 92% 86% 89% 80% 85% 90% 100% 86% 82% 87% 87% 95% 83% 87% 90% 89% 90% 57% 91% 75% 65%

E G NPQRS LP U WX

KLM

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6D Page 43

EI Claimant Survey 2016

Q6D. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Know what documents you needed to apply for EI benefits.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1355 1355 1350 975 755 245 782 1178 356 514 485 190 1164 376 978 788 567

Unweighted Total 1355 1355 1349 955 750 252 766 1183 367 507 481 195 1160 386 969 774 581

Very Difficult 31 31 31 16 19 7 26 25 5 12 14 1 30 4 27 26 6

2% 2% 2% 2% 3% 3% 3% 2% 1% 2% 3% 1% 3% 1% 3% 3% 1%

Q

Somewhat Difficult 140 140 140 108 67 22 92 129 35 52 53 20 121 28 112 93 48

10% 10% 10% 11% 9% 9% 12% 11% 10% 10% 11% 10% 10% 7% 11% 12% 8%

N

Somewhat Easy 546 546 544 395 311 96 342 459 137 207 203 64 482 139 407 343 203

40% 40% 40% 40% 41% 39% 44% 39% 38% 40% 42% 34% 41% 37% 42% 44% 36%

Q

Very Easy 622 622 620 450 352 117 313 553 172 237 212 103 519 202 420 317 305

46% 46% 46% 46% 47% 48% 40% 47% 48% 46% 44% 54% 45% 54% 43% 40% 54%

G G O P

DK/Refused 15 15 14 5 6 2 10 11 6 6 3 2 13 3 12 10 5

1% 1% 1% 1% 1% 1% 1% 1% 2% 1% 1% 1% 1% 1% 1% 1% 1%

NET: Difficult 171 171 171 125 86 29 117 155 40 64 67 21 150 32 139 118 53

13% 13% 13% 13% 11% 12% 15% 13% 11% 13% 14% 11% 13% 9% 14% 15% 9%

N Q

NET: Easy 1168 1168 1164 845 663 213 654 1012 309 444 415 167 1001 341 827 660 508

86% 86% 86% 87% 88% 87% 84% 86% 87% 86% 86% 88% 86% 91% 85% 84% 90%

O P

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q6D Page 44

EI Claimant Survey 2016

Q6D. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Know what documents you needed to apply for EI benefits.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1355 282 105 90 267 88 281 65 545 682 380 292 899 277 21 622 385 180

Unweighted Total 1355 269 108 72 268 84 301 76 554 694 363 298 890 278 20 640 375 169

Very Difficult 31 9 7 6 6 4 16 - 7 13 8 10 12 13 2 8 5 7

2% 3% 7% 7% 2% 4% 6% 1% 2% 2% 3% 1% 5% 9% 1% 1% 4%

I EI M

Somewhat Difficult 140 36 9 12 18 10 21 10 61 54 58 28 77 31 7 62 30 28

10% 13% 8% 13% 7% 12% 7% 16% 11% 8% 15% 10% 9% 11% 32% 10% 8% 16%

E E J M Q

Somewhat Easy 546 128 43 35 111 41 133 29 194 280 154 112 329 141 5 229 174 77

40% 45% 41% 39% 41% 46% 47% 44% 36% 41% 41% 38% 37% 51% 26% 37% 45% 43%

I I M P

Very Easy 622 107 45 36 132 31 104 25 279 325 158 139 470 90 7 314 173 67

46% 38% 43% 40% 49% 35% 37% 38% 51% 48% 42% 47% 52% 33% 33% 51% 45% 37%

BG BFG N R

DK/Refused 15 3 1 - 1 2 7 1 4 10 3 3 11 2 - 8 2 1

1% 1% 1% \*% 2% 2% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1%

NET: Difficult 171 45 16 18 24 14 37 10 68 68 66 38 89 44 9 71 36 35

13% 16% 15% 20% 9% 16% 13% 16% 12% 10% 17% 13% 10% 16% 41% 11% 9% 19%

E J M Q

NET: Easy 1168 235 88 71 242 72 237 53 473 604 312 251 798 231 12 543 347 144

86% 83% 84% 80% 91% 81% 84% 82% 87% 89% 82% 86% 89% 84% 59% 87% 90% 80%

BG K O R

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q7 Page 45

EI Claimant Survey 2016

Q7. You said it was hard to find the information you were looking for. Why was this difficult?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 280 23 69 83 104 227 53 14 52 109 102 51 184 44 110 170 19 58 16 263 222 58 23 257

Unweighted Total 280 26 61 85 108 224 56 16 63 96 102 51 188 41 119 161 18 64 17 262 227 53 22 258

Website was difficult to navigate 104 5 23 33 43 79 24 3 18 37 45 21 67 16 43 60 3 17 3 101 82 22 5 99

37% 22% 33% 40% 41% 35% 46% 24% 35% 34% 44% 41% 36% 36% 40% 35% 18% 30% 19% 38% 37% 38% 22% 38%

Eligibility information was not clear 77 5 23 25 24 68 9 2 11 29 34 13 54 9 33 44 8 9 2 75 54 22 10 66

27% 22% 33% 30% 23% 30% 17% 14% 22% 27% 33% 26% 29% 21% 30% 26% 41% 16% 12% 28% 24% 38% 45% 26%

Instructions / information was unclear 54 4 10 21 19 41 13 3 8 15 25 11 38 5 20 34 8 16 5 49 47 7 6 48

(general) 19% 17% 14% 25% 18% 18% 24% 24% 16% 14% 25% 21% 21% 11% 18% 20% 44% 28% 31% 19% 21% 12% 26% 19%

Received conflicting information 31 6 4 13 8 25 5 2 9 8 12 5 22 3 12 19 1 4 3 28 30 1 - 31

11% 24% 6% 15% 8% 11% 10% 14% 17% 7% 12% 10% 12% 8% 11% 11% 5% 8% 19% 11% 13% 2% 12%

V

Couldn’t reach the call centre/all 30 4 6 9 10 23 7 - 6 11 13 7 19 4 7 23 - 6 3 27 25 5 1 29

lines were busy 11% 20% 9% 11% 10% 10% 13% 11% 10% 13% 14% 10% 9% 7% 13% 10% 19% 10% 11% 8% 4% 11%

Waited on hold too long to speak to 29 1 8 11 9 20 9 2 2 7 18 6 21 2 9 20 - 6 1 28 22 7 1 28

telephone agent 10% 4% 11% 14% 9% 9% 17% 14% 5% 6% 17% 12% 11% 6% 8% 12% 11% 9% 11% 10% 12% 6% 11%

I

Have to provide a lot of information / 22 1 7 6 7 21 1 1 1 12 7 8 11 2 9 14 - 10 1 21 21 1 0 22

was unprepared 8% 6% 10% 8% 7% 9% 2% 10% 3% 11% 7% 16% 6% 6% 8% 8% 18% 6% 8% 9% 2% 2% 8%

G V

Difficulty with using the internet / 9 1 1 2 5 5 4 1 7 1 - 2 4 3 6 3 - 1 - 9 8 1 1 8

computer 3% 4% 2% 2% 5% 2% 7% 7% 13% 1% 4% 2% 8% 6% 2% 2% 4% 3% 3% 4% 3%

J

Staff were rude/not sympathetic 9 - 1 2 5 8 1 - 2 3 3 0 7 1 4 5 - 2 2 6 8 1 - 9

3% 1% 3% 5% 3% 2% 5% 3% 3% 1% 4% 3% 4% 3% 4% 16% 2% 4% 2% 3%

Long line at the office 0 - - - 0 0 - - - 0 - 0 - - 0 - - 0 - 0 0 - - 0

\*% \*% \*% \*% 1% \*% 1% \*% \*% \*%

OTHER 14 1 7 3 3 11 3 - 1 10 2 2 6 6 3 11 - 1 1 13 7 7 1 13

5% 4% 10% 4% 3% 5% 6% 2% 9% 2% 4% 4% 13% 3% 6% 2% 9% 5% 3% 12% 4% 5%

M

DK/Refused 3 - 1 1 1 3 0 - 1 1 1 - 2 1 1 2 1 2 - 2 2 1 - 3

1% 1% 1% 1% 1% 1% 2% 1% 1% 1% 2% 1% 1% 5% 3% 1% 1% 2% 1%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q7 Page 46

EI Claimant Survey 2016

Q7. You said it was hard to find the information you were looking for. Why was this difficult?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 280 169 111 15 265 187 93 220 60 - 27 24 18 69 6 66 50 8 13 207 73 146 66 67

Unweighted Total 280 213 67 17 263 187 93 225 55 - 35 23 15 56 8 67 50 9 17 201 79 142 70 68

Website was difficult to navigate 104 60 44 4 100 73 31 80 24 - 7 13 11 23 2 21 20 1 6 83 21 61 24 18

37% 35% 39% 27% 38% 39% 33% 36% 40% 26% 56% 61% 34% 31% 31% 39% 19% 43% 40% 29% 42% 36% 27%

Eligibility information was not clear 77 37 39 2 74 35 42 53 23 - 7 10 7 24 2 8 14 2 3 49 28 21 25 31

27% 22% 35% 17% 28% 19% 45% 24% 39% 26% 43% 41% 34% 31% 12% 27% 31% 19% 23% 38% 15% 37% 45%

F P P V V

Instructions / information was unclear 54 43 11 5 49 44 10 48 6 - 6 6 5 8 1 14 7 1 4 38 16 27 15 12

(general) 19% 25% 10% 33% 18% 24% 11% 22% 10% 24% 28% 28% 12% 16% 22% 15% 13% 30% 18% 22% 19% 22% 18%

C

Received conflicting information 31 17 14 1 30 23 8 30 1 - 2 - - 8 - 9 9 - 2 16 15 12 5 13

11% 10% 13% 7% 11% 12% 8% 14% 2% 8% 12% 14% 18% 19% 8% 20% 8% 8% 20%

I

Couldn’t reach the call centre/all 30 21 9 3 27 23 7 24 6 - 4 0 1 12 - 8 2 1 2 18 12 15 5 10

lines were busy 11% 13% 8% 23% 10% 12% 8% 11% 10% 15% 2% 6% 17% 12% 4% 13% 15% 9% 16% 10% 7% 15%

Waited on hold too long to speak to 29 20 9 - 29 20 9 22 7 - 5 1 1 6 - 6 8 - - 20 9 14 7 8

telephone agent 10% 12% 8% 11% 11% 10% 10% 12% 21% 6% 8% 9% 10% 16% 10% 13% 10% 10% 12%

Have to provide a lot of information / 22 13 9 2 20 14 8 21 1 - 4 1 - 1 1 9 4 1 - 19 3 15 4 2

was unprepared 8% 8% 8% 13% 8% 7% 9% 10% 2% 17% 4% 1% 23% 14% 8% 13% 9% 5% 10% 7% 4%

I N N

Difficulty with using the internet / 9 7 2 1 8 6 3 8 1 - 1 - - 0 - 3 3 1 0 6 3 5 2 2

computer 3% 4% 2% 10% 3% 3% 4% 4% 2% 4% 1% 5% 7% 13% 4% 3% 5% 3% 4% 3%

Staff were rude/not sympathetic 9 7 2 - 9 7 2 8 1 - 2 1 0 1 - 3 0 - - 4 5 4 - 4

3% 4% 2% 3% 4% 2% 4% 2% 8% 4% 3% 2% 5% 1% 2% 7% 3% 7%

Long line at the office 0 0 - - 0 - 0 0 - - - - - - - - 0 - - 0 - 0 - -

\*% \*% \*% 1% \*% 1% \*% \*%

OTHER 14 6 8 1 13 7 7 7 7 - 0 1 - 8 - 1 1 2 0 12 2 7 4 3

5% 4% 7% 7% 5% 4% 8% 3% 12% 2% 4% 12% 2% 2% 25% 4% 6% 3% 5% 6% 4%

P

DK/Refused 3 1 2 - 3 3 0 2 1 - - - 1 1 - 1 - - - 2 1 2 1 -

1% 1% 2% 1% 2% 1% 1% 2% 5% 1% 2% 1% 1% 1% 2%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q7 Page 47

EI Claimant Survey 2016

Q7. You said it was hard to find the information you were looking for. Why was this difficult?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

==================== =========================== ==================== ============= ============= =============

EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 280 280 279 197 189 59 178 244 55 94 131 22 258 80 200 178 102

Unweighted Total 280 280 279 194 185 62 180 242 58 93 129 25 255 75 205 180 100

Website was difficult to navigate 104 104 104 76 59 19 59 97 28 34 42 16 88 28 75 59 44

37% 37% 37% 39% 31% 31% 33% 40% 51% 36% 32% 71% 34% 36% 38% 33% 43%

K M

Eligibility information was not clear 77 77 77 50 49 14 49 66 15 25 36 3 73 25 52 49 28

27% 27% 27% 25% 26% 24% 27% 27% 27% 27% 28% 15% 28% 31% 26% 27% 27%

Instructions / information was unclear 54 54 54 44 35 13 35 49 11 19 24 5 49 14 40 35 19

(general) 19% 19% 19% 22% 18% 22% 19% 20% 20% 20% 19% 22% 19% 18% 20% 19% 19%

Received conflicting information 31 31 31 21 24 7 21 28 2 9 19 1 30 8 22 21 9

11% 11% 11% 11% 13% 11% 12% 12% 4% 10% 14% 4% 12% 11% 11% 12% 9%

Couldn’t reach the call centre/all 30 30 30 23 26 7 18 27 3 10 17 - 30 12 18 18 12

lines were busy 11% 11% 11% 12% 14% 12% 10% 11% 5% 11% 13% 12% 15% 9% 10% 12%

Waited on hold too long to speak to 29 29 29 22 27 11 21 25 1 10 18 - 29 8 21 21 8

telephone agent 10% 10% 10% 11% 14% 19% 12% 10% 2% 11% 14% 11% 11% 10% 12% 8%

I

Have to provide a lot of information / 22 22 22 17 16 6 18 20 2 6 14 1 21 3 19 18 4

was unprepared 8% 8% 8% 8% 9% 10% 10% 8% 3% 7% 10% 6% 8% 4% 10% 10% 4%

Difficulty with using the internet / 9 9 9 5 5 1 8 6 3 2 4 1 8 - 9 8 1

computer 3% 3% 3% 2% 3% 2% 5% 2% 5% 3% 3% 4% 3% 5% 5% 1%

Staff were rude/not sympathetic 9 9 8 6 6 1 7 3 3 4 1 - 9 1 7 7 1

3% 3% 3% 3% 3% 2% 4% 1% 5% 5% 1% 3% 2% 4% 4% 1%

Long line at the office 0 0 0 0 0 - 0 - - 0 - - 0 - 0 0 -

\*% \*% \*% \*% \*% \*% 1% \*% \*% \*%

OTHER 14 14 14 9 11 1 6 13 1 10 3 - 14 8 6 6 8

5% 5% 5% 5% 6% 2% 3% 5% 2% 10% 3% 6% 10% 3% 3% 8%

IK

DK/Refused 3 3 3 2 3 - 2 3 - 1 2 - 3 1 2 2 1

1% 1% 1% 1% 2% 1% 1% 1% 2% 1% 1% 1% 1% 1%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q7 Page 48

EI Claimant Survey 2016

Q7. You said it was hard to find the information you were looking for. Why was this difficult?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 280 53 14 23 57 16 61 19 122 118 81 81 159 54 11 102 72 63

Unweighted Total 280 56 16 22 57 17 67 18 118 116 73 91 157 59 8 114 69 56

Website was difficult to navigate 104 24 3 5 23 3 23 3 43 54 21 28 68 17 - 52 26 14

37% 46% 24% 22% 40% 19% 38% 18% 35% 46% 26% 35% 43% 31% 51% 36% 22%

F K R

Eligibility information was not clear 77 9 2 10 7 2 9 8 41 31 25 21 40 14 7 24 16 19

27% 17% 14% 45% 12% 12% 15% 41% 34% 26% 31% 26% 25% 26% 63% 24% 23% 30%

EF BEFG

Instructions / information was unclear 54 13 3 6 11 5 11 8 23 20 13 21 24 13 4 22 13 13

(general) 19% 24% 24% 26% 19% 31% 18% 44% 19% 17% 16% 26% 15% 25% 41% 21% 19% 21%

Received conflicting information 31 5 2 - 9 3 10 1 15 8 14 9 12 6 6 12 4 12

11% 10% 14% 16% 19% 16% 5% 12% 7% 17% 11% 8% 11% 54% 12% 6% 19%

M

Couldn’t reach the call centre/all 30 7 - 1 9 3 7 - 12 12 8 10 18 6 1 9 8 10

lines were busy 11% 13% 4% 16% 19% 11% 10% 11% 10% 12% 11% 11% 9% 9% 11% 16%

Waited on hold too long to speak to 29 9 2 1 4 1 5 - 10 12 8 8 20 2 2 9 10 8

telephone agent 10% 17% 14% 6% 7% 9% 9% 8% 10% 10% 10% 12% 5% 18% 9% 14% 13%

Have to provide a lot of information / 22 1 1 0 3 1 - - 16 4 11 7 16 4 - 6 5 8

was unprepared 8% 2% 10% 2% 5% 6% 13% 4% 13% 9% 10% 7% 6% 7% 13%

B

Difficulty with using the internet / 9 4 1 1 2 - 6 - 2 3 3 2 1 4 - 2 2 2

computer 3% 7% 7% 4% 3% 10% 2% 3% 4% 3% 1% 8% 2% 3% 3%

Staff were rude/not sympathetic 9 1 - - 2 2 2 - 4 5 2 1 1 4 - 4 2 0

3% 2% 4% 16% 4% 3% 5% 3% 1% 1% 7% 4% 3% 1%

Long line at the office 0 - - - - - - - 0 - 0 - 0 - - 0 - -

\*% \*% 1% \*% \*%

OTHER 14 3 - 1 2 1 3 - 6 9 3 2 13 1 - 2 7 1

5% 6% 4% 4% 9% 5% 5% 8% 4% 2% 8% 3% 2% 9% 2%

P

DK/Refused 3 0 - - 2 - - 1 1 1 1 1 1 1 - 0 1 2

1% 1% 4% 5% 1% 1% 2% 1% 1% 2% \*% 1% 3%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q8 Page 49

EI Claimant Survey 2016

Q8. Thinking about your experience looking for information about Employment Insurance before you applied for benefits, which of the following changes would have had the biggest

positive impact on this part of the process?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1355 176 321 392 465 1072 282 105 294 505 444 256 889 210 543 811 65 244 88 1260 1064 290 90 1264

Unweighted Total 1355 180 322 387 465 1086 269 108 306 470 464 278 879 198 593 762 76 256 84 1265 1059 296 72 1282

Information that is easier to find 294 37 52 87 118 233 62 19 44 126 104 57 209 28 119 175 16 66 17 278 244 51 18 277

online 22% 21% 16% 22% 25% 22% 22% 19% 15% 25% 24% 22% 24% 13% 22% 22% 25% 27% 19% 22% 23% 17% 20% 22%

C I I N

Online information that is easier to 254 29 49 81 94 211 43 25 58 75 94 51 157 45 122 131 20 49 23 231 210 43 21 233

understand 19% 16% 15% 21% 20% 20% 15% 24% 20% 15% 21% 20% 18% 22% 23% 16% 30% 20% 26% 18% 20% 15% 23% 18%

P

Quicker to get through to an agent on 523 69 152 131 169 402 121 32 118 201 169 109 334 79 187 336 19 72 34 486 384 139 37 486

the phone 39% 39% 48% 34% 36% 38% 43% 30% 40% 40% 38% 43% 38% 38% 34% 41% 29% 29% 39% 39% 36% 48% 41% 38%

DE O U

Shorter wait times in a Service Canada 178 29 30 57 61 145 33 20 52 60 44 31 110 37 81 97 8 43 6 170 154 23 10 166

Centre 13% 17% 9% 14% 13% 14% 12% 19% 18% 12% 10% 12% 12% 17% 15% 12% 12% 18% 7% 13% 15% 8% 12% 13%

K V

None of these 91 9 35 29 18 71 21 7 18 36 29 8 65 18 29 62 1 8 6 83 58 33 3 88

7% 5% 11% 7% 4% 7% 7% 7% 6% 7% 7% 3% 7% 9% 5% 8% 2% 3% 7% 7% 5% 11% 3% 7%

BE L U

DK/Refused 14 3 1 6 4 10 4 1 3 7 3 - 12 2 4 10 1 6 2 12 13 1 1 13

1% 2% \*% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 2% 3% 2% 1% 1% \*% 1% 1%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q8 Page 50

EI Claimant Survey 2016

Q8. Thinking about your experience looking for information about Employment Insurance before you applied for benefits, which of the following changes would have had the biggest

positive impact on this part of the process?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1355 860 494 99 1255 963 391 1055 299 5 216 92 56 343 29 256 250 36 73 1209 143 1044 200 107

Unweighted Total 1355 1043 312 108 1247 965 390 1049 306 1 222 97 53 303 36 258 261 40 84 1205 147 1045 191 114

Information that is easier to find 294 190 105 19 276 209 86 244 50 - 37 29 14 73 10 69 45 7 10 278 15 229 47 17

online 22% 22% 21% 19% 22% 22% 22% 23% 17% 17% 32% 26% 21% 34% 27% 18% 21% 13% 23% 11% 22% 24% 16%

KQS S S U

Online information that is easier to 254 170 84 12 241 180 74 209 44 5 48 20 9 50 7 47 48 5 14 214 40 204 24 26

understand 19% 20% 17% 13% 19% 19% 19% 20% 15% 100% 22% 22% 15% 15% 24% 19% 19% 14% 20% 18% 28% 20% 12% 24%

OPQRS T W

KLMN

Quicker to get through to an agent on 523 313 210 41 482 359 164 378 145 - 89 30 25 160 7 86 84 13 29 462 61 375 101 45

the phone 39% 36% 42% 41% 38% 37% 42% 36% 48% 41% 33% 45% 47% 25% 34% 33% 37% 39% 38% 43% 36% 50% 42%

H OPQ V

Shorter wait times in a Service Canada 178 120 58 15 162 130 48 153 24 - 24 10 5 32 2 37 51 7 9 162 14 151 19 7

Centre 13% 14% 12% 15% 13% 13% 12% 15% 8% 11% 11% 9% 9% 8% 14% 20% 19% 13% 13% 10% 14% 10% 7%

I KNO

None of these 91 61 31 11 80 72 20 57 34 - 13 - 2 26 2 15 22 2 9 80 12 73 7 11

7% 7% 6% 12% 6% 7% 5% 5% 12% 6% 4% 8% 8% 6% 9% 6% 12% 7% 8% 7% 4% 10%

H

DK/Refused 14 7 7 - 14 14 0 13 1 - 4 2 1 2 - 2 1 1 1 13 1 11 2 1

1% 1% 1% 1% 1% \*% 1% \*% 2% 2% 2% 1% 1% \*% 3% 2% 1% 1% 1% 1% 1%

G

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q8 Page 51

EI Claimant Survey 2016

Q8. Thinking about your experience looking for information about Employment Insurance before you applied for benefits, which of the following changes would have had the biggest

positive impact on this part of the process?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1355 1355 1350 975 755 245 782 1178 356 514 485 190 1164 376 978 788 567

Unweighted Total 1355 1355 1349 955 750 252 766 1183 367 507 481 195 1160 386 969 774 581

Information that is easier to find 294 294 294 208 132 43 157 270 100 105 89 57 238 80 214 157 137

online 22% 22% 22% 21% 18% 18% 20% 23% 28% 21% 18% 30% 20% 21% 22% 20% 24%

E JK M

Online information that is easier to 254 254 254 189 125 51 129 233 79 90 84 43 211 79 175 132 122

understand 19% 19% 19% 19% 17% 21% 16% 20% 22% 18% 17% 23% 18% 21% 18% 17% 22%

Quicker to get through to an agent on 523 523 521 394 358 103 296 450 98 214 211 57 465 167 356 298 225

the phone 39% 39% 39% 40% 47% 42% 38% 38% 27% 42% 44% 30% 40% 44% 36% 38% 40%

GH I I L O

Shorter wait times in a Service Canada 178 178 178 110 96 27 138 136 37 75 66 7 171 31 146 140 38

Centre 13% 13% 13% 11% 13% 11% 18% 12% 10% 15% 14% 3% 15% 8% 15% 18% 7%

EFH L N Q

None of these 91 91 89 63 35 19 52 75 39 24 28 25 66 15 77 52 40

7% 7% 7% 6% 5% 8% 7% 6% 11% 5% 6% 13% 6% 4% 8% 7% 7%

JK M N

DK/Refused 14 14 14 9 9 2 9 12 4 5 6 1 13 4 10 9 5

1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q8 Page 52

EI Claimant Survey 2016

Q8. Thinking about your experience looking for information about Employment Insurance before you applied for benefits, which of the following changes would have had the biggest

positive impact on this part of the process?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1355 282 105 90 267 88 281 65 545 682 380 292 899 277 21 622 385 180

Unweighted Total 1355 269 108 72 268 84 301 76 554 694 363 298 890 278 20 640 375 169

Information that is easier to find 294 62 19 18 57 17 47 16 116 169 65 61 211 46 5 136 72 43

online 22% 22% 19% 20% 21% 19% 17% 25% 21% 25% 17% 21% 24% 17% 21% 22% 19% 24%

K N

Online information that is easier to 254 43 25 21 41 23 43 20 104 136 70 48 163 49 7 122 68 34

understand 19% 15% 24% 23% 15% 26% 15% 30% 19% 20% 19% 16% 18% 18% 34% 20% 18% 19%

BEG

Quicker to get through to an agent on 523 121 32 37 111 34 118 19 209 232 155 136 357 107 4 226 187 55

the phone 39% 43% 30% 41% 41% 39% 42% 29% 38% 34% 41% 47% 40% 39% 21% 36% 49% 31%

J PR

Shorter wait times in a Service Canada 178 33 20 10 32 6 53 8 75 78 66 34 100 54 5 78 38 32

Centre 13% 12% 19% 12% 12% 7% 19% 12% 14% 11% 17% 12% 11% 19% 23% 13% 10% 18%

F EF M

None of these 91 21 7 3 20 6 19 1 38 60 22 10 59 16 - 56 16 12

7% 7% 7% 3% 7% 7% 7% 2% 7% 9% 6% 3% 7% 6% 9% 4% 7%

L Q

DK/Refused 14 4 1 1 7 2 2 1 3 8 3 4 8 4 - 4 4 4

1% 1% 1% 1% 3% 2% 1% 2% 1% 1% 1% 1% 1% 1% 1% 1% 2%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q9 Page 53

EI Claimant Survey 2016

Q9. Where did you complete your online application?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

At home 1103 112 245 348 396 913 190 59 220 421 402 225 732 146 418 685 55 211 48 1051 881 221 66 1036

72% 56% 70% 79% 74% 75% 62% 51% 65% 73% 82% 76% 74% 61% 67% 76% 78% 79% 50% 74% 73% 70% 65% 73%

B BC B G H H HIJ N N O S

In a Service Canada Centre 357 81 95 71 110 263 94 46 103 130 71 60 224 73 170 186 14 44 39 315 269 88 24 331

23% 40% 27% 16% 20% 22% 30% 40% 31% 23% 14% 20% 22% 30% 27% 21% 20% 16% 41% 22% 22% 28% 24% 23%

CDE D F JK JK K P T

Somewhere else 62 7 7 19 28 37 25 11 9 22 18 7 36 19 29 33 1 11 8 52 57 4 9 53

4% 4% 2% 4% 5% 3% 8% 9% 3% 4% 4% 3% 4% 8% 5% 4% 1% 4% 9% 4% 5% 1% 9% 4%

C F L V

Did not apply online 6 - 2 1 3 6 - - 4 2 - 0 3 2 5 1 - 1 - 6 4 2 1 4

\*% 1% \*% 1% \*% 1% \*% \*% \*% 1% 1% \*% \*% \*% \*% 1% 1% \*%

DK/Refused 1 - - - 1 1 - - - - 1 1 - - 1 - - 1 - 1 1 - - 1

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q9 Page 54

EI Claimant Survey 2016

Q9. Where did you complete your online application?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

At home 1103 704 399 82 1020 788 315 872 231 5 187 89 41 309 23 190 191 21 46 994 108 842 176 83

72% 72% 73% 71% 72% 72% 72% 73% 71% 100% 74% 87% 71% 81% 76% 65% 67% 53% 59% 73% 68% 71% 79% 68%

OPQRS RS KPQRS PQRS R

KLMN

In a Service Canada Centre 357 230 127 29 328 251 106 268 89 - 50 11 11 63 5 91 80 17 29 312 44 285 39 32

23% 23% 23% 25% 23% 23% 24% 22% 27% 20% 11% 19% 16% 18% 31% 28% 44% 36% 23% 27% 24% 17% 26%

KLN LN LMNOQ KLNO

K

Somewhere else 62 41 21 5 57 44 18 57 5 - 17 2 6 10 2 9 12 1 3 55 6 47 8 6

4% 4% 4% 4% 4% 4% 4% 5% 2% 7% 2% 10% 3% 6% 3% 4% 3% 4% 4% 4% 4% 4% 5%

I L

Did not apply online 6 4 2 - 6 5 1 4 2 - - - - 1 - 1 3 - 0 4 2 5 - 1

\*% \*% \*% \*% \*% \*% \*% 1% \*% 1% 1% 1% \*% 1% \*% 1%

DK/Refused 1 - 1 - 1 1 - 1 - - - - - 1 - - - - - 1 - 1 - -

\*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q9 Page 55

EI Claimant Survey 2016

Q9. Where did you complete your online application?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

At home 1103 1103 1103 811 597 170 452 990 351 381 339 190 912 461 642 452 651

72% 72% 72% 75% 72% 69% 55% 79% 80% 69% 69% 100% 68% 93% 62% 54% 95%

G G EFG JK M O P

In a Service Canada Centre 357 357 357 223 185 66 338 218 67 145 136 - 357 - 357 357 -

23% 23% 23% 21% 22% 27% 41% 17% 15% 26% 28% 27% 35% 42%

H H EFH I I

Somewhere else 62 62 62 45 45 8 29 43 18 26 18 - 62 33 29 29 33

4% 4% 4% 4% 5% 3% 4% 3% 4% 5% 4% 5% 7% 3% 3% 5%

O

Did not apply online 6 6 - 0 2 0 4 1 3 1 0 - 6 2 4 4 2

\*% \*% \*% \*% \*% \*% \*% 1% \*% \*% \*% \*% \*% \*% \*%

DK/Refused 1 1 1 1 - - 1 1 - 1 - - 1 - 1 1 -

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q9 Page 56

EI Claimant Survey 2016

Q9. Where did you complete your online application?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

At home 1103 190 59 66 211 48 169 55 500 499 278 202 917 89 11 544 295 126

72% 62% 51% 65% 72% 50% 51% 78% 82% 73% 73% 69% 91% 30% 53% 77% 71% 67%

G BCFG BCFG BCDEFG NO R

In a Service Canada Centre 357 94 46 24 70 39 133 14 100 152 94 81 94 209 10 134 103 56

23% 30% 40% 24% 24% 41% 41% 20% 16% 22% 25% 28% 9% 70% 47% 19% 25% 29%

I EHI I EHI BDEHI M M P

Somewhere else 62 25 11 9 11 8 20 1 10 26 9 9 - 1 - 27 18 8

4% 8% 9% 9% 4% 9% 6% 1% 2% 4% 2% 3% \*% 4% 4% 4%

HI HI I

Did not apply online 6 - - 1 2 - 5 - 0 4 - 0 - - - 2 0 -

\*% 1% 1% 2% \*% 1% \*% \*% \*%

DK/Refused 1 - - - 1 - 1 - - 1 - - - - - - 1 -

\*% \*% \*% \*% \*%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q10 Page 57

EI Claimant Survey 2016

Q10. Did you require any help or assistance to complete your online application?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1522 200 348 438 535 1213 309 116 333 573 492 293 991 237 618 904 70 267 96 1420 1209 313 99 1421

Unweighted Total 1521 201 349 437 533 1226 295 121 342 534 516 321 986 214 668 853 84 278 93 1422 1202 319 79 1440

Yes 481 82 119 133 146 353 127 67 109 185 116 93 293 95 214 267 26 68 42 436 371 110 40 440

32% 41% 34% 30% 27% 29% 41% 58% 33% 32% 24% 32% 30% 40% 35% 29% 36% 26% 44% 31% 31% 35% 40% 31%

DE F IJK K K M

No 1040 118 228 305 388 859 181 49 223 388 376 200 697 143 403 637 45 199 54 983 837 203 58 981

68% 59% 66% 70% 72% 71% 59% 42% 67% 68% 76% 68% 70% 60% 65% 70% 64% 74% 56% 69% 69% 65% 59% 69%

B B G H H HIJ N

DK/Refused 1 - 0 - 1 1 - - 1 - 0 0 1 - 1 0 - - - 1 1 0 1 0

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% 1% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q10 Page 58

EI Claimant Survey 2016

Q10. Did you require any help or assistance to complete your online application?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1522 974 548 116 1406 1083 439 1198 324 5 254 103 58 382 31 289 283 39 79 1361 158 1175 223 121

Unweighted Total 1521 1178 343 127 1394 1085 436 1190 331 1 257 108 56 344 38 284 297 45 91 1350 168 1169 215 132

Yes 481 291 190 35 446 347 134 368 113 - 66 27 18 113 9 101 98 15 33 411 69 360 70 52

32% 30% 35% 30% 32% 32% 31% 31% 35% 26% 26% 32% 30% 31% 35% 35% 39% 42% 30% 44% 31% 31% 43%

KL T

No 1040 683 357 81 959 736 304 829 211 5 188 76 40 269 21 188 183 24 46 949 89 814 154 69

68% 70% 65% 70% 68% 68% 69% 69% 65% 100% 74% 74% 68% 70% 69% 65% 65% 61% 58% 70% 56% 69% 69% 57%

OPQRS S S U

KLMN

DK/Refused 1 0 1 - 1 1 0 1 0 - - - - 0 - - 1 - - 1 - 1 - 0

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q10 Page 59

EI Claimant Survey 2016

Q10. Did you require any help or assistance to complete your online application?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1522 1522 1522 1079 826 244 820 1252 436 553 493 190 1332 494 1029 838 684

Unweighted Total 1521 1521 1521 1061 823 251 806 1258 453 543 491 195 1326 505 1016 821 700

Yes 481 481 481 328 278 99 359 335 97 188 185 11 470 101 380 369 112

32% 32% 32% 30% 34% 41% 44% 27% 22% 34% 37% 6% 35% 20% 37% 44% 16%

H H EH I I L N Q

No 1040 1040 1040 751 547 145 461 917 338 365 308 179 861 391 648 469 571

68% 68% 68% 70% 66% 59% 56% 73% 77% 66% 62% 94% 65% 79% 63% 56% 83%

G EFG JK M O P

DK/Refused 1 1 1 - 1 - 0 0 1 - 0 - 1 1 0 0 1

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q10 Page 60

EI Claimant Survey 2016

Q10. Did you require any help or assistance to complete your online application?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1522 309 116 99 293 96 323 70 610 677 380 292 1012 300 21 705 417 189

Unweighted Total 1521 295 121 79 294 93 339 84 623 689 363 297 1009 301 20 724 409 181

Yes 481 127 67 40 114 42 157 26 139 197 132 104 - 300 21 188 136 70

32% 41% 58% 40% 39% 44% 49% 36% 23% 29% 35% 36% 100% 100% 27% 33% 37%

I BEHI I I I EI I

No 1040 181 49 58 178 54 166 45 471 481 247 187 1010 - - 517 281 119

68% 59% 42% 59% 61% 56% 51% 64% 77% 71% 65% 64% 100% 73% 67% 63%

C CG C BCDEFGH R

DK/Refused 1 - - 1 1 - 0 - - - 0 - 1 - - 1 - 0

\*% 1% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q11 Page 61

EI Claimant Survey 2016

Q11. How did you get that assistance?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 481 82 119 133 146 353 127 67 109 185 116 93 293 95 214 267 26 68 42 436 371 110 40 440

Unweighted Total 483 75 116 126 166 362 121 70 124 167 118 99 296 88 235 248 27 80 43 437 379 104 37 445

Visiting a Service Canada office 248 55 62 58 73 170 78 30 59 96 60 38 162 48 113 134 19 25 30 215 192 56 20 227

52% 67% 52% 43% 50% 48% 61% 45% 54% 52% 52% 40% 55% 51% 53% 50% 75% 36% 70% 49% 52% 51% 50% 52%

DE L R T

Talking with family or friends 102 14 23 30 35 76 25 24 24 35 18 17 73 12 50 52 5 22 7 94 81 21 11 91

21% 17% 19% 22% 24% 22% 20% 36% 22% 19% 15% 18% 25% 13% 23% 19% 21% 33% 18% 22% 22% 19% 27% 21%

JK N

Calling an Employment Insurance 67 4 13 27 22 58 8 4 5 31 25 19 39 8 23 44 2 9 1 65 56 10 9 58

Specialized Call Centre 14% 5% 11% 20% 15% 16% 7% 7% 5% 17% 21% 21% 13% 9% 11% 16% 10% 13% 4% 15% 15% 9% 22% 13%

B B G HI HI N S

Employee / in-person (unspecified) 43 11 14 8 10 27 15 5 19 14 4 7 20 16 20 23 1 3 3 40 28 15 1 42

9% 13% 11% 6% 7% 8% 12% 8% 17% 7% 4% 8% 7% 17% 9% 9% 4% 4% 7% 9% 8% 13% 2% 10%

JK

Calling 1-800 O’Canada 29 3 5 12 8 20 9 3 9 7 9 7 19 3 11 18 1 6 1 27 24 5 1 28

6% 4% 4% 9% 6% 6% 7% 4% 9% 4% 8% 7% 6% 3% 5% 7% 4% 9% 3% 6% 6% 5% 2% 6%

Government of Canada website 22 3 6 9 4 17 5 9 2 5 5 3 13 6 15 7 1 4 3 19 16 6 1 21

5% 4% 5% 7% 3% 5% 4% 14% 2% 3% 5% 4% 4% 6% 7% 3% 6% 6% 7% 4% 4% 5% 4% 5%

IJK P

Doing a general online or Google search 14 4 5 2 3 8 5 2 4 4 4 1 10 2 10 4 - 3 1 13 9 5 1 13

3% 5% 4% 1% 2% 2% 4% 3% 4% 2% 3% 2% 3% 3% 5% 1% 5% 2% 3% 2% 5% 2% 3%

Calling a phone number (unspecified) 10 - 1 5 4 10 - - 1 3 4 2 6 1 5 4 1 5 0 9 9 1 - 10

2% 1% 4% 3% 3% 1% 2% 4% 3% 2% 1% 3% 2% 4% 7% 1% 2% 2% 1% 2%

From my employer / a colleague 9 - 2 3 4 9 - 2 0 2 5 3 5 1 6 3 - 4 1 8 7 2 1 8

2% 2% 3% 3% 3% 3% \*% 1% 4% 3% 2% 2% 3% 1% 7% 2% 2% 2% 2% 2% 2%

OTHER 21 - 14 3 3 20 0 - 3 10 9 7 8 6 10 11 0 1 - 21 7 14 - 21

4% 12% 3% 2% 6% \*% 2% 5% 7% 7% 3% 6% 5% 4% 2% 2% 5% 2% 13% 5%

DE G U

DK/Refused 0 - 0 - - 0 - - - 0 - 0 - - 0 - - - - 0 - 0 - 0

\*% \*% \*% \*% 1% \*% \*% \*% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q11 Page 62

EI Claimant Survey 2016

Q11. How did you get that assistance?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 481 291 190 35 446 347 134 368 113 - 66 27 18 113 9 101 98 15 33 411 69 360 70 52

Unweighted Total 483 355 128 39 444 347 136 376 107 - 69 25 18 89 11 103 112 17 39 414 68 366 70 47

Visiting a Service Canada office 248 162 86 18 230 183 65 190 58 - 33 7 7 65 6 48 50 8 22 215 32 196 30 22

52% 56% 45% 51% 52% 53% 49% 52% 51% 50% 28% 41% 58% 68% 48% 51% 52% 68% 52% 47% 55% 42% 43%

L LP

Talking with family or friends 102 66 36 11 90 82 20 80 22 - 8 6 9 17 2 23 25 5 5 92 9 76 21 5

21% 23% 19% 33% 20% 24% 15% 22% 19% 12% 24% 51% 15% 21% 23% 26% 35% 16% 22% 14% 21% 30% 9%

KNS K

Calling an Employment Insurance 67 37 30 2 65 40 27 55 11 - 17 2 - 25 - 10 9 - 3 52 13 44 12 11

Specialized Call Centre 14% 13% 16% 6% 15% 12% 20% 15% 10% 26% 9% 22% 10% 10% 11% 13% 19% 12% 18% 21%

D PQ

Employee / in-person (unspecified) 43 25 18 2 40 33 10 28 15 - 5 2 2 2 - 13 11 2 5 38 5 36 5 2

9% 9% 9% 7% 9% 10% 7% 8% 13% 8% 7% 11% 2% 13% 11% 13% 17% 9% 7% 10% 7% 4%

N N N

Calling 1-800 O’Canada 29 16 13 2 27 19 10 24 5 - 7 2 - 4 1 8 4 - 2 25 3 21 4 3

6% 5% 7% 6% 6% 5% 7% 6% 4% 11% 7% 4% 11% 8% 4% 7% 6% 5% 6% 6% 6%

Government of Canada website 22 16 6 1 21 15 7 16 6 - 1 1 - 3 - 3 11 - 2 15 7 15 0 7

5% 6% 3% 3% 5% 4% 5% 4% 5% 2% 4% 3% 3% 12% 6% 4% 11% 4% 1% 13%

KNP W

Doing a general online or Google search 14 12 2 1 12 10 4 8 6 - 1 0 0 0 1 1 5 - 4 11 3 10 1 2

3% 4% 1% 4% 3% 3% 3% 2% 5% 2% 2% 3% \*% 11% 1% 5% 13% 3% 4% 3% 2% 4%

NP

Calling a phone number (unspecified) 10 6 4 1 8 9 1 10 - - - 1 0 2 - 3 2 - 1 7 3 8 1 1

2% 2% 2% 4% 2% 3% 1% 3% 4% 3% 2% 3% 3% 3% 2% 4% 2% 1% 3%

From my employer / a colleague 9 8 1 - 9 8 1 7 2 - 0 1 - 3 1 1 - - 2 8 1 8 - 1

2% 3% 1% 2% 2% 1% 2% 2% 1% 6% 3% 11% 1% 6% 2% 2% 2% 3%

OTHER 21 5 15 1 20 7 14 6 15 - 3 7 - 7 - 1 1 - 0 7 13 4 3 13

4% 2% 8% 3% 4% 2% 10% 2% 13% 5% 25% 6% 1% 2% 1% 2% 19% 1% 4% 26%

B F H KNPQS T VW

DK/Refused 0 0 - - 0 - 0 - 0 - - - - - - - 0 - - 0 - - 0 -

\*% \*% \*% \*% \*% \*% \*% 1%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q11 Page 63

EI Claimant Survey 2016

Q11. How did you get that assistance?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 481 481 481 328 278 99 359 335 97 188 185 11 470 101 380 369 112

Unweighted Total 483 483 483 336 288 104 369 347 92 192 193 12 471 96 387 375 108

Visiting a Service Canada office 248 248 248 164 124 33 248 156 48 113 88 - 248 - 248 248 -

52% 52% 52% 50% 45% 33% 69% 46% 49% 60% 47% 53% 65% 67%

EFH F

Talking with family or friends 102 102 102 74 62 20 57 87 24 31 44 10 92 34 67 57 44

21% 21% 21% 23% 22% 20% 16% 26% 25% 17% 24% 91% 20% 34% 18% 16% 40%

G M O P

Calling an Employment Insurance 67 67 67 55 67 13 31 56 7 26 34 - 67 34 33 33 34

Specialized Call Centre 14% 14% 14% 17% 24% 13% 9% 17% 7% 14% 18% 14% 34% 9% 9% 30%

FG G I O P

Employee / in-person (unspecified) 43 43 43 20 20 9 31 23 10 12 14 - 43 4 39 39 4

9% 9% 9% 6% 7% 9% 9% 7% 11% 7% 8% 9% 4% 10% 11% 4%

Q

Calling 1-800 O’Canada 29 29 29 28 24 29 13 24 - 4 24 - 29 16 13 13 16

6% 6% 6% 8% 9% 29% 4% 7% 2% 13% 6% 16% 3% 3% 14%

G EGH J O P

Government of Canada website 22 22 22 12 15 6 15 22 1 9 12 1 21 6 16 15 7

5% 5% 5% 4% 6% 6% 4% 7% 1% 5% 7% 9% 5% 6% 4% 4% 6%

I

Doing a general online or Google search 14 14 14 12 12 5 12 12 - 4 10 - 14 2 12 12 2

3% 3% 3% 4% 4% 5% 3% 4% 2% 5% 3% 2% 3% 3% 2%

Calling a phone number (unspecified) 10 10 10 9 8 2 5 10 0 4 5 - 10 4 5 5 4

2% 2% 2% 3% 3% 2% 2% 3% \*% 2% 3% 2% 4% 1% 1% 4%

From my employer / a colleague 9 9 9 8 3 2 2 8 4 3 1 1 8 6 3 2 7

2% 2% 2% 3% 1% 2% 1% 3% 4% 2% 1% 9% 2% 6% 1% 1% 7%

OTHER 21 21 21 10 11 8 12 10 7 4 8 - 21 9 12 12 9

4% 4% 4% 3% 4% 8% 3% 3% 7% 2% 4% 4% 9% 3% 3% 8%

H O

DK/Refused 0 0 0 0 - - 0 0 - 0 - - 0 - 0 0 -

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q11 Page 64

EI Claimant Survey 2016

Q11. How did you get that assistance?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 481 127 67 40 114 42 157 26 139 197 132 104 - 300 21 188 136 70

Unweighted Total 483 121 70 37 114 43 171 27 139 196 125 119 - 301 20 198 145 68

Visiting a Service Canada office 248 78 30 20 57 30 94 19 56 104 80 48 - 223 17 97 71 36

52% 61% 45% 50% 50% 70% 60% 75% 41% 53% 60% 46% 74% 79% 52% 52% 51%

I CI I CI

Talking with family or friends 102 25 24 11 31 7 27 5 26 43 20 27 - 14 4 46 22 24

21% 20% 36% 27% 27% 18% 17% 21% 19% 22% 15% 26% 5% 19% 25% 16% 34%

BGI Q

Calling an Employment Insurance 67 8 4 9 10 1 7 2 36 18 17 24 - 47 16 29 22 9

Specialized Call Centre 14% 7% 7% 22% 9% 4% 5% 10% 26% 9% 13% 23% 16% 74% 15% 16% 13%

FG BCEFG J N

Employee / in-person (unspecified) 43 15 5 1 12 3 21 1 9 17 7 8 - 7 0 9 12 5

9% 12% 8% 2% 11% 7% 13% 4% 6% 9% 6% 8% 2% 2% 5% 9% 7%

D

Calling 1-800 O’Canada 29 9 3 1 8 1 12 1 9 7 11 11 - 21 4 12 14 2

6% 7% 4% 2% 7% 3% 8% 4% 6% 4% 8% 10% 7% 18% 6% 10% 4%

Government of Canada website 22 5 9 1 1 3 9 1 5 9 3 9 - 11 7 9 3 3

5% 4% 14% 4% 1% 7% 6% 6% 4% 5% 2% 8% 4% 33% 5% 2% 5%

BEGI E N

Doing a general online or Google search 14 5 2 1 2 1 5 - 5 2 5 6 - 8 1 5 2 5

3% 4% 3% 2% 2% 2% 3% 4% 1% 4% 6% 3% 7% 3% 1% 8%

Calling a phone number (unspecified) 10 - - - 4 0 1 1 4 1 4 4 - 1 - 3 4 2

2% 4% 1% 1% 4% 3% \*% 3% 4% \*% 2% 3% 4%

From my employer / a colleague 9 - 2 1 1 1 1 - 4 3 2 1 - 0 - 4 3 1

2% 3% 2% 1% 2% 1% 3% 2% 1% 1% \*% 2% 2% 1%

OTHER 21 0 - - 4 - 4 0 14 9 6 2 - 1 - 3 5 6

4% \*% 4% 3% 2% 10% 4% 5% 2% \*% 1% 4% 8%

BEG P

DK/Refused 0 - - - - - 0 - - 0 - - - - - - 0 -

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Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q12 Page 65

EI Claimant Survey 2016

Q12. Was the assistance helpful in getting you what you needed?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 481 82 119 133 146 353 127 67 109 185 116 93 293 95 214 267 26 68 42 436 371 110 40 440

Unweighted Total 483 75 116 126 166 362 121 70 124 167 118 99 296 88 235 248 27 80 43 437 379 104 37 445

Yes 443 79 105 117 142 318 125 61 105 175 98 83 277 83 192 250 26 65 40 400 347 96 39 402

92% 96% 88% 88% 97% 90% 98% 91% 96% 95% 84% 89% 94% 88% 90% 94% 100% 95% 95% 92% 94% 87% 99% 91%

CD F K K N R

No 38 3 13 16 4 36 2 6 4 10 18 10 16 12 22 16 - 3 2 36 24 13 0 37

8% 4% 11% 12% 3% 10% 2% 9% 4% 5% 16% 11% 5% 12% 10% 6% 5% 5% 8% 6% 12% 1% 8%

E E G IJ M

DK/Refused 0 - 0 - - - 0 - - 0 - - 0 - - 0 - - - 0 - 0 - 0

\*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q12 Page 66

EI Claimant Survey 2016

Q12. Was the assistance helpful in getting you what you needed?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 481 291 190 35 446 347 134 368 113 - 66 27 18 113 9 101 98 15 33 411 69 360 70 52

Unweighted Total 483 355 128 39 444 347 136 376 107 - 69 25 18 89 11 103 112 17 39 414 68 366 70 47

Yes 443 279 164 32 410 335 108 345 98 - 60 21 18 100 9 98 90 14 33 406 35 360 65 19

92% 96% 86% 93% 92% 97% 81% 94% 87% 91% 78% 100% 88% 95% 97% 92% 90% 100% 99% 51% 100% 93% 36%

C G I KLNQ L L KLNQ U X X

No 38 11 26 2 35 12 26 23 14 - 6 6 - 13 0 3 8 1 - 4 33 - 5 33

8% 4% 14% 7% 8% 3% 19% 6% 13% 9% 22% 11% 5% 3% 8% 10% 1% 48% 7% 63%

B F H PQ P T W

DK/Refused 0 0 - - 0 - 0 - 0 - - - - 0 - - - - - - 0 - - 0

\*% \*% \*% \*% \*% \*% 1% 1%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q12 Page 67

EI Claimant Survey 2016

Q12. Was the assistance helpful in getting you what you needed?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 481 481 481 328 278 99 359 335 97 188 185 11 470 101 380 369 112

Unweighted Total 483 483 483 336 288 104 369 347 92 192 193 12 471 96 387 375 108

Yes 443 443 443 306 258 92 330 308 87 177 169 11 432 92 351 340 103

92% 92% 92% 93% 93% 93% 92% 92% 90% 94% 91% 100% 92% 91% 92% 92% 92%

M

No 38 38 38 22 20 7 28 27 10 12 16 - 38 9 28 28 9

8% 8% 8% 7% 7% 7% 8% 8% 10% 6% 9% 8% 9% 7% 8% 8%

DK/Refused 0 0 0 - - - 0 - 0 - - - 0 - 0 0 -

\*% \*% \*% \*% 1% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q12 Page 68

EI Claimant Survey 2016

Q12. Was the assistance helpful in getting you what you needed?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 481 127 67 40 114 42 157 26 139 197 132 104 - 300 21 188 136 70

Unweighted Total 483 121 70 37 114 43 171 27 139 196 125 119 - 301 20 198 145 68

Yes 443 125 61 39 109 40 146 26 116 180 119 101 - 284 16 183 129 59

92% 98% 91% 99% 96% 95% 93% 100% 84% 92% 90% 97% 95% 77% 97% 95% 84%

CI I I I I I CEGI K O R R

No 38 2 6 0 5 2 11 - 23 16 14 3 - 16 5 5 7 11

8% 2% 9% 1% 4% 5% 7% 16% 8% 10% 3% 5% 23% 3% 5% 16%

B BCDEFG L N PQ

DK/Refused 0 0 - - - - - - - 0 - - - - - - - -

\*% \*% \*%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q13 Page 69

EI Claimant Survey 2016

Q13. Were you able to complete the application in a reasonable amount of time?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Yes 1467 196 331 423 516 1171 296 113 325 551 471 282 956 229 597 870 68 258 92 1369 1168 298 95 1371

96% 98% 95% 96% 96% 96% 96% 97% 96% 96% 96% 96% 96% 96% 96% 96% 96% 96% 96% 96% 96% 95% 95% 96%

C

No 61 4 19 16 22 48 12 3 12 23 20 12 38 10 25 35 2 10 3 57 44 17 5 54

4% 2% 5% 4% 4% 4% 4% 3% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 5% 5% 4%

B

DK/Refused 0 - - - 0 0 - - - - 0 - - 0 0 - - - - 0 0 - - 0

\*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q13 Page 70

EI Claimant Survey 2016

Q13. Were you able to complete the application in a reasonable amount of time?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Yes 1467 942 525 114 1353 1056 410 1159 308 5 247 94 57 368 30 273 278 37 77 1331 132 1153 215 95

96% 96% 95% 98% 96% 97% 93% 96% 95% 100% 97% 92% 97% 96% 98% 94% 97% 95% 98% 98% 83% 98% 96% 78%

LNPQ L U X X

No 61 35 25 2 59 32 29 43 18 - 6 8 1 15 0 18 7 2 2 34 27 27 7 26

4% 4% 5% 2% 4% 3% 7% 4% 5% 3% 8% 3% 4% 2% 6% 3% 5% 2% 2% 17% 2% 3% 22%

KQ T VW

DK/Refused 0 0 - - 0 - 0 0 - - 0 - - - - - - - - - 0 - 0 -

\*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q13 Page 71

EI Claimant Survey 2016

Q13. Were you able to complete the application in a reasonable amount of time?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

==================== =========================== ==================== ============= ============= =============

EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Yes 1467 1467 1461 1040 792 227 783 1217 416 546 465 185 1282 481 986 801 666

96% 96% 96% 96% 96% 93% 95% 97% 95% 98% 94% 97% 96% 97% 96% 95% 97%

F IK

No 61 61 61 40 36 17 41 37 24 8 29 5 56 15 46 41 20

4% 4% 4% 4% 4% 7% 5% 3% 5% 1% 6% 3% 4% 3% 4% 5% 3%

H J J

DK/Refused 0 0 0 0 0 - 0 - - 0 - - 0 - 0 0 -

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q13 Page 72

EI Claimant Survey 2016

Q13. Were you able to complete the application in a reasonable amount of time?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Yes 1467 296 113 95 286 92 312 68 581 655 363 280 995 277 20 694 401 174

96% 96% 97% 95% 97% 96% 95% 96% 95% 96% 96% 96% 98% 92% 95% 98% 96% 92%

N R

No 61 12 3 5 9 3 16 2 29 27 16 12 17 23 1 13 17 16

4% 4% 3% 5% 3% 4% 5% 4% 5% 4% 4% 4% 2% 8% 5% 2% 4% 8%

M P

DK/Refused 0 - - - - - 0 - - - 0 - - 0 - 0 - -

\*% \*% \*% \*% \*%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q14A Page 73

EI Claimant Survey 2016

Q14A. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand the requirements of the application.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Very Difficult 39 2 15 10 11 32 7 2 6 16 15 6 21 12 21 18 1 4 1 38 24 14 9 29

3% 1% 4% 2% 2% 3% 2% 2% 2% 3% 3% 2% 2% 5% 3% 2% 1% 2% 1% 3% 2% 5% 9% 2%

B U

Somewhat Difficult 185 19 39 46 81 143 42 19 49 69 46 42 107 36 92 93 13 45 13 170 148 36 12 171

12% 9% 11% 10% 15% 12% 13% 16% 15% 12% 9% 14% 11% 15% 15% 10% 19% 17% 14% 12% 12% 12% 12% 12%

P

Somewhat Easy 737 102 188 203 242 572 165 55 146 286 247 124 491 122 315 422 33 133 52 682 565 171 42 694

48% 51% 54% 46% 45% 47% 53% 47% 43% 50% 50% 42% 49% 51% 51% 47% 48% 50% 54% 48% 47% 54% 42% 49%

Very Easy 562 77 107 175 204 466 96 41 135 199 184 122 371 69 194 368 23 85 29 531 470 92 32 529

37% 38% 30% 40% 38% 38% 31% 35% 40% 35% 37% 42% 37% 29% 31% 41% 32% 32% 31% 37% 39% 29% 31% 37%

C N O V

DK/Refused 6 - 1 5 - 6 - - 1 5 - - 5 1 1 5 - - - 6 5 1 5 1

\*% \*% 1% \*% \*% 1% \*% \*% \*% 1% \*% \*% \*% 5% \*%

X

NET: Difficult 223 21 54 56 92 175 48 21 55 85 61 48 128 48 113 111 14 50 14 208 173 51 22 201

15% 11% 16% 13% 17% 14% 16% 18% 16% 15% 12% 16% 13% 20% 18% 12% 20% 18% 15% 15% 14% 16% 22% 14%

P

NET: Easy 1299 179 294 378 446 1038 260 96 281 485 431 246 862 191 509 790 56 219 81 1212 1035 264 74 1223

85% 89% 84% 86% 83% 85% 84% 82% 83% 84% 88% 84% 87% 80% 82% 87% 80% 82% 85% 85% 85% 84% 74% 86%

O

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q14A Page 74

EI Claimant Survey 2016

Q14A. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand the requirements of the application.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Very Difficult 39 15 24 1 37 11 28 24 14 - 4 7 0 7 - 7 13 0 1 20 19 13 1 24

3% 2% 4% 1% 3% 1% 6% 2% 4% 2% 7% 1% 2% 2% 4% 1% 1% 1% 12% 1% 1% 20%

B F H KMNPS KN T VW

Somewhat Difficult 185 121 63 15 170 121 64 149 35 - 27 9 4 44 2 50 33 7 8 144 40 101 54 30

12% 12% 11% 13% 12% 11% 15% 12% 11% 11% 9% 8% 12% 8% 17% 11% 18% 11% 11% 25% 9% 24% 24%

T V V

Somewhat Easy 737 469 267 60 677 531 205 555 182 - 118 51 25 208 17 113 144 16 43 664 73 579 108 47

48% 48% 49% 52% 48% 49% 47% 46% 56% 46% 50% 44% 54% 55% 39% 51% 42% 55% 49% 46% 49% 48% 39%

H P P P

Very Easy 562 371 191 40 522 424 138 469 93 5 105 36 23 124 11 120 95 15 26 532 28 485 55 21

37% 38% 35% 34% 37% 39% 31% 39% 29% 100% 41% 35% 39% 32% 37% 41% 33% 39% 33% 39% 18% 41% 25% 17%

I OPQRS U WX

KLMN

DK/Refused 6 1 5 - 6 1 5 5 1 - - - 5 - - - 1 - - 6 - 1 5 -

\*% \*% 1% \*% \*% 1% \*% \*% 8% \*% \*% \*% 2%

F Q V

NET: Difficult 223 136 87 16 207 132 92 174 50 - 31 16 5 51 2 56 45 7 9 164 59 115 55 54

15% 14% 16% 14% 15% 12% 21% 14% 15% 12% 15% 9% 13% 8% 19% 16% 19% 12% 12% 37% 10% 25% 44%

F T V VW

NET: Easy 1299 840 458 100 1199 956 343 1023 275 5 223 87 48 332 28 234 239 32 70 1195 101 1064 163 68

85% 86% 83% 86% 85% 88% 78% 85% 84% 100% 88% 85% 83% 87% 92% 81% 84% 81% 88% 88% 63% 90% 73% 56%

G NPQRS U WX X

KLM

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q14A Page 75

EI Claimant Survey 2016

Q14A. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand the requirements of the application.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Very Difficult 39 39 38 27 26 15 24 28 10 13 16 - 39 15 24 24 15

3% 3% 2% 2% 3% 6% 3% 2% 2% 2% 3% 3% 3% 2% 3% 2%

GH

Somewhat Difficult 185 185 183 131 110 30 115 143 49 63 70 20 164 49 135 115 69

12% 12% 12% 12% 13% 12% 14% 11% 11% 11% 14% 11% 12% 10% 13% 14% 10%

Somewhat Easy 737 737 735 522 378 120 413 600 218 284 221 87 649 229 508 421 316

48% 48% 48% 48% 46% 49% 50% 48% 50% 51% 45% 46% 49% 46% 49% 50% 46%

Very Easy 562 562 562 396 310 79 267 478 162 195 182 83 479 202 360 277 285

37% 37% 37% 37% 37% 32% 32% 38% 37% 35% 37% 44% 36% 41% 35% 33% 42%

G P

DK/Refused 6 6 5 5 5 - 5 5 - - 5 - 6 1 5 5 1

\*% \*% \*% \*% 1% 1% \*% 1% \*% \*% \*% 1% \*%

NET: Difficult 223 223 220 157 136 45 139 171 59 75 86 20 203 64 160 139 84

15% 15% 14% 15% 16% 18% 17% 14% 13% 14% 17% 11% 15% 13% 15% 17% 12%

NET: Easy 1299 1299 1297 917 687 200 680 1078 380 479 403 170 1129 431 868 698 601

85% 85% 85% 85% 83% 82% 82% 86% 87% 86% 82% 89% 84% 87% 84% 83% 88%

P

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q14A Page 76

EI Claimant Survey 2016

Q14A. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand the requirements of the application.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Very Difficult 39 7 2 9 2 1 8 1 17 24 9 5 17 6 1 5 11 13

3% 2% 2% 9% 1% 1% 3% 1% 3% 4% 2% 2% 2% 2% 5% 1% 3% 7%

E E PQ

Somewhat Difficult 185 42 19 12 31 13 50 13 70 69 50 40 78 65 6 71 58 24

12% 13% 16% 12% 10% 14% 15% 19% 11% 10% 13% 14% 8% 22% 30% 10% 14% 13%

M

Somewhat Easy 737 165 55 42 146 52 166 33 283 322 198 136 471 162 10 356 192 94

48% 53% 47% 42% 49% 54% 50% 48% 46% 47% 52% 47% 47% 54% 46% 50% 46% 49%

Very Easy 562 96 41 32 117 29 104 23 240 261 123 112 446 67 4 276 156 53

37% 31% 35% 31% 39% 31% 32% 32% 39% 38% 32% 38% 44% 22% 19% 39% 37% 28%

G NO R

DK/Refused 6 - - 5 - - 1 - - 5 - - - - - - - 5

\*% 5% \*% 1% 3%

G

NET: Difficult 223 48 21 22 33 14 58 14 87 94 59 44 95 71 7 76 69 38

15% 16% 18% 22% 11% 15% 18% 20% 14% 14% 16% 15% 9% 24% 35% 11% 17% 20%

E M P P

NET: Easy 1299 260 96 74 262 81 270 56 523 583 321 248 917 229 14 631 348 147

85% 84% 82% 74% 89% 85% 82% 80% 86% 86% 84% 85% 91% 76% 65% 89% 83% 78%

DG N QR

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q14B Page 77

EI Claimant Survey 2016

Q14B. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Put together the information you needed to apply for EI.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Very Difficult 45 6 10 13 16 36 9 2 9 17 17 11 23 11 17 28 1 4 4 41 35 10 12 33

3% 3% 3% 3% 3% 3% 3% 2% 3% 3% 3% 4% 2% 5% 3% 3% 1% 1% 5% 3% 3% 3% 12% 2%

X

Somewhat Difficult 175 15 31 58 71 125 50 19 37 62 56 32 114 29 87 88 9 36 12 162 146 29 15 159

11% 7% 9% 13% 13% 10% 16% 17% 11% 11% 11% 11% 11% 12% 14% 10% 13% 14% 13% 11% 12% 9% 15% 11%

F P

Somewhat Easy 697 89 189 176 242 555 142 50 150 266 228 133 453 111 305 392 37 130 35 659 524 173 31 665

46% 44% 54% 40% 45% 46% 46% 43% 44% 46% 46% 45% 46% 47% 49% 43% 52% 49% 37% 46% 43% 55% 31% 47%

DE U W

Very Easy 604 90 117 191 206 499 105 43 137 230 190 118 400 86 210 394 23 97 43 560 504 101 41 563

40% 45% 33% 44% 38% 41% 34% 37% 41% 40% 39% 40% 40% 36% 34% 44% 33% 36% 45% 39% 42% 32% 40% 39%

C C O V

DK/Refused 6 1 3 - 2 3 3 2 3 - 1 - 5 1 4 2 - - 1 5 4 2 2 4

\*% \*% 1% \*% \*% 1% 2% 1% \*% \*% 1% 1% \*% 1% \*% \*% 1% 2% \*%

NET: Difficult 220 21 41 71 87 161 59 21 47 79 72 43 137 41 104 116 10 40 17 202 181 39 27 193

14% 10% 12% 16% 16% 13% 19% 18% 14% 14% 15% 15% 14% 17% 17% 13% 15% 15% 18% 14% 15% 12% 26% 14%

NET: Easy 1301 179 306 367 448 1055 247 93 287 496 419 251 853 197 515 786 60 228 78 1218 1027 274 72 1228

85% 89% 88% 84% 83% 86% 80% 80% 85% 86% 85% 85% 86% 82% 83% 87% 85% 85% 81% 85% 85% 87% 72% 86%

G W

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q14B Page 78

EI Claimant Survey 2016

Q14B. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Put together the information you needed to apply for EI.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Very Difficult 45 22 23 1 44 23 22 35 10 - 10 7 1 4 - 11 10 0 0 28 18 19 9 16

3% 2% 4% 1% 3% 2% 5% 3% 3% 4% 7% 2% 1% 4% 4% 1% 1% 2% 11% 2% 4% 14%

NS T VW

Somewhat Difficult 175 111 64 14 161 116 59 145 30 - 25 9 10 44 2 37 37 4 6 134 42 102 42 31

11% 11% 12% 12% 11% 11% 13% 12% 9% 10% 9% 18% 12% 8% 13% 13% 11% 7% 10% 26% 9% 19% 25%

T V V

Somewhat Easy 697 460 237 64 633 505 192 516 181 - 96 50 27 189 18 120 131 19 48 633 62 533 119 43

46% 47% 43% 55% 45% 46% 44% 43% 56% 38% 49% 46% 49% 58% 41% 46% 49% 60% 46% 39% 45% 53% 35%

E H K K KPQ X

Very Easy 604 381 223 35 570 439 166 501 103 5 122 37 19 145 10 121 106 15 25 565 39 519 53 31

40% 39% 41% 30% 40% 40% 38% 42% 32% 100% 48% 36% 33% 38% 34% 42% 37% 38% 31% 41% 24% 44% 24% 25%

D I OPQRS QS U WX

KLMN

DK/Refused 6 3 3 2 4 6 0 4 2 - 1 - - 1 - 2 2 - 0 6 0 6 - 0

\*% \*% 1% 2% \*% 1% \*% \*% 1% \*% \*% 1% 1% 1% \*% \*% 1% \*%

NET: Difficult 220 133 87 15 205 139 82 181 40 - 35 16 12 48 2 48 47 5 6 161 59 122 51 47

14% 14% 16% 13% 15% 13% 19% 15% 12% 14% 16% 20% 13% 8% 16% 17% 13% 8% 12% 37% 10% 23% 39%

T V VW

NET: Easy 1301 841 460 99 1203 944 358 1017 285 5 218 86 46 334 28 241 236 34 72 1198 100 1052 172 74

85% 86% 84% 85% 85% 87% 81% 85% 87% 100% 86% 84% 80% 87% 92% 83% 83% 87% 91% 88% 63% 89% 77% 61%

NPQRS U WX X

KLM

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q14B Page 79

EI Claimant Survey 2016

Q14B. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Put together the information you needed to apply for EI.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Very Difficult 45 45 43 31 29 9 30 38 10 17 19 - 45 15 30 30 15

3% 3% 3% 3% 3% 4% 4% 3% 2% 3% 4% 3% 3% 3% 4% 2%

Somewhat Difficult 175 175 174 130 99 26 115 143 37 73 63 13 162 46 129 116 59

11% 11% 11% 12% 12% 11% 14% 11% 8% 13% 13% 7% 12% 9% 12% 14% 9%

Q

Somewhat Easy 697 697 696 497 373 114 394 564 201 251 226 88 609 209 488 400 297

46% 46% 46% 46% 45% 47% 48% 45% 46% 45% 46% 46% 45% 42% 47% 47% 43%

Very Easy 604 604 603 420 326 96 280 507 186 214 185 88 516 225 380 292 313

40% 40% 40% 39% 39% 39% 34% 40% 42% 39% 37% 46% 39% 45% 37% 35% 46%

G O P

DK/Refused 6 6 5 2 2 - 4 2 5 - 1 1 5 1 5 4 2

\*% \*% \*% \*% \*% 1% \*% 1% \*% 1% \*% \*% 1% 1% \*%

NET: Difficult 220 220 217 161 127 35 145 181 47 89 82 13 207 61 159 146 74

14% 14% 14% 15% 15% 14% 18% 14% 11% 16% 17% 7% 16% 12% 15% 17% 11%

I I L Q

NET: Easy 1301 1301 1299 917 699 210 674 1071 387 465 411 176 1125 434 868 691 610

85% 85% 85% 85% 84% 86% 82% 85% 88% 84% 83% 93% 84% 87% 84% 82% 89%

M P

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q14B Page 80

EI Claimant Survey 2016

Q14B. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Put together the information you needed to apply for EI.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Very Difficult 45 9 2 12 7 4 7 1 14 22 11 7 27 5 1 10 15 12

3% 3% 2% 12% 2% 5% 2% 1% 2% 3% 3% 2% 3% 2% 5% 1% 4% 6%

CEGHI P

Somewhat Difficult 175 50 19 15 33 12 42 9 53 74 44 34 84 53 3 67 56 24

11% 16% 17% 15% 11% 13% 13% 13% 9% 11% 12% 12% 8% 18% 16% 10% 13% 13%

I M

Somewhat Easy 697 142 50 31 135 35 158 37 297 303 181 137 454 147 11 320 200 88

46% 46% 43% 31% 46% 37% 48% 52% 49% 44% 48% 47% 45% 49% 51% 45% 48% 47%

D D D

Very Easy 604 105 43 41 118 43 119 23 247 279 143 113 444 94 6 306 146 65

40% 34% 37% 40% 40% 45% 36% 33% 40% 41% 38% 39% 44% 31% 28% 43% 35% 35%

N Q

DK/Refused 6 3 2 2 3 1 3 - - 4 1 0 4 0 - 4 1 -

\*% 1% 2% 2% 1% 1% 1% 1% \*% \*% \*% \*% 1% \*%

NET: Difficult 220 59 21 27 40 17 49 10 66 96 55 41 110 58 4 77 70 36

14% 19% 18% 26% 13% 18% 15% 15% 11% 14% 15% 14% 11% 19% 21% 11% 17% 19%

I I M P

NET: Easy 1301 247 93 72 252 78 277 60 544 582 324 251 898 241 17 626 346 154

85% 80% 80% 72% 86% 81% 84% 85% 89% 85% 85% 86% 89% 80% 79% 89% 83% 81%

BCD N Q

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q14C Page 81

EI Claimant Survey 2016

Q14C. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Complete the online application form.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Very Difficult 30 1 14 7 8 25 5 3 7 10 9 7 10 13 15 16 - 8 - 29 16 14 2 28

2% 1% 4% 2% 2% 2% 2% 3% 2% 2% 2% 2% 1% 5% 2% 2% 3% 2% 1% 4% 2% 2%

BDE M U

Somewhat Difficult 150 17 23 47 63 118 33 17 40 53 40 26 99 25 73 77 9 30 8 142 129 21 17 132

10% 9% 7% 11% 12% 10% 11% 14% 12% 9% 8% 9% 10% 11% 12% 9% 13% 11% 8% 10% 11% 7% 17% 9%

Somewhat Easy 637 96 163 151 227 491 146 48 132 251 202 109 415 113 274 363 34 117 45 590 485 152 35 602

42% 48% 47% 34% 42% 40% 47% 41% 39% 44% 41% 37% 42% 47% 44% 40% 48% 44% 47% 41% 40% 48% 35% 42%

D D U

Very Easy 692 84 138 233 237 572 120 46 148 256 239 150 459 83 254 438 27 113 40 649 575 117 45 646

45% 42% 39% 53% 44% 47% 39% 39% 44% 45% 49% 51% 46% 35% 41% 48% 38% 42% 41% 46% 47% 37% 44% 45%

BCE N N O V

DK/Refused 19 3 12 1 2 14 5 2 11 5 1 1 11 6 7 11 - - 3 16 7 12 2 17

1% 1% 3% \*% \*% 1% 2% 2% 3% 1% \*% 1% 1% 3% 1% 1% 3% 1% 1% 4% 2% 1%

DE JK U

NET: Difficult 180 18 37 53 71 143 38 20 47 63 49 33 110 38 88 93 9 38 8 171 146 35 19 161

12% 9% 11% 12% 13% 12% 12% 17% 14% 11% 10% 11% 11% 16% 14% 10% 13% 14% 8% 12% 12% 11% 19% 11%

NET: Easy 1329 179 300 384 464 1063 266 94 279 507 442 260 874 195 528 801 61 230 85 1239 1060 269 80 1248

87% 89% 86% 88% 86% 87% 86% 81% 83% 88% 90% 88% 88% 82% 85% 89% 87% 86% 89% 87% 87% 85% 79% 88%

HI

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q14C Page 82

EI Claimant Survey 2016

Q14C. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Complete the online application form.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Very Difficult 30 13 17 0 30 14 16 16 14 - 1 6 0 10 - 6 5 - 1 12 18 10 2 18

2% 1% 3% \*% 2% 1% 4% 1% 4% 1% 6% 1% 3% 2% 2% 1% 1% 11% 1% 1% 15%

H KPQS T VW

Somewhat Difficult 150 88 62 10 140 96 54 127 23 - 23 3 8 23 2 42 35 6 8 127 24 88 44 18

10% 9% 11% 9% 10% 9% 12% 11% 7% 9% 3% 14% 6% 6% 14% 12% 16% 10% 9% 15% 7% 20% 15%

L LN LN L V

Somewhat Easy 637 433 204 60 577 455 182 481 156 - 102 40 20 189 12 106 119 16 33 568 68 472 116 46

42% 44% 37% 51% 41% 42% 41% 40% 48% 40% 39% 35% 49% 40% 36% 42% 42% 41% 42% 42% 40% 52% 38%

E H P V

Very Easy 692 435 257 44 648 511 181 570 122 5 125 54 29 159 15 130 121 15 38 643 48 592 61 38

45% 44% 47% 38% 46% 47% 41% 47% 37% 100% 49% 53% 50% 41% 50% 45% 42% 39% 48% 47% 30% 50% 27% 31%

I OPQRS U WX

KLMN

DK/Refused 19 9 10 1 17 12 7 7 12 - 2 - - 2 1 7 5 1 - 15 2 17 - 1

1% 1% 2% 1% 1% 1% 2% 1% 4% 1% 1% 3% 2% 2% 3% 1% 2% 1% 1%

H

NET: Difficult 180 101 79 11 170 110 71 144 37 - 24 9 9 33 2 48 40 6 9 139 42 98 46 36

12% 10% 14% 9% 12% 10% 16% 12% 11% 10% 8% 15% 9% 6% 17% 14% 16% 11% 10% 26% 8% 21% 29%

LN T V V

NET: Easy 1329 868 461 104 1225 967 362 1051 278 5 228 94 49 347 28 236 240 32 70 1211 116 1064 177 84

87% 89% 84% 89% 87% 89% 82% 87% 85% 100% 90% 92% 85% 91% 90% 81% 84% 81% 89% 89% 72% 90% 79% 69%

G NPQRS P PQ PQ U WX

KLM

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q14C Page 83

EI Claimant Survey 2016

Q14C. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Complete the online application form.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Very Difficult 30 30 29 21 18 10 20 21 9 6 15 1 29 9 21 20 11

2% 2% 2% 2% 2% 4% 2% 2% 2% 1% 3% 1% 2% 2% 2% 2% 2%

Somewhat Difficult 150 150 150 108 85 22 95 114 46 47 55 14 136 38 112 98 52

10% 10% 10% 10% 10% 9% 12% 9% 10% 9% 11% 8% 10% 8% 11% 12% 8%

Q

Somewhat Easy 637 637 636 452 350 101 366 494 174 252 193 57 579 210 427 370 267

42% 42% 42% 42% 42% 41% 44% 39% 40% 45% 39% 30% 43% 42% 41% 44% 39%

L

Very Easy 692 692 691 497 364 104 327 622 205 244 223 117 575 236 456 339 353

45% 45% 45% 46% 44% 42% 40% 50% 47% 44% 45% 61% 43% 48% 44% 40% 51%

EG M P

DK/Refused 19 19 16 3 12 8 16 4 4 4 9 - 19 2 16 16 2

1% 1% 1% \*% 1% 3% 2% \*% 1% 1% 2% 1% \*% 2% 2% \*%

D D H H H Q

NET: Difficult 180 180 179 128 103 32 115 134 55 54 69 16 165 47 133 117 63

12% 12% 12% 12% 12% 13% 14% 11% 13% 10% 14% 8% 12% 10% 13% 14% 9%

Q

NET: Easy 1329 1329 1327 949 713 205 693 1116 379 496 416 174 1155 446 883 709 620

87% 87% 87% 88% 86% 84% 84% 89% 86% 89% 84% 92% 86% 90% 86% 84% 90%

G K M O P

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q14C Page 84

EI Claimant Survey 2016

Q14C. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Complete the online application form.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Very Difficult 30 5 3 2 6 - 4 - 15 16 8 6 4 7 3 6 6 9

2% 2% 3% 2% 2% 1% 2% 2% 2% 2% \*% 2% 14% 1% 2% 5%

P

Somewhat Difficult 150 33 17 17 26 8 45 9 55 68 32 29 54 62 3 59 41 22

10% 11% 14% 17% 9% 8% 14% 13% 9% 10% 8% 10% 5% 21% 14% 8% 10% 12%

M

Somewhat Easy 637 146 48 35 108 45 155 34 243 271 161 120 393 152 11 287 174 86

42% 47% 41% 35% 36% 47% 47% 48% 40% 40% 42% 41% 39% 51% 53% 41% 42% 45%

E E M

Very Easy 692 120 46 45 152 40 116 27 290 320 176 131 553 75 3 349 189 71

45% 39% 39% 44% 51% 41% 35% 38% 48% 47% 46% 45% 55% 25% 14% 49% 45% 38%

BCG G NO R

DK/Refused 19 5 2 2 4 3 10 - 7 7 3 7 8 3 1 6 7 1

1% 2% 2% 2% 1% 3% 3% 1% 1% 1% 2% 1% 1% 5% 1% 2% 1%

NET: Difficult 180 38 20 19 32 8 49 9 70 84 40 35 58 69 6 65 48 31

12% 12% 17% 19% 11% 8% 15% 13% 11% 12% 10% 12% 6% 23% 28% 9% 11% 17%

M

NET: Easy 1329 266 94 80 259 85 270 61 533 591 337 251 946 228 14 636 363 157

87% 86% 81% 79% 88% 89% 82% 87% 87% 87% 89% 86% 93% 76% 67% 90% 87% 83%

N

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q15 Page 85

EI Claimant Survey 2016

Q15. You said it was hard to complete the online application form. Why was this difficult?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 180 18 37 53 71 143 38 20 47 63 49 33 110 38 88 93 9 38 8 171 146 35 19 161

Unweighted Total 168 20 33 48 67 133 35 19 52 50 46 29 111 28 85 83 10 36 9 158 139 29 17 150

Terminology/words used in application 71 10 12 22 27 51 20 6 21 22 22 13 40 18 33 38 5 19 2 68 59 12 5 65

was not clear 39% 54% 33% 41% 37% 35% 54% 32% 45% 34% 44% 40% 36% 47% 38% 41% 58% 50% 25% 40% 41% 34% 26% 40%

Difficulty providing answers / 55 6 15 13 22 42 13 1 13 16 23 9 34 12 31 24 3 15 2 52 41 14 4 51

questions were not clear 31% 30% 39% 24% 31% 30% 34% 7% 28% 26% 48% 28% 31% 31% 36% 26% 32% 40% 31% 30% 28% 39% 24% 32%

H

Didn’t have the right information to 44 2 5 9 28 40 4 2 9 20 12 11 28 5 19 24 1 10 1 42 39 4 4 40

complete the application 24% 8% 15% 17% 39% 28% 11% 12% 19% 31% 25% 33% 25% 13% 22% 26% 15% 27% 19% 25% 27% 13% 21% 25%

B

Difficult with using the internet / not 17 5 4 7 1 11 6 8 6 3 - - 8 9 13 4 - 1 2 15 13 4 - 17

computer literate 10% 27% 11% 13% 2% 8% 17% 39% 14% 5% 7% 25% 15% 5% 3% 25% 9% 9% 11% 11%

E J

Website was hard to find 4 1 1 1 1 3 1 - 1 1 2 0 3 1 2 2 - - - 4 3 1 1 3

2% 5% 3% 3% 1% 2% 4% 2% 2% 5% 1% 3% 3% 2% 3% 3% 2% 3% 5% 2%

Application was hard to find 4 - 1 2 0 3 0 0 0 1 2 1 2 0 2 2 - 1 - 4 2 1 1 3

2% 4% 4% 1% 2% 1% 2% 1% 2% 4% 3% 2% 1% 2% 2% 4% 2% 2% 4% 5% 2%

OTHER 17 1 1 7 8 16 1 1 5 8 3 3 12 3 6 11 - 3 1 16 17 0 8 9

10% 5% 3% 13% 12% 11% 4% 5% 11% 13% 6% 9% 11% 7% 7% 12% 8% 13% 10% 12% 1% 42% 6%

X

DK/Refused 3 1 - - 2 2 1 1 2 - - - 3 - 2 1 1 - 1 2 3 - - 3

2% 5% 3% 2% 3% 5% 5% 3% 2% 2% 11% 12% 1% 2% 2%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q15 Page 86

EI Claimant Survey 2016

Q15. You said it was hard to complete the online application form. Why was this difficult?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 180 101 79 11 170 110 71 144 37 - 24 9 9 33 2 48 40 6 9 139 42 98 46 36

Unweighted Total 168 127 41 13 155 110 58 137 31 - 24 5 7 29 3 40 41 8 11 130 38 95 41 32

Terminology/words used in application 71 39 32 6 65 45 26 57 14 - 17 1 2 14 0 18 11 4 2 55 16 44 10 16

was not clear 39% 38% 40% 55% 38% 41% 37% 40% 37% 71% 11% 28% 41% 24% 38% 28% 61% 28% 40% 38% 45% 22% 46%

LQS

Difficulty providing answers / 55 26 29 3 52 33 22 42 13 - 9 7 - 16 - 11 8 1 3 39 16 33 8 14

questions were not clear 31% 26% 37% 28% 31% 30% 31% 30% 34% 37% 83% 47% 24% 20% 16% 33% 28% 38% 33% 17% 40%

Didn’t have the right information to 44 25 19 0 43 26 18 38 5 - 3 - 1 8 0 21 9 0 1 39 5 22 19 2

complete the application 24% 24% 24% 4% 25% 24% 25% 27% 15% 10% 11% 24% 25% 43% 24% 7% 11% 28% 12% 23% 41% 7%

D KRS X

Difficult with using the internet / not 17 11 6 2 15 11 6 13 4 - - - - - - 4 11 2 - 12 5 11 1 5

computer literate 10% 11% 7% 23% 9% 10% 9% 9% 11% 9% 27% 31% 9% 13% 11% 3% 14%

Website was hard to find 4 4 - 1 3 4 0 3 1 - 1 - - 1 - - 1 1 - 3 1 - 4 0

2% 4% 9% 2% 4% 1% 2% 3% 4% 4% 2% 16% 2% 3% 9% 1%

Application was hard to find 4 3 1 - 4 3 1 2 1 - 2 - 0 - - - - - 1 2 2 2 1 1

2% 3% 1% 2% 3% 1% 2% 4% 8% 5% 17% 1% 5% 2% 2% 3%

OTHER 17 9 8 1 16 11 6 17 0 - 1 1 5 2 1 3 1 0 2 15 2 9 6 2

10% 9% 10% 9% 10% 10% 9% 12% 1% 4% 17% 55% 6% 51% 7% 3% 7% 23% 11% 6% 9% 13% 7%

KNPQR

DK/Refused 3 3 - 1 2 3 0 3 - - 0 - - 1 - - 1 1 - 3 - 2 1 -

2% 3% 9% 1% 3% 1% 2% 2% 3% 3% 16% 3% 2% 3%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q15 Page 87

EI Claimant Survey 2016

Q15. You said it was hard to complete the online application form. Why was this difficult?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 180 180 179 128 103 32 115 134 55 54 69 16 165 47 133 117 63

Unweighted Total 168 168 167 116 94 29 112 128 49 54 63 13 155 40 128 115 53

Terminology/words used in application 71 71 70 61 52 19 52 49 9 25 36 3 68 15 56 53 18

was not clear 39% 39% 39% 47% 50% 59% 45% 37% 16% 47% 52% 19% 41% 31% 42% 45% 28%

I I

Difficulty providing answers / 55 55 54 37 34 7 27 41 23 16 16 4 51 24 31 27 28

questions were not clear 31% 31% 30% 29% 32% 23% 23% 31% 41% 30% 24% 25% 31% 52% 23% 23% 45%

O P

Didn’t have the right information to 44 44 44 34 24 4 21 37 18 11 15 11 33 11 33 22 22

complete the application 24% 24% 24% 26% 23% 14% 19% 28% 32% 20% 21% 69% 20% 23% 25% 19% 35%

M

Difficult with using the internet / not 17 17 17 7 4 1 14 13 6 7 4 1 16 2 15 14 3

computer literate 10% 10% 10% 5% 4% 5% 12% 10% 11% 13% 6% 6% 10% 4% 11% 12% 5%

Website was hard to find 4 4 4 3 2 1 3 3 1 2 1 - 4 1 3 3 1

2% 2% 2% 3% 2% 5% 3% 3% 2% 4% 2% 3% 2% 3% 3% 2%

Application was hard to find 4 4 4 3 2 1 3 4 - 2 1 - 4 1 3 3 1

2% 2% 2% 3% 2% 5% 3% 3% 5% 2% 2% 2% 2% 3% 2%

OTHER 17 17 17 11 9 0 11 15 4 4 7 - 17 5 12 12 5

10% 10% 10% 9% 9% 2% 10% 11% 8% 8% 11% 11% 10% 9% 11% 8%

DK/Refused 3 3 3 1 2 1 2 3 1 - 2 - 3 1 2 2 1

2% 2% 2% 1% 2% 3% 2% 3% 2% 4% 2% 2% 2% 2% 2%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q15 Page 88

EI Claimant Survey 2016

Q15. You said it was hard to complete the online application form. Why was this difficult?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 180 38 20 19 32 8 49 9 70 84 40 35 58 69 6 65 48 31

Unweighted Total 168 35 19 17 32 9 49 10 60 74 36 37 63 61 7 67 41 28

Terminology/words used in application 71 20 6 5 16 2 18 5 21 18 25 15 23 25 3 24 25 15

was not clear 39% 54% 32% 26% 50% 25% 36% 58% 30% 22% 62% 44% 39% 37% 58% 37% 51% 47%

J

Difficulty providing answers / 55 13 1 4 13 2 11 3 23 29 7 9 13 21 2 18 17 7

questions were not clear 31% 34% 7% 24% 41% 31% 22% 32% 33% 35% 19% 27% 23% 31% 25% 27% 36% 22%

C C

Didn’t have the right information to 44 4 2 4 8 1 7 1 27 21 7 10 17 18 1 23 13 4

complete the application 24% 11% 12% 21% 25% 19% 15% 15% 39% 25% 17% 30% 29% 26% 25% 35% 28% 14%

BG

Difficult with using the internet / not 17 6 8 - 1 2 13 - 1 12 2 3 3 10 1 6 2 1

computer literate 10% 17% 39% 3% 25% 27% 1% 14% 6% 9% 5% 14% 17% 10% 4% 5%

EI EI

Website was hard to find 4 1 - 1 - - 1 - 2 1 1 1 2 1 1 1 2 -

2% 4% 5% 2% 3% 1% 2% 4% 3% 1% 17% 2% 5%

Application was hard to find 4 0 0 1 1 - 1 - 1 1 1 1 1 1 1 1 2 -

2% 1% 2% 5% 3% 3% 1% 1% 4% 4% 3% 1% 17% 2% 5%

OTHER 17 1 1 8 3 1 2 - 3 14 1 1 9 4 - 5 1 6

10% 4% 5% 42% 9% 13% 4% 5% 17% 3% 4% 15% 5% 8% 2% 19%

BCEGI K Q

DK/Refused 3 1 1 - - 1 1 1 0 1 0 1 2 - - - - 2

2% 3% 5% 12% 2% 11% 1% 1% 1% 3% 4% 8%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q16 Page 89

EI Claimant Survey 2016

Q16. How long did it take for you to be informed about whether you would receive benefits?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Two weeks or less 705 102 124 212 267 570 135 66 133 275 228 125 468 112 310 395 28 149 46 656 592 113 31 674

46% 51% 35% 48% 50% 47% 44% 57% 40% 48% 46% 43% 47% 47% 50% 44% 40% 55% 48% 46% 49% 36% 31% 47%

C C C I Q V W

Three to four weeks 467 53 140 128 145 365 102 33 122 156 155 89 307 72 187 280 23 76 31 434 342 125 36 429

31% 26% 40% 29% 27% 30% 33% 29% 36% 27% 31% 30% 31% 30% 30% 31% 33% 28% 32% 30% 28% 40% 35% 30%

BDE J U

Five weeks or more 262 33 63 77 89 203 58 9 65 112 73 57 159 46 81 181 15 29 12 249 203 59 21 240

17% 16% 18% 17% 17% 17% 19% 8% 19% 19% 15% 19% 16% 19% 13% 20% 21% 11% 13% 17% 17% 19% 21% 17%

H H O

Did not hear back 33 3 6 11 12 30 3 2 5 16 10 6 24 2 12 21 1 3 4 29 28 5 8 25

2% 2% 2% 3% 2% 2% 1% 2% 2% 3% 2% 2% 2% 1% 2% 2% 2% 1% 4% 2% 2% 2% 8% 2%

DK/Refused 61 9 16 11 25 50 11 6 11 16 26 17 37 7 33 29 3 11 3 57 48 14 4 57

4% 4% 4% 3% 5% 4% 4% 5% 3% 3% 5% 6% 4% 3% 5% 3% 4% 4% 3% 4% 4% 4% 4% 4%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q16 Page 90

EI Claimant Survey 2016

Q16. How long did it take for you to be informed about whether you would receive benefits?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Two weeks or less 705 499 205 68 636 556 149 587 118 5 115 52 21 168 14 130 143 20 38 664 40 617 60 27

46% 51% 37% 59% 45% 51% 34% 49% 36% 100% 45% 50% 36% 44% 46% 45% 50% 51% 48% 49% 25% 52% 27% 22%

C E G I OPQRS U WX

KLMN

Three to four weeks 467 280 187 34 433 321 146 339 128 - 71 32 18 129 8 89 82 13 25 418 48 359 72 35

31% 29% 34% 29% 31% 30% 33% 28% 39% 28% 31% 31% 34% 28% 31% 29% 33% 32% 31% 30% 30% 32% 29%

H

Five weeks or more 262 133 128 10 252 139 123 200 62 - 49 8 13 71 4 55 45 4 13 210 51 139 75 47

17% 14% 23% 9% 18% 13% 28% 17% 19% 19% 8% 23% 18% 13% 19% 16% 10% 16% 15% 32% 12% 33% 39%

B D F L L L T V V

Did not hear back 33 22 11 1 32 21 12 28 5 - 5 3 5 6 1 7 5 - 1 26 7 19 9 4

2% 2% 2% 1% 2% 2% 3% 2% 1% 2% 3% 8% 2% 3% 2% 2% 1% 2% 5% 2% 4% 3%

KNPQS

DK/Refused 61 43 19 3 58 51 10 48 14 - 14 8 1 10 3 9 11 2 2 48 13 45 7 9

4% 4% 3% 3% 4% 5% 2% 4% 4% 6% 8% 2% 3% 10% 3% 4% 6% 3% 3% 8% 4% 3% 7%

MN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q16 Page 91

EI Claimant Survey 2016

Q16. How long did it take for you to be informed about whether you would receive benefits?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Two weeks or less 705 705 702 485 327 105 353 575 254 228 201 111 594 235 470 359 346

46% 46% 46% 45% 39% 43% 43% 46% 58% 41% 41% 58% 44% 47% 46% 43% 50%

E JK M P

Three to four weeks 467 467 464 344 280 77 255 397 104 201 153 57 410 146 321 264 203

31% 31% 30% 32% 34% 32% 31% 32% 24% 36% 31% 30% 31% 30% 31% 31% 30%

I

Five weeks or more 262 262 261 198 175 45 169 203 45 98 111 20 241 69 193 172 89

17% 17% 17% 18% 21% 19% 21% 16% 10% 18% 23% 11% 18% 14% 19% 20% 13%

H I I L N Q

Did not hear back 33 33 33 19 20 4 23 25 9 10 13 - 33 10 23 23 10

2% 2% 2% 2% 2% 2% 3% 2% 2% 2% 3% 2% 2% 2% 3% 2%

DK/Refused 61 61 61 33 26 13 24 53 26 18 16 2 59 35 26 24 37

4% 4% 4% 3% 3% 5% 3% 4% 6% 3% 3% 1% 4% 7% 3% 3% 5%

L O P

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q16 Page 92

EI Claimant Survey 2016

Q16. How long did it take for you to be informed about whether you would receive benefits?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Two weeks or less 705 135 66 31 139 46 152 28 296 333 157 127 476 133 10 370 159 78

46% 44% 57% 31% 47% 48% 46% 40% 48% 49% 41% 44% 47% 44% 47% 52% 38% 41%

BDH D D QR

Three to four weeks 467 102 33 36 96 31 114 23 167 190 132 90 310 89 4 215 146 51

31% 33% 29% 35% 32% 32% 35% 33% 27% 28% 35% 31% 31% 30% 19% 30% 35% 27%

Five weeks or more 262 58 9 21 42 12 35 15 114 110 71 59 173 59 7 90 96 48

17% 19% 8% 21% 14% 13% 11% 21% 19% 16% 19% 20% 17% 20% 32% 13% 23% 25%

CG CG CG P P

Did not hear back 33 3 2 8 6 4 14 1 8 20 6 6 17 6 0 10 3 8

2% 1% 2% 8% 2% 4% 4% 2% 1% 3% 2% 2% 2% 2% 2% 1% 1% 4%

DK/Refused 61 11 6 4 13 3 15 3 25 30 15 10 36 13 - 22 14 3

4% 4% 5% 4% 4% 3% 5% 4% 4% 4% 4% 4% 4% 4% 3% 3% 2%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q17 Page 93

EI Claimant Survey 2016

Q17. Was this a reasonable amount of time to wait?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1495 197 343 428 526 1189 306 115 332 559 482 288 971 237 610 885 69 265 92 1397 1185 310 92 1401

Unweighted Total 1491 197 343 429 521 1199 292 118 339 523 503 313 965 213 658 833 82 274 89 1396 1177 314 76 1413

Yes 982 151 204 274 352 777 205 83 209 361 327 173 642 167 424 558 50 177 66 912 787 195 45 936

66% 77% 59% 64% 67% 65% 67% 72% 63% 65% 68% 60% 66% 70% 69% 63% 73% 67% 71% 65% 66% 63% 49% 67%

CDE L P W

No 494 44 137 144 170 396 98 32 118 190 151 109 322 63 177 318 18 83 25 469 382 113 41 452

33% 22% 40% 34% 32% 33% 32% 28% 36% 34% 31% 38% 33% 27% 29% 36% 26% 31% 28% 34% 32% 36% 45% 32%

B B B N O

DK/Refused 18 2 2 10 4 16 2 - 4 8 4 6 6 7 10 9 1 4 1 16 16 2 6 13

1% 1% 1% 2% 1% 1% 1% 1% 1% 1% 2% 1% 3% 2% 1% 1% 2% 1% 1% 1% 1% 6% 1%

M X

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q17 Page 94

EI Claimant Survey 2016

Q17. Was this a reasonable amount of time to wait?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1495 956 539 115 1380 1067 428 1174 321 5 248 99 53 377 30 284 281 39 78 1339 153 1160 214 118

Unweighted Total 1491 1153 338 126 1365 1069 422 1165 326 1 249 105 55 338 37 277 293 45 91 1329 159 1152 208 127

Yes 982 670 312 93 889 759 223 783 199 5 163 71 27 243 20 177 188 30 59 930 50 866 83 32

66% 70% 58% 81% 64% 71% 52% 67% 62% 100% 65% 71% 51% 64% 68% 62% 67% 76% 76% 69% 33% 75% 39% 27%

C E G OPQRS M M MP U WX

KLMN

No 494 278 216 22 472 296 199 375 120 - 80 27 25 131 7 102 93 9 19 393 102 280 129 86

33% 29% 40% 19% 34% 28% 46% 32% 37% 32% 28% 48% 35% 25% 36% 33% 24% 24% 29% 67% 24% 60% 73%

B D F LORS T V V

DK/Refused 18 7 11 - 18 13 5 16 2 - 6 1 1 3 2 5 - - - 16 1 14 2 0

1% 1% 2% 1% 1% 1% 1% 1% 2% 1% 2% 1% 7% 2% 1% 1% 1% 1% \*%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q17 Page 95

EI Claimant Survey 2016

Q17. Was this a reasonable amount of time to wait?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1495 1495 1489 1061 809 241 801 1229 430 544 481 190 1305 485 1010 820 675

Unweighted Total 1491 1491 1484 1041 804 246 786 1233 446 532 479 195 1296 495 996 801 690

Yes 982 982 979 676 482 158 506 806 314 357 283 132 851 336 646 515 467

66% 66% 66% 64% 60% 66% 63% 66% 73% 66% 59% 69% 65% 69% 64% 63% 69%

E JK P

No 494 494 491 371 314 80 286 406 112 180 191 58 437 141 353 295 199

33% 33% 33% 35% 39% 33% 36% 33% 26% 33% 40% 30% 33% 29% 35% 36% 29%

H I Q

DK/Refused 18 18 18 14 13 3 10 16 4 7 7 1 17 8 11 10 9

1% 1% 1% 1% 2% 1% 1% 1% 1% 1% 2% 1% 1% 2% 1% 1% 1%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q17 Page 96

EI Claimant Survey 2016

Q17. Was this a reasonable amount of time to wait?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1495 306 115 92 289 92 315 69 602 662 374 286 994 294 21 697 415 181

Unweighted Total 1491 292 118 76 290 89 327 82 613 675 355 289 989 292 19 712 406 175

Yes 982 205 83 45 195 66 218 50 390 432 247 179 664 187 11 483 252 104

66% 67% 72% 49% 68% 71% 69% 73% 65% 65% 66% 62% 67% 64% 52% 69% 61% 58%

D D D D D D QR

No 494 98 32 41 88 25 95 18 209 225 123 104 323 98 10 205 159 73

33% 32% 28% 45% 30% 28% 30% 26% 35% 34% 33% 36% 33% 33% 48% 29% 38% 41%

P P

DK/Refused 18 2 - 6 6 1 2 1 3 5 4 4 7 9 - 9 3 3

1% 1% 6% 2% 1% 1% 1% \*% 1% 1% 1% 1% 3% 1% 1% 2%

BGI M

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q18 Page 97

EI Claimant Survey 2016

Q18. Which of the following changes, if any, would have had the biggest positive impact on your experience applying for EI benefits?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Quicker to get through to an agent on 531 62 131 173 164 417 114 40 124 208 158 85 346 99 206 325 16 93 29 500 407 124 50 480

the phone 35% 31% 37% 39% 30% 34% 37% 34% 37% 36% 32% 29% 35% 42% 33% 36% 22% 35% 30% 35% 34% 39% 49% 34%

E L X

Online, real-time support 339 47 73 90 129 269 69 17 57 121 142 62 226 50 147 192 25 73 19 319 273 66 10 328

22% 23% 21% 21% 24% 22% 22% 15% 17% 21% 29% 21% 23% 21% 24% 21% 35% 27% 20% 22% 23% 21% 10% 23%

HIJ W

Shorter wait times in a Service Canada 186 28 42 46 70 159 27 27 66 59 34 26 125 34 94 92 16 48 7 178 146 40 11 173

Centre 12% 14% 12% 11% 13% 13% 9% 23% 20% 10% 7% 9% 13% 14% 15% 10% 23% 18% 7% 12% 12% 13% 11% 12%

JK JK P

Being able to upload documents, if 146 16 25 47 58 116 30 3 31 60 50 36 94 16 50 96 8 13 11 133 125 21 9 137

required 10% 8% 7% 11% 11% 10% 10% 3% 9% 10% 10% 12% 9% 7% 8% 11% 12% 5% 12% 9% 10% 7% 9% 10%

H H H

Have an app to apply through a mobile 195 27 43 45 81 156 39 12 31 81 70 67 120 8 76 119 4 30 24 171 163 32 10 185

device 13% 13% 12% 10% 15% 13% 13% 11% 9% 14% 14% 23% 12% 3% 12% 13% 6% 11% 25% 12% 13% 10% 10% 13%

MN N T

None of these 120 21 32 30 37 91 29 8 27 45 38 17 78 25 42 78 1 9 4 114 91 29 10 110

8% 10% 9% 7% 7% 7% 9% 7% 8% 8% 8% 6% 8% 11% 7% 9% 1% 4% 4% 8% 7% 9% 10% 8%

DK/Refused 12 1 4 7 - 11 1 9 1 1 - - 5 7 9 3 - 1 1 11 8 4 - 12

1% \*% 1% 2% 1% \*% 8% \*% \*% \*% 3% 1% \*% \*% 1% 1% 1% 1% 1%

IJ M P

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q18 Page 98

EI Claimant Survey 2016

Q18. Which of the following changes, if any, would have had the biggest positive impact on your experience applying for EI benefits?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Quicker to get through to an agent on 531 355 176 50 481 394 137 401 130 - 104 24 24 128 5 100 107 14 26 455 75 391 81 58

the phone 35% 36% 32% 43% 34% 36% 31% 33% 40% 41% 23% 42% 33% 16% 34% 37% 36% 33% 33% 47% 33% 36% 48%

LO O O O LO O O T V

Online, real-time support 339 228 111 20 318 248 91 271 68 - 66 33 12 81 9 60 48 10 19 300 39 263 49 26

22% 23% 20% 18% 23% 23% 21% 23% 21% 26% 32% 21% 21% 31% 21% 17% 27% 24% 22% 24% 22% 22% 22%

Q Q

Shorter wait times in a Service Canada 186 109 77 16 169 120 66 146 40 5 18 10 3 40 4 43 44 6 11 173 11 145 30 11

Centre 12% 11% 14% 14% 12% 11% 15% 12% 12% 100% 7% 10% 4% 11% 13% 15% 15% 16% 14% 13% 7% 12% 13% 9%

OPQRS KM KM

KLMN

Being able to upload documents, if 146 83 63 8 137 96 50 126 20 - 25 14 1 41 7 27 21 2 8 139 6 120 22 4

required 10% 8% 11% 7% 10% 9% 11% 10% 6% 10% 14% 2% 11% 24% 9% 7% 5% 10% 10% 4% 10% 10% 4%

I M M M MQR M M M U X

Have an app to apply through a mobile 195 118 78 8 187 143 52 160 35 - 24 12 9 63 3 41 32 2 8 175 19 159 20 14

device 13% 12% 14% 7% 13% 13% 12% 13% 11% 9% 12% 15% 16% 10% 14% 11% 6% 11% 13% 12% 13% 9% 12%

D R

None of these 120 81 39 13 106 81 39 90 30 - 17 9 9 31 2 16 27 3 6 116 4 95 22 2

8% 8% 7% 12% 8% 7% 9% 7% 9% 7% 9% 16% 8% 7% 6% 9% 8% 7% 8% 2% 8% 10% 2%

U X X

DK/Refused 12 5 7 - 12 7 5 9 3 - - - - - - 3 8 1 - 7 5 7 - 5

1% 1% 1% 1% 1% 1% 1% 1% 1% 3% 3% 1% 3% 1% 4%

T V

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q18 Page 99

EI Claimant Survey 2016

Q18. Which of the following changes, if any, would have had the biggest positive impact on your experience applying for EI benefits?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Quicker to get through to an agent on 531 531 528 393 365 105 298 423 114 194 213 39 492 190 341 302 229

the phone 35% 35% 35% 36% 44% 43% 36% 34% 26% 35% 43% 21% 37% 38% 33% 36% 33%

GH H I IJ L

Online, real-time support 339 339 339 236 170 45 163 304 115 118 103 60 279 115 224 164 175

22% 22% 22% 22% 21% 19% 20% 24% 26% 21% 21% 32% 21% 23% 22% 19% 25%

M P

Shorter wait times in a Service Canada 186 186 183 109 100 40 141 131 38 74 66 5 181 39 147 142 43

Centre 12% 12% 12% 10% 12% 16% 17% 10% 9% 13% 13% 3% 14% 8% 14% 17% 6%

H EH L N Q

Being able to upload documents, if 146 146 146 113 65 13 75 132 41 62 37 23 122 46 100 77 69

required 10% 10% 10% 11% 8% 5% 9% 11% 9% 11% 8% 12% 9% 9% 10% 9% 10%

F

Have an app to apply through a mobile 195 195 195 151 77 28 79 164 86 58 46 48 147 65 130 82 113

device 13% 13% 13% 14% 9% 11% 10% 13% 20% 10% 9% 25% 11% 13% 13% 10% 16%

E JK M P

None of these 120 120 120 72 47 10 58 89 43 44 23 14 106 40 80 66 54

8% 8% 8% 7% 6% 4% 7% 7% 10% 8% 5% 7% 8% 8% 8% 8% 8%

K

DK/Refused 12 12 12 6 5 4 9 12 2 5 5 1 11 2 10 9 3

1% 1% 1% 1% 1% 2% 1% 1% \*% 1% 1% 1% 1% \*% 1% 1% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q18 Page 100

EI Claimant Survey 2016

Q18. Which of the following changes, if any, would have had the biggest positive impact on your experience applying for EI benefits?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Quicker to get through to an agent on 531 114 40 50 107 29 139 16 202 201 146 112 337 102 8 230 170 72

the phone 35% 37% 34% 49% 36% 30% 42% 22% 33% 30% 38% 38% 33% 34% 39% 33% 41% 38%

H HI H HI J J P

Online, real-time support 339 69 17 10 61 19 45 25 152 172 87 59 235 51 6 167 80 50

22% 22% 15% 10% 21% 20% 14% 35% 25% 25% 23% 20% 23% 17% 30% 24% 19% 27%

G G CDEG CDG

Shorter wait times in a Service Canada 186 27 27 11 34 7 59 16 75 70 51 47 101 60 3 79 40 35

Centre 12% 9% 23% 11% 11% 7% 18% 23% 12% 10% 13% 16% 10% 20% 14% 11% 10% 18%

BEFI BEF BEFI J M Q

Being able to upload documents, if 146 30 3 9 32 11 15 8 71 74 35 24 112 22 2 66 48 13

required 10% 10% 3% 9% 11% 12% 5% 12% 12% 11% 9% 8% 11% 7% 9% 9% 12% 7%

C CG CG

Have an app to apply through a mobile 195 39 12 10 49 24 26 4 70 112 31 28 152 29 0 103 55 13

device 13% 13% 11% 10% 17% 25% 8% 6% 12% 16% 8% 10% 15% 10% 2% 15% 13% 7%

GH BCDGHI KL N R

None of these 120 29 8 10 11 4 37 1 40 46 30 18 71 31 - 61 23 4

8% 9% 7% 10% 4% 4% 11% 1% 7% 7% 8% 6% 7% 10% 9% 6% 2%

EH EFHI H R

DK/Refused 12 1 9 - 2 1 7 - 1 7 1 4 3 5 1 2 1 3

1% \*% 8% 1% 1% 2% \*% 1% \*% 1% \*% 2% 5% \*% \*% 2%

BEFGI BI M

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q19 Page 101

EI Claimant Survey 2016

Q19. After you submitted your EI application, did you...?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Receive a letter with information about 1189 164 263 326 436 955 234 83 268 443 391 228 778 183 495 694 57 229 73 1114 957 232 82 1106

your application 78% 82% 75% 74% 81% 78% 76% 71% 79% 77% 79% 78% 78% 76% 80% 77% 81% 85% 77% 78% 79% 73% 81% 78%

D

Check the status of your application 1062 139 232 321 369 850 212 72 217 407 361 205 695 162 410 652 49 194 59 1001 856 206 76 985

70% 70% 66% 73% 69% 70% 69% 62% 64% 71% 73% 70% 70% 68% 66% 72% 69% 72% 62% 70% 71% 65% 75% 69%

HI O

Need to provide missing information 287 34 55 86 111 217 70 17 55 118 97 70 180 38 113 174 15 59 18 267 237 50 22 264

regarding your application 19% 17% 16% 20% 21% 18% 23% 14% 16% 20% 20% 24% 18% 16% 18% 19% 22% 22% 19% 19% 20% 16% 22% 19%

None of these 110 15 33 29 32 86 23 20 23 35 29 18 71 20 55 54 7 13 5 103 77 33 5 105

7% 8% 10% 7% 6% 7% 8% 17% 7% 6% 6% 6% 7% 8% 9% 6% 10% 5% 5% 7% 6% 10% 5% 7%

IJK

DK/Refused 4 2 - - 2 3 0 1 3 - - - 3 0 3 0 - - - 4 4 - - 3

\*% 1% \*% \*% \*% 1% 1% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q19 Page 102

EI Claimant Survey 2016

Q19. After you submitted your EI application, did you...?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Receive a letter with information about 1189 791 398 89 1100 862 326 950 239 5 201 76 42 292 28 224 225 27 69 1091 96 957 152 76

your application 78% 81% 72% 77% 78% 79% 74% 79% 73% 100% 79% 74% 73% 76% 92% 77% 79% 68% 87% 80% 60% 81% 68% 62%

C NPQRS MNPQR LNR U WX

KLM KL

Check the status of your application 1062 654 408 72 990 747 315 851 212 5 185 64 49 279 24 191 191 22 51 962 100 827 156 78

70% 67% 74% 62% 70% 69% 72% 71% 65% 100% 73% 63% 84% 73% 78% 66% 67% 57% 64% 70% 63% 70% 70% 64%

B OPQRS LPQRS R

KLMN

Need to provide missing information 287 153 134 14 273 187 101 235 52 - 51 24 8 61 5 79 43 4 12 233 54 200 52 34

regarding your application 19% 16% 24% 12% 19% 17% 23% 20% 16% 20% 24% 14% 16% 18% 27% 15% 10% 15% 17% 34% 17% 23% 28%

B D NQRS T

None of these 110 68 42 15 95 78 32 75 35 - 13 11 3 21 1 19 29 7 7 90 19 68 25 17

7% 7% 8% 13% 7% 7% 7% 6% 11% 5% 11% 4% 5% 3% 6% 10% 18% 9% 7% 12% 6% 11% 14%

E H KMNO V

DK/Refused 4 3 1 - 4 3 0 4 - - - - - - - 0 2 1 - 4 - 3 1 -

\*% \*% \*% \*% \*% \*% \*% \*% 1% 3% \*% \*% \*%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q19 Page 103

EI Claimant Survey 2016

Q19. After you submitted your EI application, did you...?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Receive a letter with information about 1189 1189 1186 860 651 204 650 990 345 431 395 164 1025 365 823 659 529

your application 78% 78% 78% 80% 79% 83% 79% 79% 78% 78% 80% 86% 77% 74% 80% 78% 77%

M N

Check the status of your application 1062 1062 1062 1023 652 182 579 926 256 400 395 131 931 348 714 584 478

70% 70% 70% 95% 79% 74% 70% 74% 58% 72% 80% 69% 70% 70% 69% 69% 70%

BC GH I IJ

Need to provide missing information 287 287 287 275 208 70 203 251 39 92 156 22 265 61 226 204 83

regarding your application 19% 19% 19% 26% 25% 29% 25% 20% 9% 17% 32% 12% 20% 12% 22% 24% 12%

BC H H I IJ L N Q

None of these 110 110 106 - 20 12 50 63 48 30 11 - 110 52 58 58 52

7% 7% 7% 2% 5% 6% 5% 11% 5% 2% 8% 10% 6% 7% 8%

E E JK K O

DK/Refused 4 4 4 - 2 - 4 2 1 2 1 - 4 - 4 4 -

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q19 Page 104

EI Claimant Survey 2016

Q19. After you submitted your EI application, did you...?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

=============================================================== ======================= ======================= =======================

Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Receive a letter with information about 1189 234 83 82 227 73 239 57 490 523 308 229 807 231 14 606 321 166

your application 78% 76% 71% 81% 77% 77% 73% 81% 80% 77% 81% 78% 80% 77% 65% 86% 77% 87%

G Q Q

Check the status of your application 1062 212 72 76 218 59 188 49 428 441 288 220 730 187 18 524 342 157

70% 69% 62% 75% 74% 62% 57% 69% 70% 65% 76% 75% 72% 62% 86% 74% 82% 83%

G G CG G J J N N P P

Need to provide missing information 287 70 17 22 75 18 47 15 100 92 86 95 171 78 10 90 113 72

regarding your application 19% 23% 14% 22% 25% 19% 14% 22% 16% 13% 23% 32% 17% 26% 46% 13% 27% 38%

G CGI J JK M M P P

None of these 110 23 20 5 20 5 45 7 28 53 24 10 51 27 - - - -

7% 8% 17% 5% 7% 5% 14% 10% 5% 8% 6% 4% 5% 9%

BDEFI BEFI L

DK/Refused 4 0 1 - 1 - 2 - - 1 0 - 1 3 - 2 - 1

\*% \*% 1% \*% \*% \*% \*% \*% 1% \*% 1%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20A Page 105

EI Claimant Survey 2016

Q20A. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand the information in the letter you received.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1189 164 263 326 436 955 234 83 268 443 391 228 778 183 495 694 57 229 73 1114 957 232 82 1106

Unweighted Total 1225 161 280 348 435 992 233 89 283 431 418 262 794 169 548 677 73 234 75 1149 971 254 64 1160

Very difficult 15 1 6 5 3 14 1 0 2 8 4 - 6 10 5 11 0 2 - 15 9 7 1 15

1% 1% 2% 1% 1% 1% 1% 1% 1% 2% 1% 1% 5% 1% 2% 1% 1% 1% 1% 3% 1% 1%

M U

Somewhat difficult 58 4 12 19 23 53 5 5 11 20 20 10 38 10 24 34 3 17 2 56 47 10 11 47

5% 2% 5% 6% 5% 6% 2% 7% 4% 5% 5% 4% 5% 6% 5% 5% 5% 8% 3% 5% 5% 4% 13% 4%

G

Somewhat easy 489 69 130 108 182 383 106 44 106 186 150 84 314 91 227 261 29 100 39 450 375 113 39 450

41% 42% 50% 33% 42% 40% 45% 53% 40% 42% 38% 37% 40% 50% 46% 38% 50% 44% 53% 40% 39% 49% 48% 41%

D D K L P U

Very easy 625 89 114 195 226 503 122 34 146 229 216 133 419 72 238 387 25 109 33 591 523 101 31 593

53% 54% 44% 60% 52% 53% 52% 40% 55% 52% 55% 58% 54% 40% 48% 56% 44% 48% 45% 53% 55% 44% 38% 54%

C H H N N O V

Don't know/Refused 3 1 - - 1 3 - - 1 - 1 1 1 - 1 1 - - - 3 3 - - 3

\*% 1% \*% \*% 1% \*% 1% \*% \*% \*% \*% \*% \*%

NET: Difficult 73 5 18 23 27 67 6 6 14 28 24 10 44 20 28 45 3 20 2 71 56 17 12 61

6% 3% 7% 7% 6% 7% 3% 7% 5% 6% 6% 4% 6% 11% 6% 6% 6% 9% 3% 6% 6% 7% 14% 6%

G

NET: Easy 1113 158 244 303 408 886 227 77 253 415 366 217 733 163 465 648 54 209 71 1041 899 215 70 1042

94% 96% 93% 93% 94% 93% 97% 93% 94% 94% 94% 95% 94% 89% 94% 93% 94% 91% 97% 93% 94% 93% 86% 94%

F

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20A Page 106

EI Claimant Survey 2016

Q20A. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand the information in the letter you received.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1189 791 398 89 1100 862 326 950 239 5 201 76 42 292 28 224 225 27 69 1091 96 957 152 76

Unweighted Total 1225 964 261 98 1127 864 361 963 262 1 210 84 43 277 33 222 244 32 79 1099 124 967 159 94

Very difficult 15 8 8 0 15 6 9 9 7 - 2 0 - 8 - 4 1 - - 6 9 6 0 9

1% 1% 2% 1% 1% 1% 3% 1% 3% 1% 1% 3% 2% \*% 1% 9% 1% \*% 11%

H Q T VW

Somewhat difficult 58 42 16 5 52 41 17 48 9 - 15 1 9 9 0 10 8 1 4 46 11 33 16 9

5% 5% 4% 6% 5% 5% 5% 5% 4% 8% 1% 21% 3% 2% 4% 3% 5% 6% 4% 12% 3% 10% 12%

L OPQRS V

KLN

Somewhat easy 489 335 153 45 443 361 128 373 115 - 86 30 13 107 12 98 107 8 27 452 37 383 75 29

41% 42% 39% 51% 40% 42% 39% 39% 48% 43% 40% 32% 37% 42% 44% 48% 31% 40% 41% 38% 40% 49% 38%

H N

Very easy 625 405 220 38 587 452 172 517 108 5 98 44 19 168 16 111 109 17 38 585 39 535 61 29

53% 51% 55% 42% 53% 52% 53% 54% 45% 100% 49% 58% 45% 58% 56% 50% 48% 63% 55% 54% 41% 56% 40% 38%

D I OPQRS U WX

KLMN

Don't know/Refused 3 1 1 0 2 2 0 3 - - - - 1 - - 1 0 - - 1 0 1 - 0

\*% \*% \*% 1% \*% \*% \*% \*% 2% \*% \*% \*% \*% \*% 1%

NET: Difficult 73 50 24 6 67 47 26 57 16 - 18 1 9 17 0 14 9 1 4 53 20 39 16 18

6% 6% 6% 7% 6% 5% 8% 6% 7% 9% 2% 21% 6% 2% 6% 4% 5% 6% 5% 21% 4% 11% 23%

L OPQRS T V V

LN

NET: Easy 1113 740 373 83 1030 814 300 890 223 5 184 74 32 275 28 209 216 25 65 1037 75 918 136 58

94% 94% 94% 93% 94% 94% 92% 94% 93% 100% 91% 98% 77% 94% 98% 93% 96% 95% 94% 95% 78% 96% 89% 76%

KMNPQ M KM M M M M M M U WX X

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20A Page 107

EI Claimant Survey 2016

Q20A. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand the information in the letter you received.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1189 1189 1186 860 651 204 650 990 345 431 395 164 1025 365 823 659 529

Unweighted Total 1225 1225 1222 872 666 204 657 1029 367 441 401 176 1049 381 844 668 557

Very difficult 15 15 14 14 13 7 11 8 2 4 9 1 14 2 13 11 4

1% 1% 1% 2% 2% 3% 2% 1% 1% 1% 2% 1% 1% 1% 2% 2% 1%

H

Somewhat difficult 58 58 57 39 38 10 37 45 17 14 26 6 51 14 44 37 20

5% 5% 5% 5% 6% 5% 6% 5% 5% 3% 7% 4% 5% 4% 5% 6% 4%

Somewhat easy 489 489 488 356 276 81 297 400 126 199 161 43 446 148 341 298 190

41% 41% 41% 41% 42% 40% 46% 40% 37% 46% 41% 26% 44% 40% 41% 45% 36%

I L Q

Very easy 625 625 625 451 323 107 303 535 198 213 198 113 511 200 425 311 313

53% 53% 53% 52% 50% 52% 47% 54% 57% 50% 50% 69% 50% 55% 52% 47% 59%

G M P

Don't know/Refused 3 3 3 1 1 - 1 3 1 - 1 - 3 1 1 1 1

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

NET: Difficult 73 73 72 52 50 16 49 53 19 19 35 8 65 16 57 49 24

6% 6% 6% 6% 8% 8% 8% 5% 6% 4% 9% 5% 6% 4% 7% 7% 5%

NET: Easy 1113 1113 1112 806 600 188 600 934 324 412 359 156 957 348 766 610 504

94% 94% 94% 94% 92% 92% 92% 94% 94% 96% 91% 95% 93% 95% 93% 92% 95%

K

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20A Page 108

EI Claimant Survey 2016

Q20A. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand the information in the letter you received.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

=============================================================== ======================= ======================= =======================

Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1189 234 83 82 227 73 239 57 490 523 308 229 807 231 14 606 321 166

Unweighted Total 1225 233 89 64 228 75 264 73 512 564 295 238 822 243 16 632 335 157

Very difficult 15 1 0 1 2 - 3 0 9 5 7 1 7 0 - 6 2 8

1% 1% 1% 1% 1% 1% 1% 2% 1% 2% 1% 1% \*% 1% 1% 5%

PQ

Somewhat difficult 58 5 5 11 11 2 14 3 22 30 9 13 27 16 1 28 11 15

5% 2% 7% 13% 5% 3% 6% 5% 5% 6% 3% 6% 3% 7% 7% 5% 3% 9%

Somewhat easy 489 106 44 39 87 39 106 29 185 207 132 99 312 112 5 243 129 80

41% 45% 53% 48% 38% 53% 44% 50% 38% 40% 43% 43% 39% 48% 36% 40% 40% 49%

EI M

Very easy 625 122 34 31 126 33 115 25 273 278 159 116 460 103 8 329 179 62

53% 52% 40% 38% 55% 45% 48% 44% 56% 53% 52% 51% 57% 45% 57% 54% 56% 37%

C C N R R

Don't know/Refused 3 - - - 1 - 1 - 1 3 - - 2 - - - - 1

\*% \*% \*% \*% \*% \*% 1%

NET: Difficult 73 6 6 12 13 2 18 3 31 35 17 14 33 16 1 34 13 22

6% 3% 7% 14% 6% 3% 7% 6% 6% 7% 5% 6% 4% 7% 7% 6% 4% 13%

PQ

NET: Easy 1113 227 77 70 213 71 221 54 458 485 291 215 772 215 13 572 307 142

94% 97% 93% 86% 94% 97% 92% 94% 93% 93% 95% 94% 96% 93% 93% 94% 96% 86%

R R

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20B Page 109

EI Claimant Survey 2016

Q20B. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand the next steps.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1189 164 263 326 436 955 234 83 268 443 391 228 778 183 495 694 57 229 73 1114 957 232 82 1106

Unweighted Total 1225 161 280 348 435 992 233 89 283 431 418 262 794 169 548 677 73 234 75 1149 971 254 64 1160

Very difficult 33 2 9 9 13 29 4 1 7 19 5 0 20 13 9 24 1 4 1 32 25 9 10 23

3% 1% 4% 3% 3% 3% 2% 2% 3% 4% 1% \*% 3% 7% 2% 3% 2% 2% 2% 3% 3% 4% 13% 2%

K L LM X

Somewhat difficult 88 10 17 28 33 67 20 4 11 35 37 16 58 14 39 48 3 22 3 85 73 15 8 79

7% 6% 6% 9% 7% 7% 9% 5% 4% 8% 9% 7% 7% 8% 8% 7% 5% 10% 4% 8% 8% 6% 10% 7%

I

Somewhat easy 482 59 123 111 190 374 108 41 123 166 149 89 311 82 210 271 29 113 34 447 374 107 23 459

41% 36% 47% 34% 44% 39% 46% 49% 46% 37% 38% 39% 40% 45% 42% 39% 51% 49% 47% 40% 39% 46% 28% 41%

D D

Very easy 573 91 111 175 195 474 98 37 120 220 197 120 382 71 227 346 24 88 34 538 475 98 38 533

48% 55% 42% 54% 45% 50% 42% 44% 45% 50% 50% 53% 49% 39% 46% 50% 42% 38% 46% 48% 50% 42% 47% 48%

C CE N

Don't know/Refused 14 2 3 3 5 11 2 0 6 3 4 3 8 3 9 4 - 1 1 13 11 3 2 12

1% 2% 1% 1% 1% 1% 1% 1% 2% 1% 1% 1% 1% 2% 2% 1% 1% 1% 1% 1% 1% 2% 1%

NET: Difficult 121 12 26 37 46 96 25 5 18 54 42 16 78 27 49 72 4 27 4 116 97 24 19 102

10% 7% 10% 11% 11% 10% 11% 7% 7% 12% 11% 7% 10% 15% 10% 10% 7% 12% 6% 10% 10% 10% 23% 9%

L

NET: Easy 1054 149 234 286 384 848 206 77 243 386 346 209 693 153 437 617 53 201 68 985 849 205 61 992

89% 91% 89% 88% 88% 89% 88% 93% 91% 87% 88% 92% 89% 84% 88% 89% 93% 88% 93% 88% 89% 89% 75% 90%

N

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20B Page 110

EI Claimant Survey 2016

Q20B. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand the next steps.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1189 791 398 89 1100 862 326 950 239 5 201 76 42 292 28 224 225 27 69 1091 96 957 152 76

Unweighted Total 1225 964 261 98 1127 864 361 963 262 1 210 84 43 277 33 222 244 32 79 1099 124 967 159 94

Very difficult 33 16 17 0 33 18 15 25 9 - 9 2 1 10 1 7 3 - - 15 18 8 9 16

3% 2% 4% 1% 3% 2% 5% 3% 4% 4% 3% 3% 3% 4% 3% 1% 1% 19% 1% 6% 21%

D T V VW

Somewhat difficult 88 58 29 4 84 58 30 73 15 - 19 8 6 17 1 12 18 2 3 65 22 47 26 15

7% 7% 7% 4% 8% 7% 9% 8% 6% 10% 11% 15% 6% 5% 6% 8% 7% 5% 6% 23% 5% 17% 19%

T V V

Somewhat easy 482 320 161 39 443 352 129 369 112 - 76 29 16 97 14 113 105 9 23 448 34 385 72 23

41% 41% 41% 43% 40% 41% 40% 39% 47% 38% 39% 38% 33% 49% 50% 47% 33% 34% 41% 35% 40% 47% 30%

KNS N X

Very easy 573 384 188 44 529 425 147 472 100 5 96 36 18 166 12 89 95 14 41 553 19 510 44 20

48% 49% 47% 49% 48% 49% 45% 50% 42% 100% 48% 47% 43% 57% 42% 40% 42% 54% 59% 51% 20% 53% 29% 26%

OPQRS PQ PQ U WX

KLMN

Don't know/Refused 14 12 2 2 11 9 5 11 3 - 1 1 - 2 - 2 4 1 1 10 3 7 2 3

1% 1% \*% 3% 1% 1% 1% 1% 1% \*% 1% 1% 1% 2% 5% 2% 1% 3% 1% 1% 4%

NET: Difficult 121 74 46 4 116 76 45 97 24 - 28 10 8 27 2 19 21 2 3 80 41 55 35 30

10% 9% 12% 5% 11% 9% 14% 10% 10% 14% 13% 19% 9% 9% 9% 9% 7% 5% 7% 42% 6% 23% 40%

D S S T V VW

NET: Easy 1054 705 350 82 972 777 277 842 213 5 172 65 34 263 26 202 200 23 64 1001 53 895 115 42

89% 89% 88% 92% 88% 90% 85% 89% 89% 100% 86% 85% 81% 90% 91% 90% 89% 87% 93% 92% 55% 93% 76% 56%

LMNPQ U WX X

K

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20B Page 111

EI Claimant Survey 2016

Q20B. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand the next steps.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1189 1189 1186 860 651 204 650 990 345 431 395 164 1025 365 823 659 529

Unweighted Total 1225 1225 1222 872 666 204 657 1029 367 441 401 176 1049 381 844 668 557

Very difficult 33 33 32 28 20 10 28 23 4 14 15 1 32 4 29 28 5

3% 3% 3% 3% 3% 5% 4% 2% 1% 3% 4% 1% 3% 1% 4% 4% 1%

L N Q

Somewhat difficult 88 88 88 64 63 15 54 73 21 28 39 8 79 25 62 54 34

7% 7% 7% 7% 10% 7% 8% 7% 6% 6% 10% 5% 8% 7% 8% 8% 6%

Somewhat easy 482 482 481 352 275 91 302 403 124 175 180 46 436 131 351 305 177

41% 41% 41% 41% 42% 45% 46% 41% 36% 41% 46% 28% 43% 36% 43% 46% 33%

I L Q

Very easy 573 573 573 412 288 88 260 483 188 209 160 106 467 200 373 267 306

48% 48% 48% 48% 44% 43% 40% 49% 54% 49% 41% 65% 46% 55% 45% 40% 58%

G K M O P

Don't know/Refused 14 14 13 4 5 - 6 8 8 5 0 3 11 5 9 6 8

1% 1% 1% 1% 1% 1% 1% 2% 1% \*% 2% 1% 1% 1% 1% 1%

K

NET: Difficult 121 121 120 92 83 25 82 96 25 42 54 9 111 30 91 82 39

10% 10% 10% 11% 13% 12% 13% 10% 7% 10% 14% 6% 11% 8% 11% 12% 7%

I L Q

NET: Easy 1054 1054 1054 764 564 179 562 886 311 384 341 152 903 331 723 572 482

89% 89% 89% 89% 87% 88% 87% 89% 90% 89% 86% 92% 88% 91% 88% 87% 91%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20B Page 112

EI Claimant Survey 2016

Q20B. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand the next steps.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1189 234 83 82 227 73 239 57 490 523 308 229 807 231 14 606 321 166

Unweighted Total 1225 233 89 64 228 75 264 73 512 564 295 238 822 243 16 632 335 157

Very difficult 33 4 1 10 6 1 5 1 15 13 14 5 20 3 - 12 8 12

3% 2% 2% 13% 3% 2% 2% 2% 3% 3% 5% 2% 2% 2% 2% 2% 7%

BCGH

Somewhat difficult 88 20 4 8 14 3 13 3 37 41 14 17 46 20 1 35 21 29

7% 9% 5% 10% 6% 4% 6% 5% 8% 8% 5% 8% 6% 9% 11% 6% 6% 17%

PQ

Somewhat easy 482 108 41 23 94 34 117 29 181 198 130 112 315 102 6 237 130 80

41% 46% 49% 28% 42% 47% 49% 51% 37% 38% 42% 49% 39% 44% 46% 39% 41% 49%

D DI DI J

Very easy 573 98 37 38 111 34 98 24 253 261 147 95 417 104 6 313 161 45

48% 42% 44% 47% 49% 46% 41% 42% 52% 50% 48% 41% 52% 45% 43% 52% 50% 27%

G R R

Don't know/Refused 14 2 0 2 2 1 5 - 5 9 2 - 10 1 - 8 1 0

1% 1% 1% 2% 1% 1% 2% 1% 2% 1% 1% 1% 1% \*% \*%

NET: Difficult 121 25 5 19 20 4 18 4 52 55 28 22 65 23 1 47 29 40

10% 11% 7% 23% 9% 6% 8% 7% 11% 10% 9% 10% 8% 10% 11% 8% 9% 24%

CFGH PQ

NET: Easy 1054 206 77 61 205 68 216 53 433 459 277 207 732 206 12 550 291 125

89% 88% 93% 75% 90% 93% 90% 93% 88% 88% 90% 90% 91% 89% 89% 91% 91% 75%

D D D R R

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20C Page 113

EI Claimant Survey 2016

Q20C. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand what information was missing.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 287 34 55 86 111 217 70 17 55 118 97 70 180 38 113 174 15 59 18 267 237 50 22 264

Unweighted Total 285 36 57 91 100 231 54 22 54 111 97 69 183 33 126 159 19 62 16 267 233 52 20 264

Very difficult 30 1 8 12 9 23 7 1 2 9 18 3 20 6 6 23 1 3 0 29 23 7 7 23

10% 3% 14% 14% 8% 11% 10% 6% 4% 8% 18% 4% 11% 17% 6% 13% 7% 5% 3% 11% 10% 13% 31% 9%

B B I X

Somewhat difficult 38 5 5 7 20 32 5 1 8 17 12 15 19 4 22 16 5 5 6 30 32 5 4 34

13% 16% 10% 8% 18% 15% 8% 6% 15% 14% 12% 22% 10% 10% 20% 9% 36% 8% 33% 11% 14% 11% 18% 13%

R

Somewhat easy 111 11 27 27 45 67 44 8 27 44 32 25 66 20 49 62 4 27 6 104 84 26 7 103

39% 34% 50% 31% 41% 31% 62% 47% 48% 37% 33% 36% 37% 52% 44% 35% 29% 45% 36% 39% 35% 53% 34% 39%

F

Very easy 105 16 11 39 37 92 12 6 18 45 35 26 71 7 34 70 4 24 4 101 97 8 4 100

36% 47% 20% 46% 34% 42% 18% 39% 33% 38% 36% 37% 40% 20% 30% 40% 29% 40% 22% 38% 41% 16% 18% 38%

C C G V

Don't know/Refused 4 - 3 1 - 2 2 0 - 3 - 1 3 0 1 3 - 1 1 3 1 3 - 4

2% 6% 1% 1% 3% 3% 3% 1% 2% 1% 1% 2% 2% 6% 1% \*% 7% 2%

NET: Difficult 68 7 13 19 28 55 12 2 10 26 29 18 39 10 28 39 6 8 6 59 55 12 11 57

24% 19% 24% 23% 26% 26% 17% 11% 19% 22% 30% 26% 22% 27% 25% 22% 42% 13% 36% 22% 23% 24% 49% 21%

R

NET: Easy 215 27 38 66 82 159 56 14 45 88 67 50 138 27 83 132 9 51 10 205 181 34 11 203

75% 81% 70% 76% 74% 73% 80% 86% 81% 75% 70% 72% 77% 71% 74% 76% 58% 85% 59% 77% 76% 69% 51% 77%

Q

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20C Page 114

EI Claimant Survey 2016

Q20C. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand what information was missing.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 287 153 134 14 273 187 101 235 52 - 51 24 8 61 5 79 43 4 12 233 54 200 52 34

Unweighted Total 285 198 87 16 269 187 98 231 54 - 51 30 9 51 6 72 46 5 15 230 55 195 46 42

Very difficult 30 11 19 - 30 8 22 23 7 - 9 1 1 13 - 3 2 - - 11 19 5 14 10

10% 7% 14% 11% 4% 22% 10% 13% 17% 6% 18% 21% 4% 4% 5% 35% 3% 26% 30%

F LPQ T V V

Somewhat difficult 38 23 14 1 37 24 14 30 7 - 11 4 1 2 1 12 5 0 1 23 15 22 8 7

13% 15% 11% 7% 13% 13% 14% 13% 14% 21% 18% 12% 3% 18% 16% 11% 12% 8% 10% 27% 11% 16% 21%

N

Somewhat easy 111 62 48 8 102 70 41 84 26 - 18 5 2 29 4 24 24 1 3 98 12 86 14 10

39% 41% 36% 61% 37% 37% 41% 36% 51% 35% 22% 23% 49% 64% 30% 56% 25% 29% 42% 23% 43% 27% 30%

L LMP

Very easy 105 52 53 4 100 81 24 96 9 - 13 13 3 16 1 38 11 2 7 96 8 82 16 6

36% 34% 39% 32% 37% 43% 24% 41% 17% 26% 53% 35% 26% 18% 49% 25% 63% 59% 41% 16% 41% 31% 19%

G I KNQ Q KQ U X

Don't know/Refused 4 4 - - 4 4 0 2 2 - - - 1 1 - 1 1 - 0 4 - 4 - -

2% 3% 2% 2% \*% 1% 5% 12% 2% 1% 2% 4% 2% 2%

NET: Difficult 68 34 33 1 67 32 36 53 14 - 20 6 2 15 1 16 7 0 1 34 34 28 22 17

24% 22% 25% 7% 24% 17% 35% 23% 27% 39% 24% 30% 24% 18% 20% 16% 12% 8% 15% 62% 14% 43% 51%

D F QS T V V

NET: Easy 215 114 101 13 202 151 64 180 35 - 31 18 5 45 5 62 35 3 10 194 21 168 30 17

75% 75% 75% 93% 74% 81% 64% 76% 68% 61% 76% 59% 74% 82% 79% 82% 88% 87% 83% 38% 84% 57% 49%

E K U WX

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20C Page 115

EI Claimant Survey 2016

Q20C. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand what information was missing.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 287 287 287 275 208 70 203 251 39 92 156 22 265 61 226 204 83

Unweighted Total 285 285 284 268 204 62 189 248 46 91 146 22 263 72 213 191 94

Very difficult 30 30 30 29 22 3 25 27 2 10 17 1 28 3 27 25 4

10% 10% 10% 11% 11% 5% 12% 11% 6% 11% 11% 7% 11% 5% 12% 12% 5%

Somewhat difficult 38 38 37 36 26 8 24 34 7 12 19 5 32 9 29 24 14

13% 13% 13% 13% 12% 11% 12% 14% 18% 13% 12% 25% 12% 14% 13% 12% 17%

Somewhat easy 111 111 111 108 82 36 79 92 12 41 57 7 104 23 87 80 30

39% 39% 39% 39% 40% 51% 39% 37% 32% 45% 37% 31% 39% 38% 39% 39% 37%

Very easy 105 105 105 99 75 21 70 94 17 26 60 8 96 26 79 70 34

36% 36% 36% 36% 36% 30% 35% 38% 44% 29% 39% 38% 36% 42% 35% 35% 41%

Don't know/Refused 4 4 4 3 3 2 4 3 - 2 2 - 4 - 4 4 -

2% 2% 2% 1% 1% 3% 2% 1% 3% 1% 2% 2% 2%

NET: Difficult 68 68 67 66 48 11 49 61 9 22 36 7 61 12 56 49 19

24% 24% 23% 24% 23% 16% 24% 24% 24% 24% 23% 31% 23% 19% 25% 24% 22%

NET: Easy 215 215 215 206 157 57 149 186 29 67 118 15 200 49 166 151 64

75% 75% 75% 75% 76% 81% 74% 74% 76% 73% 76% 69% 75% 81% 73% 74% 78%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20C Page 116

EI Claimant Survey 2016

Q20C. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Understand what information was missing.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 287 70 17 22 75 18 47 15 100 92 86 95 171 78 10 90 113 72

Unweighted Total 285 54 22 20 75 16 54 19 108 95 78 90 167 73 7 96 108 64

Very difficult 30 7 1 7 3 0 2 1 11 4 12 11 19 3 6 3 17 9

10% 10% 6% 31% 4% 3% 4% 7% 11% 5% 14% 12% 11% 4% 60% 3% 15% 13%

CEFGH MN P

Somewhat difficult 38 5 1 4 9 6 9 5 12 13 12 10 20 12 0 16 13 8

13% 8% 6% 18% 12% 33% 19% 36% 12% 15% 14% 11% 12% 16% 5% 17% 11% 11%

C BCE

Somewhat easy 111 44 8 7 22 6 23 4 31 35 38 33 65 32 1 33 44 31

39% 62% 47% 34% 29% 36% 49% 29% 31% 39% 44% 35% 38% 42% 15% 37% 39% 43%

EHI E

Very easy 105 12 6 4 41 4 12 4 44 37 22 38 65 28 2 38 38 23

36% 18% 39% 18% 55% 22% 25% 29% 44% 41% 26% 40% 38% 37% 20% 42% 34% 32%

BDGH BG

Don't know/Refused 4 2 0 - - 1 1 - 2 1 1 2 2 1 - 1 1 1

2% 3% 3% 6% 3% 2% 1% 2% 2% 1% 2% 1% 1% 1%

NET: Difficult 68 12 2 11 12 6 11 6 23 18 25 21 39 15 6 19 30 17

24% 17% 11% 49% 16% 36% 23% 42% 23% 19% 29% 23% 23% 20% 65% 21% 26% 24%

CE CE

NET: Easy 215 56 14 11 63 10 35 9 75 73 60 71 130 61 3 71 82 53

75% 80% 86% 51% 84% 59% 74% 58% 75% 80% 70% 75% 76% 78% 35% 78% 72% 75%

D DH

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20D Page 117

EI Claimant Survey 2016

Q20D. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Submit the missing information to Service Canada.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 287 34 55 86 111 217 70 17 55 118 97 70 180 38 113 174 15 59 18 267 237 50 22 264

Unweighted Total 285 36 57 91 100 231 54 22 54 111 97 69 183 33 126 159 19 62 16 267 233 52 20 264

Very difficult 31 3 7 11 9 20 11 1 6 4 19 4 24 2 10 21 2 3 0 30 23 8 5 25

11% 9% 13% 13% 8% 9% 15% 9% 12% 4% 19% 6% 14% 5% 9% 12% 16% 5% 3% 11% 10% 15% 25% 10%

J

Somewhat difficult 44 4 8 12 20 30 14 1 5 18 18 6 32 6 17 28 2 7 2 41 36 8 5 39

15% 12% 15% 14% 18% 14% 20% 9% 10% 16% 19% 9% 18% 16% 15% 16% 13% 12% 14% 15% 15% 16% 24% 15%

Somewhat easy 113 14 27 26 47 84 30 8 27 51 27 32 60 21 57 56 6 21 9 103 89 25 8 105

39% 41% 48% 30% 42% 39% 42% 50% 48% 43% 28% 46% 34% 54% 51% 32% 42% 35% 50% 39% 37% 49% 37% 40%

P

Very easy 91 13 12 33 32 78 13 5 16 38 32 24 59 8 29 62 3 26 4 87 82 9 3 87

32% 38% 22% 38% 29% 36% 19% 32% 29% 32% 33% 35% 33% 21% 25% 36% 22% 43% 22% 33% 35% 18% 14% 33%

Don't know/Refused 8 - 1 4 3 5 2 - 1 6 1 2 4 1 - 8 1 2 2 6 7 1 - 8

3% 2% 5% 3% 2% 4% 2% 5% 1% 4% 2% 4% 5% 6% 4% 11% 2% 3% 2% 3%

NET: Difficult 75 7 16 24 29 50 25 3 12 23 37 11 56 8 27 48 4 10 3 71 60 16 11 64

26% 21% 28% 27% 26% 23% 36% 17% 21% 19% 38% 16% 31% 21% 24% 28% 29% 17% 17% 27% 25% 31% 49% 24%

J L

NET: Easy 204 27 38 59 79 161 43 14 43 89 59 56 119 29 86 118 10 46 13 190 171 33 11 192

71% 79% 70% 68% 71% 74% 61% 83% 77% 76% 61% 81% 66% 75% 76% 68% 64% 78% 72% 71% 72% 67% 51% 73%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20D Page 118

EI Claimant Survey 2016

Q20D. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Submit the missing information to Service Canada.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 287 153 134 14 273 187 101 235 52 - 51 24 8 61 5 79 43 4 12 233 54 200 52 34

Unweighted Total 285 198 87 16 269 187 98 231 54 - 51 30 9 51 6 72 46 5 15 230 55 195 46 42

Very difficult 31 15 16 1 29 15 16 23 8 - 6 0 1 12 - 5 6 - 1 12 18 9 11 10

11% 10% 12% 11% 11% 8% 16% 10% 15% 12% 2% 12% 19% 6% 14% 8% 5% 34% 5% 22% 29%

L T V V

Somewhat difficult 44 20 24 1 43 27 17 36 8 - 7 2 1 11 2 9 10 0 1 35 9 29 9 6

15% 13% 18% 11% 16% 14% 17% 15% 15% 14% 10% 18% 19% 37% 11% 23% 12% 8% 15% 17% 15% 17% 19%

Somewhat easy 113 65 48 7 106 73 40 88 25 - 27 8 1 22 1 28 18 1 5 94 19 84 17 12

39% 43% 36% 50% 39% 39% 40% 37% 49% 53% 35% 12% 36% 27% 36% 43% 37% 42% 41% 35% 42% 33% 36%

M M

Very easy 91 47 44 4 87 66 25 81 10 - 11 13 3 15 2 33 8 2 4 85 6 72 13 5

32% 31% 33% 29% 32% 35% 25% 35% 19% 21% 53% 35% 24% 37% 42% 19% 51% 37% 36% 12% 36% 26% 16%

KNQ Q U X

Don't know/Refused 8 5 3 - 8 6 2 7 1 - - - 2 1 - 3 1 - 0 6 1 6 1 0

3% 3% 2% 3% 3% 2% 3% 2% 24% 2% 4% 2% 4% 3% 3% 3% 3% 1%

NET: Difficult 75 35 40 3 72 42 33 60 16 - 13 3 2 23 2 14 16 0 2 47 28 38 20 16

26% 23% 30% 21% 26% 22% 33% 25% 30% 25% 12% 30% 38% 37% 17% 36% 12% 17% 20% 51% 19% 39% 47%

L L T V

NET: Easy 204 112 92 11 193 139 65 169 35 - 38 21 4 37 3 61 26 3 9 179 25 156 30 18

71% 74% 68% 79% 71% 74% 65% 72% 68% 75% 88% 46% 61% 63% 78% 61% 88% 79% 77% 46% 78% 58% 51%

MNQ U X

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20D Page 119

EI Claimant Survey 2016

Q20D. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Submit the missing information to Service Canada.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 287 287 287 275 208 70 203 251 39 92 156 22 265 61 226 204 83

Unweighted Total 285 285 284 268 204 62 189 248 46 91 146 22 263 72 213 191 94

Very difficult 31 31 31 31 28 4 27 29 0 6 24 0 30 3 28 27 3

11% 11% 11% 11% 14% 6% 14% 11% 1% 6% 16% 2% 11% 5% 12% 13% 4%

I Q

Somewhat difficult 44 44 44 42 32 13 33 38 5 17 23 2 42 9 35 33 11

15% 15% 15% 15% 15% 18% 16% 15% 13% 18% 15% 9% 16% 15% 15% 16% 14%

Somewhat easy 113 113 113 113 77 30 80 90 17 44 52 9 104 22 91 81 32

39% 39% 39% 41% 37% 42% 40% 36% 43% 48% 33% 42% 39% 37% 40% 40% 38%

Very easy 91 91 91 86 66 21 56 87 16 23 53 10 81 24 67 56 35

32% 32% 32% 31% 32% 30% 28% 35% 41% 25% 34% 47% 30% 40% 29% 28% 42%

Don't know/Refused 8 8 8 4 5 2 6 6 1 2 4 - 8 2 6 6 2

3% 3% 3% 1% 2% 3% 3% 2% 2% 2% 3% 3% 3% 3% 3% 2%

NET: Difficult 75 75 75 73 60 17 60 67 5 23 47 2 73 12 63 60 15

26% 26% 26% 27% 29% 24% 30% 27% 14% 25% 30% 11% 27% 20% 28% 30% 18%

NET: Easy 204 204 204 198 143 51 136 177 32 67 105 20 184 47 157 138 66

71% 71% 71% 72% 69% 73% 67% 71% 84% 73% 67% 89% 70% 77% 70% 68% 80%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20D Page 120

EI Claimant Survey 2016

Q20D. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Submit the missing information to Service Canada.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 287 70 17 22 75 18 47 15 100 92 86 95 171 78 10 90 113 72

Unweighted Total 285 54 22 20 75 16 54 19 108 95 78 90 167 73 7 96 108 64

Very difficult 31 11 1 5 5 0 3 2 10 5 10 14 16 6 7 7 14 9

11% 15% 9% 25% 7% 3% 6% 16% 10% 6% 12% 14% 10% 7% 75% 8% 12% 13%

MN

Somewhat difficult 44 14 1 5 14 2 7 2 9 17 14 10 24 13 1 13 14 15

15% 20% 9% 24% 19% 14% 16% 13% 9% 19% 17% 11% 14% 17% 10% 15% 12% 21%

Somewhat easy 113 30 8 8 21 9 24 6 40 36 39 31 67 34 1 35 52 26

39% 42% 50% 37% 28% 50% 50% 42% 40% 39% 46% 32% 39% 44% 15% 38% 46% 36%

E

Very easy 91 13 5 3 32 4 11 3 39 32 20 36 60 22 - 34 32 19

32% 19% 32% 14% 43% 22% 24% 22% 39% 35% 23% 38% 35% 29% 38% 28% 27%

BDG D

Don't know/Refused 8 2 - - 3 2 2 1 2 1 2 4 4 2 - 1 1 2

3% 4% 4% 11% 4% 6% 2% 1% 2% 4% 2% 3% 1% 1% 3%

NET: Difficult 75 25 3 11 19 3 10 4 19 23 25 24 41 18 8 21 28 25

26% 36% 17% 49% 25% 17% 22% 29% 19% 25% 29% 25% 24% 24% 85% 23% 25% 34%

MN

NET: Easy 204 43 14 11 53 13 35 10 79 68 59 67 127 57 1 69 84 45

71% 61% 83% 51% 71% 72% 74% 64% 79% 74% 69% 71% 74% 73% 15% 76% 74% 63%

O O

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20E Page 121

EI Claimant Survey 2016

Q20E. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Know what to do if you had a problem in submitting the information

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 287 34 55 86 111 217 70 17 55 118 97 70 180 38 113 174 15 59 18 267 237 50 22 264

Unweighted Total 285 36 57 91 100 231 54 22 54 111 97 69 183 33 126 159 19 62 16 267 233 52 20 264

Very difficult 30 2 1 17 9 22 7 1 5 7 17 4 23 2 7 23 0 6 1 28 28 1 3 27

10% 6% 3% 20% 8% 10% 10% 9% 9% 6% 17% 6% 13% 5% 6% 13% 3% 11% 8% 11% 12% 3% 13% 10%

BC

Somewhat difficult 54 3 11 11 29 39 15 1 6 27 19 15 30 9 23 32 3 10 3 49 45 9 10 44

19% 9% 20% 13% 26% 18% 21% 6% 12% 23% 20% 22% 16% 25% 20% 18% 19% 17% 17% 18% 19% 18% 47% 17%

B H X

Somewhat easy 115 14 30 25 46 77 38 8 30 52 25 30 66 19 52 63 7 22 8 107 86 29 5 110

40% 41% 55% 29% 41% 36% 54% 47% 54% 44% 26% 43% 37% 50% 46% 36% 49% 37% 47% 40% 36% 59% 22% 42%

D K K U

Very easy 79 14 10 29 24 70 9 6 14 27 32 17 56 7 29 50 3 19 5 74 70 9 2 76

28% 41% 19% 34% 22% 32% 13% 38% 25% 23% 33% 25% 31% 17% 26% 29% 23% 32% 28% 28% 29% 19% 9% 29%

C G W

Don't know/Refused 9 1 2 3 2 8 1 - - 5 3 2 5 1 2 7 1 2 - 9 8 1 2 7

3% 3% 4% 4% 2% 3% 1% 4% 4% 4% 3% 3% 2% 4% 7% 3% 3% 3% 2% 9% 2%

NET: Difficult 84 5 12 28 38 62 22 2 11 33 36 20 53 11 30 55 3 16 4 78 74 10 13 71

29% 15% 22% 33% 35% 29% 32% 15% 21% 28% 37% 28% 30% 30% 26% 31% 22% 28% 25% 29% 31% 21% 60% 27%

B B H X

NET: Easy 194 28 41 55 70 147 47 14 44 79 57 47 122 26 81 113 11 41 13 181 156 39 7 187

68% 82% 74% 64% 63% 68% 67% 85% 79% 67% 59% 68% 68% 67% 72% 65% 71% 69% 75% 68% 66% 77% 31% 71%

DE K K W

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20E Page 122

EI Claimant Survey 2016

Q20E. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Know what to do if you had a problem in submitting the information

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 287 153 134 14 273 187 101 235 52 - 51 24 8 61 5 79 43 4 12 233 54 200 52 34

Unweighted Total 285 198 87 16 269 187 98 231 54 - 51 30 9 51 6 72 46 5 15 230 55 195 46 42

Very difficult 30 12 18 0 29 12 18 27 2 - 4 2 1 6 - 8 7 - 0 14 16 13 3 13

10% 8% 13% 4% 11% 6% 18% 12% 5% 8% 8% 18% 10% 11% 16% 4% 6% 30% 6% 7% 38%

T VW

Somewhat difficult 54 33 22 1 53 35 19 46 8 - 12 5 2 14 2 8 9 - 1 43 12 28 18 8

19% 21% 16% 11% 19% 19% 19% 20% 15% 24% 22% 23% 23% 36% 10% 22% 12% 18% 22% 14% 34% 25%

Somewhat easy 115 61 55 6 109 67 48 86 29 - 19 7 - 27 2 36 17 1 5 95 21 83 23 9

40% 40% 41% 43% 40% 36% 48% 37% 56% 38% 29% 45% 45% 45% 39% 37% 46% 41% 38% 42% 44% 26%

Very easy 79 44 35 6 73 65 15 68 11 - 14 10 4 13 1 24 7 2 4 74 5 68 6 4

28% 29% 26% 43% 27% 35% 14% 29% 22% 27% 41% 47% 22% 18% 30% 16% 51% 37% 32% 9% 34% 13% 12%

G Q U WX

Don't know/Refused 9 3 5 - 9 8 0 8 1 - 1 - 1 - - 3 3 0 - 8 1 8 1 -

3% 2% 4% 3% 4% \*% 3% 2% 2% 12% 4% 7% 12% 3% 2% 4% 2%

NET: Difficult 84 45 40 2 82 47 37 74 10 - 17 7 3 20 2 16 16 - 2 56 28 41 21 22

29% 29% 29% 14% 30% 25% 37% 31% 20% 33% 31% 41% 33% 36% 21% 38% 16% 24% 51% 20% 41% 63%

T V

NET: Easy 194 105 90 12 183 132 63 154 41 - 33 17 4 40 3 59 24 3 10 169 25 152 29 13

68% 68% 67% 86% 67% 71% 62% 65% 78% 65% 69% 47% 67% 64% 75% 55% 88% 84% 73% 47% 76% 57% 37%

Q U X

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20E Page 123

EI Claimant Survey 2016

Q20E. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Know what to do if you had a problem in submitting the information

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 287 287 287 275 208 70 203 251 39 92 156 22 265 61 226 204 83

Unweighted Total 285 285 284 268 204 62 189 248 46 91 146 22 263 72 213 191 94

Very difficult 30 30 30 29 27 10 24 27 2 5 23 2 28 4 26 24 6

10% 10% 10% 11% 13% 14% 12% 11% 6% 5% 15% 9% 11% 6% 11% 12% 7%

Somewhat difficult 54 54 54 53 35 9 37 50 5 26 23 2 52 15 40 37 17

19% 19% 19% 19% 17% 13% 18% 20% 13% 28% 15% 11% 20% 24% 17% 18% 21%

Somewhat easy 115 115 115 110 87 28 88 95 14 33 67 8 107 17 98 90 25

40% 40% 40% 40% 42% 40% 44% 38% 35% 36% 43% 38% 40% 28% 43% 44% 30%

N

Very easy 79 79 79 76 54 21 47 70 16 23 40 9 70 23 56 47 32

28% 28% 28% 28% 26% 30% 23% 28% 42% 25% 26% 42% 26% 38% 25% 23% 39%

P

Don't know/Refused 9 9 9 7 5 2 6 8 1 4 3 - 9 3 6 6 3

3% 3% 3% 2% 2% 3% 3% 3% 4% 4% 2% 3% 4% 3% 3% 3%

NET: Difficult 84 84 84 83 62 19 61 77 7 31 45 4 80 19 65 61 23

29% 29% 29% 30% 30% 27% 30% 31% 19% 34% 29% 20% 30% 31% 29% 30% 28%

NET: Easy 194 194 194 186 141 49 136 166 30 57 107 18 177 40 155 137 57

68% 68% 68% 68% 68% 70% 67% 66% 77% 62% 69% 80% 67% 65% 68% 67% 69%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20E Page 124

EI Claimant Survey 2016

Q20E. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Know what to do if you had a problem in submitting the information

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

=============================================================== ======================= ======================= =======================

Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 287 70 17 22 75 18 47 15 100 92 86 95 171 78 10 90 113 72

Unweighted Total 285 54 22 20 75 16 54 19 108 95 78 90 167 73 7 96 108 64

Very difficult 30 7 1 3 8 1 3 0 12 9 10 9 15 4 7 7 6 16

10% 10% 9% 13% 11% 8% 6% 3% 12% 10% 11% 10% 9% 5% 70% 8% 6% 22%

MN Q

Somewhat difficult 54 15 1 10 11 3 7 3 16 15 24 10 36 11 1 16 27 11

19% 21% 6% 47% 15% 17% 15% 19% 16% 16% 28% 10% 21% 15% 15% 17% 24% 15%

CEGI L

Somewhat easy 115 38 8 5 22 8 25 7 36 33 31 47 58 45 1 30 51 29

40% 54% 47% 22% 29% 47% 53% 49% 36% 36% 36% 49% 34% 58% 15% 33% 45% 41%

E E M

Very easy 79 9 6 2 29 5 9 3 34 33 17 26 56 15 - 33 27 15

28% 13% 38% 9% 39% 28% 20% 23% 34% 36% 20% 27% 33% 19% 37% 24% 21%

D BDG BD

Don't know/Refused 9 1 - 2 5 - 3 1 1 2 3 3 7 2 - 5 1 -

3% 1% 9% 7% 6% 7% 1% 2% 4% 3% 4% 3% 6% 1%

NET: Difficult 84 22 2 13 19 4 10 3 28 24 34 19 51 15 8 23 33 27

29% 32% 15% 60% 25% 25% 21% 22% 28% 26% 40% 20% 30% 20% 85% 25% 29% 38%

CEGHI L MN

NET: Easy 194 47 14 7 51 13 35 11 71 66 49 72 114 60 1 63 79 45

68% 67% 85% 31% 68% 75% 73% 71% 71% 72% 57% 76% 67% 78% 15% 69% 69% 62%

D D D D D D K O O

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20F Page 125

EI Claimant Survey 2016

Q20F. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Get information on the status of your application.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1062 139 232 321 369 850 212 72 217 407 361 205 695 162 410 652 49 194 59 1001 856 206 76 985

Unweighted Total 1050 140 232 309 368 854 196 76 229 362 378 235 684 131 448 602 61 197 62 986 837 213 52 997

Very difficult 90 12 28 23 26 77 13 1 14 51 23 8 49 33 25 65 1 10 3 86 63 27 9 80

8% 9% 12% 7% 7% 9% 6% 2% 7% 12% 6% 4% 7% 20% 6% 10% 3% 5% 6% 9% 7% 13% 12% 8%

HIK LM U

Somewhat difficult 123 14 32 39 36 97 26 6 29 35 51 24 75 23 46 77 7 20 6 117 95 28 16 107

12% 10% 14% 12% 10% 11% 12% 9% 13% 9% 14% 12% 11% 14% 11% 12% 14% 10% 10% 12% 11% 13% 21% 11%

Somewhat easy 391 46 96 110 139 304 87 34 74 141 142 84 269 38 161 230 22 75 19 371 304 87 21 370

37% 33% 41% 34% 38% 36% 41% 47% 34% 35% 39% 41% 39% 23% 39% 35% 44% 39% 33% 37% 35% 42% 28% 38%

N N

Very easy 448 65 73 148 162 362 86 29 98 173 145 89 299 60 175 273 19 86 30 417 386 62 24 423

42% 46% 32% 46% 44% 43% 41% 40% 45% 43% 40% 43% 43% 37% 43% 42% 38% 44% 51% 42% 45% 30% 31% 43%

C C C V

Don't know/Refused 11 2 2 1 6 11 - 1 2 6 0 - 3 7 3 8 - 2 - 11 8 2 5 5

1% 1% 1% \*% 2% 1% 1% 1% 2% \*% \*% 5% 1% 1% 1% 1% 1% 1% 7% 1%

D K M X

NET: Difficult 212 27 60 62 63 174 39 8 43 86 74 32 124 56 71 142 8 30 9 203 158 55 25 187

20% 19% 26% 19% 17% 20% 18% 11% 20% 21% 20% 16% 18% 35% 17% 22% 17% 15% 16% 20% 18% 26% 33% 19%

E H LM U

NET: Easy 839 111 169 258 301 666 173 63 172 315 287 173 568 98 336 503 40 161 50 787 690 149 45 793

79% 80% 73% 80% 81% 78% 82% 88% 79% 77% 79% 84% 82% 61% 82% 77% 83% 83% 84% 79% 81% 72% 59% 80%

N N V W

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20F Page 126

EI Claimant Survey 2016

Q20F. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Get information on the status of your application.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1062 654 408 72 990 747 315 851 212 5 185 64 49 279 24 191 191 22 51 962 100 827 156 78

Unweighted Total 1050 794 256 79 971 748 302 831 219 1 186 70 45 244 29 195 196 26 58 940 110 815 149 84

Very difficult 90 37 53 3 87 39 51 62 28 - 11 3 3 33 1 18 19 - 1 54 36 37 15 38

8% 6% 13% 4% 9% 5% 16% 7% 13% 6% 5% 5% 12% 6% 10% 10% 3% 6% 36% 4% 10% 48%

B F H LS T VW

Somewhat difficult 123 74 49 7 116 73 50 95 28 - 27 7 11 25 4 23 21 2 3 101 21 75 35 12

12% 11% 12% 10% 12% 10% 16% 11% 13% 14% 10% 23% 9% 16% 12% 11% 11% 6% 11% 21% 9% 23% 16%

S V

Somewhat easy 391 258 133 36 356 292 99 301 90 - 64 29 16 99 9 70 78 7 19 353 38 297 73 21

37% 39% 33% 49% 36% 39% 31% 35% 43% 35% 44% 34% 35% 37% 37% 41% 33% 38% 37% 38% 36% 47% 28%

E X

Very easy 448 281 167 27 421 338 110 385 63 5 78 26 18 122 10 77 72 12 26 443 4 415 27 5

42% 43% 41% 37% 43% 45% 35% 45% 30% 100% 42% 41% 38% 44% 40% 40% 38% 56% 52% 46% 4% 50% 17% 7%

G I OPQRS U WX

KLMN

Don't know/Refused 11 4 6 - 11 5 6 8 2 - 5 - - - - 3 1 - 1 10 1 3 5 1

1% 1% 2% 1% 1% 2% 1% 1% 3% 2% 1% 2% 1% 1% \*% 3% 1%

Q V

NET: Difficult 212 111 102 10 202 112 100 157 56 - 37 10 14 58 5 41 40 2 4 155 57 112 50 50

20% 17% 25% 14% 20% 15% 32% 18% 26% 20% 15% 28% 21% 23% 21% 21% 11% 9% 16% 57% 14% 32% 64%

B F H S S T V VW

NET: Easy 839 539 300 63 776 630 209 685 154 5 142 55 35 221 18 147 150 20 46 797 42 712 100 27

79% 82% 74% 86% 78% 84% 66% 81% 73% 100% 77% 85% 72% 79% 77% 77% 78% 89% 89% 83% 42% 86% 64% 35%

C G I MNOPQ U WX X

KL

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20F Page 127

EI Claimant Survey 2016

Q20F. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Get information on the status of your application.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1062 1062 1062 1023 652 182 579 926 256 400 395 131 931 348 714 584 478

Unweighted Total 1050 1050 1049 1014 642 191 567 925 257 393 394 132 918 345 705 573 477

Very difficult 90 90 90 89 73 15 54 63 13 43 34 1 88 33 56 55 35

8% 8% 8% 9% 11% 8% 9% 7% 5% 11% 9% 1% 9% 10% 8% 9% 7%

H I L

Somewhat difficult 123 123 123 115 94 18 72 116 21 39 62 13 110 37 86 73 50

12% 12% 12% 11% 14% 10% 12% 12% 8% 10% 16% 10% 12% 11% 12% 12% 10%

I

Somewhat easy 391 391 391 382 228 65 224 348 85 169 136 44 347 122 269 225 167

37% 37% 37% 37% 35% 36% 39% 38% 33% 42% 35% 34% 37% 35% 38% 38% 35%

Very easy 448 448 448 426 255 82 219 391 136 142 161 72 376 154 294 222 226

42% 42% 42% 42% 39% 45% 38% 42% 53% 36% 41% 55% 40% 44% 41% 38% 47%

JK M P

Don't know/Refused 11 11 11 11 2 1 10 9 2 7 1 - 11 1 10 10 1

1% 1% 1% 1% \*% 1% 2% 1% 1% 2% \*% 1% \*% 1% 2% \*%

E K Q

NET: Difficult 212 212 212 204 168 33 126 179 34 82 97 14 198 70 142 127 85

20% 20% 20% 20% 26% 18% 22% 19% 13% 20% 24% 11% 21% 20% 20% 22% 18%

H I L

NET: Easy 839 839 839 808 482 148 442 739 221 311 297 116 723 276 563 446 393

79% 79% 79% 79% 74% 81% 76% 80% 86% 78% 75% 89% 78% 79% 79% 76% 82%

E JK M

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q20F Page 128

EI Claimant Survey 2016

Q20F. Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to: Get information on the status of your application.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1062 212 72 76 218 59 188 49 428 441 288 220 730 187 18 524 342 157

Unweighted Total 1050 196 76 52 219 62 195 61 435 436 276 228 703 198 17 529 337 148

Very difficult 90 13 1 9 14 3 19 1 38 38 21 15 53 18 6 35 32 22

8% 6% 2% 12% 6% 6% 10% 3% 9% 9% 7% 7% 7% 10% 32% 7% 9% 14%

CH CH MN

Somewhat difficult 123 26 6 16 22 6 12 7 52 61 24 31 90 16 2 43 49 24

12% 12% 9% 21% 10% 10% 7% 14% 12% 14% 8% 14% 12% 9% 11% 8% 14% 15%

P

Somewhat easy 391 87 34 21 85 19 88 22 144 155 126 77 261 72 6 193 132 57

37% 41% 47% 28% 39% 33% 47% 44% 34% 35% 44% 35% 36% 39% 33% 37% 39% 36%

I

Very easy 448 86 29 24 97 30 64 19 190 185 110 96 318 78 4 249 124 53

42% 41% 40% 31% 44% 51% 34% 38% 44% 42% 38% 44% 44% 42% 25% 48% 36% 34%

QR

Don't know/Refused 11 - 1 5 1 - 3 - 2 3 6 1 8 2 - 3 6 1

1% 1% 7% \*% 2% \*% 1% 2% 1% 1% 1% 1% 2% 1%

EI

NET: Difficult 212 39 8 25 36 9 32 8 91 98 46 46 143 34 8 78 80 46

20% 18% 11% 33% 16% 16% 17% 17% 21% 22% 16% 21% 20% 18% 43% 15% 23% 29%

C C P P

NET: Easy 839 173 63 45 181 50 152 40 335 340 236 173 578 151 10 442 256 110

79% 82% 88% 59% 83% 84% 81% 83% 78% 77% 82% 79% 79% 81% 57% 84% 75% 70%

D D D D D D D QR

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q21 Page 129

EI Claimant Survey 2016

Q21. In which of the following ways did you contact the government to follow up on your EI application?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1418 185 316 410 506 1133 285 96 314 540 464 276 924 219 567 851 63 255 91 1323 1136 283 96 1320

Unweighted Total 1425 185 326 409 504 1155 270 103 325 504 488 306 921 198 623 802 80 264 88 1333 1129 296 75 1348

Visiting the Government of Canada 922 97 217 265 343 753 169 53 179 357 328 209 583 130 375 547 40 182 52 868 730 192 64 857

website 65% 52% 68% 65% 68% 66% 59% 55% 57% 66% 71% 76% 63% 59% 66% 64% 64% 72% 57% 66% 64% 68% 67% 65%

B B B I HI MN

Calling an Employment Insurance 677 83 166 203 224 545 132 47 163 247 216 139 445 92 268 408 32 136 40 634 528 148 57 618

Specialized Call Centre 48% 45% 52% 49% 44% 48% 46% 49% 52% 46% 47% 50% 48% 42% 47% 48% 51% 54% 44% 48% 47% 52% 60% 47%

Visiting a Service Canada office 452 69 97 125 162 350 102 42 109 187 112 82 278 92 193 259 21 93 34 416 365 87 42 410

32% 37% 31% 30% 32% 31% 36% 43% 35% 35% 24% 30% 30% 42% 34% 30% 33% 36% 37% 31% 32% 31% 44% 31%

K K K LM

By mail 78 4 27 20 27 66 12 7 18 29 23 23 41 14 33 45 9 28 6 71 61 18 2 76

6% 2% 8% 5% 5% 6% 4% 8% 6% 5% 5% 8% 4% 6% 6% 5% 15% 11% 7% 5% 5% 6% 2% 6%

B

None of these 102 17 6 37 43 78 24 6 22 29 46 16 71 15 35 67 5 14 7 94 98 4 8 94

7% 9% 2% 9% 8% 7% 8% 7% 7% 5% 10% 6% 8% 7% 6% 8% 9% 6% 8% 7% 9% 2% 8% 7%

C C C J V

DK/Refused 1 1 - 0 - 1 - - 1 0 - - 1 - 1 - - - - 1 1 - - 0

\*% 1% \*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q21 Page 130

EI Claimant Survey 2016

Q21. In which of the following ways did you contact the government to follow up on your EI application?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1418 910 508 101 1317 1010 408 1127 292 5 241 91 56 362 30 272 257 32 72 1275 141 1111 198 105

Unweighted Total 1425 1104 321 112 1313 1012 413 1119 306 1 242 101 53 327 36 271 273 38 83 1265 158 1104 193 123

Visiting the Government of Canada 922 578 344 59 863 663 259 726 196 5 169 68 42 230 21 161 158 13 53 832 90 719 138 64

website 65% 63% 68% 58% 66% 66% 63% 64% 67% 100% 70% 75% 75% 64% 72% 59% 61% 41% 73% 65% 64% 65% 70% 61%

OPQRS R PQR R R R R R

KLMN

Calling an Employment Insurance 677 416 260 54 623 472 204 523 154 5 113 32 32 168 15 147 123 18 23 579 98 498 103 75

Specialized Call Centre 48% 46% 51% 53% 47% 47% 50% 46% 53% 100% 47% 35% 57% 46% 50% 54% 48% 55% 32% 45% 69% 45% 52% 72%

OPQRS S LS LS S LS T VW

KLMN

Visiting a Service Canada office 452 260 192 26 426 297 155 365 87 5 74 20 16 87 10 113 90 10 26 395 56 340 72 39

32% 29% 38% 25% 32% 29% 38% 32% 30% 100% 31% 22% 30% 24% 33% 41% 35% 31% 36% 31% 39% 31% 36% 37%

B F OPQRS LN LN

KLMN

By mail 78 52 26 2 76 48 30 60 19 - 13 6 1 15 2 23 12 2 3 65 13 60 6 13

6% 6% 5% 2% 6% 5% 7% 5% 6% 5% 7% 3% 4% 7% 8% 5% 6% 5% 5% 9% 5% 3% 12%

D W

None of these 102 67 36 3 99 70 32 98 4 - 12 7 3 31 1 23 16 2 5 94 8 78 14 9

7% 7% 7% 3% 8% 7% 8% 9% 2% 5% 8% 5% 9% 5% 8% 6% 8% 8% 7% 6% 7% 7% 8%

D I

DK/Refused 1 0 1 - 1 1 0 1 - - - - - - - - 1 - - 1 0 1 0 -

\*% \*% \*% \*% \*% \*% \*% 1% \*% \*% \*% \*%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q21 Page 131

EI Claimant Survey 2016

Q21. In which of the following ways did you contact the government to follow up on your EI application?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1418 1418 1416 1080 809 233 774 1191 391 524 483 190 1228 444 975 784 634

Unweighted Total 1425 1425 1422 1062 802 238 763 1202 409 521 477 195 1230 455 970 775 650

Visiting the Government of Canada 922 922 922 779 486 158 474 922 243 337 342 190 731 250 671 481 441

website 65% 65% 65% 72% 60% 68% 61% 77% 62% 64% 71% 100% 60% 56% 69% 61% 70%

BC EFG I M N P

Calling an Employment Insurance 677 677 675 575 677 165 386 555 36 263 377 - 677 285 392 392 285

Specialized Call Centre 48% 48% 48% 53% 84% 71% 50% 47% 9% 50% 78% 55% 64% 40% 50% 45%

BC FGH GH I IJ O

Visiting a Service Canada office 452 452 451 378 288 108 452 341 55 130 267 - 452 - 452 452 -

32% 32% 32% 35% 36% 46% 58% 29% 14% 25% 55% 37% 46% 58%

H EH EFH I IJ

By mail 78 78 78 68 50 21 53 65 18 19 41 11 67 14 65 53 25

6% 6% 6% 6% 6% 9% 7% 5% 5% 4% 9% 6% 5% 3% 7% 7% 4%

J N

None of these 102 102 102 - 15 2 43 61 54 18 10 - 102 59 44 44 59

7% 7% 7% 2% 1% 5% 5% 14% 3% 2% 8% 13% 4% 6% 9%

EF EF JK O P

DK/Refused 1 1 1 - - - 1 - 1 - - - 1 - 1 1 -

\*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q21 Page 132

EI Claimant Survey 2016

Q21. In which of the following ways did you contact the government to follow up on your EI application?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1418 285 96 96 275 91 284 63 582 629 356 282 961 273 21 707 418 189

Unweighted Total 1425 270 103 75 276 88 304 80 597 646 341 284 951 281 20 726 410 181

Visiting the Government of Canada 922 169 53 64 189 52 144 40 404 405 239 204 668 137 14 410 332 180

website 65% 59% 55% 67% 69% 57% 51% 64% 69% 64% 67% 72% 70% 50% 67% 58% 79% 95%

BCG G BCG N P PQ

Calling an Employment Insurance 677 132 47 57 141 40 137 32 270 244 177 188 449 127 14 204 294 179

Specialized Call Centre 48% 46% 49% 60% 51% 44% 48% 51% 46% 39% 50% 67% 47% 47% 67% 29% 70% 94%

J JK P PQ

Visiting a Service Canada office 452 102 42 42 88 34 114 21 161 143 137 137 247 128 14 90 185 177

32% 36% 43% 44% 32% 37% 40% 33% 28% 23% 39% 48% 26% 47% 67% 13% 44% 93%

I I J J M M P PQ

By mail 78 12 7 2 15 6 13 9 35 31 25 19 47 14 1 4 24 50

6% 4% 8% 2% 5% 7% 5% 15% 6% 5% 7% 7% 5% 5% 7% 1% 6% 27%

BDEGI P PQ

None of these 102 24 6 8 19 7 24 5 40 55 17 9 70 23 - - - -

7% 8% 7% 8% 7% 8% 8% 9% 7% 9% 5% 3% 7% 9%

L

DK/Refused 1 - - - 1 - 0 - - - - - - 1 - - - -

\*% \*% \*% 1%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q22 Page 133

EI Claimant Survey 2016

Q22. Which method did you use first?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 607 67 146 177 217 490 117 41 135 233 195 139 372 96 247 360 26 128 35 569 475 132 59 548

Unweighted Total 591 74 135 173 209 488 103 41 136 209 201 146 370 75 271 320 33 124 40 548 467 124 38 553

By mail 8 - 1 3 3 6 2 2 2 1 2 1 6 1 4 4 - 4 1 6 8 0 - 8

1% 1% 2% 2% 1% 2% 6% 2% 1% 1% 1% 2% 1% 2% 1% 3% 3% 1% 2% \*% 2%

Visiting the Government of Canada 323 28 76 93 126 266 57 15 60 123 125 80 207 36 132 190 12 64 21 299 252 71 38 285

website 53% 41% 52% 53% 58% 54% 49% 36% 45% 53% 64% 58% 56% 37% 54% 53% 46% 50% 61% 53% 53% 54% 63% 52%

B HI N N

Calling an Employment Insurance 153 22 34 49 47 116 37 13 35 60 45 29 88 36 48 105 6 37 7 146 126 27 14 139

Specialized Call Centre 25% 33% 24% 28% 22% 24% 32% 31% 26% 26% 23% 21% 24% 38% 19% 29% 22% 29% 20% 26% 27% 21% 24% 25%

L O

Visiting a Service Canada office 120 15 33 30 41 99 20 9 37 48 23 29 68 23 61 58 8 23 6 114 88 32 7 112

20% 23% 22% 17% 19% 20% 17% 23% 27% 21% 12% 21% 18% 24% 25% 16% 31% 18% 17% 20% 18% 24% 12% 20%

K P

DK/Refused 3 1 1 - - 2 1 1 - 1 0 - 3 - 1 2 - - - 3 1 1 - 3

\*% 2% 1% \*% 1% 4% \*% \*% 1% \*% 1% 1% \*% 1% 1%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q22 Page 134

EI Claimant Survey 2016

Q22. Which method did you use first?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 607 350 257 34 573 408 199 471 136 5 111 31 24 138 18 135 106 11 28 520 87 433 108 66

Unweighted Total 591 434 157 38 553 409 182 464 127 1 109 36 22 121 21 122 111 14 34 500 91 423 96 71

By mail 8 5 3 0 8 5 3 7 1 - 2 - - 1 - 3 0 1 0 7 1 7 - 1

1% 2% 1% 1% 1% 1% 2% 1% 1% 2% 1% 3% \*% 9% 2% 1% 1% 2% 2%

Visiting the Government of Canada 323 188 135 11 311 228 95 249 74 5 57 20 18 75 11 55 62 3 15 278 45 221 67 35

website 53% 54% 53% 33% 54% 56% 48% 53% 54% 100% 51% 65% 75% 55% 61% 41% 58% 32% 56% 53% 51% 51% 62% 53%

D OPQRS PR PR P

KLMN

Calling an Employment Insurance 153 83 71 13 141 97 56 126 27 - 34 5 3 40 5 39 19 4 4 128 25 118 17 19

Specialized Call Centre 25% 24% 28% 38% 25% 24% 28% 27% 20% 30% 17% 12% 29% 25% 29% 18% 37% 14% 25% 29% 27% 16% 28%

Visiting a Service Canada office 120 72 48 7 112 77 43 88 32 - 18 5 3 20 2 36 25 1 8 103 16 84 23 11

20% 20% 19% 22% 20% 19% 22% 19% 23% 17% 18% 12% 15% 14% 27% 23% 14% 29% 20% 19% 19% 22% 17%

DK/Refused 3 3 - 2 1 2 1 1 1 - - - - 1 - 0 - 1 - 3 - 2 0 -

\*% 1% 6% \*% \*% \*% \*% 1% 1% \*% 9% 1% 1% \*%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q22 Page 135

EI Claimant Survey 2016

Q22. Which method did you use first?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 607 607 607 533 508 149 437 553 16 229 362 11 596 156 451 440 167

Unweighted Total 591 591 590 510 485 142 415 546 22 226 343 15 576 157 434 419 172

By mail 8 8 8 7 5 2 4 8 2 0 5 2 6 2 6 4 4

1% 1% 1% 1% 1% 1% 1% 2% 15% \*% 2% 17% 1% 1% 1% 1% 2%

Visiting the Government of Canada 323 323 323 289 262 79 199 323 11 132 180 9 314 112 211 201 122

website 53% 53% 53% 54% 52% 53% 46% 58% 67% 58% 50% 83% 53% 72% 47% 46% 73%

G M O P

Calling an Employment Insurance 153 153 153 146 153 30 112 126 0 52 101 - 153 41 113 113 41

Specialized Call Centre 25% 25% 25% 27% 30% 20% 26% 23% 3% 23% 28% 26% 26% 25% 26% 24%

H I I

Visiting a Service Canada office 120 120 119 88 83 38 120 92 2 44 73 - 120 - 120 120 -

20% 20% 20% 17% 16% 25% 27% 17% 15% 19% 20% 20% 26% 27%

EH

DK/Refused 3 3 3 3 3 0 2 3 - 0 2 - 3 1 2 2 1

\*% \*% \*% 1% 1% \*% \*% 1% \*% 1% \*% 1% \*% \*% 1%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q22 Page 136

EI Claimant Survey 2016

Q22. Which method did you use first?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

=============================================================== ======================= ======================= =======================

Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 607 117 41 59 132 35 117 26 238 202 175 187 390 123 15 - 418 189

Unweighted Total 591 103 41 38 133 40 130 33 238 198 164 182 370 132 13 - 410 181

By mail 8 2 2 - 3 1 0 - 2 3 3 2 5 1 1 - 5 3

1% 2% 6% 2% 3% \*% 1% 1% 2% 1% 1% 1% 7% 1% 2%

Visiting the Government of Canada 323 57 15 38 81 21 54 12 117 103 97 99 234 47 5 - 224 99

website 53% 49% 36% 63% 61% 61% 46% 46% 49% 51% 55% 53% 60% 38% 33% 54% 52%

CG C N

Calling an Employment Insurance 153 37 13 14 28 7 29 6 64 56 45 39 94 34 6 - 115 39

Specialized Call Centre 25% 32% 31% 24% 21% 20% 25% 22% 27% 28% 26% 21% 24% 27% 40% 27% 21%

Visiting a Service Canada office 120 20 9 7 21 6 34 8 53 39 29 45 55 41 3 - 72 47

20% 17% 23% 12% 16% 17% 29% 31% 22% 19% 17% 24% 14% 33% 20% 17% 25%

E M

DK/Refused 3 1 1 - - - - - 1 0 1 1 2 - - - 2 1

\*% 1% 4% 1% \*% 1% 1% 1% \*% 1%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q22 Page 137

EI Claimant Survey 2016

Q22\_1. Which method did you use first? (only 1 mention of gov't channel)

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 707 100 164 197 246 563 144 49 157 278 223 121 479 108 284 424 31 112 49 659 562 146 29 678

Unweighted Total 726 98 182 196 249 582 144 55 160 265 245 136 485 105 307 419 40 123 40 686 560 166 28 697

By mail 4 - 2 1 1 2 1 0 2 1 - 0 3 - 1 2 - 1 1 2 2 2 1 3

1% 1% 1% \*% \*% 1% 1% 2% \*% \*% 1% 1% 1% 1% 3% \*% \*% 1% 3% \*%

Visiting the Government of Canada 410 39 105 112 153 336 74 20 80 157 152 81 270 59 159 251 17 65 21 389 316 93 17 393

website 58% 39% 64% 57% 62% 60% 51% 41% 51% 56% 68% 67% 56% 55% 56% 59% 54% 58% 44% 59% 56% 64% 59% 58%

B B B H HIJ

Calling an Employment Insurance 204 32 44 61 66 166 38 14 59 77 54 35 147 22 79 124 11 29 12 192 167 37 8 194

Specialized Call Centre 29% 32% 27% 31% 27% 29% 26% 28% 37% 28% 24% 29% 31% 20% 28% 29% 37% 26% 25% 29% 30% 25% 29% 29%

K

Visiting a Service Canada office 90 29 13 22 26 59 31 14 15 44 17 5 58 26 44 46 3 17 14 76 76 14 2 88

13% 29% 8% 11% 10% 11% 21% 30% 10% 16% 8% 5% 12% 24% 15% 11% 9% 15% 29% 12% 14% 9% 9% 13%

CDE F IJK K L LM

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q22 Page 138

EI Claimant Survey 2016

Q22\_1. Which method did you use first? (only 1 mention of gov't channel)

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 707 493 215 63 644 531 176 556 151 - 118 53 28 193 10 114 133 19 39 660 46 600 76 31

Unweighted Total 726 585 141 70 656 532 194 553 173 - 119 57 27 181 13 126 140 21 42 671 54 600 85 39

By mail 4 4 - - 4 3 1 2 2 - - - - 1 - 1 0 - 1 4 - 4 - -

1% 1% 1% 1% 1% \*% 1% 1% 1% \*% 3% 1% 1%

Visiting the Government of Canada 410 278 132 33 377 311 99 316 94 - 73 40 17 118 5 54 70 5 28 389 20 354 42 13

website 58% 56% 61% 52% 59% 58% 56% 57% 62% 62% 75% 61% 61% 53% 47% 53% 29% 71% 59% 44% 59% 55% 43%

R PQR R R R PR

Calling an Employment Insurance 204 154 50 24 180 158 46 163 41 - 34 9 8 54 2 40 40 10 6 185 18 162 28 14

Specialized Call Centre 29% 31% 23% 37% 28% 30% 26% 29% 27% 29% 17% 30% 28% 24% 35% 30% 53% 15% 28% 40% 27% 36% 47%

LS LNS V

Visiting a Service Canada office 90 57 33 7 83 60 30 75 15 - 11 4 3 21 2 19 22 3 4 81 8 80 7 3

13% 12% 16% 11% 13% 11% 17% 14% 10% 10% 8% 9% 11% 24% 17% 17% 18% 11% 12% 17% 13% 9% 10%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q22 Page 139

EI Claimant Survey 2016

Q22\_1. Which method did you use first? (only 1 mention of gov't channel)

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 707 707 705 547 286 81 293 577 320 277 110 179 528 229 479 300 408

Unweighted Total 726 726 724 552 305 92 306 592 321 279 126 180 546 233 493 313 413

By mail 4 4 4 3 0 - 3 2 2 2 - - 4 0 3 3 0

1% 1% 1% 1% \*% 1% \*% 1% 1% 1% \*% 1% 1% \*%

Visiting the Government of Canada 410 410 410 322 71 38 130 410 230 136 44 179 231 96 313 134 275

website 58% 58% 58% 59% 25% 46% 44% 71% 72% 49% 40% 100% 44% 42% 65% 45% 68%

E E EFG JK M N P

Calling an Employment Insurance 204 204 203 154 204 36 69 134 36 111 56 - 204 132 72 72 132

Specialized Call Centre 29% 29% 29% 28% 71% 45% 24% 23% 11% 40% 51% 39% 58% 15% 24% 32%

FGH GH I I O

Visiting a Service Canada office 90 90 89 68 11 7 90 32 52 28 10 - 90 - 90 90 -

13% 13% 13% 12% 4% 9% 31% 5% 16% 10% 9% 17% 19% 30%

EFH

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q22 Page 140

EI Claimant Survey 2016

Q22\_1. Which method did you use first? (only 1 mention of gov't channel)

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 707 144 49 29 123 49 143 31 304 372 164 86 502 125 7 707 - -

Unweighted Total 726 144 55 28 123 40 144 40 320 382 163 95 507 127 7 726 - -

By mail 4 1 0 1 - 1 1 - 1 2 2 - 2 1 - 4 - -

1% 1% 1% 3% 3% 1% \*% 1% 1% \*% 1% 1%

Visiting the Government of Canada 410 74 20 17 74 21 56 17 196 239 93 40 325 48 1 410 - -

website 58% 51% 41% 59% 60% 44% 39% 54% 65% 64% 57% 47% 65% 38% 16% 58%

CG BCG L NO

Calling an Employment Insurance 204 38 14 8 34 12 53 11 82 92 44 37 134 42 2 204 - -

Specialized Call Centre 29% 26% 28% 29% 28% 25% 37% 37% 27% 25% 27% 43% 27% 34% 38% 29%

JK

Visiting a Service Canada office 90 31 14 2 15 14 33 3 24 40 25 9 41 34 3 90 - -

13% 21% 30% 9% 12% 29% 23% 9% 8% 11% 15% 10% 8% 27% 46% 13%

I DEHI I EI M M

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q23 Page 141

EI Claimant Survey 2016

Q23. Which of the following changes, if any, would have had the biggest positive impact for you when communicating with the government during your follow-up?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1314 167 310 373 463 1053 261 90 291 511 418 260 851 204 531 784 57 240 84 1228 1036 278 88 1225

Unweighted Total 1317 172 317 369 458 1070 247 96 296 474 446 282 855 180 578 739 73 247 80 1234 1027 290 66 1250

Letters that are easier to understand 53 6 9 13 24 46 7 8 11 17 16 7 37 9 27 26 7 15 4 49 44 9 3 49

4% 4% 3% 4% 5% 4% 3% 9% 4% 3% 4% 3% 4% 5% 5% 3% 13% 6% 4% 4% 4% 3% 4% 4%

The ability to communicate online with 321 36 78 92 115 252 69 20 56 111 133 64 207 50 128 193 22 67 13 308 258 63 15 306

Service Canada 24% 22% 25% 25% 25% 24% 27% 22% 19% 22% 32% 24% 24% 25% 24% 25% 39% 28% 15% 25% 25% 23% 17% 25%

IJ

The ability to get a call-back from a 208 20 45 59 84 185 23 9 43 81 75 55 119 34 86 122 8 39 14 194 168 40 15 192

call centre agent within a given time 16% 12% 14% 16% 18% 18% 9% 10% 15% 16% 18% 21% 14% 17% 16% 16% 15% 16% 17% 16% 16% 14% 17% 16%

G M

Staff in Service Canada Centres able to 207 46 48 56 58 145 62 16 48 79 64 32 141 33 84 124 5 24 22 185 163 45 10 197

make decisions on claims 16% 27% 15% 15% 12% 14% 24% 18% 16% 15% 15% 12% 17% 16% 16% 16% 9% 10% 26% 15% 16% 16% 11% 16%

CDE F

Shorter in-person wait 66 10 12 18 26 46 20 9 19 24 14 8 49 9 32 34 1 17 8 57 53 12 10 56

5% 6% 4% 5% 6% 4% 8% 10% 6% 5% 3% 3% 6% 4% 6% 4% 2% 7% 10% 5% 5% 4% 11% 5%

K Q

Shorter telephone wait 378 37 100 112 129 315 63 21 97 160 98 84 246 48 143 234 11 69 18 358 284 94 29 348

29% 22% 32% 30% 28% 30% 24% 24% 33% 31% 23% 32% 29% 24% 27% 30% 19% 29% 22% 29% 27% 34% 33% 28%

K K

None of these 71 11 17 19 22 58 13 6 16 31 17 10 49 12 29 43 2 8 5 66 56 15 - 71

5% 7% 6% 5% 5% 6% 5% 7% 5% 6% 4% 4% 6% 6% 5% 5% 3% 3% 6% 5% 5% 6% 6%

DK/Refused 10 1 0 3 5 7 3 - 1 8 1 0 3 7 3 7 - 1 - 9 10 0 5 5

1% 1% \*% 1% 1% 1% 1% 1% 2% \*% \*% \*% 3% 1% 1% \*% 1% 1% \*% 6% \*%

C K LM X

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q23 Page 142

EI Claimant Survey 2016

Q23. Which of the following changes, if any, would have had the biggest positive impact for you when communicating with the government during your follow-up?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1314 843 471 98 1217 939 375 1027 287 5 229 84 53 331 28 249 239 30 67 1180 133 1032 184 96

Unweighted Total 1317 1019 298 108 1209 941 376 1017 300 1 228 93 49 302 34 248 251 35 76 1171 145 1023 181 110

Letters that are easier to understand 53 47 6 6 47 42 11 43 10 - 6 1 2 10 1 12 12 4 4 52 1 47 4 1

4% 6% 1% 6% 4% 4% 3% 4% 4% 3% 1% 4% 3% 4% 5% 5% 13% 6% 4% 1% 5% 2% 1%

C L U

The ability to communicate online with 321 203 118 16 305 225 97 259 62 - 55 22 12 87 9 62 46 5 22 297 25 262 46 12

Service Canada 24% 24% 25% 16% 25% 24% 26% 25% 22% 24% 27% 24% 26% 33% 25% 19% 17% 33% 25% 18% 25% 25% 13%

D Q X X

The ability to get a call-back from a 208 125 82 8 200 160 48 163 44 - 44 15 10 52 4 39 37 3 4 176 32 163 26 18

call centre agent within a given time 16% 15% 17% 8% 16% 17% 13% 16% 15% 19% 18% 19% 16% 14% 16% 15% 12% 5% 15% 24% 16% 14% 19%

D S S S S S

Staff in Service Canada Centres able to 207 131 76 18 189 139 68 162 45 - 30 11 4 65 3 35 36 9 15 179 27 155 31 21

make decisions on claims 16% 16% 16% 19% 16% 15% 18% 16% 16% 13% 13% 7% 20% 10% 14% 15% 30% 23% 15% 21% 15% 17% 22%

M KMO M

Shorter in-person wait 66 39 27 2 63 41 25 52 13 5 8 5 1 14 1 15 14 1 1 60 6 56 5 4

5% 5% 6% 2% 5% 4% 7% 5% 5% 100% 3% 5% 2% 4% 4% 6% 6% 5% 1% 5% 4% 5% 3% 5%

OPQRS

KLMN

Shorter telephone wait 378 239 139 39 339 267 110 283 95 - 64 25 18 92 8 78 74 5 14 339 39 280 63 35

29% 28% 29% 40% 28% 28% 29% 28% 33% 28% 29% 35% 28% 28% 31% 31% 17% 21% 29% 29% 27% 34% 37%

E R R

None of these 71 56 16 8 64 61 11 55 16 - 14 5 5 11 1 7 18 2 7 68 4 65 3 4

5% 7% 3% 8% 5% 6% 3% 5% 6% 6% 6% 10% 3% 5% 3% 8% 7% 10% 6% 3% 6% 2% 4%

W

DK/Refused 10 3 7 - 10 4 6 10 0 - 7 - - - 0 1 1 - - 10 - 5 5 -

1% \*% 2% 1% \*% 2% 1% \*% 3% 2% \*% 1% 1% \*% 3%

PQ V

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q23 Page 143

EI Claimant Survey 2016

Q23. Which of the following changes, if any, would have had the biggest positive impact for you when communicating with the government during your follow-up?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1314 1314 1312 1080 794 231 730 1130 336 506 472 190 1124 385 930 739 575

Unweighted Total 1317 1317 1314 1062 790 234 721 1138 343 505 469 195 1122 390 927 732 585

Letters that are easier to understand 53 53 52 44 29 9 27 47 16 19 17 9 44 16 37 28 25

4% 4% 4% 4% 4% 4% 4% 4% 5% 4% 4% 5% 4% 4% 4% 4% 4%

The ability to communicate online with 321 321 321 270 124 39 149 299 132 105 85 96 225 74 247 151 171

Service Canada 24% 24% 24% 25% 16% 17% 20% 27% 39% 21% 18% 51% 20% 19% 27% 20% 30%

EFG JK M N P

The ability to get a call-back from a 208 208 208 180 156 38 106 177 38 82 87 23 184 79 129 106 102

call centre agent within a given time 16% 16% 16% 17% 20% 16% 14% 16% 11% 16% 18% 12% 16% 20% 14% 14% 18%

G I O

Staff in Service Canada Centres able to 207 207 207 169 125 33 160 169 30 96 80 10 197 37 170 160 47

make decisions on claims 16% 16% 16% 16% 16% 14% 22% 15% 9% 19% 17% 5% 18% 10% 18% 22% 8%

EFH I I L N Q

Shorter in-person wait 66 66 65 48 33 19 52 43 21 21 24 3 63 10 56 53 13

5% 5% 5% 4% 4% 8% 7% 4% 6% 4% 5% 2% 6% 3% 6% 7% 2%

EH EH L N Q

Shorter telephone wait 378 378 377 305 298 86 199 321 66 146 166 28 350 147 230 203 175

29% 29% 29% 28% 38% 37% 27% 28% 20% 29% 35% 14% 31% 38% 25% 27% 30%

GH GH I I L O

None of these 71 71 71 54 26 7 29 63 33 27 11 21 50 18 53 32 40

5% 5% 5% 5% 3% 3% 4% 6% 10% 5% 2% 11% 4% 5% 6% 4% 7%

K M

DK/Refused 10 10 10 10 3 - 8 10 - 9 1 - 10 2 8 8 2

1% 1% 1% 1% \*% 1% 1% 2% \*% 1% 1% 1% 1% \*%

K

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q23 Page 144

EI Claimant Survey 2016

Q23. Which of the following changes, if any, would have had the biggest positive impact for you when communicating with the government during your follow-up?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1314 261 90 88 255 84 260 57 542 574 339 273 892 248 21 707 418 189

Unweighted Total 1317 247 96 66 256 80 274 73 558 580 327 277 877 259 20 726 410 181

Letters that are easier to understand 53 7 8 3 6 4 11 7 21 22 12 15 29 11 2 30 14 9

4% 3% 9% 4% 2% 4% 4% 13% 4% 4% 3% 5% 3% 4% 9% 4% 3% 5%

BEI

The ability to communicate online with 321 69 20 15 52 13 42 22 146 158 79 51 257 33 5 216 74 32

Service Canada 24% 27% 22% 17% 20% 15% 16% 39% 27% 27% 23% 19% 29% 13% 23% 30% 18% 17%

G CDEFG G L N QR

The ability to get a call-back from a 208 23 9 15 60 14 37 8 83 88 48 48 145 34 4 97 86 24

call centre agent within a given time 16% 9% 10% 17% 23% 17% 14% 15% 15% 15% 14% 18% 16% 14% 16% 14% 21% 13%

BCGI P

Staff in Service Canada Centres able to 207 62 16 10 34 22 46 5 73 84 68 43 115 63 7 91 73 43

make decisions on claims 16% 24% 18% 11% 13% 26% 18% 9% 14% 15% 20% 16% 13% 25% 35% 13% 17% 23%

EHI H M P

Shorter in-person wait 66 20 9 10 10 8 23 1 18 26 19 15 32 26 1 33 25 8

5% 8% 10% 11% 4% 10% 9% 2% 3% 5% 6% 5% 4% 11% 5% 5% 6% 4%

HI EHI EHI EHI M

Shorter telephone wait 378 63 21 29 77 18 78 11 172 154 93 91 252 69 2 183 125 69

29% 24% 24% 33% 30% 22% 30% 19% 32% 27% 27% 33% 28% 28% 12% 26% 30% 36%

H P

None of these 71 13 6 - 15 5 21 2 28 40 13 10 55 10 - 54 15 2

5% 5% 7% 6% 6% 8% 3% 5% 7% 4% 4% 6% 4% 8% 4% 1%

QR

DK/Refused 10 3 - 5 2 - 2 - - 2 8 - 7 2 - 3 6 1

1% 1% 6% 1% 1% \*% 2% 1% 1% \*% 1% 1%

BEG J

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q24 Page 145

EI Claimant Survey 2016

Q24. On average, how many times did you call before you were able to reach an agent?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 828 101 199 249 279 666 162 63 197 302 260 172 537 119 324 504 39 157 46 778 648 180 69 758

Unweighted Total 825 112 199 235 278 667 158 66 195 290 268 178 544 103 359 466 49 160 52 769 644 181 49 775

Once 197 31 43 55 68 160 37 15 51 68 61 40 136 21 87 110 10 31 15 181 159 38 10 186

24% 31% 22% 22% 25% 24% 23% 23% 26% 23% 24% 23% 25% 17% 27% 22% 27% 20% 32% 23% 24% 21% 15% 24%

2-5 times 400 37 106 132 124 324 75 32 91 151 124 77 255 68 153 246 23 95 13 384 304 96 44 355

48% 37% 53% 53% 44% 49% 46% 51% 46% 50% 48% 45% 48% 57% 47% 49% 57% 60% 29% 49% 47% 53% 65% 47%

B B S

More than 5 times 143 16 36 40 52 119 24 4 36 54 48 35 94 14 52 91 3 22 10 132 109 34 10 133

17% 15% 18% 16% 19% 18% 15% 6% 18% 18% 18% 20% 18% 12% 16% 18% 9% 14% 22% 17% 17% 19% 15% 18%

H H H

I never reached an Agent 75 14 12 21 28 52 23 10 16 25 24 18 41 16 23 51 0 6 6 69 64 11 3 72

9% 14% 6% 8% 10% 8% 14% 16% 8% 8% 9% 10% 8% 13% 7% 10% 1% 4% 12% 9% 10% 6% 4% 9%

C

Don't know/Refused 14 3 2 2 6 10 3 2 3 4 3 2 10 1 9 5 2 3 2 12 12 1 0 13

2% 3% 1% 1% 2% 2% 2% 4% 2% 1% 1% 1% 2% 1% 3% 1% 6% 2% 4% 2% 2% 1% 1% 2%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q24 Page 146

EI Claimant Survey 2016

Q24. On average, how many times did you call before you were able to reach an agent?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 828 509 319 63 764 574 254 644 184 5 142 48 39 190 15 187 150 20 31 720 106 619 128 79

Unweighted Total 825 625 200 70 755 575 250 639 186 1 150 51 35 172 19 178 157 22 40 708 116 606 130 87

Once 197 141 56 16 181 163 34 159 38 - 32 15 4 34 6 49 39 10 9 189 8 178 14 5

24% 28% 18% 25% 24% 28% 14% 25% 20% 22% 31% 11% 18% 38% 26% 26% 50% 29% 26% 8% 29% 11% 6%

C G KMNPQ U WX

2-5 times 400 232 168 28 372 251 149 301 99 5 69 17 20 103 5 94 69 3 14 351 49 311 59 29

48% 46% 53% 44% 49% 44% 59% 47% 54% 100% 49% 36% 51% 54% 32% 50% 46% 17% 44% 49% 46% 50% 46% 37%

F OPQRS R R R R R R

KLMN

More than 5 times 143 82 61 10 133 102 41 108 35 - 28 4 11 33 2 31 27 3 4 106 37 69 41 33

17% 16% 19% 16% 17% 18% 16% 17% 19% 19% 8% 28% 17% 16% 16% 18% 17% 13% 15% 35% 11% 32% 41%

T V V

I never reached an Agent 75 41 34 6 69 50 25 64 11 - 11 11 4 19 2 7 14 2 4 62 12 49 14 11

9% 8% 11% 9% 9% 9% 10% 10% 6% 8% 23% 9% 10% 13% 4% 10% 10% 13% 9% 11% 8% 11% 14%

KPQ

Don't know/Refused 14 14 - 4 10 9 5 12 1 - 2 0 0 1 - 6 1 1 0 13 0 11 0 1

2% 3% 6% 1% 2% 2% 2% 1% 2% 1% 1% 1% 3% 1% 5% 2% 2% \*% 2% \*% 1%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q24 Page 147

EI Claimant Survey 2016

Q24. On average, how many times did you call before you were able to reach an agent?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 828 828 826 681 828 216 484 691 38 310 480 - 828 338 490 490 338

Unweighted Total 825 825 822 666 825 220 479 690 39 310 476 - 825 338 487 487 338

Once 197 197 196 154 197 40 99 159 18 79 100 - 197 94 102 102 94

24% 24% 24% 23% 24% 19% 20% 23% 47% 26% 21% 24% 28% 21% 21% 28%

JK

2-5 times 400 400 399 333 400 121 237 345 15 141 243 - 400 161 239 239 161

48% 48% 48% 49% 48% 56% 49% 50% 39% 46% 51% 48% 48% 49% 49% 48%

More than 5 times 143 143 143 122 143 34 86 118 3 55 86 - 143 57 86 86 57

17% 17% 17% 18% 17% 16% 18% 17% 8% 18% 18% 17% 17% 18% 18% 17%

I never reached an Agent 75 75 75 60 75 16 52 57 2 31 41 - 75 21 54 54 21

9% 9% 9% 9% 9% 8% 11% 8% 6% 10% 9% 9% 6% 11% 11% 6%

N Q

Don't know/Refused 14 14 13 11 14 5 9 12 - 4 10 - 14 4 9 9 4

2% 2% 2% 2% 2% 2% 2% 2% 1% 2% 2% 1% 2% 2% 1%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q24 Page 148

EI Claimant Survey 2016

Q24. On average, how many times did you call before you were able to reach an agent?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 828 162 63 69 169 46 183 39 322 254 219 281 529 169 20 286 326 181

Unweighted Total 825 158 66 49 170 52 197 49 321 249 214 286 517 176 19 304 313 172

Once 197 37 15 10 45 15 54 10 69 64 49 62 125 45 4 85 69 28

24% 23% 23% 15% 26% 32% 30% 27% 21% 25% 22% 22% 24% 27% 20% 30% 21% 15%

R

2-5 times 400 75 32 44 67 13 72 23 174 117 106 146 260 72 12 124 165 99

48% 46% 51% 65% 39% 29% 39% 57% 54% 46% 48% 52% 49% 42% 60% 44% 51% 54%

F F EFG EFG EFG

More than 5 times 143 24 4 10 40 10 30 3 58 43 42 49 91 27 2 44 65 29

17% 15% 6% 15% 24% 22% 16% 9% 18% 17% 19% 17% 17% 16% 10% 16% 20% 16%

CH C C C

I never reached an Agent 75 23 10 3 18 6 23 0 17 26 23 16 47 23 2 28 21 22

9% 14% 16% 4% 11% 12% 12% 1% 5% 10% 10% 6% 9% 13% 10% 10% 6% 12%

HI H H H HI

Don't know/Refused 14 3 2 0 - 2 4 2 3 3 0 8 7 3 - 4 6 3

2% 2% 4% 1% 4% 2% 6% 1% 1% \*% 3% 1% 2% 1% 2% 2%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q25 Page 149

EI Claimant Survey 2016

Q25. How long did you have to wait, on average, to speak to an agent?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 753 87 187 228 250 614 139 53 182 277 236 154 496 104 301 452 39 151 40 709 584 169 66 687

Unweighted Total 754 97 190 216 250 612 142 56 181 267 244 163 501 90 333 421 48 152 46 704 581 173 46 707

Less than 5 minutes 72 11 12 18 30 52 20 7 13 24 27 11 47 14 48 24 7 14 4 68 62 10 5 67

10% 13% 6% 8% 12% 9% 14% 14% 7% 9% 11% 7% 10% 14% 16% 5% 18% 9% 10% 10% 11% 6% 8% 10%

P

5 - 10 minutes 136 17 31 43 45 111 24 9 32 54 39 37 81 17 55 81 9 37 7 128 111 24 4 131

18% 20% 17% 19% 18% 18% 18% 18% 18% 19% 17% 24% 16% 16% 18% 18% 23% 25% 17% 18% 19% 14% 7% 19%

More than 10 minutes 522 54 139 162 167 433 89 35 128 188 169 103 351 68 186 336 22 94 26 493 392 130 56 466

69% 62% 74% 71% 67% 71% 64% 65% 71% 68% 72% 67% 71% 66% 62% 74% 57% 63% 65% 70% 67% 77% 85% 68%

O

Don't know/Refused 23 4 5 5 8 17 6 2 8 10 1 2 16 4 12 12 1 5 3 20 18 5 - 23

3% 5% 3% 2% 3% 3% 4% 4% 4% 4% \*% 2% 3% 4% 4% 3% 3% 4% 7% 3% 3% 3% 3%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q25 Page 150

EI Claimant Survey 2016

Q25. How long did you have to wait, on average, to speak to an agent?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 753 468 285 57 696 524 229 580 174 5 131 37 36 171 13 180 136 18 27 659 95 570 114 68

Unweighted Total 754 575 179 64 690 525 229 576 178 1 137 44 31 154 17 169 146 20 35 652 102 567 112 73

Less than 5 minutes 72 53 19 5 67 56 16 62 10 - 12 10 - 8 2 15 17 5 3 68 4 67 4 1

10% 11% 7% 9% 10% 11% 7% 11% 6% 9% 26% 5% 15% 9% 12% 31% 13% 10% 5% 12% 3% 2%

KNP KNP WX

5 - 10 minutes 136 84 51 7 129 96 40 112 24 - 23 8 8 19 6 45 21 2 2 128 8 112 17 6

18% 18% 18% 12% 18% 18% 17% 19% 14% 17% 23% 24% 11% 44% 25% 16% 14% 7% 19% 8% 20% 15% 9%

KNQRS NS U

More than 10 minutes 522 312 211 42 480 352 170 386 136 5 93 18 25 140 5 115 93 8 19 443 79 371 91 60

69% 67% 74% 73% 69% 67% 74% 67% 78% 100% 71% 50% 71% 82% 41% 64% 68% 44% 71% 67% 83% 65% 80% 88%

H OPQRS LOR LOPQR LO O T V V

KLMN

Don't know/Refused 23 19 4 3 20 20 3 19 4 - 3 0 2 4 - 4 5 2 2 20 3 20 2 1

3% 4% 1% 6% 3% 4% 1% 3% 2% 2% 1% 6% 3% 2% 4% 11% 9% 3% 4% 4% 2% 1%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q25 Page 151

EI Claimant Survey 2016

Q25. How long did you have to wait, on average, to speak to an agent?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 753 753 751 621 753 200 431 634 36 279 438 - 753 317 436 436 317

Unweighted Total 754 754 751 611 754 206 429 632 36 286 432 - 754 319 435 435 319

Less than 5 minutes 72 72 72 65 72 12 35 59 6 33 33 - 72 36 36 36 36

10% 10% 10% 10% 10% 6% 8% 9% 17% 12% 8% 10% 11% 8% 8% 11%

5 - 10 minutes 136 136 135 111 136 39 91 114 9 35 92 - 136 44 92 92 44

18% 18% 18% 18% 18% 20% 21% 18% 25% 12% 21% 18% 14% 21% 21% 14%

J N Q

More than 10 minutes 522 522 521 430 522 144 293 443 21 198 303 - 522 226 296 296 226

69% 69% 69% 69% 69% 72% 68% 70% 58% 71% 69% 69% 71% 68% 68% 71%

Don't know/Refused 23 23 23 15 23 5 12 18 - 14 9 - 23 11 12 12 11

3% 3% 3% 2% 3% 2% 3% 3% 5% 2% 3% 3% 3% 3% 3%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q25 Page 152

EI Claimant Survey 2016

Q25. How long did you have to wait, on average, to speak to an agent?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 753 139 53 66 151 40 160 39 305 227 196 265 482 146 18 258 305 159

Unweighted Total 754 142 56 46 152 46 176 48 299 228 194 266 471 156 17 278 294 150

Less than 5 minutes 72 20 7 5 13 4 16 7 25 21 17 22 40 14 1 36 27 8

10% 14% 14% 8% 9% 10% 10% 18% 8% 9% 9% 8% 8% 9% 8% 14% 9% 5%

R

5 - 10 minutes 136 24 9 4 24 7 22 9 65 36 34 58 89 29 5 38 53 33

18% 18% 18% 7% 16% 17% 14% 23% 21% 16% 17% 22% 19% 20% 30% 15% 17% 21%

D

More than 10 minutes 522 89 35 56 111 26 117 22 206 159 141 180 339 99 11 173 220 113

69% 64% 65% 85% 73% 65% 73% 57% 68% 70% 72% 68% 70% 68% 62% 67% 72% 71%

BH

Don't know/Refused 23 6 2 - 4 3 5 1 8 11 5 4 14 4 - 11 4 5

3% 4% 4% 3% 7% 3% 3% 3% 5% 3% 2% 3% 3% 4% 1% 3%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q26 Page 153

EI Claimant Survey 2016

Q26. Was this a reasonable amount of time to wait?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 753 87 187 228 250 614 139 53 182 277 236 154 496 104 301 452 39 151 40 709 584 169 66 687

Unweighted Total 754 97 190 216 250 612 142 56 181 267 244 163 501 90 333 421 48 152 46 704 581 173 46 707

Yes 283 44 57 82 99 217 66 30 64 102 83 61 181 41 145 138 23 56 23 258 231 52 14 269

38% 50% 31% 36% 40% 35% 47% 56% 35% 37% 35% 40% 37% 39% 48% 30% 60% 37% 57% 36% 40% 31% 21% 39%

CD F IJK P R T

No 462 42 130 146 145 390 72 23 116 172 152 90 309 63 150 312 16 94 15 445 345 117 52 410

61% 48% 69% 64% 58% 64% 52% 43% 64% 62% 65% 59% 62% 61% 50% 69% 40% 62% 38% 63% 59% 69% 79% 60%

B B G H H H O Q S

Don't know/Refused 8 1 - 1 6 7 1 1 2 3 1 2 5 - 5 2 - 1 2 6 8 - - 8

1% 1% \*% 2% 1% 1% 2% 1% 1% \*% 2% 1% 2% 1% 1% 5% 1% 1% 1%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q26 Page 154

EI Claimant Survey 2016

Q26. Was this a reasonable amount of time to wait?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 753 468 285 57 696 524 229 580 174 5 131 37 36 171 13 180 136 18 27 659 95 570 114 68

Unweighted Total 754 575 179 64 690 525 229 576 178 1 137 44 31 154 17 169 146 20 35 652 102 567 112 73

Yes 283 208 75 17 266 231 52 233 51 - 51 20 11 44 7 61 64 11 13 267 16 254 19 9

38% 44% 26% 30% 38% 44% 23% 40% 29% 39% 54% 32% 26% 52% 34% 47% 64% 49% 41% 17% 45% 16% 14%

C G I NP N KMNP N U WX

No 462 254 208 39 423 288 174 339 123 5 79 17 23 127 6 115 71 6 13 385 77 310 95 57

61% 54% 73% 68% 61% 55% 76% 59% 71% 100% 60% 46% 65% 74% 48% 64% 52% 36% 49% 58% 82% 54% 84% 84%

B F H OPQRS R LQRS R T V V

KLMN

Don't know/Refused 8 6 2 1 7 5 3 8 - - 1 - 1 - - 3 1 - 0 6 1 6 - 1

1% 1% 1% 2% 1% 1% 1% 1% 1% 3% 2% 1% 2% 1% 2% 1% 2%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q26 Page 155

EI Claimant Survey 2016

Q26. Was this a reasonable amount of time to wait?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 753 753 751 621 753 200 431 634 36 279 438 - 753 317 436 436 317

Unweighted Total 754 754 751 611 754 206 429 632 36 286 432 - 754 319 435 435 319

Yes 283 283 283 237 283 70 152 234 21 106 156 - 283 127 156 156 127

38% 38% 38% 38% 38% 35% 35% 37% 60% 38% 35% 38% 40% 36% 36% 40%

JK

No 462 462 461 379 462 126 275 395 13 171 279 - 462 187 275 275 187

61% 61% 61% 61% 61% 63% 64% 62% 37% 61% 64% 61% 59% 63% 63% 59%

I I

Don't know/Refused 8 8 7 5 8 3 4 5 1 2 4 - 8 3 4 4 3

1% 1% 1% 1% 1% 2% 1% 1% 3% 1% 1% 1% 1% 1% 1% 1%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q26 Page 156

EI Claimant Survey 2016

Q26. Was this a reasonable amount of time to wait?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 753 139 53 66 151 40 160 39 305 227 196 265 482 146 18 258 305 159

Unweighted Total 754 142 56 46 152 46 176 48 299 228 194 266 471 156 17 278 294 150

Yes 283 66 30 14 59 23 61 23 102 88 72 92 163 63 8 109 102 58

38% 47% 56% 21% 39% 57% 38% 60% 34% 39% 37% 35% 34% 43% 46% 42% 33% 36%

DI DI DEGI DEGI

No 462 72 23 52 91 15 97 16 200 135 124 171 316 82 10 146 200 101

61% 52% 43% 79% 60% 38% 60% 40% 66% 60% 63% 64% 66% 56% 54% 57% 66% 63%

BCFH CFH CFH BCFH

Don't know/Refused 8 1 1 - 2 2 2 - 2 3 - 2 4 1 - 3 3 0

1% 1% 2% 1% 5% 2% 1% 2% 1% 1% 1% 1% 1% \*%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27A Page 157

EI Claimant Survey 2016

Q27A. Please tell me how much you agree or disagree with the following statements: Your questions were answered completely.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 750 86 186 228 249 612 138 53 180 275 236 153 494 103 300 450 38 150 39 707 582 168 66 683

Unweighted Total 750 96 189 216 248 609 141 56 179 265 244 162 499 89 331 419 47 151 45 701 578 172 46 703

1 - Strongly disagree 54 3 16 20 16 46 8 2 3 24 25 11 29 14 13 41 1 7 5 49 38 16 2 52

7% 3% 9% 9% 6% 8% 6% 4% 2% 9% 10% 7% 6% 14% 4% 9% 4% 5% 13% 7% 7% 10% 3% 8%

B B I I M O

2 32 2 3 16 12 28 3 - 7 15 9 2 27 3 10 22 1 6 2 30 30 2 11 21

4% 2% 2% 7% 5% 5% 2% 4% 6% 4% 2% 5% 2% 3% 5% 3% 4% 5% 4% 5% 1% 17% 3%

BC V X

3 68 14 11 18 25 57 11 4 13 26 22 11 52 5 29 40 2 12 3 64 57 11 13 55

9% 16% 6% 8% 10% 9% 8% 8% 7% 9% 9% 7% 11% 5% 10% 9% 5% 8% 9% 9% 10% 6% 20% 8%

C

4 163 13 34 50 65 138 25 6 36 60 60 43 99 21 71 92 9 49 8 155 137 26 12 151

22% 15% 18% 22% 26% 23% 18% 12% 20% 22% 26% 28% 20% 20% 24% 20% 23% 33% 22% 22% 24% 15% 19% 22%

B H

5 - Strongly agree 432 54 121 124 131 341 90 40 120 150 119 86 286 60 176 256 25 75 20 408 318 113 27 403

58% 63% 65% 55% 53% 56% 65% 74% 67% 54% 51% 56% 58% 58% 59% 57% 65% 50% 52% 58% 55% 67% 41% 59%

E JK JK U

Does not apply 3 1 1 - 1 2 1 - 1 2 - 0 2 1 1 2 1 1 1 2 2 1 - 3

Don't know 1 1 - - - 1 - 1 - - - - 1 - 1 - - - - 1 1 - - 1

\*% 1% \*% 2% \*% \*% \*% \*% \*%

NET: Disagree 86 4 19 35 28 75 11 2 11 40 34 13 56 17 23 63 2 14 7 79 68 18 13 73

12% 5% 10% 15% 11% 12% 8% 4% 6% 14% 14% 9% 11% 16% 8% 14% 6% 9% 18% 11% 12% 11% 20% 11%

B HI HI O

NET: Agree 595 67 156 175 197 479 116 46 156 209 180 129 384 81 247 348 33 123 29 563 456 139 40 554

79% 78% 83% 77% 79% 78% 84% 86% 87% 76% 76% 84% 78% 79% 82% 77% 88% 83% 73% 80% 78% 83% 60% 81%

JK W

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27A Page 158

EI Claimant Survey 2016

Q27A. Please tell me how much you agree or disagree with the following statements: Your questions were answered completely.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 750 465 285 57 693 521 229 577 173 5 130 37 36 170 13 180 136 17 27 656 94 568 113 68

Unweighted Total 750 571 179 63 687 522 228 573 177 1 136 44 31 153 17 169 146 19 34 649 101 564 111 73

1 - Strongly disagree 54 21 34 1 53 23 31 37 17 - 6 1 7 22 - 10 9 - 0 30 24 14 18 23

7% 4% 12% 3% 8% 4% 14% 6% 10% 5% 3% 19% 13% 5% 6% 2% 5% 26% 2% 16% 34%

B D F LS KLPS T V VW

2 32 18 14 1 31 16 16 30 2 - 2 2 7 8 - 8 4 - - 16 16 3 17 11

4% 4% 5% 2% 4% 3% 7% 5% 1% 1% 7% 19% 5% 5% 3% 2% 17% 1% 15% 17%

I KNQ T V V

3 68 48 20 5 63 49 19 55 13 - 13 2 2 13 2 17 15 3 1 52 16 26 23 18

9% 10% 7% 10% 9% 9% 8% 10% 7% 10% 7% 6% 8% 15% 10% 11% 17% 3% 8% 17% 5% 20% 27%

V V

4 163 97 66 13 150 98 65 137 26 - 37 10 4 35 2 42 25 1 7 149 14 137 18 9

22% 21% 23% 23% 22% 19% 28% 24% 15% 28% 27% 12% 20% 18% 24% 18% 6% 26% 23% 15% 24% 16% 13%

R R R R R

5 - Strongly agree 432 280 151 35 397 334 97 317 114 5 73 21 16 92 9 101 84 13 18 408 23 387 38 7

58% 60% 53% 62% 57% 64% 42% 55% 66% 100% 56% 57% 44% 54% 67% 56% 62% 77% 69% 62% 25% 68% 33% 10%

G H OPQRS M U WX X

KLMN

Does not apply 3 3 - 1 2 3 0 2 1 - 1 - - 1 - - - 1 0 2 1 2 1 -

Don't know 1 1 - 1 - 1 - 1 - - - - - - - 1 - - - 1 - 1 - -

\*% \*% 2% \*% \*% 1% \*% \*%

NET: Disagree 86 39 47 2 84 39 47 67 19 - 8 3 14 30 - 18 12 - 0 46 41 17 35 34

12% 8% 17% 4% 12% 7% 21% 12% 11% 6% 10% 39% 18% 10% 9% 2% 7% 43% 3% 31% 51%

B D F LNPQS KQS T V V

K

NET: Agree 595 377 217 48 547 432 162 454 140 5 109 31 20 127 11 143 109 14 25 557 37 524 55 15

79% 81% 76% 84% 79% 83% 71% 79% 81% 100% 84% 84% 56% 75% 85% 80% 80% 83% 95% 85% 40% 92% 49% 23%

G LMNPQ M M M M M MNPQ U WX X

K

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27A Page 159

EI Claimant Survey 2016

Q27A. Please tell me how much you agree or disagree with the following statements: Your questions were answered completely.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 750 750 748 620 750 199 429 631 36 277 437 - 750 316 434 434 316

Unweighted Total 750 750 748 610 750 205 426 629 36 284 430 - 750 318 432 432 318

1 - Strongly disagree 54 54 54 48 54 14 38 44 - 18 37 - 54 16 38 38 16

7% 7% 7% 8% 7% 7% 9% 7% 6% 8% 7% 5% 9% 9% 5%

2 32 32 32 27 32 6 27 30 - 6 25 - 32 5 27 27 5

4% 4% 4% 4% 4% 3% 6% 5% 2% 6% 4% 2% 6% 6% 2%

N Q

3 68 68 68 56 68 20 35 56 4 26 37 - 68 32 36 36 32

9% 9% 9% 9% 9% 10% 8% 9% 13% 9% 9% 9% 10% 8% 8% 10%

4 163 163 163 127 163 40 86 141 7 67 88 - 163 77 86 86 77

22% 22% 22% 21% 22% 20% 20% 22% 21% 24% 20% 22% 24% 20% 20% 24%

5 - Strongly agree 432 432 431 360 432 120 241 360 24 159 249 - 432 186 245 245 186

58% 58% 58% 58% 58% 60% 56% 57% 67% 57% 57% 58% 59% 57% 57% 59%

Does not apply 3 3 3 1 3 0 2 2 - 2 1 - 3 1 2 2 1

Don't know 1 1 1 1 1 - 1 - - 1 - - 1 - 1 1 -

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

NET: Disagree 86 86 86 75 86 19 65 74 - 24 62 - 86 21 65 65 21

12% 12% 12% 12% 12% 10% 15% 12% 9% 14% 12% 7% 15% 15% 7%

J N Q

NET: Agree 595 595 593 487 595 159 328 501 31 226 337 - 595 263 332 332 263

79% 79% 79% 79% 79% 80% 76% 79% 87% 82% 77% 79% 83% 76% 76% 83%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27A Page 160

EI Claimant Survey 2016

Q27A. Please tell me how much you agree or disagree with the following statements: Your questions were answered completely.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 750 138 53 66 151 39 159 38 303 225 196 264 481 145 18 257 304 158

Unweighted Total 750 141 56 46 152 45 175 47 297 226 194 264 470 155 17 277 293 149

1 - Strongly disagree 54 8 2 2 7 5 8 1 35 16 13 23 30 10 6 15 22 17

7% 6% 4% 3% 5% 13% 5% 4% 12% 7% 6% 9% 6% 7% 32% 6% 7% 11%

CEGH MN

2 32 3 - 11 4 2 3 1 12 13 9 8 20 3 - 8 11 13

4% 2% 17% 3% 5% 2% 3% 4% 6% 5% 3% 4% 2% 3% 4% 8%

BEGHI

3 68 11 4 13 14 3 10 2 26 19 18 25 47 11 2 21 31 12

9% 8% 8% 20% 9% 9% 7% 5% 9% 8% 9% 9% 10% 7% 11% 8% 10% 8%

4 163 25 6 12 24 8 29 9 79 63 37 48 115 27 - 57 58 40

22% 18% 12% 19% 16% 22% 18% 23% 26% 28% 19% 18% 24% 18% 22% 19% 25%

CE

5 - Strongly agree 432 90 40 27 103 20 108 25 151 115 119 160 269 94 10 155 182 76

58% 65% 74% 41% 68% 52% 67% 65% 50% 51% 61% 61% 56% 64% 57% 60% 60% 48%

DI DFI DI DI

Does not apply 3 1 - - - 1 1 1 1 2 - 1 1 1 - 1 1 1

Don't know 1 - 1 - - - 1 - - - - - - 1 - 1 - -

\*% 2% 1% 1% \*%

NET: Disagree 86 11 2 13 11 7 12 2 47 28 22 31 50 13 6 23 33 30

12% 8% 4% 20% 7% 18% 7% 6% 15% 13% 11% 12% 10% 9% 32% 9% 11% 19%

C C CEGH MN P

NET: Agree 595 116 46 40 126 29 136 33 230 178 157 208 384 120 10 212 240 116

79% 84% 86% 60% 84% 73% 85% 88% 76% 79% 80% 79% 80% 83% 57% 82% 79% 73%

D D D DI DI

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27B Page 161

EI Claimant Survey 2016

Q27B. Please tell me how much you agree or disagree with the following statements: The information you received was easy to understand.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 750 86 186 227 250 612 138 53 181 274 236 153 494 103 299 451 39 149 39 707 582 168 65 684

Unweighted Total 749 96 189 214 249 608 141 56 180 263 244 162 498 89 329 420 48 150 45 700 577 172 45 703

1 - Strongly disagree 34 3 14 8 8 27 6 - 3 19 11 4 15 14 9 25 0 6 3 31 19 14 1 32

4% 3% 8% 4% 3% 4% 5% 2% 7% 5% 3% 3% 14% 3% 5% 1% 4% 8% 4% 3% 9% 2% 5%

I LM U

2 42 3 7 16 16 40 2 4 4 18 15 5 36 1 19 23 2 6 2 40 35 7 12 30

6% 4% 4% 7% 6% 7% 1% 8% 2% 6% 7% 4% 7% 1% 6% 5% 5% 4% 5% 6% 6% 4% 19% 4%

G I I N X

3 75 5 22 25 23 56 20 2 19 21 33 16 51 7 17 58 3 8 1 73 55 20 7 68

10% 6% 12% 11% 9% 9% 14% 4% 10% 8% 14% 11% 10% 7% 6% 13% 7% 5% 4% 10% 9% 12% 11% 10%

H O

4 171 19 31 59 61 143 28 12 44 70 43 46 105 20 78 93 13 36 7 162 146 25 14 157

23% 22% 17% 26% 24% 23% 21% 22% 24% 26% 18% 30% 21% 19% 26% 21% 33% 24% 19% 23% 25% 15% 21% 23%

V

5 - Strongly agree 427 55 112 118 142 345 82 34 112 146 133 81 286 60 174 253 21 92 25 401 325 102 31 396

57% 64% 60% 52% 57% 56% 59% 64% 62% 53% 57% 53% 58% 58% 58% 56% 53% 62% 65% 57% 56% 61% 47% 58%

Does not apply 3 1 1 1 0 2 1 - 0 3 - 0 2 1 2 1 - 1 1 2 2 1 0 3

Don't know 1 1 - - - 1 - 1 - - - - 1 - 1 - - - - 1 1 - - 1

\*% 1% \*% 2% \*% \*% \*% \*% \*%

NET: Disagree 76 6 21 24 24 67 8 4 7 37 26 9 51 15 28 47 2 12 5 71 54 21 14 62

10% 7% 11% 11% 10% 11% 6% 8% 4% 14% 11% 6% 10% 15% 9% 10% 6% 8% 13% 10% 9% 13% 21% 9%

I I

NET: Agree 598 74 143 178 203 488 110 46 156 216 176 128 391 80 252 346 33 129 33 563 472 127 44 553

80% 86% 77% 78% 81% 80% 80% 86% 86% 79% 75% 83% 79% 78% 84% 77% 86% 86% 84% 80% 81% 75% 68% 81%

K P

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27B Page 162

EI Claimant Survey 2016

Q27B. Please tell me how much you agree or disagree with the following statements: The information you received was easy to understand.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 750 465 285 57 694 522 228 577 173 5 131 36 36 170 13 180 136 17 27 657 93 568 113 67

Unweighted Total 749 570 179 63 686 523 226 572 177 1 136 43 31 153 17 169 146 19 34 649 100 564 111 72

1 - Strongly disagree 34 17 16 0 33 16 18 19 14 - 4 1 2 18 - 1 6 - 0 19 15 12 6 15

4% 4% 6% 1% 5% 3% 8% 3% 8% 3% 3% 7% 11% 1% 4% 2% 3% 16% 2% 6% 22%

D H KLPS T VW

2 42 20 22 2 40 23 19 33 9 - 6 2 6 9 - 5 12 - 1 25 17 10 12 19

6% 4% 8% 4% 6% 4% 8% 6% 5% 5% 6% 17% 5% 3% 9% 3% 4% 19% 2% 11% 29%

P T V VW

3 75 42 33 6 69 42 33 55 20 - 7 0 7 20 1 29 10 0 - 58 17 31 35 9

10% 9% 12% 11% 10% 8% 15% 10% 12% 6% 1% 19% 12% 7% 16% 7% 3% 9% 19% 5% 31% 13%

L L KLR VX

4 171 128 43 13 158 128 43 146 25 - 24 11 5 42 4 31 41 4 9 149 22 131 27 13

23% 27% 15% 24% 23% 25% 19% 25% 15% 18% 30% 14% 25% 33% 17% 30% 23% 35% 23% 23% 23% 24% 20%

C I P

5 - Strongly agree 427 257 170 33 394 312 115 323 104 5 89 22 15 80 8 112 67 12 16 406 22 384 32 11

57% 55% 60% 59% 57% 60% 50% 56% 60% 100% 68% 60% 43% 47% 59% 62% 49% 74% 60% 62% 23% 67% 29% 17%

OPQRS NQ N NQ U WX

KLMN

Does not apply 3 3 - 1 2 2 1 2 1 - 0 0 - 1 - - - 1 0 2 1 2 1 0

Don't know 1 1 - 1 - 1 - 1 - - - - - - - 1 - - - 1 - 1 - -

\*% \*% 2% \*% \*% 1% \*% \*%

NET: Disagree 76 37 39 2 73 39 37 52 23 - 10 3 8 27 - 7 18 - 1 43 32 22 18 34

10% 8% 14% 4% 11% 7% 16% 9% 13% 8% 8% 23% 16% 4% 14% 5% 7% 35% 4% 16% 51%

D F P P P T V VW

NET: Agree 598 385 214 47 552 440 158 469 129 5 113 33 20 122 12 143 108 16 25 555 43 514 59 24

80% 83% 75% 83% 80% 84% 69% 81% 75% 100% 86% 90% 57% 72% 93% 80% 79% 97% 95% 84% 47% 90% 52% 36%

G LMNPQ MN MN MN M M MNPQ MNPQ U WX

K

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27B Page 163

EI Claimant Survey 2016

Q27B. Please tell me how much you agree or disagree with the following statements: The information you received was easy to understand.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 750 750 749 620 750 199 429 631 36 277 437 - 750 316 434 434 316

Unweighted Total 749 749 747 609 749 205 425 628 36 284 429 - 749 318 431 431 318

1 - Strongly disagree 34 34 34 29 34 13 17 26 - 16 18 - 34 17 17 17 17

4% 4% 4% 5% 4% 7% 4% 4% 6% 4% 4% 5% 4% 4% 5%

2 42 42 42 38 42 8 27 38 1 14 27 - 42 15 27 27 15

6% 6% 6% 6% 6% 4% 6% 6% 4% 5% 6% 6% 5% 6% 6% 5%

3 75 75 75 63 75 16 47 58 4 26 45 - 75 29 47 47 29

10% 10% 10% 10% 10% 8% 11% 9% 11% 9% 10% 10% 9% 11% 11% 9%

4 171 171 171 138 171 46 104 147 6 59 106 - 171 66 105 105 66

23% 23% 23% 22% 23% 23% 24% 23% 18% 21% 24% 23% 21% 24% 24% 21%

5 - Strongly agree 427 427 426 351 427 116 233 363 24 162 242 - 427 190 237 237 190

57% 57% 57% 57% 57% 58% 54% 57% 66% 58% 55% 57% 60% 55% 55% 60%

Does not apply 3 3 3 1 3 0 2 2 - 2 1 - 3 1 2 2 1

Don't know 1 1 1 1 1 - 1 - - 1 - - 1 - 1 1 -

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

NET: Disagree 76 76 76 66 76 21 44 63 1 30 45 - 76 32 44 44 32

10% 10% 10% 11% 10% 11% 10% 10% 4% 11% 10% 10% 10% 10% 10% 10%

NET: Agree 598 598 597 489 598 162 337 510 30 221 347 - 598 256 342 342 256

80% 80% 80% 79% 80% 81% 79% 81% 85% 80% 79% 80% 81% 79% 79% 81%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27B Page 164

EI Claimant Survey 2016

Q27B. Please tell me how much you agree or disagree with the following statements: The information you received was easy to understand.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

=============================================================== ======================= ======================= =======================

Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 750 138 53 65 151 39 159 39 303 225 196 264 482 145 18 257 304 159

Unweighted Total 749 141 56 45 152 45 174 48 296 226 194 264 470 155 17 276 293 149

1 - Strongly disagree 34 6 - 1 5 3 5 0 21 13 8 10 22 3 - 9 13 11

4% 5% 2% 3% 8% 3% 1% 7% 6% 4% 4% 4% 2% 4% 4% 7%

H

2 42 2 4 12 7 2 8 2 13 16 12 10 21 5 7 9 18 15

6% 1% 8% 19% 5% 5% 5% 5% 4% 7% 6% 4% 4% 4% 37% 3% 6% 10%

BEFGHI MN P

3 75 20 2 7 12 1 18 3 32 20 19 30 46 19 1 27 36 11

10% 14% 4% 11% 8% 4% 11% 7% 11% 9% 10% 11% 10% 13% 5% 10% 12% 7%

CF

4 171 28 12 14 26 7 29 13 76 56 49 57 112 38 2 66 55 42

23% 21% 22% 21% 17% 19% 18% 33% 25% 25% 25% 22% 23% 26% 14% 26% 18% 26%

E

5 - Strongly agree 427 82 34 31 102 25 98 21 161 121 109 156 281 79 8 145 182 80

57% 59% 64% 47% 67% 65% 61% 53% 53% 54% 55% 59% 58% 54% 43% 56% 60% 50%

I

Does not apply 3 1 - 0 - 1 1 - 2 2 - 1 0 1 - 1 1 0

Don't know 1 - 1 - - - 1 - - - - - - 1 - 1 - -

\*% 2% 1% 1% \*%

NET: Disagree 76 8 4 14 12 5 13 2 34 29 20 21 42 8 7 18 31 26

10% 6% 8% 21% 8% 13% 8% 6% 11% 13% 10% 8% 9% 6% 37% 7% 10% 17%

MN P

NET: Agree 598 110 46 44 128 33 127 33 237 177 158 214 393 117 10 211 237 122

80% 80% 86% 68% 84% 84% 80% 86% 78% 78% 80% 81% 82% 80% 57% 82% 78% 77%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27C Page 165

EI Claimant Survey 2016

Q27C. Please tell me how much you agree or disagree with the following statements: Staff were helpful.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 749 85 186 228 249 612 137 53 180 275 236 153 493 103 300 450 39 150 39 706 581 168 65 683

Unweighted Total 749 95 189 216 248 609 140 56 179 264 244 162 498 89 331 418 48 151 45 700 577 172 45 703

1 - Strongly disagree 30 4 10 8 7 24 5 2 4 13 11 5 14 10 10 19 0 5 3 27 20 10 2 27

4% 5% 5% 4% 3% 4% 4% 4% 2% 5% 5% 3% 3% 10% 3% 4% 1% 3% 8% 4% 3% 6% 4% 4%

2 32 2 2 12 15 30 2 1 6 16 9 10 18 3 11 22 3 3 1 31 30 2 5 27

4% 2% 1% 5% 6% 5% 2% 2% 3% 6% 4% 7% 4% 3% 4% 5% 8% 2% 3% 4% 5% 1% 8% 4%

C C V

3 69 5 17 23 25 59 10 3 11 30 24 14 47 9 24 45 2 11 4 65 53 16 8 61

9% 6% 9% 10% 10% 10% 8% 5% 6% 11% 10% 9% 9% 8% 8% 10% 6% 7% 11% 9% 9% 10% 13% 9%

4 153 20 34 51 48 125 28 8 31 56 57 34 104 15 61 92 4 47 10 142 128 25 15 138

20% 24% 18% 23% 19% 20% 20% 16% 17% 20% 24% 22% 21% 15% 20% 21% 10% 31% 25% 20% 22% 15% 24% 20%

Q

5 - Strongly agree 464 52 123 134 154 373 91 38 127 159 135 90 309 65 193 271 29 84 21 440 349 115 34 429

62% 61% 66% 59% 62% 61% 66% 71% 71% 58% 57% 59% 63% 63% 64% 60% 75% 56% 53% 62% 60% 68% 52% 63%

JK R

Does not apply 4 1 1 - 1 2 2 - 1 2 - 0 2 1 1 2 - 1 1 3 3 1 0 3

Don't know 1 1 - - - 1 - 1 - - - - 1 - 1 - - - - 1 1 - - 1

\*% 1% \*% 2% \*% \*% \*% \*% \*%

NET: Disagree 62 6 13 20 22 54 8 3 10 29 20 16 33 14 21 41 3 8 4 58 50 12 7 55

8% 8% 7% 9% 9% 9% 6% 6% 6% 10% 8% 10% 7% 13% 7% 9% 9% 5% 10% 8% 9% 7% 11% 8%

NET: Agree 617 73 157 185 202 498 119 46 158 215 192 124 413 81 254 364 33 131 31 582 477 140 49 567

82% 85% 84% 81% 81% 81% 87% 87% 88% 78% 82% 81% 84% 78% 85% 81% 85% 87% 79% 82% 82% 83% 76% 83%

J

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27C Page 166

EI Claimant Survey 2016

Q27C. Please tell me how much you agree or disagree with the following statements: Staff were helpful.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 749 464 285 57 693 521 229 577 173 5 131 37 36 169 13 179 136 17 27 656 94 567 113 68

Unweighted Total 749 570 179 63 686 522 227 572 177 1 137 44 31 152 17 168 146 19 34 648 101 563 111 73

1 - Strongly disagree 30 21 9 2 27 17 13 20 10 - 5 2 2 11 - 3 5 - 1 19 11 14 5 10

4% 5% 3% 4% 4% 3% 6% 3% 6% 4% 7% 7% 6% 2% 4% 3% 3% 12% 2% 5% 15%

2 32 12 20 1 31 14 18 29 3 - 0 2 6 8 - 10 5 - - 17 15 4 19 10

4% 3% 7% 2% 4% 3% 8% 5% 2% \*% 5% 17% 5% 6% 4% 3% 16% 1% 17% 14%

B F I KQ K K T V V

3 69 37 32 3 66 41 28 52 17 - 10 2 8 14 2 17 15 0 0 48 21 24 24 22

9% 8% 11% 6% 10% 8% 12% 9% 10% 7% 6% 23% 8% 19% 9% 11% 3% 2% 7% 22% 4% 21% 32%

RS S T V V

4 153 100 54 10 143 108 46 128 25 - 18 7 6 51 2 36 23 4 4 127 26 108 30 15

20% 22% 19% 18% 21% 21% 20% 22% 14% 14% 20% 18% 30% 15% 20% 17% 27% 16% 19% 28% 19% 27% 22%

KQ

5 - Strongly agree 464 293 171 38 426 340 124 346 117 5 98 23 12 85 9 112 87 12 21 444 20 417 35 11

62% 63% 60% 68% 61% 65% 54% 60% 68% 100% 75% 62% 35% 50% 66% 62% 64% 71% 78% 68% 21% 73% 31% 17%

OPQRS MN M M M MN U WX

KLMN

Does not apply 4 4 - 1 3 3 1 3 1 - - - - 2 - 0 - 1 0 3 1 3 1 -

Don't know 1 1 - 1 - 1 - 1 - - - - - - - 1 - - - 1 - 1 - -

\*% \*% 2% \*% \*% 1% \*% \*%

NET: Disagree 62 33 29 3 58 31 31 49 13 - 5 4 8 19 - 13 11 - 1 35 26 18 24 20

8% 7% 10% 6% 8% 6% 14% 8% 8% 4% 12% 23% 11% 7% 8% 3% 5% 28% 3% 21% 30%

KS T V V

NET: Agree 617 393 224 49 569 448 169 475 142 5 116 30 19 136 11 148 110 16 25 571 46 525 65 26

82% 85% 79% 86% 82% 86% 74% 82% 82% 100% 88% 82% 53% 81% 81% 83% 81% 97% 95% 87% 49% 93% 57% 38%

G LMNPQ M M M M M MNPQ MNQ U WX

K

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27C Page 167

EI Claimant Survey 2016

Q27C. Please tell me how much you agree or disagree with the following statements: Staff were helpful.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 749 749 748 620 749 199 429 631 36 276 437 - 749 315 434 434 315

Unweighted Total 749 749 747 610 749 204 426 628 36 283 430 - 749 317 432 432 317

1 - Strongly disagree 30 30 30 23 30 5 15 27 - 16 14 - 30 15 15 15 15

4% 4% 4% 4% 4% 3% 3% 4% 6% 3% 4% 5% 3% 3% 5%

2 32 32 32 30 32 3 26 28 1 6 25 - 32 6 26 26 6

4% 4% 4% 5% 4% 2% 6% 4% 3% 2% 6% 4% 2% 6% 6% 2%

F J N Q

3 69 69 69 56 69 21 38 54 2 28 39 - 69 31 39 39 31

9% 9% 9% 9% 9% 10% 9% 9% 6% 10% 9% 9% 10% 9% 9% 10%

4 153 153 153 131 153 42 95 137 6 50 98 - 153 59 95 95 59

20% 20% 21% 21% 20% 21% 22% 22% 17% 18% 22% 20% 19% 22% 22% 19%

5 - Strongly agree 464 464 462 378 464 127 256 385 27 176 261 - 464 204 260 260 204

62% 62% 62% 61% 62% 64% 60% 61% 75% 64% 60% 62% 65% 60% 60% 65%

Does not apply 4 4 3 0 4 1 2 3 - 3 1 - 4 2 2 2 2

Don't know 1 1 1 1 1 - 1 - - 1 - - 1 - 1 1 -

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

NET: Disagree 62 62 62 54 62 9 40 55 1 22 39 - 62 21 40 40 21

8% 8% 8% 9% 8% 4% 9% 9% 3% 8% 9% 8% 7% 9% 9% 7%

NET: Agree 617 617 616 510 617 169 350 522 33 225 359 - 617 263 354 354 263

82% 82% 82% 82% 82% 85% 82% 83% 92% 82% 82% 82% 83% 82% 82% 83%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27C Page 168

EI Claimant Survey 2016

Q27C. Please tell me how much you agree or disagree with the following statements: Staff were helpful.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 749 137 53 65 151 39 159 39 303 224 196 264 481 145 18 256 304 159

Unweighted Total 749 140 56 45 152 45 175 48 297 225 194 264 469 155 17 276 292 150

1 - Strongly disagree 30 5 2 2 3 3 4 0 17 12 3 10 21 5 - 9 15 6

4% 4% 4% 4% 2% 8% 3% 1% 6% 5% 2% 4% 4% 4% 3% 5% 4%

2 32 2 1 5 5 1 2 3 17 13 6 12 10 10 5 5 14 13

4% 2% 2% 8% 3% 3% 2% 8% 6% 6% 3% 4% 2% 7% 27% 2% 5% 8%

G M MN P

3 69 10 3 8 15 4 13 2 30 20 22 23 42 8 2 21 29 16

9% 8% 5% 13% 10% 11% 8% 6% 10% 9% 11% 9% 9% 5% 11% 8% 9% 10%

4 153 28 8 15 27 10 22 4 67 44 45 55 117 19 1 56 53 40

20% 20% 16% 24% 18% 25% 14% 10% 22% 20% 23% 21% 24% 13% 5% 22% 18% 25%

H NO

5 - Strongly agree 464 91 38 34 102 21 116 29 172 134 120 164 290 102 10 163 193 84

62% 66% 71% 52% 67% 53% 73% 75% 57% 60% 61% 62% 60% 70% 57% 64% 64% 53%

FI FI

Does not apply 4 2 - 0 - 1 1 - 1 3 - 1 2 1 - 2 1 -

Don't know 1 - 1 - - - 1 - - - - - - 1 - 1 - -

\*% 2% 1% 1% \*%

NET: Disagree 62 8 3 7 8 4 7 3 34 25 9 22 32 15 5 14 28 19

8% 6% 6% 11% 5% 10% 4% 9% 11% 11% 5% 8% 7% 11% 27% 6% 9% 12%

EG K MN

NET: Agree 617 119 46 49 128 31 138 33 239 179 165 219 407 121 11 220 246 124

82% 87% 87% 76% 85% 79% 87% 85% 79% 80% 84% 83% 85% 83% 62% 86% 81% 78%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27D Page 169

EI Claimant Survey 2016

Q27D. Please tell me how much you agree or disagree with the following statements: You were treated respectfully.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 751 85 187 228 249 613 138 53 181 276 235 153 494 103 298 452 39 151 39 708 581 169 66 684

Unweighted Total 750 95 190 216 248 610 140 55 180 266 243 162 499 89 329 421 48 152 44 702 577 173 46 703

1 - Strongly disagree 22 2 9 6 5 16 5 - 4 10 8 4 10 8 5 17 0 3 1 21 14 8 3 19

3% 2% 5% 3% 2% 3% 4% 2% 4% 3% 3% 2% 7% 2% 4% 1% 2% 3% 3% 2% 5% 5% 3%

2 18 2 2 9 4 15 3 3 3 7 4 1 14 3 6 12 1 3 2 15 16 2 5 13

2% 3% 1% 4% 2% 2% 3% 7% 2% 3% 2% 1% 3% 3% 2% 3% 4% 2% 6% 2% 3% 1% 7% 2%

3 25 4 3 7 10 22 2 1 8 7 9 6 17 2 13 12 1 7 1 23 21 3 2 22

3% 5% 2% 3% 4% 4% 2% 3% 4% 2% 4% 4% 3% 2% 4% 3% 3% 5% 4% 3% 4% 2% 4% 3%

4 105 6 36 28 34 91 14 6 22 46 29 27 62 16 44 61 7 30 7 96 77 28 8 97

14% 7% 19% 12% 14% 15% 10% 11% 12% 17% 12% 18% 13% 15% 15% 13% 19% 20% 18% 14% 13% 17% 13% 14%

B

5 - Strongly agree 579 70 136 178 196 467 112 41 144 206 185 115 390 75 228 351 29 107 27 551 452 127 47 531

77% 82% 73% 78% 79% 76% 81% 77% 79% 75% 79% 75% 79% 73% 77% 78% 74% 71% 69% 78% 78% 75% 71% 78%

Does not apply 3 2 - - 1 1 1 0 0 1 1 0 1 1 3 - - - 1 1 3 - - 3

Don't know 1 1 - - - 1 - 1 - - - - 1 - 1 - - - - 1 1 - - 1

\*% 1% \*% 2% \*% \*% \*% \*% \*%

NET: Disagree 40 4 12 15 9 31 9 3 8 17 12 5 24 11 11 29 2 6 3 36 29 11 8 32

5% 5% 6% 7% 4% 5% 6% 7% 4% 6% 5% 4% 5% 10% 4% 6% 5% 4% 9% 5% 5% 6% 12% 5%

NET: Agree 685 76 172 206 230 558 127 47 166 252 214 142 452 90 273 412 36 137 34 648 529 155 55 628

91% 89% 92% 90% 92% 91% 92% 89% 92% 91% 91% 93% 91% 88% 92% 91% 92% 91% 87% 92% 91% 92% 84% 92%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27D Page 170

EI Claimant Survey 2016

Q27D. Please tell me how much you agree or disagree with the following statements: You were treated respectfully.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 751 465 285 57 694 522 229 577 174 5 131 36 36 171 13 180 136 17 27 656 95 568 114 67

Unweighted Total 750 571 179 63 687 523 227 572 178 1 137 43 31 154 17 169 145 19 34 648 102 564 112 72

1 - Strongly disagree 22 13 9 1 21 11 11 14 8 - 4 - 2 10 - 1 4 - 1 14 8 11 9 2

3% 3% 3% 2% 3% 2% 5% 2% 5% 3% 6% 6% 1% 3% 3% 2% 8% 2% 8% 4%

2 18 11 7 1 17 10 8 16 2 - 3 1 5 1 - 5 3 - - 15 3 5 9 4

2% 2% 2% 3% 2% 2% 4% 3% 1% 2% 4% 14% 1% 3% 3% 2% 3% 1% 8% 7%

KNPQ V

3 25 19 6 1 23 18 7 20 4 - 5 2 1 3 2 6 5 0 0 13 12 9 8 7

3% 4% 2% 3% 3% 3% 3% 4% 3% 4% 4% 3% 2% 15% 3% 4% 3% 2% 2% 13% 2% 7% 10%

T

4 105 73 32 9 96 69 36 78 27 - 9 7 5 36 2 23 20 1 2 82 23 69 18 18

14% 16% 11% 17% 14% 13% 16% 14% 16% 7% 21% 15% 21% 15% 13% 15% 6% 7% 13% 24% 12% 16% 27%

K KRS

5 - Strongly agree 579 348 231 42 537 413 166 448 132 5 111 25 22 122 9 143 103 15 23 530 49 473 70 35

77% 75% 81% 75% 77% 79% 73% 78% 76% 100% 85% 71% 63% 71% 70% 80% 76% 91% 88% 81% 52% 83% 61% 53%

MNOPQ N LMN U WX

KL

Does not apply 3 3 - 1 2 2 1 3 - - - 1 - - - - 0 1 0 3 - 2 - 1

Don't know 1 1 - 1 - 1 - 1 - - - - - - - 1 - - - 1 - 1 - -

\*% \*% 2% \*% \*% 1% \*% \*%

NET: Disagree 40 24 16 2 38 21 19 29 11 - 6 1 7 11 - 6 8 - 1 30 11 16 18 7

5% 5% 5% 4% 5% 4% 8% 5% 6% 5% 4% 19% 6% 4% 6% 3% 4% 11% 3% 16% 10%

P V

NET: Agree 685 421 263 52 633 482 203 526 159 5 120 33 28 157 11 166 122 16 25 613 72 542 87 53

91% 91% 92% 91% 91% 92% 89% 91% 91% 100% 91% 92% 78% 92% 85% 93% 90% 97% 95% 93% 76% 95% 77% 80%

KMNPQ M U W

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27D Page 171

EI Claimant Survey 2016

Q27D. Please tell me how much you agree or disagree with the following statements: You were treated respectfully.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 751 751 749 619 751 199 429 632 36 277 437 - 751 316 434 434 316

Unweighted Total 750 750 748 609 750 204 426 629 36 284 430 - 750 318 432 432 318

1 - Strongly disagree 22 22 22 18 22 6 10 19 - 13 9 - 22 12 10 10 12

3% 3% 3% 3% 3% 3% 2% 3% 5% 2% 3% 4% 2% 2% 4%

2 18 18 18 15 18 3 14 16 1 3 14 - 18 4 14 14 4

2% 2% 2% 2% 2% 2% 3% 3% 3% 1% 3% 2% 1% 3% 3% 1%

3 25 25 25 20 25 8 16 21 - 7 17 - 25 8 16 16 8

3% 3% 3% 3% 3% 4% 4% 3% 3% 4% 3% 3% 4% 4% 3%

4 105 105 105 85 105 26 59 84 5 42 58 - 105 45 60 60 45

14% 14% 14% 14% 14% 13% 14% 13% 15% 15% 13% 14% 14% 14% 14% 14%

5 - Strongly agree 579 579 578 479 579 155 329 491 29 211 339 - 579 247 333 333 247

77% 77% 77% 77% 77% 78% 77% 78% 82% 76% 78% 77% 78% 77% 77% 78%

Does not apply 3 3 2 1 3 1 2 2 - 2 1 - 3 1 2 2 1

Don't know 1 1 1 1 1 - 1 - - 1 - - 1 - 1 1 -

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

NET: Disagree 40 40 40 33 40 9 24 35 1 16 23 - 40 16 24 24 16

5% 5% 5% 5% 5% 5% 6% 6% 3% 6% 5% 5% 5% 6% 6% 5%

NET: Agree 685 685 683 564 685 181 388 575 35 253 397 - 685 292 393 393 292

91% 91% 91% 91% 91% 91% 90% 91% 97% 91% 91% 91% 92% 90% 90% 92%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27D Page 172

EI Claimant Survey 2016

Q27D. Please tell me how much you agree or disagree with the following statements: You were treated respectfully.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 751 138 53 66 151 39 159 39 303 225 196 265 481 145 18 256 305 159

Unweighted Total 750 140 55 46 152 44 174 48 297 226 193 265 470 154 17 276 294 149

1 - Strongly disagree 22 5 - 3 3 1 5 0 12 11 2 7 12 4 1 6 13 3

3% 4% 5% 2% 3% 3% 1% 4% 5% 1% 3% 3% 3% 8% 2% 4% 2%

2 18 3 3 5 2 2 2 1 3 7 2 5 6 5 - 3 5 10

2% 3% 7% 7% 1% 6% 1% 4% 1% 3% 1% 2% 1% 3% 1% 2% 6%

3 25 2 1 2 6 1 5 1 11 11 3 10 17 6 - 10 12 2

3% 2% 3% 4% 4% 4% 3% 3% 4% 5% 2% 4% 4% 4% 4% 4% 2%

4 105 14 6 8 14 7 17 7 55 29 37 29 71 15 1 34 35 31

14% 10% 11% 13% 9% 18% 11% 19% 18% 13% 19% 11% 15% 11% 8% 13% 11% 19%

E

5 - Strongly agree 579 112 41 47 127 27 129 29 222 167 150 213 374 114 15 202 240 113

77% 81% 77% 71% 84% 69% 81% 74% 73% 74% 77% 80% 78% 78% 84% 79% 79% 71%

I

Does not apply 3 1 0 - - 1 1 - 1 2 0 0 1 1 - 2 - 0

Don't know 1 - 1 - - - 1 - - - - - - 1 - 1 - -

\*% 2% 1% 1% \*%

NET: Disagree 40 9 3 8 5 3 7 2 15 17 5 13 18 9 1 9 18 13

5% 6% 7% 12% 3% 9% 5% 5% 5% 8% 3% 5% 4% 6% 8% 4% 6% 8%

K

NET: Agree 685 127 47 55 140 34 146 36 277 197 188 242 446 129 17 236 275 144

91% 92% 89% 84% 93% 87% 92% 92% 91% 87% 96% 91% 93% 89% 92% 92% 90% 90%

J

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27E Page 173

EI Claimant Survey 2016

Q27E. Please tell me how much you agree or disagree with the following statements: You received conflicting information from different agents.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 741 84 185 225 246 605 136 53 177 272 233 153 487 101 295 446 37 149 38 699 574 167 64 676

Unweighted Total 738 93 188 211 245 599 139 56 175 260 241 161 490 87 325 413 46 150 43 691 567 171 44 693

1 - Strongly disagree 372 48 100 110 113 301 72 21 85 139 126 74 247 52 142 230 17 55 16 353 278 94 21 351

50% 58% 54% 49% 46% 50% 53% 39% 48% 51% 54% 48% 51% 51% 48% 52% 45% 37% 44% 50% 49% 56% 32% 52%

2 69 7 17 26 19 57 12 5 12 30 20 20 41 8 31 38 4 13 3 65 54 15 9 60

9% 9% 9% 11% 8% 9% 9% 10% 7% 11% 9% 13% 8% 8% 10% 9% 11% 9% 9% 9% 9% 9% 14% 9%

3 80 5 15 29 30 66 13 7 25 25 22 9 62 8 34 46 5 21 6 73 67 12 9 70

11% 7% 8% 13% 12% 11% 10% 13% 14% 9% 10% 6% 13% 8% 11% 10% 13% 14% 16% 10% 12% 7% 15% 10%

L

4 82 7 20 17 38 70 12 7 17 28 30 27 43 12 38 45 6 32 4 79 69 13 6 76

11% 9% 11% 7% 15% 12% 9% 13% 9% 10% 13% 18% 9% 12% 13% 10% 16% 21% 9% 11% 12% 8% 10% 11%

D M

5 - Strongly agree 131 14 30 42 44 107 24 11 39 49 31 21 89 21 47 84 6 26 8 122 101 30 19 112

18% 17% 16% 19% 18% 18% 17% 21% 22% 18% 13% 14% 18% 21% 16% 19% 16% 17% 22% 17% 18% 18% 29% 17%

Does not apply 12 3 2 3 4 9 3 - 4 5 3 1 9 2 6 6 2 1 2 10 10 2 1 11

Don't know 7 1 3 1 2 4 3 2 - 1 3 2 5 - 4 3 - 2 - 7 4 3 - 7

1% 1% 2% \*% 1% 1% 2% 4% 1% 1% 1% 1% 1% 1% 2% 1% 1% 2% 1%

NET: Disagree 441 56 117 136 132 358 84 26 97 169 146 94 288 60 173 268 21 68 20 418 333 109 30 411

60% 67% 63% 61% 53% 59% 61% 49% 55% 62% 63% 61% 59% 59% 59% 60% 55% 46% 53% 60% 58% 65% 46% 61%

E

NET: Agree 213 21 50 59 83 177 36 18 56 77 61 48 132 33 85 128 12 58 12 201 170 43 25 188

29% 26% 27% 26% 33% 29% 27% 34% 32% 28% 26% 31% 27% 33% 29% 29% 31% 39% 32% 29% 30% 25% 39% 28%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27E Page 174

EI Claimant Survey 2016

Q27E. Please tell me how much you agree or disagree with the following statements: You received conflicting information from different agents.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 741 460 281 57 685 515 226 569 172 5 129 36 34 171 13 176 135 17 25 649 92 561 114 65

Unweighted Total 738 563 175 63 675 516 222 562 176 1 135 43 29 154 17 163 145 19 32 640 98 555 112 69

1 - Strongly disagree 372 238 135 27 346 286 86 276 96 - 71 20 12 91 8 82 66 11 12 346 27 319 42 11

50% 52% 48% 47% 50% 56% 38% 48% 56% 55% 55% 34% 53% 63% 47% 49% 65% 47% 53% 29% 57% 37% 16%

G U WX X

2 69 50 19 8 61 53 16 54 15 - 11 2 8 15 2 11 16 1 1 63 6 44 20 4

9% 11% 7% 14% 9% 10% 7% 9% 9% 8% 7% 23% 9% 19% 6% 12% 6% 6% 10% 7% 8% 18% 6%

V

3 80 47 33 6 74 48 32 67 12 - 10 2 3 13 - 25 21 2 3 68 11 54 13 12

11% 10% 12% 11% 11% 9% 14% 12% 7% 8% 7% 9% 8% 14% 15% 12% 13% 11% 12% 10% 12% 19%

4 82 48 34 5 77 42 40 67 15 - 11 6 5 17 - 31 9 - 3 73 9 55 19 8

11% 10% 12% 10% 11% 8% 18% 12% 9% 8% 18% 16% 10% 18% 7% 12% 11% 10% 10% 17% 13%

F KQ

5 - Strongly agree 131 70 61 7 123 79 52 100 31 5 25 5 5 33 3 26 21 3 4 92 39 82 18 30

18% 15% 22% 13% 18% 15% 23% 18% 18% 100% 19% 14% 15% 20% 19% 15% 16% 18% 16% 14% 42% 15% 16% 46%

OPQRS T VW

KLMN

Does not apply 12 8 4 1 11 9 3 10 2 - 2 0 2 - - 4 1 1 2 10 2 10 - 2

Don't know 7 7 - 3 4 7 0 5 2 - 1 - 1 2 - 1 1 - 1 7 - 7 0 -

1% 2% 5% 1% 1% \*% 1% 1% 1% 3% 1% 1% 1% 6% 1% 1% \*%

NET: Disagree 441 288 154 35 407 339 102 330 111 - 82 22 19 106 11 93 83 12 13 408 33 363 63 15

60% 63% 55% 61% 59% 66% 45% 58% 65% 63% 62% 58% 62% 81% 53% 61% 71% 53% 63% 36% 65% 55% 22%

G PS U X X

NET: Agree 213 118 95 13 200 121 92 167 46 5 36 11 10 50 3 57 30 3 7 165 48 137 37 39

29% 26% 34% 23% 29% 23% 41% 29% 27% 100% 28% 31% 31% 29% 19% 32% 22% 18% 28% 25% 52% 24% 33% 59%

F OPQRS T VW

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27E Page 175

EI Claimant Survey 2016

Q27E. Please tell me how much you agree or disagree with the following statements: You received conflicting information from different agents.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 741 741 740 612 741 197 425 624 36 272 433 - 741 311 430 430 311

Unweighted Total 738 738 736 600 738 202 420 619 36 277 425 - 738 312 426 426 312

1 - Strongly disagree 372 372 372 297 372 78 176 317 24 166 183 - 372 193 179 179 193

50% 50% 50% 49% 50% 39% 41% 51% 67% 61% 42% 50% 62% 42% 42% 62%

FG FG K K O P

2 69 69 69 61 69 14 34 58 2 32 35 - 69 34 35 35 34

9% 9% 9% 10% 9% 7% 8% 9% 7% 12% 8% 9% 11% 8% 8% 11%

3 80 80 79 69 80 32 50 61 6 22 52 - 80 29 51 51 29

11% 11% 11% 11% 11% 16% 12% 10% 17% 8% 12% 11% 9% 12% 12% 9%

4 82 82 82 71 82 23 59 78 0 22 60 - 82 23 59 59 23

11% 11% 11% 12% 11% 12% 14% 13% 1% 8% 14% 11% 7% 14% 14% 7%

IJ N Q

5 - Strongly agree 131 131 131 105 131 47 102 104 3 27 101 - 131 29 102 102 29

18% 18% 18% 17% 18% 24% 24% 17% 8% 10% 23% 18% 9% 24% 24% 9%

H IJ N Q

Does not apply 12 12 12 9 12 2 6 10 - 7 5 - 12 6 6 6 6

Don't know 7 7 7 7 7 3 4 5 - 4 3 - 7 3 4 4 3

1% 1% 1% 1% 1% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1%

NET: Disagree 441 441 441 359 441 92 210 375 26 198 217 - 441 228 214 214 228

60% 60% 60% 59% 60% 46% 49% 60% 74% 73% 50% 60% 73% 50% 50% 73%

FG FG K K O P

NET: Agree 213 213 212 177 213 70 161 182 3 49 161 - 213 52 161 161 52

29% 29% 29% 29% 29% 36% 38% 29% 10% 18% 37% 29% 17% 37% 37% 17%

EH IJ N Q

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q27E Page 176

EI Claimant Survey 2016

Q27E. Please tell me how much you agree or disagree with the following statements: You received conflicting information from different agents.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 741 136 53 64 147 38 156 37 303 222 193 261 474 144 18 252 302 157

Unweighted Total 738 139 56 44 148 43 171 46 295 221 191 260 461 153 17 271 289 147

1 - Strongly disagree 372 72 21 21 86 16 80 17 152 126 91 122 250 71 7 143 163 48

50% 53% 39% 32% 59% 44% 51% 45% 50% 57% 47% 47% 53% 49% 41% 57% 54% 30%

CD R R

2 69 12 5 9 13 3 11 4 27 26 20 15 44 9 1 29 24 15

9% 9% 10% 14% 9% 9% 7% 11% 9% 12% 10% 6% 9% 6% 8% 11% 8% 10%

3 80 13 7 9 12 6 26 5 29 26 22 27 46 22 - 24 29 24

11% 10% 13% 15% 8% 16% 17% 13% 9% 12% 11% 10% 10% 15% 10% 10% 15%

E

4 82 12 7 6 7 4 10 6 45 14 19 40 51 16 - 22 27 30

11% 9% 13% 10% 5% 9% 6% 16% 15% 6% 10% 15% 11% 11% 9% 9% 19%

EG J PQ

5 - Strongly agree 131 24 11 19 29 8 27 6 47 29 41 54 81 22 9 33 55 38

18% 17% 21% 29% 20% 22% 18% 16% 16% 13% 21% 21% 17% 15% 49% 13% 18% 24%

MN P

Does not apply 12 3 - 1 4 2 4 2 2 5 3 4 8 2 - 6 3 2

Don't know 7 3 2 - - - 2 - 3 - 1 3 2 4 0 2 4 1

1% 2% 4% 1% 1% 1% 1% \*% 3% 3% 1% 1% 1%

NET: Disagree 441 84 26 30 100 20 91 21 179 152 111 137 294 80 9 172 187 63

60% 61% 49% 46% 67% 53% 58% 55% 59% 69% 57% 52% 62% 55% 49% 68% 62% 40%

C L R R

NET: Agree 213 36 18 25 36 12 37 12 92 43 60 94 133 38 9 54 81 68

29% 27% 34% 39% 24% 32% 24% 31% 30% 19% 31% 36% 28% 26% 49% 22% 27% 43%

J J PQ

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q28 Page 177

EI Claimant Survey 2016

Q28. How satisfied were you with the overall quality of service you received during your phone call(s) to Service Canada about EI in the last 7-8 months?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 753 87 187 228 250 614 139 53 182 277 236 154 496 104 301 452 39 151 40 709 584 169 66 687

Unweighted Total 754 97 190 216 250 612 142 56 181 267 244 163 501 90 333 421 48 152 46 704 581 173 46 707

1 - Very dissatisfied 38 4 8 17 8 30 8 0 5 16 16 6 23 8 12 26 2 3 3 33 30 8 3 35

5% 5% 4% 8% 3% 5% 6% 1% 3% 6% 7% 4% 5% 8% 4% 6% 5% 2% 9% 5% 5% 5% 4% 5%

2 30 3 7 8 11 24 6 - 8 9 13 9 18 2 10 19 0 8 3 26 22 8 1 28

4% 4% 4% 3% 4% 4% 4% 4% 3% 5% 6% 4% 2% 3% 4% 1% 5% 9% 4% 4% 5% 2% 4%

3 139 7 47 46 39 113 26 4 31 45 57 28 94 16 45 94 6 21 5 134 97 42 16 123

18% 9% 25% 20% 15% 18% 19% 8% 17% 16% 24% 18% 19% 16% 15% 21% 17% 14% 12% 19% 17% 25% 24% 18%

B B H

4 231 29 47 60 95 188 44 7 66 84 73 55 142 35 95 136 14 56 7 223 190 42 23 209

31% 33% 25% 26% 38% 31% 31% 13% 36% 30% 31% 36% 29% 34% 32% 30% 37% 37% 17% 32% 32% 25% 35% 30%

CD H H H S

5 - Very satisfied 310 41 77 97 95 255 55 41 71 122 76 54 215 42 134 176 16 61 20 288 242 68 23 287

41% 48% 41% 43% 38% 42% 40% 76% 39% 44% 32% 35% 43% 40% 44% 39% 41% 40% 51% 41% 41% 40% 35% 42%

IJK K

Don't know/Refused 5 1 1 - 3 4 0 1 1 0 1 0 3 1 5 - - 2 1 4 4 1 - 5

1% 1% 1% 1% 1% \*% 2% 1% \*% \*% \*% 1% 1% 2% 1% 3% 1% 1% 1% 1%

NET: Dissatisfied 68 8 16 25 19 54 14 0 13 26 28 16 42 10 22 45 2 11 7 60 52 16 4 63

9% 9% 8% 11% 7% 9% 10% 1% 7% 9% 12% 10% 8% 10% 7% 10% 6% 7% 17% 8% 9% 10% 7% 9%

H H

NET: Satisfied 542 70 124 157 190 443 99 48 136 205 149 109 356 76 229 313 30 117 27 511 432 110 46 495

72% 81% 66% 69% 76% 72% 71% 89% 75% 74% 63% 71% 72% 74% 76% 69% 77% 77% 68% 72% 74% 65% 69% 72%

CD IJK K K

Mean 4.03 4.21 3.98 3.92 4.11 4.04 3.97 4.74 4.09 4.04 3.79 3.94 4.06 4.02 4.19 3.92 4.07 4.17 4.08 4.03 4.06 3.94 3.93 4.04

IJK P

Standard Deviation 1.17 1.20 1.16 1.21 1.13 1.17 1.16 0.92 1.09 1.15 1.20 1.11 1.17 1.26 1.21 1.13 1.04 1.11 1.56 1.14 1.16 1.19 1.04 1.18

Standard Error 0.06 0.13 0.11 0.11 0.09 0.06 0.12 0.15 0.10 0.09 0.10 0.11 0.07 0.18 0.08 0.07 0.16 0.12 0.24 0.06 0.06 0.12 0.22 0.06

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q28 Page 178

EI Claimant Survey 2016

Q28. How satisfied were you with the overall quality of service you received during your phone call(s) to Service Canada about EI in the last 7-8 months?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 753 468 285 57 696 524 229 580 174 5 131 37 36 171 13 180 136 18 27 659 95 570 114 68

Unweighted Total 754 575 179 64 690 525 229 576 178 1 137 44 31 154 17 169 146 20 35 652 102 567 112 73

1 - Very dissatisfied 38 22 16 3 34 14 24 30 8 - 5 2 1 16 0 8 4 0 1 8 30 4 4 29

5% 5% 5% 6% 5% 3% 10% 5% 5% 4% 5% 3% 9% 4% 4% 3% 3% 3% 1% 31% 1% 4% 43%

T VW

2 30 23 7 1 29 25 5 22 8 - 4 2 1 8 1 5 5 2 - 15 15 5 15 8

4% 5% 2% 2% 4% 5% 2% 4% 5% 3% 7% 4% 5% 7% 3% 4% 11% 2% 16% 1% 14% 12%

T V

3 139 78 61 9 130 78 61 94 45 - 21 2 13 44 1 35 17 1 4 110 29 67 58 15

18% 17% 21% 15% 19% 15% 27% 16% 26% 16% 7% 37% 25% 7% 20% 13% 6% 16% 17% 31% 12% 51% 22%

F H LOQR LQR LR T VX

4 231 148 83 16 215 173 59 186 45 - 50 15 15 45 4 51 41 1 8 220 11 199 26 6

31% 32% 29% 28% 31% 33% 26% 32% 26% 38% 42% 43% 26% 34% 28% 30% 8% 31% 33% 12% 35% 23% 9%

R R R R R R R U X

5 - Very satisfied 310 192 118 27 284 231 80 243 67 5 51 13 5 59 6 78 67 13 13 301 9 291 10 8

41% 41% 41% 47% 41% 44% 35% 42% 39% 100% 39% 37% 13% 34% 48% 43% 50% 72% 48% 46% 10% 51% 9% 12%

OPQRS M M M M M MN LMNPQ M U WX

KLMN K

Don't know/Refused 5 5 - 1 4 4 1 5 - - - 1 - - - 2 1 - 0 4 1 4 - 1

1% 1% 2% 1% 1% \*% 1% 3% 1% 1% 2% 1% 1% 1% 1%

NET: Dissatisfied 68 45 23 4 63 39 29 52 16 - 9 4 2 24 1 13 9 2 1 23 44 10 20 37

9% 10% 8% 8% 9% 7% 12% 9% 9% 7% 12% 7% 14% 11% 7% 7% 14% 3% 4% 47% 2% 17% 55%

S T V VW

NET: Satisfied 542 340 201 43 499 403 139 430 112 5 101 29 20 103 11 129 108 14 21 521 20 490 36 15

72% 73% 71% 75% 72% 77% 60% 74% 65% 100% 77% 78% 56% 60% 82% 72% 80% 81% 79% 79% 22% 86% 32% 22%

G NPQRS N N N U WX

KLM

Mean 4.03 4.06 3.99 4.18 4.02 4.15 3.75 4.07 3.89 5.00 4.05 4.14 3.59 3.72 4.15 4.11 4.23 4.37 4.30 4.24 2.60 4.39 3.19 2.45

G N MN MN MN U WX X

Standard Deviation 1.17 1.21 1.11 1.29 1.16 1.09 1.30 1.18 1.12 0.00 1.02 1.38 0.87 1.24 1.12 1.22 1.10 1.19 1.16 0.96 1.47 0.87 0.91 1.64

Standard Error 0.06 0.05 0.11 0.16 0.06 0.05 0.15 0.06 0.11 0.00 0.11 0.22 0.21 0.14 0.29 0.13 0.11 0.27 0.21 0.05 0.21 0.05 0.12 0.29

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q28 Page 179

EI Claimant Survey 2016

Q28. How satisfied were you with the overall quality of service you received during your phone call(s) to Service Canada about EI in the last 7-8 months?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 753 753 751 621 753 200 431 634 36 279 438 - 753 317 436 436 317

Unweighted Total 754 754 751 611 754 206 429 632 36 286 432 - 754 319 435 435 319

1 - Very dissatisfied 38 38 38 32 38 10 28 27 0 12 26 - 38 10 28 28 10

5% 5% 5% 5% 5% 5% 6% 4% 1% 4% 6% 5% 3% 6% 6% 3%

2 30 30 30 25 30 8 17 25 1 10 18 - 30 12 17 17 12

4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%

3 139 139 139 110 139 44 87 114 3 47 89 - 139 51 88 88 51

18% 18% 19% 18% 18% 22% 20% 18% 8% 17% 20% 18% 16% 20% 20% 16%

I

4 231 231 231 193 231 61 137 203 10 82 139 - 231 93 138 138 93

31% 31% 31% 31% 31% 31% 32% 32% 29% 29% 32% 31% 29% 32% 32% 29%

5 - Very satisfied 310 310 310 256 310 74 160 261 20 126 164 - 310 148 162 162 148

41% 41% 41% 41% 41% 37% 37% 41% 57% 45% 37% 41% 47% 37% 37% 47%

O P

Don't know/Refused 5 5 3 3 5 1 3 4 - 3 2 - 5 2 3 3 2

1% 1% \*% 1% 1% 1% 1% 1% 1% \*% 1% 1% 1% 1% 1%

NET: Dissatisfied 68 68 68 58 68 18 45 51 2 22 44 - 68 23 45 45 23

9% 9% 9% 9% 9% 9% 10% 8% 6% 8% 10% 9% 7% 10% 10% 7%

NET: Satisfied 542 542 541 449 542 136 297 464 31 208 303 - 542 241 300 300 241

72% 72% 72% 72% 72% 68% 69% 73% 86% 74% 69% 72% 76% 69% 69% 76%

K

Mean 4.03 4.03 4.02 4.03 4.03 3.95 3.93 4.06 4.36 4.14 3.93 - 4.03 4.16 3.93 3.93 4.16

O P

Standard Deviation 1.17 1.17 1.15 1.17 1.17 1.18 1.22 1.13 0.91 1.18 1.17 1.17 1.10 1.21 1.21 1.10

Standard Error 0.06 0.06 0.05 0.06 0.06 0.11 0.08 0.06 0.19 0.09 0.07 0.06 0.08 0.08 0.08 0.08

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q28 Page 180

EI Claimant Survey 2016

Q28. How satisfied were you with the overall quality of service you received during your phone call(s) to Service Canada about EI in the last 7-8 months?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 753 139 53 66 151 40 160 39 305 227 196 265 482 146 18 258 305 159

Unweighted Total 754 142 56 46 152 46 176 48 299 228 194 266 471 156 17 278 294 150

1 - Very dissatisfied 38 8 0 3 5 3 8 2 22 10 16 9 15 6 6 9 12 17

5% 6% 1% 4% 3% 9% 5% 5% 7% 5% 8% 3% 3% 4% 35% 4% 4% 11%

C MN P

2 30 6 - 1 7 3 6 0 14 9 6 10 21 3 1 10 13 6

4% 4% 2% 5% 9% 4% 1% 5% 4% 3% 4% 4% 2% 6% 4% 4% 4%

3 139 26 4 16 19 5 25 6 62 29 36 62 92 37 1 45 70 17

18% 19% 8% 24% 12% 12% 15% 17% 20% 13% 18% 23% 19% 26% 8% 18% 23% 11%

C J R

4 231 44 7 23 50 7 44 14 94 71 65 78 156 36 1 80 87 58

31% 31% 13% 35% 33% 17% 27% 37% 31% 31% 33% 29% 32% 25% 8% 31% 28% 37%

C CF C CF CF O

5 - Very satisfied 310 55 41 23 71 20 75 16 112 106 72 104 198 62 8 110 122 60

41% 40% 76% 35% 47% 51% 47% 41% 37% 47% 37% 39% 41% 42% 44% 43% 40% 38%

BDEFGHI

Don't know/Refused 5 0 1 - - 1 2 - 1 1 1 2 0 1 - 2 1 1

1% \*% 2% 3% 1% \*% \*% 1% 1% \*% 1% 1% \*% 1%

NET: Dissatisfied 68 14 0 4 12 7 14 2 36 20 22 19 36 10 7 20 25 23

9% 10% 1% 7% 8% 17% 9% 6% 12% 9% 11% 7% 8% 7% 40% 8% 8% 14%

C C C C C MN

NET: Satisfied 542 99 48 46 121 27 119 30 206 177 137 182 353 98 9 190 209 118

72% 71% 89% 69% 80% 68% 74% 77% 68% 78% 70% 69% 73% 67% 52% 74% 68% 74%

BFGI I

Mean 4.03 3.97 4.74 3.93 4.15 4.08 4.15 4.07 3.88 4.14 3.90 4.01 4.04 4.02 3.20 4.11 3.98 3.91

BDEFGHI I O

Standard Deviation 1.17 1.16 0.92 1.04 1.03 1.56 1.24 1.04 1.23 1.13 1.24 1.13 1.04 1.16 1.85 1.15 1.11 1.32

Standard Error 0.06 0.12 0.15 0.22 0.08 0.24 0.11 0.16 0.10 0.10 0.11 0.09 0.06 0.12 0.61 0.08 0.09 0.15

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q29 Page 181

EI Claimant Survey 2016

Q29. What was the purpose of your most recent visit?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 145 376 117 55 124 194 120 69 319 106 210 283 21 67 48 441 378 115 37 456

Unweighted Total 510 85 126 134 165 397 113 59 136 191 123 85 326 99 244 266 29 80 43 463 394 116 38 471

To get information on EI benefits 184 27 44 52 60 142 42 16 45 77 45 25 119 40 78 106 10 24 16 167 141 43 10 174

37% 30% 36% 39% 42% 38% 36% 29% 36% 40% 37% 37% 37% 38% 37% 37% 50% 35% 33% 38% 37% 37% 27% 38%

To provide Service Canada with required 169 35 32 56 45 129 40 22 33 60 54 26 104 39 64 105 5 24 15 152 142 27 19 150

information for EI benefits 34% 39% 26% 42% 31% 34% 34% 40% 27% 31% 45% 37% 33% 37% 30% 37% 23% 36% 31% 34% 37% 24% 51% 33%

C I V

To use a workstation to apply for EI 124 27 42 21 34 92 32 13 43 50 17 16 82 25 60 64 5 15 15 108 85 38 8 115

benefits 25% 29% 33% 16% 24% 24% 27% 24% 35% 26% 14% 24% 26% 24% 28% 23% 24% 22% 31% 24% 23% 33% 22% 25%

D K K

OTHER 8 1 2 2 2 6 2 2 1 3 2 0 8 0 4 4 0 1 2 6 6 2 - 8

2% 1% 2% 2% 2% 2% 2% 4% 1% 2% 2% 1% 2% \*% 2% 1% 2% 2% 4% 1% 2% 2% 2%

Don't know/Refused 8 1 4 1 2 7 1 2 2 2 2 1 6 1 4 4 - 3 0 8 4 4 - 8

2% 1% 3% 1% 2% 2% 1% 4% 2% 1% 2% 1% 2% 1% 2% 1% 4% 1% 2% 1% 3% 2%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q29 Page 182

EI Claimant Survey 2016

Q29. What was the purpose of your most recent visit?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 139 378 115 - 70 20 19 112 12 117 99 14 30 416 75 375 62 56

Unweighted Total 510 392 118 44 466 355 155 394 116 - 76 24 18 94 15 118 112 16 37 439 69 390 63 56

To get information on EI benefits 184 124 60 15 169 135 49 144 40 - 33 8 10 38 3 43 32 4 11 155 29 137 24 22

37% 39% 34% 38% 37% 38% 35% 38% 35% 47% 42% 51% 34% 28% 37% 33% 32% 38% 37% 38% 37% 39% 40%

To provide Service Canada with required 169 94 75 10 159 118 51 140 29 - 25 6 7 39 6 41 34 3 8 136 32 123 23 22

information for EI benefits 34% 30% 43% 27% 35% 33% 37% 37% 26% 35% 33% 33% 35% 52% 35% 34% 25% 27% 33% 43% 33% 37% 39%

B

To use a workstation to apply for EI 124 84 40 13 111 89 35 84 39 - 10 4 3 31 2 30 29 4 9 112 11 103 11 10

benefits 25% 26% 23% 33% 24% 25% 25% 22% 34% 15% 20% 15% 27% 20% 26% 30% 32% 32% 27% 15% 27% 18% 18%

K

OTHER 8 7 1 - 8 7 1 6 2 - 2 1 - 1 - 3 1 - 0 7 1 5 2 1

2% 2% 1% 2% 2% 1% 2% 2% 3% 5% 1% 3% 1% 2% 2% 2% 1% 3% 2%

Don't know/Refused 8 8 - 1 7 6 2 4 4 - - - - 3 - 0 3 1 0 6 1 6 1 0

2% 3% 3% 2% 2% 2% 1% 3% 3% \*% 3% 11% 2% 1% 2% 2% 2% 1%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q29 Page 183

EI Claimant Survey 2016

Q29. What was the purpose of your most recent visit?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 289 88 493 303 94 167 232 - 493 - 493 493 -

Unweighted Total 510 510 505 345 299 92 510 321 95 181 234 - 510 - 510 510 -

To get information on EI benefits 184 184 182 137 122 35 184 125 23 64 96 - 184 - 184 184 -

37% 37% 37% 40% 42% 40% 37% 41% 25% 39% 41% 37% 37% 37%

I

To provide Service Canada with required 169 169 168 123 91 26 169 119 33 48 87 - 169 - 169 169 -

information for EI benefits 34% 34% 34% 36% 32% 29% 34% 39% 35% 29% 38% 34% 34% 34%

To use a workstation to apply for EI 124 124 124 68 66 24 124 49 33 49 42 - 124 - 124 124 -

benefits 25% 25% 25% 20% 23% 28% 25% 16% 35% 30% 18% 25% 25% 25%

H K K

OTHER 8 8 8 6 4 2 8 6 2 2 4 - 8 - 8 8 -

2% 2% 2% 2% 2% 2% 2% 2% 2% 1% 2% 2% 2% 2%

Don't know/Refused 8 8 7 5 5 1 8 3 3 2 3 - 8 - 8 8 -

2% 2% 1% 2% 2% 1% 2% 1% 3% 1% 1% 2% 2% 2%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q29 Page 184

EI Claimant Survey 2016

Q29. What was the purpose of your most recent visit?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 140 240 171 12 193 154 84

Unweighted Total 510 113 59 38 105 43 165 29 162 195 132 148 244 180 9 205 148 89

To get information on EI benefits 184 42 16 10 39 16 49 10 67 63 51 60 102 52 5 64 60 41

37% 36% 29% 27% 37% 33% 32% 50% 44% 34% 38% 43% 43% 30% 41% 33% 39% 49%

N P

To provide Service Canada with required 169 40 22 19 43 15 52 5 42 57 52 46 100 41 4 67 61 24

information for EI benefits 34% 34% 40% 51% 41% 31% 34% 23% 28% 31% 38% 33% 42% 24% 38% 35% 40% 29%

HI I N

To use a workstation to apply for EI 124 32 13 8 22 15 45 5 38 58 30 26 31 73 1 51 30 19

benefits 25% 27% 24% 22% 21% 31% 29% 24% 25% 32% 22% 19% 13% 43% 8% 26% 20% 22%

L MO

OTHER 8 2 2 - 1 2 6 0 1 2 1 4 2 4 1 7 1 0

2% 2% 4% 1% 4% 4% 2% 1% 1% 1% 3% 1% 3% 13% 3% 1% 1%

Don't know/Refused 8 1 2 - - 0 2 - 5 3 1 3 4 1 - 5 1 -

2% 1% 4% 1% 2% 3% 2% 1% 2% 2% 1% 3% 1%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q30 Page 185

EI Claimant Survey 2016

Q30. Thinking about your most recent visit to a Service Canada office, how long did you have to wait for service?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 145 376 117 55 124 194 120 69 319 106 210 283 21 67 48 441 378 115 37 456

Unweighted Total 510 85 126 134 165 397 113 59 136 191 123 85 326 99 244 266 29 80 43 463 394 116 38 471

Less than 10 minutes 298 59 93 73 73 215 83 39 85 114 60 39 189 70 131 167 9 29 22 273 214 84 19 278

61% 65% 75% 55% 50% 57% 71% 70% 69% 59% 50% 57% 59% 66% 63% 59% 45% 43% 47% 62% 57% 73% 53% 61%

DE F K K U

10 - 25 minutes 130 21 23 41 44 102 27 12 25 58 34 22 87 20 54 75 6 25 15 114 106 23 11 118

26% 23% 18% 31% 31% 27% 23% 23% 20% 30% 28% 32% 27% 19% 26% 27% 31% 37% 31% 26% 28% 20% 31% 26%

More than 25 minutes 54 10 6 12 25 49 5 3 12 18 20 6 35 13 22 32 5 11 9 45 49 5 6 48

11% 11% 5% 9% 17% 13% 5% 6% 10% 9% 17% 9% 11% 13% 11% 11% 24% 17% 19% 10% 13% 5% 16% 11%

C G V

Don't know/Refused 11 0 2 6 2 9 1 0 1 3 6 2 7 2 2 9 - 2 1 9 9 2 - 11

2% 1% 2% 4% 2% 2% 1% 1% 1% 2% 5% 3% 2% 2% 1% 3% 3% 3% 2% 2% 2% 2%

I

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q30 Page 186

EI Claimant Survey 2016

Q30. Thinking about your most recent visit to a Service Canada office, how long did you have to wait for service?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 139 378 115 - 70 20 19 112 12 117 99 14 30 416 75 375 62 56

Unweighted Total 510 392 118 44 466 355 155 394 116 - 76 24 18 94 15 118 112 16 37 439 69 390 63 56

Less than 10 minutes 298 199 100 26 272 229 70 213 85 - 40 10 10 69 6 67 65 9 21 258 39 238 33 28

61% 63% 57% 67% 60% 64% 50% 56% 74% 57% 52% 49% 62% 52% 57% 66% 68% 72% 62% 52% 63% 54% 49%

H

10 - 25 minutes 130 82 48 10 119 89 41 107 22 - 20 4 3 32 4 34 24 4 4 106 24 93 17 20

26% 26% 27% 27% 26% 25% 29% 28% 19% 28% 20% 18% 28% 36% 29% 24% 28% 15% 25% 31% 25% 27% 35%

More than 25 minutes 54 31 24 2 52 33 21 49 5 - 9 4 1 10 1 14 9 0 3 42 12 39 6 9

11% 10% 14% 6% 11% 9% 15% 13% 5% 13% 23% 8% 9% 12% 12% 9% 3% 12% 10% 16% 10% 11% 16%

I

Don't know/Refused 11 6 5 - 11 4 7 9 2 - 1 1 5 1 - 2 - - 0 10 0 5 5 -

2% 2% 3% 2% 1% 5% 2% 2% 1% 5% 25% 1% 2% 2% 2% 1% 1% 9%

KLNPS V

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q30 Page 187

EI Claimant Survey 2016

Q30. Thinking about your most recent visit to a Service Canada office, how long did you have to wait for service?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 289 88 493 303 94 167 232 - 493 - 493 493 -

Unweighted Total 510 510 505 345 299 92 510 321 95 181 234 - 510 - 510 510 -

Less than 10 minutes 298 298 296 200 177 64 298 182 49 108 141 - 298 - 298 298 -

61% 61% 60% 59% 61% 73% 61% 60% 52% 65% 61% 61% 61% 61%

10 - 25 minutes 130 130 130 100 83 19 130 83 27 32 71 - 130 - 130 130 -

26% 26% 26% 30% 29% 21% 26% 27% 28% 19% 30% 26% 26% 26%

J

More than 25 minutes 54 54 53 31 21 4 54 27 18 23 13 - 54 - 54 54 -

11% 11% 11% 9% 7% 5% 11% 9% 19% 14% 6% 11% 11% 11%

K K

Don't know/Refused 11 11 10 8 8 1 11 10 - 3 7 - 11 - 11 11 -

2% 2% 2% 2% 3% 1% 2% 3% 2% 3% 2% 2% 2%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q30 Page 188

EI Claimant Survey 2016

Q30. Thinking about your most recent visit to a Service Canada office, how long did you have to wait for service?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 140 240 171 12 193 154 84

Unweighted Total 510 113 59 38 105 43 165 29 162 195 132 148 244 180 9 205 148 89

Less than 10 minutes 298 83 39 19 67 22 99 9 92 116 74 88 136 116 6 113 96 45

61% 71% 70% 53% 64% 47% 64% 45% 60% 63% 55% 63% 56% 68% 46% 59% 62% 53%

FH H

10 - 25 minutes 130 27 12 11 26 15 34 6 38 46 38 41 60 42 6 45 43 33

26% 23% 23% 31% 25% 31% 22% 31% 25% 25% 28% 29% 25% 25% 54% 23% 28% 39%

P

More than 25 minutes 54 5 3 6 12 9 21 5 14 21 19 4 35 12 - 28 13 7

11% 5% 6% 16% 11% 19% 14% 24% 9% 11% 14% 3% 15% 7% 14% 8% 8%

B BC L L N

Don't know/Refused 11 1 0 - - 1 0 - 9 - 4 7 9 1 - 7 2 -

2% 1% 1% 3% \*% 6% 3% 5% 4% 1% 4% 1%

G N

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q31 Page 189

EI Claimant Survey 2016

Q31. Was this a reasonable amount of time to wait?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 145 376 117 55 124 194 120 69 319 106 210 283 21 67 48 441 378 115 37 456

Unweighted Total 510 85 126 134 165 397 113 59 136 191 123 85 326 99 244 266 29 80 43 463 394 116 38 471

Yes 444 83 118 117 126 335 110 52 114 174 104 61 288 95 193 251 19 61 45 395 335 109 32 411

90% 91% 95% 88% 87% 89% 93% 95% 92% 90% 86% 89% 90% 90% 92% 89% 93% 90% 94% 90% 89% 95% 88% 90%

No 41 8 6 10 17 35 6 2 9 18 11 6 24 10 16 25 1 6 1 40 35 6 4 37

8% 9% 5% 7% 12% 9% 5% 4% 8% 9% 9% 9% 8% 10% 8% 9% 7% 10% 3% 9% 9% 5% 12% 8%

Don't know/Refused 8 - - 6 2 6 1 0 0 2 5 1 7 - 0 7 - - 1 6 8 - - 8

2% 4% 1% 2% 1% 1% \*% 1% 4% 1% 2% \*% 3% 3% 1% 2% 2%

IJ O

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q31 Page 190

EI Claimant Survey 2016

Q31. Was this a reasonable amount of time to wait?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 139 378 115 - 70 20 19 112 12 117 99 14 30 416 75 375 62 56

Unweighted Total 510 392 118 44 466 355 155 394 116 - 76 24 18 94 15 118 112 16 37 439 69 390 63 56

Yes 444 290 155 38 407 325 120 335 109 - 61 18 14 102 11 105 91 13 29 381 62 348 49 47

90% 91% 88% 96% 90% 92% 86% 89% 95% 88% 90% 70% 91% 92% 89% 92% 97% 97% 91% 82% 93% 80% 83%

M M W

No 41 26 15 1 39 28 13 35 6 - 7 2 1 10 1 11 8 0 0 28 13 25 7 9

8% 8% 9% 4% 9% 8% 9% 9% 5% 11% 10% 5% 9% 8% 9% 8% 3% 2% 7% 18% 7% 11% 17%

S

Don't know/Refused 8 2 6 - 8 2 6 8 - - 1 - 5 - - 1 - - 0 8 - 2 6 -

2% 1% 3% 2% 1% 4% 2% 1% 25% 1% 2% 2% 1% 10%

KPS V

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q31 Page 191

EI Claimant Survey 2016

Q31. Was this a reasonable amount of time to wait?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

==================== =========================== ==================== ============= ============= =============

EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 289 88 493 303 94 167 232 - 493 - 493 493 -

Unweighted Total 510 510 505 345 299 92 510 321 95 181 234 - 510 - 510 510 -

Yes 444 444 442 307 263 86 444 278 78 153 214 - 444 - 444 444 -

90% 90% 90% 90% 91% 97% 90% 92% 83% 92% 92% 90% 90% 90%

G

No 41 41 40 27 19 1 41 17 16 13 12 - 41 - 41 41 -

8% 8% 8% 8% 6% 2% 8% 6% 17% 8% 5% 8% 8% 8%

F K

Don't know/Refused 8 8 7 6 7 1 8 8 - 1 7 - 8 - 8 8 -

2% 2% 2% 2% 2% 1% 2% 3% 1% 3% 2% 2% 2%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q31 Page 192

EI Claimant Survey 2016

Q31. Was this a reasonable amount of time to wait?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 140 240 171 12 193 154 84

Unweighted Total 510 113 59 38 105 43 165 29 162 195 132 148 244 180 9 205 148 89

Yes 444 110 52 32 95 45 135 19 139 167 124 129 205 164 12 168 139 81

90% 93% 95% 88% 91% 94% 88% 93% 91% 91% 92% 92% 85% 96% 100% 87% 91% 96%

M M P

No 41 6 2 4 9 1 19 1 9 16 10 5 28 6 - 19 14 2

8% 5% 4% 12% 8% 3% 12% 7% 6% 9% 8% 4% 12% 4% 10% 9% 3%

N

Don't know/Refused 8 1 0 - 1 1 - - 5 1 1 6 7 0 - 5 - 1

2% 1% 1% 1% 3% 4% 1% 1% 4% 3% \*% 3% 1%

J N

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32A Page 193

EI Claimant Survey 2016

Q32A. Please tell me how much you agree or disagree with the following statements: Your questions were answered completely.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 491 90 123 133 144 374 117 55 123 192 120 68 319 104 209 282 21 67 47 440 377 114 37 453

Unweighted Total 507 84 125 134 164 395 112 59 135 189 123 84 326 97 242 265 29 80 42 461 392 115 38 468

1 - Strongly disagree 22 1 10 9 1 19 2 1 2 8 10 2 12 8 4 18 - 3 1 21 11 10 0 21

4% 1% 8% 7% 1% 5% 2% 2% 2% 4% 8% 3% 4% 7% 2% 6% 4% 2% 5% 3% 9% 1% 5%

BE BE HI O U

2 20 1 1 9 9 17 3 5 6 6 3 2 8 10 14 6 0 1 3 17 19 1 1 19

4% 1% 1% 7% 6% 4% 3% 10% 5% 3% 2% 4% 2% 10% 7% 2% 2% 2% 6% 4% 5% 1% 3% 4%

C C JK M P V

3 33 5 14 7 7 19 14 0 8 12 12 3 22 8 8 24 4 3 - 32 18 14 2 31

7% 5% 12% 5% 5% 5% 12% 1% 7% 6% 10% 5% 7% 7% 4% 9% 22% 5% 7% 5% 13% 5% 7%

E F H R U

4 87 12 17 27 30 67 20 11 19 40 17 12 55 19 44 42 2 18 6 79 70 16 14 73

18% 13% 14% 20% 21% 18% 17% 20% 15% 21% 14% 18% 17% 19% 21% 15% 12% 27% 12% 18% 19% 14% 38% 16%

X

5 - Strongly agree 325 72 80 75 97 248 77 37 87 126 73 48 218 59 138 187 13 42 37 286 253 72 19 304

66% 79% 65% 57% 67% 66% 66% 68% 71% 66% 61% 70% 68% 57% 66% 66% 64% 62% 79% 65% 67% 63% 53% 67%

D

Does not apply 2 1 1 - 0 1 1 - 0 2 - 0 - 2 1 1 - - 1 1 1 1 - 2

Don't know 5 - - 5 - 5 - - - - 5 - 5 - - 5 - - - 5 5 - - 5

1% 4% 1% 4% 2% 2% 1% 1% 1%

NET: Disagree 42 2 11 19 10 36 6 6 8 14 13 4 20 18 18 24 0 4 4 38 31 11 1 40

9% 2% 9% 14% 7% 10% 5% 12% 7% 7% 11% 6% 6% 17% 9% 8% 2% 7% 8% 9% 8% 10% 4% 9%

B LM

NET: Agree 411 84 98 102 128 315 97 48 106 166 90 60 273 78 182 229 16 59 43 365 323 88 33 377

84% 93% 79% 77% 88% 84% 83% 88% 86% 87% 75% 88% 86% 76% 87% 81% 76% 88% 92% 83% 86% 78% 91% 83%

CD D K K N

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32A Page 194

EI Claimant Survey 2016

Q32A. Please tell me how much you agree or disagree with the following statements: Your questions were answered completely.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 491 315 176 38 453 352 138 377 114 - 70 20 19 112 12 116 99 13 29 414 75 372 62 56

Unweighted Total 507 389 118 43 464 353 154 392 115 - 76 24 18 94 15 117 112 15 36 436 69 387 63 56

1 - Strongly disagree 22 6 16 1 21 10 12 11 10 - 2 - - 13 1 4 2 - - 8 14 5 4 13

4% 2% 9% 3% 5% 3% 8% 3% 9% 3% 11% 8% 3% 2% 2% 18% 1% 7% 22%

B F H KPQ T VW

2 20 13 7 3 17 11 9 19 1 - 3 - - 4 - 4 8 0 0 6 14 3 5 12

4% 4% 4% 9% 4% 3% 7% 5% 1% 4% 4% 3% 8% 4% 2% 2% 18% 1% 8% 21%

I T V

3 33 14 18 1 31 18 15 18 14 - 1 - - 15 0 8 6 1 1 20 13 16 13 4

7% 5% 10% 4% 7% 5% 11% 5% 13% 1% 13% 4% 7% 6% 8% 3% 5% 17% 4% 21% 7%

H KS V

4 87 67 20 9 78 65 22 70 16 - 11 7 4 23 1 13 20 2 5 74 13 67 10 9

18% 21% 11% 23% 17% 18% 16% 19% 14% 16% 35% 20% 21% 12% 11% 20% 19% 17% 18% 17% 18% 16% 16%

C P

5 - Strongly agree 325 215 110 23 302 248 76 253 72 - 53 13 11 56 9 88 63 9 23 301 22 281 25 19

66% 68% 63% 61% 67% 70% 55% 67% 63% 76% 65% 54% 50% 76% 75% 64% 69% 78% 73% 30% 75% 41% 34%

G N N N U WX

Does not apply 2 2 - 1 1 2 0 1 1 - - - - - - 1 - 1 0 2 - 2 - -

Don't know 5 - 5 - 5 - 5 5 - - - - 5 - - - - - - 5 - - 5 -

1% 3% 1% 4% 1% 25% 1% 8%

NET: Disagree 42 19 23 4 37 21 21 31 11 - 5 - - 17 1 8 10 0 0 14 27 8 9 24

9% 6% 13% 12% 8% 6% 15% 8% 10% 7% 15% 8% 7% 10% 4% 2% 3% 36% 2% 15% 43%

F S S T V VW

NET: Agree 411 281 130 32 379 313 98 323 88 - 64 20 15 80 11 101 83 11 28 374 35 348 35 28

84% 89% 74% 84% 84% 89% 71% 86% 78% 91% 100% 75% 71% 88% 86% 84% 89% 95% 90% 47% 93% 57% 50%

C G MN KMNPQ N MNQ U WX

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32A Page 195

EI Claimant Survey 2016

Q32A. Please tell me how much you agree or disagree with the following statements: Your questions were answered completely.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 491 491 487 338 287 87 491 301 94 165 232 - 491 - 491 491 -

Unweighted Total 507 507 503 344 297 91 507 319 95 179 233 - 507 - 507 507 -

1 - Strongly disagree 22 22 22 16 19 7 22 12 1 3 17 - 22 - 22 22 -

4% 4% 4% 5% 7% 8% 4% 4% 1% 2% 7% 4% 4% 4%

IJ

2 20 20 20 11 10 2 20 15 3 10 7 - 20 - 20 20 -

4% 4% 4% 3% 3% 2% 4% 5% 3% 6% 3% 4% 4% 4%

3 33 33 32 24 24 3 33 18 6 10 17 - 33 - 33 33 -

7% 7% 7% 7% 8% 3% 7% 6% 6% 6% 7% 7% 7% 7%

4 87 87 87 64 58 21 87 56 10 32 45 - 87 - 87 87 -

18% 18% 18% 19% 20% 24% 18% 19% 11% 19% 19% 18% 18% 18%

5 - Strongly agree 325 325 322 219 172 55 325 196 74 110 141 - 325 - 325 325 -

66% 66% 66% 65% 60% 62% 66% 65% 79% 67% 61% 66% 66% 66%

K

Does not apply 2 2 2 1 1 0 2 1 - 2 0 - 2 - 2 2 -

Don't know 5 5 5 5 5 - 5 5 - - 5 - 5 - 5 5 -

1% 1% 1% 1% 2% 1% 2% 2% 1% 1% 1%

NET: Disagree 42 42 42 27 29 9 42 27 4 13 24 - 42 - 42 42 -

9% 9% 9% 8% 10% 10% 9% 9% 4% 8% 11% 9% 9% 9%

NET: Agree 411 411 409 283 230 75 411 252 84 141 186 - 411 - 411 411 -

84% 84% 84% 84% 80% 86% 84% 84% 89% 86% 80% 84% 84% 84%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32A Page 196

EI Claimant Survey 2016

Q32A. Please tell me how much you agree or disagree with the following statements: Your questions were answered completely.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 491 117 55 37 105 47 153 21 152 183 135 139 239 170 12 191 154 84

Unweighted Total 507 112 59 38 105 42 164 29 160 194 131 147 243 179 9 203 148 89

1 - Strongly disagree 22 2 1 0 5 1 3 - 14 2 15 3 7 3 5 2 2 14

4% 2% 2% 1% 5% 2% 2% 9% 1% 11% 3% 3% 2% 41% 1% 1% 17%

BCDG JL MN PQ

2 20 3 5 1 2 3 6 0 7 9 4 5 7 8 - 7 4 2

4% 3% 10% 3% 2% 6% 4% 2% 5% 5% 3% 3% 3% 5% 4% 3% 3%

E

3 33 14 0 2 7 - 6 4 8 16 3 12 15 14 - 8 15 5

7% 12% 1% 5% 7% 4% 22% 6% 9% 3% 8% 6% 8% 4% 10% 6%

CG CGI K

4 87 20 11 14 15 6 22 2 27 29 25 31 47 26 0 32 31 12

18% 17% 20% 38% 14% 12% 14% 12% 18% 16% 18% 22% 20% 15% 4% 17% 20% 15%

EFGH

5 - Strongly agree 325 77 37 19 76 37 115 13 90 126 87 83 158 120 7 137 101 50

66% 66% 68% 53% 72% 79% 75% 64% 59% 69% 65% 60% 66% 70% 55% 72% 66% 59%

I DI

Does not apply 2 1 - - - 1 1 - 1 1 1 0 1 1 - 2 - -

Don't know 5 - - - - - - - 5 - - 5 5 - - 5 - -

1% 3% 4% 2% 3%

NET: Disagree 42 6 6 1 7 4 10 0 21 11 19 8 14 11 5 9 6 16

9% 5% 12% 4% 7% 8% 6% 2% 14% 6% 14% 6% 6% 6% 41% 5% 4% 19%

BGH J MN PQ

NET: Agree 411 97 48 33 91 43 137 16 117 155 112 114 205 146 7 169 132 63

84% 83% 88% 91% 87% 92% 89% 76% 77% 85% 83% 82% 86% 86% 59% 89% 86% 74%

I R R

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32B Page 197

EI Claimant Survey 2016

Q32B. Please tell me how much you agree or disagree with the following statements: The information you received was easy to understand.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 492 90 124 133 144 375 117 55 123 193 120 68 319 105 209 283 21 67 47 441 377 115 37 454

Unweighted Total 508 84 126 134 164 396 112 59 135 190 123 84 326 98 242 266 29 80 42 462 392 116 38 469

1 - Strongly disagree 15 1 10 3 1 12 2 1 2 8 3 1 6 8 4 10 - 1 1 14 5 10 0 14

3% 1% 8% 2% 1% 3% 2% 3% 2% 4% 3% 1% 2% 7% 2% 4% 2% 2% 3% 1% 8% 1% 3%

BE LM U

2 14 1 2 4 7 13 1 1 4 4 5 3 9 2 8 6 1 3 1 13 12 2 0 14

3% 1% 2% 3% 5% 3% 1% 3% 3% 2% 4% 4% 3% 2% 4% 2% 4% 4% 3% 3% 3% 2% 1% 3%

3 44 7 6 19 11 37 7 9 15 8 12 5 28 11 25 19 1 5 1 41 39 5 6 37

9% 8% 5% 14% 8% 10% 6% 16% 13% 4% 10% 8% 9% 10% 12% 7% 5% 8% 2% 9% 10% 4% 16% 8%

C J J

4 116 19 33 26 38 75 41 10 21 56 28 18 72 25 48 67 5 18 17 97 83 33 14 101

24% 22% 27% 19% 26% 20% 35% 19% 17% 29% 23% 27% 23% 24% 23% 24% 26% 27% 37% 22% 22% 28% 39% 22%

F I

5 - Strongly agree 298 61 74 76 88 234 65 33 81 117 67 41 198 59 123 175 13 40 26 271 233 66 15 283

61% 68% 59% 57% 61% 62% 55% 59% 65% 60% 56% 60% 62% 56% 59% 62% 64% 59% 56% 61% 62% 57% 42% 62%

W

Does not apply 1 1 - - 0 0 1 - 0 1 - 0 - 1 1 - - - 1 0 1 - - 1

Don't know 5 - - 5 - 5 - - - - 5 - 5 - - 5 - - - 5 5 - - 5

1% 4% 1% 4% 2% 2% 1% 1% 1%

NET: Disagree 29 2 12 7 8 25 4 3 6 12 8 4 15 10 12 17 1 4 2 27 17 12 1 28

6% 2% 9% 6% 6% 7% 3% 5% 5% 6% 7% 6% 5% 9% 6% 6% 4% 6% 5% 6% 5% 10% 3% 6%

B

NET: Agree 414 81 107 101 125 309 105 43 102 173 95 59 271 84 171 243 19 58 44 368 316 98 30 384

84% 89% 86% 76% 87% 82% 90% 79% 83% 90% 80% 86% 85% 80% 82% 86% 91% 86% 93% 84% 84% 86% 81% 85%

D

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32B Page 198

EI Claimant Survey 2016

Q32B. Please tell me how much you agree or disagree with the following statements: The information you received was easy to understand.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 492 316 176 38 454 353 138 377 115 - 70 20 19 112 12 117 99 13 29 415 75 373 62 56

Unweighted Total 508 390 118 43 465 354 154 392 116 - 76 24 18 94 15 118 112 15 36 437 69 388 63 56

1 - Strongly disagree 15 6 9 1 14 8 7 5 10 - 1 - - 8 - 3 2 - 0 6 8 5 2 8

3% 2% 5% 3% 3% 2% 5% 1% 8% 1% 7% 3% 2% 2% 2% 11% 1% 3% 14%

H T V

2 14 10 4 1 13 11 3 12 2 - 2 1 1 3 1 3 0 1 - 7 7 2 7 5

3% 3% 2% 3% 3% 3% 2% 3% 2% 4% 5% 8% 3% 12% 3% \*% 8% 2% 9% 1% 11% 10%

V

3 44 25 19 5 38 28 16 39 5 - 5 1 - 11 - 9 16 1 - 23 20 20 8 16

9% 8% 11% 14% 8% 8% 12% 10% 4% 7% 5% 10% 8% 16% 8% 6% 26% 5% 13% 29%

L T V

4 116 75 41 7 109 74 42 83 33 - 10 5 2 43 5 16 25 2 7 95 21 91 15 9

24% 24% 23% 18% 24% 21% 30% 22% 28% 15% 25% 13% 38% 40% 14% 25% 15% 24% 23% 28% 24% 24% 17%

KP

5 - Strongly agree 298 199 99 24 274 232 66 233 66 - 51 13 11 47 6 85 55 9 22 278 19 255 25 18

61% 63% 56% 62% 60% 66% 48% 62% 57% 73% 65% 55% 42% 48% 72% 56% 69% 75% 67% 26% 68% 41% 31%

G NQ NQ NQ U WX

Does not apply 1 1 - 1 0 1 0 1 - - - - - - - - - 1 0 1 - 1 - -

Don't know 5 - 5 - 5 - 5 5 - - - - 5 - - - - - - 5 - - 5 -

1% 3% 1% 4% 1% 25% 1% 8%

NET: Disagree 29 16 13 2 27 19 10 17 12 - 4 1 1 11 1 7 2 1 0 14 15 7 9 13

6% 5% 7% 5% 6% 5% 7% 5% 10% 5% 5% 8% 10% 12% 6% 3% 8% 2% 3% 20% 2% 15% 23%

T V V

NET: Agree 414 274 139 31 383 306 107 316 98 - 61 18 13 90 11 101 80 11 29 373 40 347 40 27

84% 87% 79% 80% 84% 87% 78% 84% 86% 88% 90% 67% 80% 88% 86% 81% 84% 98% 90% 54% 93% 64% 48%

MNPQ U WX

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32B Page 199

EI Claimant Survey 2016

Q32B. Please tell me how much you agree or disagree with the following statements: The information you received was easy to understand.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 492 492 488 339 287 87 492 302 94 166 232 - 492 - 492 492 -

Unweighted Total 508 508 504 345 297 91 508 320 95 180 233 - 508 - 508 508 -

1 - Strongly disagree 15 15 15 10 13 7 15 5 - 4 11 - 15 - 15 15 -

3% 3% 3% 3% 5% 8% 3% 2% 2% 5% 3% 3% 3%

GH

2 14 14 14 7 11 2 14 6 3 4 7 - 14 - 14 14 -

3% 3% 3% 2% 4% 3% 3% 2% 4% 2% 3% 3% 3% 3%

3 44 44 43 25 23 3 44 30 10 15 19 - 44 - 44 44 -

9% 9% 9% 7% 8% 3% 9% 10% 11% 9% 8% 9% 9% 9%

4 116 116 115 90 68 19 116 70 23 41 52 - 116 - 116 116 -

24% 24% 23% 26% 24% 22% 24% 23% 24% 25% 22% 24% 24% 24%

5 - Strongly agree 298 298 297 203 168 56 298 187 58 102 139 - 298 - 298 298 -

61% 61% 61% 60% 59% 64% 61% 62% 62% 61% 60% 61% 61% 61%

Does not apply 1 1 1 - 1 0 1 0 - 1 0 - 1 - 1 1 -

Don't know 5 5 5 5 5 - 5 5 - - 5 - 5 - 5 5 -

1% 1% 1% 1% 2% 1% 2% 2% 1% 1% 1%

NET: Disagree 29 29 29 17 24 9 29 11 3 8 18 - 29 - 29 29 -

6% 6% 6% 5% 8% 10% 6% 4% 4% 5% 8% 6% 6% 6%

NET: Agree 414 414 411 293 236 75 414 256 81 143 190 - 414 - 414 414 -

84% 84% 84% 86% 82% 86% 84% 85% 86% 86% 82% 84% 84% 84%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32B Page 200

EI Claimant Survey 2016

Q32B. Please tell me how much you agree or disagree with the following statements: The information you received was easy to understand.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 492 117 55 37 105 47 153 21 153 183 136 139 240 170 12 192 154 84

Unweighted Total 508 112 59 38 105 42 164 29 161 194 132 147 244 179 9 204 148 89

1 - Strongly disagree 15 2 1 0 3 1 4 - 9 1 9 3 5 3 - 2 1 9

3% 2% 3% 1% 3% 2% 3% 6% 1% 7% 2% 2% 2% 1% 1% 10%

J PQ

2 14 1 1 0 4 1 4 1 5 6 1 6 8 4 - 9 2 2

3% 1% 3% 1% 4% 3% 3% 4% 3% 3% 1% 4% 3% 2% 5% 1% 2%

3 44 7 9 6 9 1 14 1 17 15 17 6 15 17 6 14 5 11

9% 6% 16% 16% 9% 2% 9% 5% 11% 8% 13% 4% 6% 10% 50% 7% 3% 13%

F F MN Q

4 116 41 10 14 18 17 32 5 26 53 24 35 48 49 1 47 44 14

24% 35% 19% 39% 17% 37% 21% 26% 17% 29% 18% 25% 20% 29% 12% 24% 28% 17%

EGI EI

5 - Strongly agree 298 65 33 15 71 26 99 13 91 108 83 85 160 98 5 116 101 48

61% 55% 59% 42% 68% 56% 65% 64% 60% 59% 61% 61% 67% 57% 38% 60% 66% 57%

D D

Does not apply 1 1 - - - 1 1 - 0 1 - 0 - 1 - 1 - -

Don't know 5 - - - - - - - 5 - - 5 5 - - 5 - -

1% 3% 4% 2% 3%

NET: Disagree 29 4 3 1 7 2 8 1 14 7 11 9 13 6 - 11 3 11

6% 3% 5% 3% 7% 5% 5% 4% 9% 4% 8% 6% 5% 4% 6% 2% 13%

Q

NET: Agree 414 105 43 30 89 44 130 19 117 161 108 120 208 146 6 162 145 63

84% 90% 79% 81% 85% 93% 85% 91% 77% 88% 79% 86% 86% 86% 50% 84% 94% 74%

I I I PR

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32C Page 201

EI Claimant Survey 2016

Q32C. Please tell me how much you agree or disagree with the following statements: Staff were helpful.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 144 375 117 55 123 194 120 68 319 106 210 283 21 67 48 441 378 115 37 455

Unweighted Total 509 85 126 134 164 396 113 59 135 191 123 84 326 99 243 266 29 80 43 462 393 116 38 470

1 - Strongly disagree 12 1 4 6 0 11 1 6 1 2 2 1 4 7 9 2 - 1 1 11 8 4 0 11

2% 1% 3% 5% \*% 3% 1% 12% 1% 1% 2% 1% 1% 7% 4% 1% 2% 2% 2% 2% 3% 1% 2%

E IJK M P

2 10 - - 6 3 8 1 - 4 2 3 3 7 - 4 5 - 2 1 8 10 - 1 9

2% 5% 2% 2% 1% 3% 1% 3% 4% 2% 2% 2% 4% 3% 2% 3% 3% 2%

3 36 3 15 4 14 27 9 2 9 12 12 4 20 11 11 25 3 5 1 35 21 15 2 34

7% 3% 12% 3% 10% 7% 7% 4% 8% 6% 10% 7% 6% 11% 5% 9% 14% 8% 2% 8% 6% 13% 6% 7%

BD U

4 70 9 15 25 21 56 14 9 16 23 23 12 45 13 34 36 3 15 4 63 56 14 6 64

14% 10% 12% 19% 15% 15% 12% 16% 13% 12% 19% 18% 14% 12% 16% 13% 14% 22% 9% 14% 15% 12% 16% 14%

5 - Strongly agree 360 78 91 86 105 268 92 37 93 154 75 48 238 75 151 210 15 43 40 319 279 82 27 332

73% 86% 73% 65% 73% 72% 78% 68% 76% 79% 63% 70% 75% 71% 72% 74% 72% 64% 84% 72% 74% 71% 74% 73%

D K

Does not apply 0 - - - 0 0 - - 0 - - 0 - - 0 - - - - 0 0 - - 0

Don't know 5 - - 5 - 5 - - - - 5 - 5 - - 5 - - - 5 5 - - 5

1% 4% 1% 4% 2% 2% 1% 1% 1%

NET: Disagree 22 1 4 13 4 19 2 6 5 5 5 4 11 7 14 8 - 4 2 19 18 4 1 20

4% 1% 3% 10% 3% 5% 2% 12% 4% 3% 4% 6% 3% 7% 7% 3% 6% 5% 4% 5% 3% 4% 4%

B J

NET: Agree 430 88 105 111 127 324 106 46 109 177 98 60 283 88 185 246 18 58 45 382 334 96 33 396

87% 96% 85% 83% 88% 86% 90% 84% 88% 91% 82% 88% 89% 83% 88% 87% 86% 86% 93% 87% 88% 84% 90% 87%

CDE K

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32C Page 202

EI Claimant Survey 2016

Q32C. Please tell me how much you agree or disagree with the following statements: Staff were helpful.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 138 378 115 - 70 20 19 112 12 117 99 14 29 416 75 374 62 56

Unweighted Total 509 391 118 44 465 355 154 393 116 - 76 24 18 94 15 118 112 16 36 438 69 389 63 56

1 - Strongly disagree 12 5 7 1 11 6 6 8 4 - - - 1 1 - 3 6 - 0 3 8 2 2 8

2% 2% 4% 3% 2% 2% 4% 2% 3% 8% 1% 3% 6% 2% 1% 11% 1% 3% 14%

N T V

2 10 6 4 - 10 7 3 10 - - 2 - - 1 1 1 3 - 0 3 7 2 3 4

2% 2% 2% 2% 2% 2% 3% 4% 1% 8% 1% 3% 2% 1% 9% 1% 6% 8%

3 36 18 17 3 33 22 14 21 15 - 3 0 - 14 - 7 10 - 1 19 17 13 14 9

7% 6% 10% 8% 7% 6% 10% 6% 13% 4% 2% 12% 6% 11% 3% 5% 23% 4% 22% 15%

H KS T V V

4 70 51 19 6 64 50 20 56 14 - 8 5 1 18 1 16 13 2 5 56 14 47 10 13

14% 16% 11% 15% 14% 14% 14% 15% 12% 12% 23% 8% 16% 11% 14% 13% 14% 17% 14% 18% 13% 16% 23%

5 - Strongly agree 360 237 124 29 331 269 91 279 82 - 56 15 12 78 10 90 66 12 22 329 29 310 28 23

73% 75% 70% 75% 73% 76% 66% 74% 71% 80% 75% 60% 69% 81% 76% 67% 86% 77% 79% 39% 83% 45% 40%

U WX

Does not apply 0 0 - - 0 - 0 0 - - - - - - - - - - 0 0 - 0 - -

Don't know 5 - 5 - 5 - 5 5 - - - - 5 - - - - - - 5 - - 5 -

1% 3% 1% 4% 1% 25% 1% 8%

NET: Disagree 22 11 11 1 21 13 9 18 4 - 2 - 1 2 1 4 9 - 1 6 15 4 5 12

4% 3% 6% 3% 5% 4% 6% 5% 3% 4% 8% 2% 8% 4% 9% 3% 2% 20% 1% 9% 22%

T V

NET: Agree 430 288 143 35 395 319 111 334 96 - 64 19 13 95 11 106 80 14 27 386 43 357 38 35

87% 91% 81% 90% 87% 90% 80% 88% 84% 92% 98% 67% 85% 92% 90% 81% 100% 93% 93% 57% 95% 61% 63%

C G MQ MNQ KMNPQ MQ U WX

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32C Page 203

EI Claimant Survey 2016

Q32C. Please tell me how much you agree or disagree with the following statements: Staff were helpful.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 288 87 493 302 94 167 232 - 493 - 493 493 -

Unweighted Total 509 509 505 345 298 91 509 320 95 181 233 - 509 - 509 509 -

1 - Strongly disagree 12 12 12 4 7 2 12 8 - 6 5 - 12 - 12 12 -

2% 2% 2% 1% 2% 2% 2% 3% 4% 2% 2% 2% 2%

2 10 10 9 5 4 1 10 4 4 3 2 - 10 - 10 10 -

2% 2% 2% 2% 1% 1% 2% 1% 5% 2% 1% 2% 2% 2%

3 36 36 36 27 26 11 36 23 6 3 26 - 36 - 36 36 -

7% 7% 7% 8% 9% 12% 7% 7% 6% 2% 11% 7% 7% 7%

J

4 70 70 70 48 46 7 70 48 8 29 33 - 70 - 70 70 -

14% 14% 14% 14% 16% 8% 14% 16% 8% 18% 14% 14% 14% 14%

5 - Strongly agree 360 360 358 249 201 67 360 215 76 125 160 - 360 - 360 360 -

73% 73% 73% 73% 70% 76% 73% 71% 81% 75% 69% 73% 73% 73%

Does not apply 0 0 - - 0 0 0 0 - - 0 - 0 - 0 0 -

Don't know 5 5 5 5 5 - 5 5 - - 5 - 5 - 5 5 -

1% 1% 1% 1% 2% 1% 2% 2% 1% 1% 1%

NET: Disagree 22 22 21 10 11 3 22 12 4 9 8 - 22 - 22 22 -

4% 4% 4% 3% 4% 3% 4% 4% 5% 6% 3% 4% 4% 4%

NET: Agree 430 430 428 297 247 74 430 263 84 154 193 - 430 - 430 430 -

87% 87% 87% 88% 86% 84% 87% 87% 89% 92% 83% 87% 87% 87%

K

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32C Page 204

EI Claimant Survey 2016

Q32C. Please tell me how much you agree or disagree with the following statements: Staff were helpful.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 139 240 171 12 193 154 84

Unweighted Total 509 113 59 38 105 43 165 29 161 195 132 147 244 180 9 205 148 89

1 - Strongly disagree 12 1 6 0 2 1 9 - 3 6 1 4 2 9 - 3 0 2

2% 1% 12% 1% 2% 2% 6% 2% 3% 1% 3% 1% 5% 2% \*% 3%

BDEFI B M

2 10 1 - 1 4 1 4 - 2 3 3 1 4 2 - 2 3 1

2% 1% 3% 4% 3% 3% 2% 2% 3% 1% 2% 1% 1% 2% 1%

3 36 9 2 2 6 1 3 3 15 7 10 15 24 2 0 9 12 12

7% 7% 4% 6% 6% 2% 2% 14% 10% 4% 8% 11% 10% 1% 4% 5% 8% 14%

G G J N P

4 70 14 9 6 14 4 19 3 25 24 25 18 28 26 5 25 17 17

14% 12% 16% 16% 13% 9% 12% 14% 17% 13% 18% 13% 12% 15% 41% 13% 11% 20%

M

5 - Strongly agree 360 92 37 27 79 40 119 15 102 143 96 95 176 132 7 148 121 52

73% 78% 68% 74% 75% 84% 77% 72% 67% 78% 71% 68% 73% 77% 55% 77% 79% 62%

R R

Does not apply 0 - - - - - - - 0 - - 0 - - - - - -

Don't know 5 - - - - - - - 5 - - 5 5 - - 5 - -

1% 3% 4% 2% 3%

NET: Disagree 22 2 6 1 6 2 13 - 5 9 4 6 7 11 - 5 4 3

4% 2% 12% 4% 6% 5% 8% 4% 5% 3% 4% 3% 6% 3% 3% 4%

BI

NET: Agree 430 106 46 33 93 45 138 18 127 167 121 113 204 158 11 173 138 69

87% 90% 84% 90% 89% 93% 90% 86% 83% 91% 89% 81% 85% 92% 96% 90% 90% 82%

L M

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32D Page 205

EI Claimant Survey 2016

Q32D. Please tell me how much you agree or disagree with the following statements: You were treated respectfully.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 144 375 117 55 123 194 120 68 319 106 210 283 21 67 48 441 378 115 37 455

Unweighted Total 509 85 126 134 164 396 113 59 135 191 123 84 326 99 243 266 29 80 43 462 393 116 38 470

1 - Strongly disagree 12 1 4 7 - 11 1 6 2 2 2 1 4 7 9 3 - 1 1 11 8 4 - 12

2% 1% 3% 5% 3% 1% 11% 2% 1% 2% 1% 1% 7% 4% 1% 1% 2% 2% 2% 3% 3%

IJK M P

2 7 1 1 2 2 6 0 0 2 3 1 0 6 - 3 4 0 3 0 6 6 1 1 5

1% 1% 1% 2% 2% 2% \*% 1% 2% 2% 1% 1% 2% 1% 1% 2% 4% 1% 1% 2% 1% 4% 1%

3 16 - 8 5 3 14 2 - 3 8 5 2 6 8 5 11 1 2 - 16 8 8 - 16

3% 6% 4% 2% 4% 2% 3% 4% 4% 4% 2% 7% 2% 4% 5% 4% 4% 2% 7% 4%

M U

4 49 5 14 14 16 34 15 6 12 13 18 8 33 8 22 27 1 7 4 43 34 15 7 42

10% 5% 11% 10% 11% 9% 13% 11% 10% 7% 15% 11% 10% 8% 11% 10% 4% 10% 8% 10% 9% 13% 19% 9%

5 - Strongly agree 404 84 98 99 123 305 99 43 103 168 89 57 265 83 171 233 18 54 43 359 316 88 28 375

82% 92% 78% 75% 85% 81% 84% 78% 84% 87% 74% 83% 83% 78% 81% 82% 88% 80% 89% 82% 84% 76% 77% 82%

CD K

Does not apply 0 - - - 0 0 - - 0 - - 0 - - 0 - - - - 0 0 - - 0

Don't know 5 - - 5 - 5 - - - - 5 - 5 - - 5 - - - 5 5 - - 5

1% 4% 1% 4% 2% 2% 1% 1% 1%

NET: Disagree 19 2 5 9 2 17 1 6 4 5 3 1 10 7 12 7 0 4 1 17 14 5 1 17

4% 2% 4% 7% 2% 5% 1% 12% 4% 3% 3% 2% 3% 7% 6% 2% 2% 6% 3% 4% 4% 4% 4% 4%

E IJK

NET: Agree 453 89 112 113 139 339 114 49 115 181 107 64 297 91 193 260 19 61 47 402 351 102 35 417

92% 98% 90% 85% 96% 90% 97% 88% 94% 93% 89% 94% 93% 86% 92% 92% 93% 90% 97% 91% 93% 89% 96% 92%

CD D F

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32D Page 206

EI Claimant Survey 2016

Q32D. Please tell me how much you agree or disagree with the following statements: You were treated respectfully.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 138 378 115 - 70 20 19 112 12 117 99 14 29 416 75 374 62 56

Unweighted Total 509 391 118 44 465 355 154 393 116 - 76 24 18 94 15 118 112 16 36 438 69 389 63 56

1 - Strongly disagree 12 5 7 1 11 7 5 8 4 - - - 1 1 - 4 6 - - 3 9 2 2 8

2% 2% 4% 3% 2% 2% 4% 2% 3% 5% 1% 3% 6% 1% 12% 1% 3% 14%

N T V

2 7 5 2 - 7 5 2 6 1 - - - 0 1 1 2 2 - - 3 3 2 2 3

1% 2% 1% 2% 1% 1% 2% 1% 2% 1% 8% 2% 2% 1% 5% 1% 3% 5%

3 16 10 6 1 15 9 7 8 8 - 2 1 - 7 - 3 1 - 1 6 10 5 3 8

3% 3% 3% 3% 3% 3% 5% 2% 7% 4% 5% 6% 3% 1% 5% 1% 14% 1% 5% 14%

H T V

4 49 34 15 5 44 31 18 34 15 - 6 1 1 15 0 8 12 0 3 33 16 27 15 6

10% 11% 8% 14% 10% 9% 13% 9% 13% 9% 7% 5% 14% 4% 7% 12% 3% 12% 8% 21% 7% 25% 11%

V

5 - Strongly agree 404 262 142 32 372 303 101 316 88 - 61 17 12 88 11 100 77 13 24 365 37 338 35 31

82% 83% 81% 81% 82% 85% 73% 84% 76% 87% 87% 62% 79% 88% 85% 78% 97% 83% 88% 49% 90% 56% 55%

MNQ U WX

Does not apply 0 0 - - 0 - 0 0 - - - - - - - - - - 0 0 - 0 - -

Don't know 5 - 5 - 5 - 5 5 - - - - 5 - - - - - - 5 - - 5 -

1% 3% 1% 4% 1% 25% 1% 8%

NET: Disagree 19 10 9 1 18 12 7 14 5 - - - 1 2 1 6 8 - - 6 12 4 4 11

4% 3% 5% 3% 4% 3% 5% 4% 4% 8% 2% 8% 5% 8% 2% 16% 1% 6% 19%

N T V

NET: Agree 453 296 156 37 416 333 119 351 102 - 67 19 13 103 11 108 90 14 28 398 52 366 50 37

92% 94% 89% 95% 92% 94% 86% 93% 89% 96% 95% 67% 92% 92% 92% 91% 100% 95% 96% 70% 98% 81% 66%

G M M M M MNPQ M U WX

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32D Page 207

EI Claimant Survey 2016

Q32D. Please tell me how much you agree or disagree with the following statements: You were treated respectfully.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 288 87 493 302 94 167 232 - 493 - 493 493 -

Unweighted Total 509 509 505 345 298 91 509 320 95 181 233 - 509 - 509 509 -

1 - Strongly disagree 12 12 12 5 6 2 12 8 1 6 5 - 12 - 12 12 -

2% 2% 2% 1% 2% 2% 2% 3% 1% 4% 2% 2% 2% 2%

2 7 7 6 4 5 - 7 5 1 1 4 - 7 - 7 7 -

1% 1% 1% 1% 2% 1% 2% 1% 1% 2% 1% 1% 1%

3 16 16 16 11 12 10 16 8 1 2 13 - 16 - 16 16 -

3% 3% 3% 3% 4% 12% 3% 3% 1% 1% 5% 3% 3% 3%

EGH IJ

4 49 49 49 38 38 10 49 34 5 13 31 - 49 - 49 49 -

10% 10% 10% 11% 13% 11% 10% 11% 6% 8% 13% 10% 10% 10%

5 - Strongly agree 404 404 401 277 223 65 404 241 86 144 174 - 404 - 404 404 -

82% 82% 82% 82% 77% 75% 82% 80% 91% 86% 75% 82% 82% 82%

K K

Does not apply 0 0 - - 0 0 0 0 - - 0 - 0 - 0 0 -

Don't know 5 5 5 5 5 - 5 5 - - 5 - 5 - 5 5 -

1% 1% 1% 1% 2% 1% 2% 2% 1% 1% 1%

NET: Disagree 19 19 18 9 11 2 19 13 2 7 9 - 19 - 19 19 -

4% 4% 4% 3% 4% 2% 4% 4% 2% 4% 4% 4% 4% 4%

NET: Agree 453 453 450 315 261 75 453 276 91 157 205 - 453 - 453 453 -

92% 92% 92% 93% 90% 86% 92% 91% 97% 94% 88% 92% 92% 92%

K

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q32D Page 208

EI Claimant Survey 2016

Q32D. Please tell me how much you agree or disagree with the following statements: You were treated respectfully.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 139 240 171 12 193 154 84

Unweighted Total 509 113 59 38 105 43 165 29 161 195 132 147 244 180 9 205 148 89

1 - Strongly disagree 12 1 6 - 2 1 8 - 4 7 1 4 2 10 - 4 - 2

2% 1% 11% 2% 2% 5% 3% 4% 1% 3% 1% 6% 2% 2%

BEFI B K M

2 7 0 0 1 2 0 3 0 2 1 2 3 3 0 - 2 1 2

1% \*% 1% 4% 2% 1% 2% 2% 1% 1% 1% 2% 1% \*% 1% 1% 3%

3 16 2 - - - - 1 1 12 3 7 6 8 1 - 5 1 8

3% 2% 1% 5% 8% 2% 5% 4% 3% 1% 3% 1% 10%

BG PQ

4 49 15 6 7 9 4 14 1 10 15 8 22 32 10 - 16 17 10

10% 13% 11% 19% 9% 8% 9% 4% 7% 8% 6% 16% 13% 6% 8% 11% 12%

K N

5 - Strongly agree 404 99 43 28 92 43 129 18 119 157 117 99 189 150 12 160 134 62

82% 84% 78% 77% 88% 89% 83% 88% 78% 85% 87% 71% 79% 88% 100% 83% 87% 73%

L L MN R

Does not apply 0 - - - - - - - 0 - - 0 - - - - - -

Don't know 5 - - - - - - - 5 - - 5 5 - - 5 - -

1% 3% 4% 2% 3%

NET: Disagree 19 1 6 1 4 1 11 0 6 8 3 7 5 10 - 6 1 4

4% 1% 12% 4% 4% 3% 7% 2% 4% 5% 2% 5% 2% 6% 3% 1% 5%

BEI B

NET: Agree 453 114 49 35 101 47 142 19 130 172 125 121 221 160 12 176 152 72

92% 97% 88% 96% 96% 97% 92% 93% 85% 94% 92% 87% 92% 93% 100% 91% 99% 85%

CI I CI I I MN PR

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q33 Page 209

EI Claimant Survey 2016

Q33. How satisfied were you with the overall quality of service you received at the Service Canada office about EI in the last 7-8 months?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 145 376 117 55 124 194 120 69 319 106 210 283 21 67 48 441 378 115 37 456

Unweighted Total 510 85 126 134 165 397 113 59 136 191 123 85 326 99 244 266 29 80 43 463 394 116 38 471

1 - Very dissatisfied 18 1 3 13 1 15 3 1 4 2 10 1 16 1 6 12 - 1 2 16 16 2 0 18

4% 1% 2% 10% 1% 4% 3% 3% 3% 1% 9% 1% 5% 1% 3% 4% 2% 4% 4% 4% 2% 1% 4%

BCE IJ LN

2 18 2 1 10 4 14 3 6 4 2 5 1 10 6 9 9 0 1 - 18 16 1 - 18

4% 2% 1% 7% 3% 4% 3% 12% 3% 1% 4% 2% 3% 6% 4% 3% 2% 2% 4% 4% 1% 4%

C IJ

3 51 2 20 10 19 39 12 5 13 18 16 5 34 11 22 29 3 10 4 47 33 18 4 47

10% 2% 16% 8% 13% 10% 10% 9% 10% 9% 13% 8% 11% 11% 11% 10% 17% 15% 8% 11% 9% 16% 12% 10%

B B

4 115 19 34 28 34 93 22 9 26 59 22 21 67 28 43 72 3 18 7 106 82 34 12 103

23% 21% 27% 21% 23% 25% 19% 16% 21% 30% 18% 30% 21% 26% 20% 26% 14% 27% 15% 24% 22% 29% 32% 23%

5 - Very satisfied 290 67 66 71 86 213 76 33 76 113 66 40 190 60 128 161 13 36 35 253 230 60 19 269

59% 73% 53% 53% 59% 57% 65% 60% 62% 58% 55% 58% 60% 57% 61% 57% 65% 54% 72% 57% 61% 52% 53% 59%

CD

Don't know/Refused 1 - - 1 0 1 0 - 1 - 0 0 1 - 1 0 0 - - 1 1 - 0 1

\*% 1% \*% \*% \*% 1% \*% 1% \*% \*% \*% 2% \*% \*% 1% \*%

NET: Dissatisfied 36 3 4 23 6 30 6 8 8 5 15 2 27 7 15 21 0 2 2 34 32 3 0 35

7% 3% 4% 17% 4% 8% 5% 14% 7% 3% 13% 3% 8% 7% 7% 7% 2% 4% 4% 8% 9% 3% 1% 8%

BCE J J V

NET: Satisfied 405 86 100 99 120 306 98 42 102 171 89 60 257 88 171 233 16 55 42 359 311 94 31 373

82% 94% 80% 75% 83% 82% 84% 77% 82% 88% 74% 88% 81% 83% 82% 82% 79% 81% 88% 81% 82% 81% 85% 82%

CDE K

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q33 Page 210

EI Claimant Survey 2016

Q33. How satisfied were you with the overall quality of service you received at the Service Canada office about EI in the last 7-8 months?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 139 378 115 - 70 20 19 112 12 117 99 14 30 416 75 375 62 56

Unweighted Total 510 392 118 44 466 355 155 394 116 - 76 24 18 94 15 118 112 16 37 439 69 390 63 56

1 - Very dissatisfied 18 5 13 - 18 7 11 16 2 - 1 - 5 5 1 2 3 - 1 10 8 4 5 9

4% 2% 7% 4% 2% 8% 4% 2% 1% 28% 4% 8% 2% 3% 3% 2% 10% 1% 8% 17%

B F KNPQS V V

2 18 8 10 - 18 10 8 16 1 - 1 - - 4 1 5 6 - - 4 13 3 2 12

4% 2% 6% 4% 3% 6% 4% 1% 2% 4% 8% 4% 6% 1% 18% 1% 4% 22%

T VW

3 51 33 18 4 47 32 19 33 18 - 4 1 - 18 0 9 14 1 2 26 25 17 21 13

10% 10% 10% 10% 10% 9% 14% 9% 16% 6% 7% 16% 4% 8% 14% 11% 8% 6% 34% 4% 34% 23%

K T V V

4 115 75 41 9 106 74 41 82 34 - 15 8 1 31 2 30 22 1 4 104 12 91 13 11

23% 24% 23% 24% 23% 21% 30% 22% 29% 21% 40% 8% 28% 20% 26% 22% 11% 13% 25% 16% 24% 21% 20%

MRS

5 - Very satisfied 290 195 94 26 264 232 58 230 60 - 49 10 13 54 7 70 54 11 22 271 16 260 20 9

59% 62% 54% 66% 58% 65% 42% 61% 52% 70% 53% 65% 48% 60% 60% 55% 79% 74% 65% 22% 69% 33% 17%

G N N NQ U WX

Don't know/Refused 1 1 - - 1 - 1 1 - - - - - - - 1 - - 0 1 0 0 - 1

\*% \*% \*% 1% \*% 1% 2% \*% 1% \*% 2%

NET: Dissatisfied 36 13 23 - 36 17 19 32 3 - 2 - 5 9 2 7 9 - 1 15 21 7 7 22

7% 4% 13% 8% 5% 14% 9% 3% 4% 28% 8% 16% 6% 9% 3% 4% 28% 2% 12% 38%

B F I KPS T V VW

NET: Satisfied 405 270 135 35 370 305 99 311 94 - 63 18 14 85 10 100 76 12 26 375 28 351 33 21

82% 85% 77% 90% 81% 86% 72% 82% 81% 91% 93% 72% 76% 80% 85% 77% 89% 87% 90% 38% 94% 54% 37%

G NQ NQ U WX

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q33 Page 211

EI Claimant Survey 2016

Q33. How satisfied were you with the overall quality of service you received at the Service Canada office about EI in the last 7-8 months?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 289 88 493 303 94 167 232 - 493 - 493 493 -

Unweighted Total 510 510 505 345 299 92 510 321 95 181 234 - 510 - 510 510 -

1 - Very dissatisfied 18 18 18 12 16 1 18 13 1 5 12 - 18 - 18 18 -

4% 4% 4% 4% 5% 1% 4% 4% 1% 3% 5% 4% 4% 4%

F I

2 18 18 18 10 8 1 18 11 4 9 5 - 18 - 18 18 -

4% 4% 4% 3% 3% 1% 4% 4% 4% 5% 2% 4% 4% 4%

3 51 51 49 31 39 14 51 26 10 9 32 - 51 - 51 51 -

10% 10% 10% 9% 13% 16% 10% 8% 11% 5% 14% 10% 10% 10%

J

4 115 115 115 88 69 25 115 74 18 40 57 - 115 - 115 115 -

23% 23% 24% 26% 24% 28% 23% 24% 19% 24% 25% 23% 23% 23%

5 - Very satisfied 290 290 288 198 157 47 290 179 61 103 125 - 290 - 290 290 -

59% 59% 59% 58% 54% 53% 59% 59% 65% 62% 54% 59% 59% 59%

Don't know/Refused 1 1 1 - 1 1 1 1 - 0 1 - 1 - 1 1 -

\*% \*% \*% \*% 1% \*% \*% \*% \*% \*% \*% \*%

NET: Dissatisfied 36 36 36 22 24 2 36 24 5 14 17 - 36 - 36 36 -

7% 7% 7% 7% 8% 2% 7% 8% 5% 8% 7% 7% 7% 7%

NET: Satisfied 405 405 403 286 226 71 405 252 79 144 182 - 405 - 405 405 -

82% 82% 82% 84% 78% 81% 82% 83% 84% 86% 79% 82% 82% 82%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q33 Page 212

EI Claimant Survey 2016

Q33. How satisfied were you with the overall quality of service you received at the Service Canada office about EI in the last 7-8 months?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 140 240 171 12 193 154 84

Unweighted Total 510 113 59 38 105 43 165 29 162 195 132 148 244 180 9 205 148 89

1 - Very dissatisfied 18 3 1 0 3 2 6 - 10 1 8 6 8 3 5 8 2 5

4% 3% 3% 1% 3% 4% 4% 7% 1% 6% 5% 3% 2% 41% 4% 2% 6%

J J MN

2 18 3 6 - 5 - 8 0 3 8 4 3 5 10 - 4 4 2

4% 3% 12% 5% 5% 2% 2% 5% 3% 2% 2% 6% 2% 3% 2%

BI

3 51 12 5 4 7 4 14 3 20 19 12 18 26 9 - 15 14 15

10% 10% 9% 12% 7% 8% 9% 17% 13% 10% 9% 13% 11% 5% 8% 9% 18%

P

4 115 22 9 12 18 7 31 3 39 37 29 39 64 35 1 41 49 16

23% 19% 16% 32% 17% 15% 20% 14% 25% 20% 22% 28% 26% 20% 12% 21% 32% 19%

5 - Very satisfied 290 76 33 19 72 35 94 13 80 118 81 73 137 114 6 125 83 46

59% 65% 60% 53% 69% 72% 61% 65% 53% 64% 60% 52% 57% 67% 46% 65% 54% 54%

I

Don't know/Refused 1 0 - 0 - - 0 0 0 - 0 1 1 - - - 0 -

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NET: Dissatisfied 36 6 8 0 8 2 14 0 14 9 12 9 13 13 5 12 7 7

7% 5% 14% 1% 8% 4% 9% 2% 9% 5% 9% 7% 5% 8% 41% 6% 4% 9%

DH D MN

NET: Satisfied 405 98 42 31 90 42 125 16 119 155 111 112 201 149 7 166 132 62

82% 84% 77% 85% 86% 88% 81% 79% 78% 84% 82% 80% 84% 87% 59% 86% 86% 73%

R R

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_1 Page 213

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 145 376 117 55 124 194 120 69 319 106 210 283 21 67 48 441 378 115 37 456

Unweighted Total 510 85 126 134 165 397 113 59 136 191 123 85 326 99 244 266 29 80 43 463 394 116 38 471

Friendly service 285 50 71 77 88 219 66 34 83 111 56 45 174 66 125 160 16 33 25 256 221 64 22 262

58% 55% 57% 58% 60% 58% 56% 62% 67% 57% 47% 66% 55% 62% 60% 56% 76% 49% 52% 58% 58% 56% 61% 57%

K R

Short wait times 206 41 54 54 57 156 51 21 41 81 63 24 144 39 84 122 5 33 23 183 156 51 14 192

42% 45% 43% 41% 40% 41% 43% 38% 33% 42% 53% 34% 45% 37% 40% 43% 24% 49% 48% 42% 41% 44% 39% 42%

I Q

Don't know/Refused 2 - - 2 - 1 1 - - 2 - - 1 1 1 1 - 1 - 2 2 - - 2

\*% 2% \*% 1% 1% \*% 1% \*% \*% 1% \*% 1% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_1 Page 214

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 139 378 115 - 70 20 19 112 12 117 99 14 30 416 75 375 62 56

Unweighted Total 510 392 118 44 466 355 155 394 116 - 76 24 18 94 15 118 112 16 37 439 69 390 63 56

Friendly service 285 198 87 22 263 227 58 221 64 - 38 11 14 53 7 70 62 8 21 250 33 224 38 22

58% 62% 49% 56% 58% 64% 42% 58% 56% 55% 57% 74% 48% 55% 59% 62% 61% 72% 60% 44% 60% 62% 40%

G N

Short wait times 206 117 89 17 189 126 81 156 51 - 32 8 5 59 6 47 37 5 8 164 42 150 23 34

42% 37% 51% 44% 42% 35% 58% 41% 44% 45% 43% 26% 52% 45% 40% 37% 39% 28% 39% 56% 40% 37% 60%

B F S

Don't know/Refused 2 2 - - 2 2 - 2 - - - - - - - 1 1 - - 2 - 1 1 -

\*% 1% \*% 1% 1% 1% 1% \*% \*% 2%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_1 Page 215

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 289 88 493 303 94 167 232 - 493 - 493 493 -

Unweighted Total 510 510 505 345 299 92 510 321 95 181 234 - 510 - 510 510 -

Friendly service 285 285 282 186 165 51 285 168 53 104 127 - 285 - 285 285 -

58% 58% 58% 55% 57% 58% 58% 56% 56% 63% 55% 58% 58% 58%

Short wait times 206 206 205 154 124 37 206 133 40 61 105 - 206 - 206 206 -

42% 42% 42% 45% 43% 42% 42% 44% 43% 37% 45% 42% 42% 42%

Don't know/Refused 2 2 2 - - - 2 1 1 1 - - 2 - 2 2 -

\*% \*% \*% \*% \*% 1% 1% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_1 Page 216

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 140 240 171 12 193 154 84

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Friendly service 285 66 34 22 65 25 87 16 91 115 77 77 130 103 5 104 95 48

58% 56% 62% 61% 62% 52% 56% 76% 60% 63% 57% 55% 54% 60% 46% 54% 62% 57%

G

Short wait times 206 51 21 14 40 23 66 5 62 66 59 63 111 67 6 88 58 37

42% 43% 38% 39% 38% 48% 43% 24% 40% 36% 43% 45% 46% 39% 54% 46% 38% 43%

Don't know/Refused 2 1 - - - - 2 - - 2 - - - 1 - 1 - -

\*% 1% 1% 1% 1% 1%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_2 Page 217

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 145 376 117 55 124 194 120 69 319 106 210 283 21 67 48 441 378 115 37 456

Unweighted Total 510 85 126 134 165 397 113 59 136 191 123 85 326 99 244 266 29 80 43 463 394 116 38 471

Friendly service 189 30 59 48 50 135 54 33 59 67 30 25 108 55 98 91 9 21 15 171 134 55 10 177

38% 33% 48% 36% 35% 36% 46% 61% 47% 35% 25% 37% 34% 52% 47% 32% 45% 31% 31% 39% 35% 48% 29% 39%

JK K M P

Complete resolution of the request 304 61 64 84 94 240 64 21 65 127 89 43 209 51 112 192 11 47 33 269 245 59 26 277

within the one visit 62% 67% 51% 64% 65% 64% 54% 39% 53% 65% 74% 63% 66% 48% 53% 68% 55% 69% 69% 61% 65% 51% 71% 61%

H HI N O

Don't know/Refused 1 - 1 - - 1 - - - - 1 - 1 - - 1 - - - 1 - 1 - 1

\*% 1% \*% 1% \*% \*% \*% 1% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

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Phoenix EI Claims Study

Table Q34\_2 Page 218

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 139 378 115 - 70 20 19 112 12 117 99 14 30 416 75 375 62 56

Unweighted Total 510 392 118 44 466 355 155 394 116 - 76 24 18 94 15 118 112 16 37 439 69 390 63 56

Friendly service 189 127 61 17 171 140 49 134 55 - 23 2 3 37 3 43 49 10 18 168 18 149 21 18

38% 40% 35% 44% 38% 39% 35% 35% 48% 33% 12% 18% 33% 20% 37% 50% 71% 60% 40% 25% 40% 34% 33%

L L L KLMO LMNOP LMNOP U

K K

Complete resolution of the request 304 189 115 22 282 214 90 245 59 - 47 17 16 74 9 74 50 4 12 247 56 225 40 38

within the one visit 62% 59% 65% 56% 62% 60% 65% 65% 51% 67% 88% 82% 67% 72% 63% 50% 29% 40% 59% 75% 60% 66% 67%

QRS NPQRS QRS RS RS RS T

K

Don't know/Refused 1 1 - - 1 1 - - 1 - - - - - 1 - - - - 1 - 1 - -

\*% \*% \*% \*% 1% 8% \*% \*%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_2 Page 219

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

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Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

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Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 289 88 493 303 94 167 232 - 493 - 493 493 -

Unweighted Total 510 510 505 345 299 92 510 321 95 181 234 - 510 - 510 510 -

Friendly service 189 189 187 129 109 42 189 103 36 72 80 - 189 - 189 189 -

38% 38% 38% 38% 38% 47% 38% 34% 39% 43% 35% 38% 38% 38%

Complete resolution of the request 304 304 302 211 180 46 304 199 57 95 152 - 304 - 304 304 -

within the one visit 62% 62% 62% 62% 62% 53% 62% 66% 60% 57% 65% 62% 62% 62%

Don't know/Refused 1 1 1 - - - 1 - 1 - - - 1 - 1 1 -

\*% \*% \*% \*% 1% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_2 Page 220

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 140 240 171 12 193 154 84

Unweighted Total 510 113 59 38 105 43 165 29 162 195 132 148 244 180 9 205 148 89

Friendly service 189 54 33 10 40 15 67 9 51 79 57 39 68 83 3 66 65 30

38% 46% 61% 29% 38% 31% 43% 45% 33% 43% 42% 28% 28% 48% 25% 34% 42% 35%

DEFGI L M

Complete resolution of the request 304 64 21 26 65 33 87 11 102 103 79 100 172 88 9 126 89 55

within the one visit 62% 54% 39% 71% 62% 69% 56% 55% 67% 56% 58% 72% 72% 51% 75% 65% 58% 65%

C C C C J N

Don't know/Refused 1 - - - - - 1 - - 1 - - - 1 - 1 - -

\*% 1% 1% 1% 1%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_3 Page 221

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 145 376 117 55 124 194 120 69 319 106 210 283 21 67 48 441 378 115 37 456

Unweighted Total 510 85 126 134 165 397 113 59 136 191 123 85 326 99 244 266 29 80 43 463 394 116 38 471

Friendly service 320 56 72 94 97 248 72 31 78 122 89 52 208 60 128 192 9 42 31 287 254 66 25 294

65% 62% 58% 71% 67% 66% 61% 57% 63% 63% 74% 76% 65% 57% 61% 68% 46% 62% 65% 65% 67% 57% 69% 64%

N

Computers available to complete the EI 173 35 52 39 47 128 46 24 46 72 31 17 111 46 82 91 11 25 17 154 124 49 11 162

application with assistance 35% 38% 42% 29% 33% 34% 39% 43% 37% 37% 26% 24% 35% 43% 39% 32% 54% 38% 35% 35% 33% 43% 31% 36%

L

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_3 Page 222

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 139 378 115 - 70 20 19 112 12 117 99 14 30 416 75 375 62 56

Unweighted Total 510 392 118 44 466 355 155 394 116 - 76 24 18 94 15 118 112 16 37 439 69 390 63 56

Friendly service 320 208 112 23 297 231 88 255 65 - 49 14 16 76 8 64 63 9 21 264 54 235 42 42

65% 65% 64% 59% 65% 65% 64% 67% 57% 71% 70% 82% 68% 61% 54% 63% 64% 72% 63% 72% 63% 68% 76%

Computers available to complete the EI 173 110 64 16 157 123 50 123 50 - 20 6 4 35 5 54 36 5 8 152 21 140 20 14

application with assistance 35% 35% 36% 41% 35% 35% 36% 33% 43% 29% 30% 18% 32% 39% 46% 37% 36% 28% 37% 28% 37% 32% 24%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_3 Page 223

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 289 88 493 303 94 167 232 - 493 - 493 493 -

Unweighted Total 510 510 505 345 299 92 510 321 95 181 234 - 510 - 510 510 -

Friendly service 320 320 317 229 188 57 320 211 56 103 161 - 320 - 320 320 -

65% 65% 65% 68% 65% 64% 65% 70% 59% 62% 69% 65% 65% 65%

Computers available to complete the EI 173 173 172 110 101 31 173 91 38 64 71 - 173 - 173 173 -

application with assistance 35% 35% 35% 32% 35% 36% 35% 30% 41% 38% 31% 35% 35% 35%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_3 Page 224

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 140 240 171 12 193 154 84

Unweighted Total 510 113 59 38 105 43 165 29 162 195 132 148 244 180 9 205 148 89

Friendly service 320 72 31 25 65 31 89 9 112 115 94 92 171 94 10 127 94 61

65% 61% 57% 69% 62% 65% 58% 46% 73% 62% 70% 66% 71% 55% 83% 66% 61% 73%

GH N

Computers available to complete the EI 173 46 24 11 40 17 65 11 41 69 41 48 69 77 2 66 59 23

application with assistance 35% 39% 43% 31% 38% 35% 42% 54% 27% 38% 30% 34% 29% 45% 17% 34% 39% 27%

I I M

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_4 Page 225

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 145 376 117 55 124 194 120 69 319 106 210 283 21 67 48 441 378 115 37 456

Unweighted Total 510 85 126 134 165 397 113 59 136 191 123 85 326 99 244 266 29 80 43 463 394 116 38 471

Short wait times 150 21 60 33 35 109 42 20 46 51 33 27 89 35 69 82 6 25 12 136 96 54 8 141

30% 23% 48% 25% 25% 29% 36% 36% 37% 26% 27% 39% 28% 33% 33% 29% 28% 37% 25% 31% 25% 47% 23% 31%

BDE U

Complete resolution of the request 341 69 64 99 109 267 75 35 77 142 87 42 230 69 140 202 15 42 36 305 280 61 28 313

within the one visit 69% 75% 52% 75% 75% 71% 64% 64% 62% 73% 73% 61% 72% 65% 67% 71% 72% 62% 75% 69% 74% 53% 77% 69%

C C C V

Don't know/Refused 1 1 - - 0 0 1 - 0 1 - - - 1 1 - - 1 - 0 1 - - 1

\*% 1% \*% \*% 1% \*% 1% 1% 1% 1% \*% \*% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_4 Page 226

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 139 378 115 - 70 20 19 112 12 117 99 14 30 416 75 375 62 56

Unweighted Total 510 392 118 44 466 355 155 394 116 - 76 24 18 94 15 118 112 16 37 439 69 390 63 56

Short wait times 150 102 48 16 134 109 42 94 56 - 17 5 4 42 3 33 31 4 11 126 24 114 21 15

30% 32% 27% 40% 30% 31% 30% 25% 49% 24% 27% 18% 38% 24% 28% 31% 32% 38% 30% 32% 30% 34% 27%

H

Complete resolution of the request 341 214 128 22 319 245 97 282 59 - 52 14 16 70 9 84 67 9 18 289 51 259 41 41

within the one visit 69% 67% 73% 57% 70% 69% 70% 75% 51% 75% 73% 82% 62% 76% 72% 68% 68% 62% 69% 68% 69% 66% 73%

I

Don't know/Refused 1 1 - 1 0 1 0 1 - - 0 - - - - - 1 - - 1 - 1 - -

\*% \*% 3% \*% \*% \*% \*% 1% 1% \*% \*%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_4 Page 227

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 289 88 493 303 94 167 232 - 493 - 493 493 -

Unweighted Total 510 510 505 345 299 92 510 321 95 181 234 - 510 - 510 510 -

Short wait times 150 150 148 111 96 40 150 88 24 49 77 - 150 - 150 150 -

30% 30% 30% 33% 33% 46% 30% 29% 26% 29% 33% 30% 30% 30%

GH

Complete resolution of the request 341 341 339 229 192 48 341 215 70 117 155 - 341 - 341 341 -

within the one visit 69% 69% 69% 67% 66% 54% 69% 71% 74% 70% 67% 69% 69% 69%

F F

Don't know/Refused 1 1 1 - 1 - 1 - 0 1 - - 1 - 1 1 -

\*% \*% \*% \*% \*% 1% 1% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_4 Page 228

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 140 240 171 12 193 154 84

Unweighted Total 510 113 59 38 105 43 165 29 162 195 132 148 244 180 9 205 148 89

Short wait times 150 42 20 8 32 12 53 6 43 48 49 40 69 57 1 63 44 29

30% 36% 36% 23% 30% 25% 34% 28% 28% 26% 36% 29% 29% 33% 12% 33% 28% 34%

Complete resolution of the request 341 75 35 28 73 36 101 15 110 136 86 100 172 113 10 130 110 56

within the one visit 69% 64% 64% 77% 70% 75% 65% 72% 72% 74% 63% 71% 71% 66% 88% 67% 72% 66%

Don't know/Refused 1 1 - - - - 0 - - - 1 - - 1 - 0 - -

\*% 1% \*% 1% 1% \*%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_5 Page 229

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 145 376 117 55 124 194 120 69 319 106 210 283 21 67 48 441 378 115 37 456

Unweighted Total 510 85 126 134 165 397 113 59 136 191 123 85 326 99 244 266 29 80 43 463 394 116 38 471

Short wait times 266 50 53 75 88 224 42 18 64 98 85 43 180 43 109 156 11 44 24 242 215 51 18 246

54% 55% 42% 57% 61% 60% 35% 33% 52% 50% 71% 62% 57% 40% 52% 55% 53% 65% 49% 55% 57% 44% 50% 54%

C G H HIJ N N

Computers available to complete the EI 220 40 69 55 56 148 72 35 59 92 34 25 134 61 95 125 10 21 24 193 158 62 17 203

application with assistance 45% 44% 55% 42% 39% 39% 61% 64% 47% 48% 29% 37% 42% 58% 45% 44% 47% 32% 51% 44% 42% 54% 48% 45%

E F K K K LM

Don't know/Refused 7 1 3 2 1 3 4 1 1 4 1 1 4 2 5 2 - 2 - 6 5 2 1 6

2% 1% 2% 2% 1% 1% 3% 3% 1% 2% 1% 1% 1% 2% 3% 1% 4% 1% 1% 2% 3% 1%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_5 Page 230

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 139 378 115 - 70 20 19 112 12 117 99 14 30 416 75 375 62 56

Unweighted Total 510 392 118 44 466 355 155 394 116 - 76 24 18 94 15 118 112 16 37 439 69 390 63 56

Short wait times 266 166 99 22 243 193 73 216 50 - 46 14 15 55 6 66 40 8 15 219 45 196 33 36

54% 52% 57% 57% 54% 54% 53% 57% 43% 65% 70% 77% 50% 52% 56% 41% 57% 52% 53% 60% 52% 53% 65%

Q Q Q

Computers available to complete the EI 220 144 77 16 204 155 65 157 63 - 24 6 5 54 6 51 55 6 13 191 29 174 28 18

application with assistance 45% 45% 43% 41% 45% 44% 47% 42% 55% 35% 30% 23% 49% 48% 44% 55% 43% 43% 46% 39% 46% 45% 33%

KLM

Don't know/Refused 7 7 - 1 6 7 0 5 2 - - - - 2 - - 4 - 1 6 1 5 1 1

2% 2% 3% 1% 2% \*% 1% 2% 2% 4% 5% 2% 1% 1% 2% 3%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_5 Page 231

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

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Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 289 88 493 303 94 167 232 - 493 - 493 493 -

Unweighted Total 510 510 505 345 299 92 510 321 95 181 234 - 510 - 510 510 -

Short wait times 266 266 262 190 161 44 266 185 46 78 142 - 266 - 266 266 -

54% 54% 54% 56% 56% 50% 54% 61% 48% 47% 61% 54% 54% 54%

J

Computers available to complete the EI 220 220 220 144 121 44 220 114 49 84 87 - 220 - 220 220 -

application with assistance 45% 45% 45% 42% 42% 50% 45% 38% 52% 51% 38% 45% 45% 45%

K

Don't know/Refused 7 7 7 5 6 - 7 4 - 4 3 - 7 - 7 7 -

2% 2% 2% 2% 2% 2% 1% 3% 1% 2% 2% 2%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_5 Page 232

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 140 240 171 12 193 154 84

Unweighted Total 510 113 59 38 105 43 165 29 162 195 132 148 244 180 9 205 148 89

Short wait times 266 42 18 18 62 24 69 11 103 80 77 86 168 53 10 108 78 54

54% 35% 33% 50% 59% 49% 44% 53% 67% 44% 57% 62% 70% 31% 83% 56% 51% 64%

BCG BCG J N N

Computers available to complete the EI 220 72 35 17 43 24 81 10 49 101 55 53 69 115 2 82 73 29

application with assistance 45% 61% 64% 48% 41% 51% 53% 47% 32% 55% 41% 38% 29% 67% 17% 43% 48% 34%

EI EI I KL MO

Don't know/Refused 7 4 1 1 - - 4 - 1 2 3 1 3 3 - 3 2 1

2% 3% 3% 3% 3% 1% 1% 2% 1% 1% 2% 2% 2% 1%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_6 Page 233

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 145 376 117 55 124 194 120 69 319 106 210 283 21 67 48 441 378 115 37 456

Unweighted Total 510 85 126 134 165 397 113 59 136 191 123 85 326 99 244 266 29 80 43 463 394 116 38 471

Complete resolution of the request 324 61 64 96 102 254 69 26 73 129 96 52 210 62 126 197 13 41 27 297 265 58 27 296

within the one visit 66% 67% 51% 72% 71% 68% 59% 47% 59% 66% 80% 76% 66% 58% 60% 70% 62% 60% 56% 67% 70% 51% 74% 65%

C C H HIJ N V

Computers available to complete the EI 165 29 59 36 42 118 47 29 50 64 22 16 106 43 82 83 8 24 21 141 110 55 9 155

application with assistance 33% 32% 47% 27% 29% 31% 40% 53% 40% 33% 18% 24% 33% 41% 39% 29% 38% 35% 44% 32% 29% 48% 26% 34%

DE JK K K L U

Don't know/Refused 4 1 1 1 1 4 1 - 1 1 2 0 3 1 2 2 - 3 - 4 3 1 - 4

1% 1% 1% 1% 1% 1% 1% 1% 1% 2% 1% 1% 1% 1% 1% 4% 1% 1% 1% 1%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_6 Page 234

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 139 378 115 - 70 20 19 112 12 117 99 14 30 416 75 375 62 56

Unweighted Total 510 392 118 44 466 355 155 394 116 - 76 24 18 94 15 118 112 16 37 439 69 390 63 56

Complete resolution of the request 324 206 117 25 299 231 93 265 58 - 54 15 17 75 10 76 49 8 19 265 56 238 46 39

within the one visit 66% 65% 67% 63% 66% 65% 67% 70% 51% 78% 78% 87% 67% 84% 64% 49% 57% 65% 64% 75% 64% 74% 70%

I Q Q Q Q Q

Computers available to complete the EI 165 107 58 13 152 120 45 110 55 - 15 4 2 35 2 42 48 6 10 146 18 133 16 16

application with assistance 33% 34% 33% 34% 33% 34% 33% 29% 48% 22% 22% 8% 31% 16% 36% 49% 43% 35% 35% 25% 35% 26% 29%

H M M KLMNO M M

Don't know/Refused 4 3 1 1 4 4 0 3 1 - - - 1 1 - - 2 - - 4 - 4 - 0

1% 1% 1% 3% 1% 1% \*% 1% 1% 5% 1% 2% 1% 1% 1%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_6 Page 235

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

------ ------ ------ ------ ------ ------ ------ ------ ------ ------ ------ ------ ------ ------ ------ ------ ------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 289 88 493 303 94 167 232 - 493 - 493 493 -

Unweighted Total 510 510 505 345 299 92 510 321 95 181 234 - 510 - 510 510 -

Complete resolution of the request 324 324 321 235 187 45 324 211 58 115 152 - 324 - 324 324 -

within the one visit 66% 66% 66% 69% 65% 52% 66% 70% 61% 69% 65% 66% 66% 66%

F

Computers available to complete the EI 165 165 163 101 97 42 165 90 37 50 78 - 165 - 165 165 -

application with assistance 33% 33% 33% 30% 34% 47% 33% 30% 39% 30% 34% 33% 33% 33%

H

Don't know/Refused 4 4 4 3 4 1 4 2 - 2 2 - 4 - 4 4 -

1% 1% 1% 1% 2% 1% 1% 1% 1% 1% 1% 1% 1%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q34\_6 Page 236

EI Claimant Survey 2016

Q34. I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

=============================================================== ======================= ======================= =======================

Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- -------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 140 240 171 12 193 154 84

Unweighted Total 510 113 59 38 105 43 165 29 162 195 132 148 244 180 9 205 148 89

Complete resolution of the request 324 69 26 27 69 27 92 13 105 110 98 90 177 96 9 126 107 56

within the one visit 66% 59% 47% 74% 66% 56% 60% 62% 69% 60% 72% 64% 74% 56% 75% 65% 69% 66%

C C C N

Computers available to complete the EI 165 47 29 9 35 21 61 8 47 73 36 48 59 74 3 65 46 28

application with assistance 33% 40% 53% 26% 33% 44% 40% 38% 30% 40% 27% 34% 25% 43% 25% 34% 30% 33%

DEI K M

Don't know/Refused 4 1 - - 1 - 1 - 1 - 1 2 4 1 - 2 1 0

1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table FS Page 237

EI Claimant Survey 2016

FS. Count of Friendly service

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 145 376 117 55 124 194 120 69 319 106 210 283 21 67 48 441 378 115 37 456

Unweighted Total 510 85 126 134 165 397 113 59 136 191 123 85 326 99 244 266 29 80 43 463 394 116 38 471

3 98 16 28 25 29 75 23 15 34 31 18 19 53 26 51 47 5 10 8 88 74 24 7 90

20% 18% 23% 19% 20% 20% 19% 28% 27% 16% 15% 27% 17% 25% 24% 17% 24% 14% 18% 20% 20% 20% 19% 20%

J

2 161 27 40 45 49 121 40 16 41 66 36 21 105 35 59 102 7 18 10 150 122 39 12 149

33% 29% 32% 34% 34% 32% 34% 30% 33% 34% 30% 30% 33% 33% 28% 36% 36% 27% 22% 34% 32% 34% 34% 33%

1 178 33 38 54 51 134 43 20 34 75 47 24 120 33 80 97 5 30 25 152 141 37 12 165

36% 37% 31% 41% 36% 36% 37% 37% 28% 39% 40% 35% 38% 31% 38% 34% 23% 44% 52% 34% 37% 32% 34% 36%

Q

0 57 14 18 8 16 45 12 3 14 22 18 5 40 12 20 37 3 9 4 52 41 16 5 52

11% 16% 15% 6% 11% 12% 10% 5% 11% 11% 15% 7% 13% 11% 9% 13% 17% 14% 9% 12% 11% 14% 13% 11%

MEAN 1.61 1.50 1.63 1.65 1.62 1.60 1.63 1.80 1.77 1.54 1.46 1.78 1.54 1.71 1.67 1.56 1.67 1.42 1.47 1.62 1.61 1.61 1.58 1.61

K

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table FS Page 238

EI Claimant Survey 2016

FS. Count of Friendly service

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 139 378 115 - 70 20 19 112 12 117 99 14 30 416 75 375 62 56

Unweighted Total 510 392 118 44 466 355 155 394 116 - 76 24 18 94 15 118 112 16 37 439 69 390 63 56

3 98 71 27 9 89 81 17 74 24 - 13 1 2 20 2 19 24 6 10 86 10 74 14 10

20% 22% 15% 24% 19% 23% 12% 20% 20% 18% 7% 13% 18% 16% 16% 24% 47% 33% 21% 14% 20% 22% 17%

L KLNP L

2 161 106 55 11 150 118 43 122 39 - 22 7 10 33 2 38 34 1 11 135 26 120 24 17

33% 33% 31% 29% 33% 33% 31% 32% 34% 32% 38% 51% 30% 20% 33% 35% 11% 38% 33% 34% 32% 39% 30%

R R R R R R

1 178 108 70 11 166 120 58 142 36 - 27 8 7 40 6 43 33 5 8 154 24 147 11 20

36% 34% 40% 29% 37% 34% 41% 37% 31% 39% 43% 34% 36% 48% 36% 34% 36% 27% 37% 31% 39% 18% 36%

W

0 57 33 24 7 50 36 21 40 17 - 7 2 0 18 2 17 7 1 0 41 16 35 13 9

11% 10% 14% 18% 11% 10% 15% 11% 14% 11% 13% 2% 16% 16% 15% 7% 7% 2% 10% 21% 9% 21% 17%

S S

MEAN 1.61 1.68 1.48 1.59 1.61 1.69 1.41 1.61 1.60 - 1.58 1.39 1.74 1.49 1.36 1.50 1.76 1.97 2.04 1.64 1.41 1.62 1.64 1.48

KLNOP

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table FS Page 239

EI Claimant Survey 2016

FS. Count of Friendly service

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

==================== =========================== ==================== ============= ============= =============

EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 289 88 493 303 94 167 232 - 493 - 493 493 -

Unweighted Total 510 510 505 345 299 92 510 321 95 181 234 - 510 - 510 510 -

3 98 98 97 67 55 23 98 58 19 34 45 - 98 - 98 98 -

20% 20% 20% 20% 19% 26% 20% 19% 20% 20% 20% 20% 20% 20%

2 161 161 159 111 97 26 161 98 28 61 73 - 161 - 161 161 -

33% 33% 33% 33% 33% 29% 33% 33% 29% 36% 31% 33% 33% 33%

1 178 178 178 122 103 31 178 114 33 57 87 - 178 - 178 178 -

36% 36% 36% 36% 36% 35% 36% 38% 35% 34% 38% 36% 36% 36%

0 57 57 56 40 34 9 57 33 14 15 27 - 57 - 57 57 -

11% 11% 11% 12% 12% 10% 11% 11% 15% 9% 12% 11% 11% 11%

MEAN 1.61 1.61 1.61 1.60 1.60 1.70 1.61 1.60 1.54 1.68 1.59 - 1.61 - 1.61 1.61 -

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table FS Page 240

EI Claimant Survey 2016

FS. Count of Friendly service

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

=============================================================== ======================= ======================= =======================

Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 140 240 171 12 193 154 84

Unweighted Total 510 113 59 38 105 43 165 29 162 195 132 148 244 180 9 205 148 89

3 98 23 15 7 21 8 29 5 29 37 34 21 39 36 1 33 34 17

20% 19% 28% 19% 20% 18% 19% 24% 19% 20% 25% 15% 16% 21% 12% 17% 22% 20%

2 161 40 16 12 35 10 52 7 54 74 36 44 76 58 4 62 48 29

33% 34% 30% 34% 33% 22% 34% 36% 36% 40% 26% 32% 32% 34% 29% 32% 31% 34%

K

1 178 43 20 12 37 25 51 5 58 52 54 58 98 56 7 74 57 30

36% 37% 37% 34% 35% 52% 33% 23% 38% 28% 40% 41% 41% 33% 58% 38% 37% 35%

H J

0 57 12 3 5 12 4 22 3 12 21 11 17 26 21 - 24 15 9

11% 10% 5% 13% 11% 9% 14% 17% 8% 12% 8% 12% 11% 12% 13% 10% 11%

MEAN 1.61 1.63 1.80 1.58 1.62 1.47 1.57 1.67 1.66 1.69 1.68 1.49 1.53 1.63 1.54 1.54 1.66 1.64

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SWT Page 241

EI Claimant Survey 2016

SWT. Count of Short wait times

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 145 376 117 55 124 194 120 69 319 106 210 283 21 67 48 441 378 115 37 456

Unweighted Total 510 85 126 134 165 397 113 59 136 191 123 85 326 99 244 266 29 80 43 463 394 116 38 471

3 36 4 16 4 11 32 4 2 9 12 13 7 23 6 19 17 - 9 3 33 21 15 2 34

7% 4% 13% 3% 8% 8% 4% 5% 7% 6% 11% 11% 7% 6% 9% 6% 13% 7% 7% 5% 13% 4% 8%

D

2 165 33 34 49 49 127 38 12 37 66 49 23 116 26 59 106 5 25 16 149 132 33 11 153

33% 36% 28% 37% 34% 34% 33% 22% 30% 34% 41% 33% 37% 24% 28% 37% 26% 37% 33% 34% 35% 29% 31% 34%

H

1 184 35 49 52 49 140 44 27 51 62 44 25 112 47 86 99 11 25 17 165 141 44 14 170

37% 38% 39% 39% 34% 37% 38% 49% 41% 32% 37% 37% 35% 45% 41% 35% 53% 38% 36% 37% 37% 38% 38% 37%

0 108 19 25 28 36 78 30 13 27 54 14 13 68 27 46 62 4 8 12 94 85 23 10 98

22% 21% 20% 21% 25% 21% 26% 24% 22% 28% 12% 19% 21% 25% 22% 22% 21% 12% 24% 21% 22% 20% 27% 22%

K

MEAN 1.26 1.23 1.34 1.22 1.25 1.30 1.14 1.07 1.22 1.18 1.51 1.35 1.29 1.11 1.25 1.27 1.05 1.51 1.23 1.27 1.23 1.35 1.12 1.27

HIJ Q

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SWT Page 242

EI Claimant Survey 2016

SWT. Count of Short wait times

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 139 378 115 - 70 20 19 112 12 117 99 14 30 416 75 375 62 56

Unweighted Total 510 392 118 44 466 355 155 394 116 - 76 24 18 94 15 118 112 16 37 439 69 390 63 56

3 36 26 10 6 30 28 8 21 15 - 4 2 1 11 1 5 8 0 3 33 3 29 4 3

7% 8% 6% 16% 7% 8% 6% 5% 13% 6% 10% 5% 10% 12% 5% 8% 3% 10% 8% 5% 8% 6% 6%

2 165 96 69 12 153 104 61 131 34 - 31 6 4 43 3 42 23 7 7 128 36 119 19 27

33% 30% 39% 30% 34% 29% 44% 35% 30% 44% 30% 21% 38% 24% 36% 23% 50% 23% 31% 48% 32% 30% 49%

QS Q

1 184 115 69 12 172 136 49 142 43 - 21 10 12 38 4 46 38 2 12 155 28 137 27 20

37% 36% 39% 32% 38% 38% 35% 37% 37% 30% 50% 64% 34% 36% 39% 38% 18% 42% 37% 37% 36% 44% 35%

R KR

0 108 80 28 8 100 87 21 85 23 - 14 2 2 20 3 24 30 4 7 101 7 91 12 5

22% 25% 16% 22% 22% 25% 15% 22% 20% 21% 10% 10% 18% 28% 21% 31% 29% 25% 24% 10% 24% 19% 10%

L U

MEAN 1.26 1.22 1.34 1.41 1.25 1.20 1.41 1.23 1.36 - 1.35 1.40 1.21 1.40 1.21 1.24 1.08 1.28 1.18 1.22 1.48 1.23 1.24 1.51

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SWT Page 243

EI Claimant Survey 2016

SWT. Count of Short wait times

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 289 88 493 303 94 167 232 - 493 - 493 493 -

Unweighted Total 510 510 505 345 299 92 510 321 95 181 234 - 510 - 510 510 -

3 36 36 36 29 25 9 36 26 5 10 21 - 36 - 36 36 -

7% 7% 7% 8% 9% 11% 7% 8% 5% 6% 9% 7% 7% 7%

2 165 165 163 120 98 26 165 110 30 49 86 - 165 - 165 165 -

33% 33% 33% 35% 34% 29% 33% 36% 32% 30% 37% 33% 33% 33%

1 184 184 183 128 111 41 184 108 36 58 91 - 184 - 184 184 -

37% 37% 37% 38% 39% 47% 37% 36% 38% 35% 39% 37% 37% 37%

0 108 108 108 63 55 12 108 58 24 49 35 - 108 - 108 108 -

22% 22% 22% 18% 19% 14% 22% 19% 25% 29% 15% 22% 22% 22%

K

MEAN 1.26 1.26 1.26 1.34 1.32 1.37 1.26 1.34 1.17 1.13 1.40 - 1.26 - 1.26 1.26 -

J

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SWT Page 244

EI Claimant Survey 2016

SWT. Count of Short wait times

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 140 240 171 12 193 154 84

Unweighted Total 510 113 59 38 105 43 165 29 162 195 132 148 244 180 9 205 148 89

3 36 4 2 2 10 3 9 - 13 11 9 12 21 9 0 18 7 8

7% 4% 5% 4% 9% 7% 6% 9% 6% 7% 8% 9% 5% 4% 9% 4% 10%

2 165 38 12 11 31 16 52 5 53 43 56 49 98 42 7 67 55 27

33% 33% 22% 31% 30% 33% 34% 26% 35% 23% 41% 35% 41% 25% 58% 35% 36% 32%

J N

1 184 44 27 14 42 17 54 11 62 77 45 56 87 65 3 70 50 40

37% 38% 49% 38% 40% 36% 35% 53% 40% 42% 33% 40% 36% 38% 21% 36% 33% 47%

0 108 30 13 10 22 12 38 4 25 53 25 23 34 55 2 38 42 9

22% 26% 24% 27% 21% 24% 25% 21% 17% 29% 19% 17% 14% 32% 17% 20% 27% 11%

L M R

MEAN 1.26 1.14 1.07 1.12 1.27 1.23 1.21 1.05 1.35 1.06 1.36 1.35 1.44 1.03 1.49 1.34 1.17 1.42

J J N

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CRR Page 245

EI Claimant Survey 2016

CRR. Count of Complete resolution of the request within the one visit

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 145 376 117 55 124 194 120 69 319 106 210 283 21 67 48 441 378 115 37 456

Unweighted Total 510 85 126 134 165 397 113 59 136 191 123 85 326 99 244 266 29 80 43 463 394 116 38 471

3 185 40 23 58 63 153 32 8 33 79 65 27 126 32 68 117 7 22 15 170 163 22 19 167

38% 44% 19% 44% 44% 41% 27% 15% 27% 41% 54% 40% 39% 30% 33% 41% 36% 33% 31% 39% 43% 19% 51% 37%

C C C G HI HI V

2 160 26 50 39 45 115 46 21 40 68 31 21 107 33 62 98 6 24 22 138 114 46 8 152

32% 28% 41% 29% 31% 30% 39% 38% 32% 35% 26% 30% 34% 31% 29% 35% 28% 35% 45% 31% 30% 40% 23% 33%

1 93 18 22 28 25 71 21 17 36 24 16 14 58 20 49 44 5 14 7 83 73 20 8 83

19% 20% 18% 21% 17% 19% 18% 30% 29% 13% 13% 21% 18% 19% 23% 15% 24% 21% 15% 19% 19% 17% 23% 18%

JK JK

0 55 7 29 8 11 36 19 9 15 23 8 6 28 21 31 25 2 7 4 49 28 27 1 54

11% 8% 23% 6% 8% 10% 16% 17% 12% 12% 7% 9% 9% 20% 15% 9% 12% 10% 8% 11% 7% 23% 3% 12%

BDE M U W

MEAN 1.96 2.09 1.55 2.11 2.11 2.03 1.77 1.50 1.74 2.05 2.27 2.00 2.04 1.72 1.80 2.09 1.88 1.92 1.99 1.97 2.09 1.55 2.22 1.95

C C C HI HI N O V

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CRR Page 246

EI Claimant Survey 2016

CRR. Count of Complete resolution of the request within the one visit

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 139 378 115 - 70 20 19 112 12 117 99 14 30 416 75 375 62 56

Unweighted Total 510 392 118 44 466 355 155 394 116 - 76 24 18 94 15 118 112 16 37 439 69 390 63 56

3 185 114 71 13 172 131 54 164 21 - 31 12 13 42 6 44 24 3 9 145 40 132 23 30

38% 36% 40% 33% 38% 37% 39% 43% 19% 45% 60% 69% 38% 52% 37% 25% 22% 30% 35% 53% 35% 38% 54%

I Q QRS QRS T

2 160 102 59 12 148 114 46 113 47 - 24 4 3 40 3 41 32 4 7 142 17 126 24 10

32% 32% 33% 30% 33% 32% 33% 30% 41% 35% 22% 18% 36% 28% 35% 33% 32% 23% 34% 23% 34% 38% 17%

1 93 63 30 6 86 69 24 74 19 - 12 2 2 13 2 21 28 3 9 81 10 75 10 7

19% 20% 17% 16% 19% 19% 17% 20% 16% 17% 12% 8% 12% 20% 18% 29% 25% 30% 20% 14% 20% 16% 13%

N

0 55 39 17 8 47 41 14 27 28 - 2 1 1 17 - 12 14 3 5 48 8 42 5 9

11% 12% 9% 20% 10% 12% 10% 7% 24% 3% 5% 5% 15% 10% 14% 21% 17% 11% 10% 11% 8% 15%

H K

MEAN 1.96 1.92 2.04 1.76 1.98 1.94 2.01 2.09 1.53 - 2.20 2.38 2.51 1.96 2.32 2.00 1.67 1.54 1.67 1.93 2.19 1.93 2.06 2.10

I QRS QRS QRS QR Q

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CRR Page 247

EI Claimant Survey 2016

CRR. Count of Complete resolution of the request within the one visit

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

==================== =========================== ==================== ============= ============= =============

EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 289 88 493 303 94 167 232 - 493 - 493 493 -

Unweighted Total 510 510 505 345 299 92 510 321 95 181 234 - 510 - 510 510 -

3 185 185 183 133 107 19 185 130 34 59 93 - 185 - 185 185 -

38% 38% 37% 39% 37% 21% 38% 43% 36% 35% 40% 38% 38% 38%

F F F

2 160 160 160 111 92 32 160 92 30 60 70 - 160 - 160 160 -

32% 32% 33% 33% 32% 37% 32% 31% 32% 36% 30% 32% 32% 32%

1 93 93 92 53 52 18 93 51 23 29 41 - 93 - 93 93 -

19% 19% 19% 16% 18% 21% 19% 17% 25% 17% 17% 19% 19% 19%

0 55 55 54 42 37 19 55 30 7 19 29 - 55 - 55 55 -

11% 11% 11% 12% 13% 21% 11% 10% 8% 11% 12% 11% 11% 11%

H

MEAN 1.96 1.96 1.97 1.99 1.93 1.58 1.96 2.06 1.95 1.96 1.98 - 1.96 - 1.96 1.96 -

F F F

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CRR Page 248

EI Claimant Survey 2016

CRR. Count of Complete resolution of the request within the one visit

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 140 240 171 12 193 154 84

Unweighted Total 510 113 59 38 105 43 165 29 162 195 132 148 244 180 9 205 148 89

3 185 32 8 19 39 15 50 7 67 61 53 57 114 44 7 74 57 35

38% 27% 15% 51% 37% 31% 32% 36% 44% 33% 39% 41% 47% 26% 58% 38% 37% 41%

BC C C C BC N

2 160 46 21 8 35 22 49 6 45 61 40 50 73 61 2 63 54 24

32% 39% 38% 23% 33% 45% 32% 28% 30% 33% 29% 36% 30% 35% 21% 33% 35% 29%

1 93 21 17 8 20 7 32 5 25 44 24 17 33 43 2 33 26 14

19% 18% 30% 23% 19% 15% 21% 24% 16% 24% 18% 12% 14% 25% 21% 17% 17% 17%

L M

0 55 19 9 1 11 4 23 2 15 18 19 15 20 23 - 23 16 11

11% 16% 17% 3% 10% 8% 15% 12% 10% 10% 14% 11% 8% 14% 12% 11% 13%

D D D

MEAN 1.96 1.77 1.50 2.22 1.97 1.99 1.81 1.88 2.08 1.90 1.94 2.07 2.17 1.73 2.37 1.98 1.99 1.98

C C C N

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table COMP Page 249

EI Claimant Survey 2016

COMP. Count of Computers available to complete the EI application with assistance

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 91 124 133 145 376 117 55 124 194 120 69 319 106 210 283 21 67 48 441 378 115 37 456

Unweighted Total 510 85 126 134 165 397 113 59 136 191 123 85 326 99 244 266 29 80 43 463 394 116 38 471

3 64 11 19 17 16 47 17 11 19 27 6 6 38 19 35 28 3 10 6 56 47 17 5 59

13% 13% 15% 13% 11% 12% 14% 21% 15% 14% 5% 9% 12% 18% 17% 10% 17% 15% 13% 13% 12% 15% 12% 13%

K K

2 123 18 48 24 32 77 46 23 28 49 23 9 82 32 52 71 5 10 16 105 77 46 8 115

25% 20% 39% 18% 22% 21% 39% 41% 23% 25% 19% 13% 26% 30% 25% 25% 26% 15% 34% 24% 20% 40% 22% 25%

BDE F IK L L U

1 122 33 27 31 32 100 23 8 41 51 22 23 72 28 49 73 8 21 12 111 98 24 9 114

25% 36% 22% 23% 22% 27% 19% 15% 33% 26% 19% 33% 23% 26% 23% 26% 38% 31% 25% 25% 26% 21% 24% 25%

HK

0 184 28 30 61 65 152 32 12 36 67 68 31 126 27 74 111 4 27 14 170 156 28 15 168

37% 31% 24% 46% 45% 41% 27% 22% 29% 35% 57% 45% 40% 25% 35% 39% 19% 40% 29% 38% 41% 25% 42% 37%

C C G HIJ N N Q V

MEAN 1.13 1.14 1.45 0.97 1.00 1.05 1.40 1.60 1.25 1.18 0.73 0.85 1.10 1.41 1.23 1.06 1.40 1.05 1.30 1.11 1.04 1.45 1.05 1.14

DE F JK K K L U

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table COMP Page 250

EI Claimant Survey 2016

COMP. Count of Computers available to complete the EI application with assistance

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 493 317 176 39 454 354 139 378 115 - 70 20 19 112 12 117 99 14 30 416 75 375 62 56

Unweighted Total 510 392 118 44 466 355 155 394 116 - 76 24 18 94 15 118 112 16 37 439 69 390 63 56

3 64 45 19 4 60 56 8 47 17 - 10 2 1 7 1 14 20 2 5 63 0 55 8 -

13% 14% 11% 10% 13% 16% 5% 12% 15% 14% 13% 5% 7% 8% 12% 20% 18% 17% 15% 1% 15% 14%

G N U

2 123 69 53 9 113 67 56 76 47 - 8 4 3 38 4 33 27 1 5 96 27 90 13 19

25% 22% 30% 24% 25% 19% 40% 20% 41% 12% 20% 13% 34% 31% 28% 27% 11% 17% 23% 36% 24% 22% 34%

F H KRS K K

1 122 88 34 14 108 96 27 98 24 - 13 1 2 26 2 38 27 6 7 110 13 100 11 11

25% 28% 20% 37% 24% 27% 19% 26% 21% 19% 5% 8% 24% 16% 32% 27% 47% 23% 26% 17% 27% 19% 19%

L L LM L KLM L

0 184 115 69 11 173 136 49 157 27 - 38 12 14 40 6 32 26 3 13 148 35 129 28 26

37% 36% 39% 29% 38% 38% 35% 42% 24% 55% 63% 74% 36% 44% 27% 26% 25% 43% 36% 46% 34% 46% 47%

I PQR NPQR NPQR

MEAN 1.13 1.14 1.12 1.15 1.13 1.12 1.16 1.03 1.46 - 0.86 0.82 0.49 1.12 1.03 1.25 1.41 1.21 1.06 1.18 0.91 1.19 1.03 0.87

H KM KLM

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table COMP Page 251

EI Claimant Survey 2016

COMP. Count of Computers available to complete the EI application with assistance

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

==================== =========================== ==================== ============= ============= =============

EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 493 493 489 339 289 88 493 303 94 167 232 - 493 - 493 493 -

Unweighted Total 510 510 505 345 299 92 510 321 95 181 234 - 510 - 510 510 -

3 64 64 63 39 35 13 64 36 14 24 26 - 64 - 64 64 -

13% 13% 13% 11% 12% 15% 13% 12% 15% 14% 11% 13% 13% 13%

2 123 123 123 75 73 31 123 57 27 42 53 - 123 - 123 123 -

25% 25% 25% 22% 25% 35% 25% 19% 29% 25% 23% 25% 25% 25%

H

1 122 122 120 89 69 17 122 71 27 42 53 - 122 - 122 122 -

25% 25% 25% 26% 24% 20% 25% 24% 29% 25% 23% 25% 25% 25%

0 184 184 183 137 112 27 184 138 26 58 100 - 184 - 184 184 -

37% 37% 37% 40% 39% 31% 37% 45% 27% 35% 43% 37% 37% 37%

I

MEAN 1.13 1.13 1.13 1.05 1.11 1.33 1.13 0.97 1.31 1.19 1.02 - 1.13 - 1.13 1.13 -

H

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table COMP Page 252

EI Claimant Survey 2016

COMP. Count of Computers available to complete the EI application with assistance

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

=============================================================== ======================= ======================= =======================

Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 493 117 55 37 105 48 154 21 153 184 136 140 240 171 12 193 154 84

Unweighted Total 510 113 59 38 105 43 165 29 162 195 132 148 244 180 9 205 148 89

3 64 17 11 5 19 6 31 3 15 27 18 17 21 30 1 25 15 11

13% 14% 21% 12% 18% 13% 20% 17% 10% 15% 13% 12% 9% 18% 8% 13% 10% 14%

I M

2 123 46 23 8 19 16 38 5 25 56 23 35 41 66 1 43 48 12

25% 39% 41% 22% 18% 34% 25% 26% 17% 31% 17% 25% 17% 38% 9% 22% 31% 14%

EI EI K M R

1 122 23 8 9 23 12 38 8 42 49 33 27 53 45 2 52 36 22

25% 19% 15% 24% 22% 25% 24% 38% 28% 27% 24% 19% 22% 26% 17% 27% 23% 26%

C

0 184 32 12 15 44 14 47 4 71 51 62 61 126 31 8 73 54 39

37% 27% 22% 42% 42% 29% 31% 19% 46% 28% 46% 43% 52% 18% 66% 38% 35% 46%

CH BCGH J J N N

MEAN 1.13 1.40 1.60 1.05 1.13 1.30 1.35 1.40 0.90 1.33 0.98 1.06 0.82 1.56 0.59 1.11 1.16 0.95

I DEI I I K MO

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SUM\_Q34 Page 253

EI Claimant Survey 2016

SUMMARY TABLE (MEANS - NUMBER OF TIMES SELECTED). I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Complete resolution of the request 1.96 2.09 1.55 2.11 2.11 2.03 1.77 1.50 1.74 2.05 2.27 2.00 2.04 1.72 1.80 2.09 1.88 1.92 1.99 1.97 2.09 1.55 2.22 1.95

within the one visit C C C HI HI N O V

Friendly service 1.61 1.50 1.63 1.65 1.62 1.60 1.63 1.80 1.77 1.54 1.46 1.78 1.54 1.71 1.67 1.56 1.67 1.42 1.47 1.62 1.61 1.61 1.58 1.61

K

Short wait times 1.26 1.23 1.34 1.22 1.25 1.30 1.14 1.07 1.22 1.18 1.51 1.35 1.29 1.11 1.25 1.27 1.05 1.51 1.23 1.27 1.23 1.35 1.12 1.27

HIJ Q

Computers available to complete the EI 1.13 1.14 1.45 0.97 1.00 1.05 1.40 1.60 1.25 1.18 0.73 0.85 1.10 1.41 1.23 1.06 1.40 1.05 1.30 1.11 1.04 1.45 1.05 1.14

application with assistance DE F JK K K L U

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SUM\_Q34 Page 254

EI Claimant Survey 2016

SUMMARY TABLE (MEANS - NUMBER OF TIMES SELECTED). I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Complete resolution of the request 1.96 1.92 2.04 1.76 1.98 1.94 2.01 2.09 1.53 - 2.20 2.38 2.51 1.96 2.32 2.00 1.67 1.54 1.67 1.93 2.19 1.93 2.06 2.10

within the one visit I QRS QRS QRS QR Q

Friendly service 1.61 1.68 1.48 1.59 1.61 1.69 1.41 1.61 1.60 - 1.58 1.39 1.74 1.49 1.36 1.50 1.76 1.97 2.04 1.64 1.41 1.62 1.64 1.48

KLNOP

Short wait times 1.26 1.22 1.34 1.41 1.25 1.20 1.41 1.23 1.36 - 1.35 1.40 1.21 1.40 1.21 1.24 1.08 1.28 1.18 1.22 1.48 1.23 1.24 1.51

Computers available to complete the EI 1.13 1.14 1.12 1.15 1.13 1.12 1.16 1.03 1.46 - 0.86 0.82 0.49 1.12 1.03 1.25 1.41 1.21 1.06 1.18 0.91 1.19 1.03 0.87

application with assistance H KM KLM

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SUM\_Q34 Page 255

EI Claimant Survey 2016

SUMMARY TABLE (MEANS - NUMBER OF TIMES SELECTED). I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Complete resolution of the request 1.96 1.96 1.97 1.99 1.93 1.58 1.96 2.06 1.95 1.96 1.98 - 1.96 - 1.96 1.96 -

within the one visit F F F

Friendly service 1.61 1.61 1.61 1.60 1.60 1.70 1.61 1.60 1.54 1.68 1.59 - 1.61 - 1.61 1.61 -

Short wait times 1.26 1.26 1.26 1.34 1.32 1.37 1.26 1.34 1.17 1.13 1.40 - 1.26 - 1.26 1.26 -

J

Computers available to complete the EI 1.13 1.13 1.13 1.05 1.11 1.33 1.13 0.97 1.31 1.19 1.02 - 1.13 - 1.13 1.13 -

application with assistance H

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SUM\_Q34 Page 256

EI Claimant Survey 2016

SUMMARY TABLE (MEANS - NUMBER OF TIMES SELECTED). I'd like you to tell me which of the following are most important to you when it comes to in-person service for EI...

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Complete resolution of the request 1.96 1.77 1.50 2.22 1.97 1.99 1.81 1.88 2.08 1.90 1.94 2.07 2.17 1.73 2.37 1.98 1.99 1.98

within the one visit C C C N

Friendly service 1.61 1.63 1.80 1.58 1.62 1.47 1.57 1.67 1.66 1.69 1.68 1.49 1.53 1.63 1.54 1.54 1.66 1.64

Short wait times 1.26 1.14 1.07 1.12 1.27 1.23 1.21 1.05 1.35 1.06 1.36 1.35 1.44 1.03 1.49 1.34 1.17 1.42

J J N

Computers available to complete the EI 1.13 1.40 1.60 1.05 1.13 1.30 1.35 1.40 0.90 1.33 0.98 1.06 0.82 1.56 0.59 1.11 1.16 0.95

application with assistance I DEI I I K MO

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q35A Page 257

EI Claimant Survey 2016

Q35A. Please tell me how much you agree or disagree with the following statements: You were quickly able to find what you were looking for.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 950 101 209 280 359 775 175 53 186 349 356 212 612 127 383 567 46 193 45 903 764 186 62 887

Unweighted Total 938 107 210 280 340 773 165 53 187 318 374 222 607 109 397 541 51 190 47 889 745 193 40 897

1 - Strongly disagree 31 1 5 12 12 26 4 2 5 11 12 4 23 3 14 17 - 10 3 27 27 3 4 26

3% 1% 3% 4% 3% 3% 3% 4% 3% 3% 3% 2% 4% 3% 4% 3% 5% 8% 3% 4% 2% 7% 3%

2 97 7 20 39 31 79 18 3 13 40 39 19 63 15 49 48 3 18 3 94 77 20 18 79

10% 7% 9% 14% 9% 10% 10% 6% 7% 11% 11% 9% 10% 12% 13% 8% 7% 9% 7% 10% 10% 11% 29% 9%

X

3 188 28 31 47 82 146 42 7 30 74 77 37 118 32 66 122 11 32 7 181 160 27 11 176

20% 27% 15% 17% 23% 19% 24% 13% 16% 21% 22% 18% 19% 25% 17% 21% 25% 16% 15% 20% 21% 15% 18% 20%

C

4 279 20 71 76 112 224 56 11 66 100 101 66 178 36 115 165 13 48 13 265 217 63 11 268

29% 20% 34% 27% 31% 29% 32% 21% 35% 29% 28% 31% 29% 28% 30% 29% 29% 25% 29% 29% 28% 34% 18% 30%

B B

5 - Strongly agree 355 46 81 106 122 300 55 29 73 124 126 86 229 40 139 216 18 85 19 336 282 73 17 337

37% 45% 39% 38% 34% 39% 31% 55% 39% 35% 35% 41% 37% 32% 36% 38% 39% 44% 42% 37% 37% 39% 28% 38%

JK

Does not apply 1 - - 1 - - 1 - - 1 - - - 1 - 1 - - - 1 1 - - 1

NET: Disagree 127 8 25 51 43 105 22 5 18 51 51 23 86 19 63 65 3 28 6 121 104 23 22 105

13% 8% 12% 18% 12% 14% 13% 10% 10% 15% 14% 11% 14% 15% 16% 11% 7% 15% 14% 13% 14% 12% 36% 12%

B X

NET: Agree 635 66 152 182 234 524 111 41 138 224 227 152 407 76 254 381 31 133 32 601 499 136 28 606

67% 65% 73% 65% 65% 68% 63% 77% 74% 64% 64% 72% 67% 60% 66% 67% 68% 69% 70% 67% 65% 73% 46% 68%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q35A Page 258

EI Claimant Survey 2016

Q35A. Please tell me how much you agree or disagree with the following statements: You were quickly able to find what you were looking for.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 950 604 346 68 882 673 277 754 196 5 174 78 36 245 18 154 169 22 48 871 78 740 148 59

Unweighted Total 938 726 212 73 865 674 264 734 204 1 170 79 35 230 23 152 169 25 54 844 93 723 141 70

1 - Strongly disagree 31 23 8 2 28 24 7 26 4 - 3 4 2 6 - 6 5 1 3 21 9 13 11 7

3% 4% 2% 4% 3% 4% 2% 3% 2% 2% 5% 5% 2% 4% 3% 7% 6% 2% 12% 2% 7% 11%

2 97 59 38 6 91 61 36 77 20 - 20 11 7 19 2 9 26 1 1 76 20 55 21 20

10% 10% 11% 9% 10% 9% 13% 10% 10% 11% 14% 19% 8% 14% 6% 15% 5% 3% 9% 26% 7% 14% 34%

S PRS PRS T VW

3 188 109 78 11 177 121 67 157 30 - 37 18 5 57 5 31 23 4 8 171 17 126 47 14

20% 18% 23% 16% 20% 18% 24% 21% 16% 21% 23% 15% 23% 27% 20% 13% 20% 16% 20% 22% 17% 32% 24%

Q V

4 279 180 99 16 264 200 80 213 67 - 46 20 10 80 5 49 51 7 11 268 12 227 44 8

29% 30% 29% 23% 30% 30% 29% 28% 34% 26% 26% 29% 33% 27% 32% 30% 32% 22% 31% 15% 31% 30% 13%

U X X

5 - Strongly agree 355 233 123 33 323 268 88 280 75 5 68 25 11 83 6 59 65 8 25 335 19 319 25 10

37% 39% 35% 48% 37% 40% 32% 37% 38% 100% 39% 32% 31% 34% 33% 38% 38% 36% 52% 38% 25% 43% 17% 17%

OPQRS U WX

KLMN

Does not apply 1 1 - - 1 1 - 1 - - - - - - - - 1 - - 1 - 1 - -

NET: Disagree 127 82 46 8 119 85 42 103 24 - 23 15 9 25 2 15 31 2 4 98 30 68 32 27

13% 14% 13% 12% 13% 13% 15% 14% 12% 13% 19% 25% 10% 14% 10% 18% 11% 9% 11% 38% 9% 22% 45%

T V VW

NET: Agree 635 413 222 49 586 467 168 493 142 5 114 45 22 163 11 108 116 15 36 603 31 546 69 18

67% 68% 64% 72% 66% 69% 60% 65% 72% 100% 66% 58% 60% 66% 59% 70% 68% 68% 74% 69% 40% 74% 47% 31%

OPQRS U WX

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q35A Page 259

EI Claimant Survey 2016

Q35A. Please tell me how much you agree or disagree with the following statements: You were quickly able to find what you were looking for.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 950 950 949 708 496 153 329 950 306 384 261 190 760 424 527 336 614

Unweighted Total 938 938 937 686 483 156 299 938 321 360 257 195 743 435 503 308 630

1 - Strongly disagree 31 31 30 20 18 7 10 31 11 9 10 2 28 17 13 11 20

3% 3% 3% 3% 4% 4% 3% 3% 4% 2% 4% 1% 4% 4% 3% 3% 3%

2 97 97 97 80 64 16 34 97 24 41 32 10 87 52 44 34 62

10% 10% 10% 11% 13% 11% 10% 10% 8% 11% 12% 5% 11% 12% 8% 10% 10%

L

3 188 188 188 125 96 22 78 188 50 89 49 27 161 81 107 80 108

20% 20% 20% 18% 19% 15% 24% 20% 16% 23% 19% 14% 21% 19% 20% 24% 18%

4 279 279 279 218 133 45 93 279 98 113 68 70 209 113 166 96 184

29% 29% 29% 31% 27% 29% 28% 29% 32% 29% 26% 37% 28% 27% 32% 28% 30%

M

5 - Strongly agree 355 355 355 265 186 63 114 355 122 132 101 80 275 160 196 116 240

37% 37% 37% 37% 37% 41% 35% 37% 40% 34% 39% 42% 36% 38% 37% 34% 39%

Does not apply 1 1 1 - 1 1 - 1 - - 1 - 1 1 - - 1

NET: Disagree 127 127 126 99 82 23 44 127 35 51 42 12 115 70 58 45 82

13% 13% 13% 14% 17% 15% 13% 13% 11% 13% 16% 7% 15% 16% 11% 13% 13%

L

NET: Agree 635 635 635 483 319 108 207 635 221 244 170 151 484 273 362 211 423

67% 67% 67% 68% 64% 70% 63% 67% 72% 64% 65% 79% 64% 64% 69% 63% 69%

M

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q35A Page 260

EI Claimant Survey 2016

Q35A. Please tell me how much you agree or disagree with the following statements: You were quickly able to find what you were looking for.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 950 175 53 62 178 45 150 46 421 486 243 151 714 122 9 474 263 105

Unweighted Total 938 165 53 40 179 47 157 51 431 489 229 149 705 118 11 480 261 92

1 - Strongly disagree 31 4 2 4 8 3 8 - 12 14 4 7 17 5 2 13 7 6

3% 3% 4% 7% 4% 8% 6% 3% 3% 2% 5% 2% 4% 21% 3% 3% 6%

2 97 18 3 18 11 3 13 3 42 55 18 12 57 15 1 38 30 19

10% 10% 6% 29% 6% 7% 9% 7% 10% 11% 8% 8% 8% 13% 16% 8% 11% 18%

BCEFGHI

3 188 42 7 11 35 7 34 11 83 81 57 32 121 43 2 82 56 14

20% 24% 13% 18% 19% 15% 22% 25% 20% 17% 24% 21% 17% 35% 21% 17% 21% 13%

M

4 279 56 11 11 50 13 39 13 128 163 60 39 229 31 1 148 80 26

29% 32% 21% 18% 28% 29% 26% 29% 30% 34% 25% 26% 32% 25% 11% 31% 30% 25%

O

5 - Strongly agree 355 55 29 17 75 19 55 18 155 173 103 61 290 27 3 192 90 40

37% 31% 55% 28% 42% 42% 37% 39% 37% 36% 42% 41% 41% 22% 32% 40% 34% 38%

BDGI N

Does not apply 1 1 - - - - 1 - - - - 1 - - - 1 - -

NET: Disagree 127 22 5 22 19 6 22 3 54 69 23 19 74 21 3 52 37 25

13% 13% 10% 36% 11% 14% 15% 7% 13% 14% 9% 12% 10% 17% 37% 11% 14% 24%

BCEHI P

NET: Agree 635 111 41 28 125 32 94 31 284 336 163 101 519 58 4 340 170 66

67% 63% 77% 46% 70% 70% 63% 68% 67% 69% 67% 66% 73% 48% 42% 72% 65% 63%

D D N

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q35B Page 261

EI Claimant Survey 2016

Q35B. Please tell me how much you agree or disagree with the following statements: The process to create a My Service Canada Account was straightforward.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 943 100 207 278 357 769 173 53 184 344 355 210 607 126 379 564 46 192 45 895 758 184 62 880

Unweighted Total 929 105 208 278 337 766 163 53 185 312 373 219 602 108 393 536 51 188 47 880 738 191 40 888

1 - Strongly disagree 36 1 8 18 9 34 2 2 12 10 12 4 26 6 13 23 1 9 2 34 28 8 6 30

4% 1% 4% 6% 3% 4% 1% 4% 7% 3% 3% 2% 4% 5% 3% 4% 2% 5% 4% 4% 4% 4% 10% 3%

B

2 65 4 11 20 29 49 16 2 12 29 21 9 51 4 23 42 5 14 3 61 54 11 2 62

7% 4% 6% 7% 8% 6% 9% 5% 7% 8% 6% 4% 8% 4% 6% 7% 12% 7% 8% 7% 7% 6% 4% 7%

3 166 15 34 43 72 128 38 9 27 55 75 35 107 25 67 99 9 27 6 160 133 33 6 160

18% 15% 17% 16% 20% 17% 22% 17% 15% 16% 21% 17% 18% 20% 18% 18% 19% 14% 13% 18% 18% 18% 10% 18%

4 254 23 65 67 98 218 36 8 48 100 95 52 167 34 108 146 9 44 11 242 194 60 17 236

27% 23% 31% 24% 28% 28% 21% 16% 26% 29% 27% 25% 28% 27% 28% 26% 19% 23% 25% 27% 26% 33% 28% 27%

5 - Strongly agree 416 56 85 128 147 336 80 30 83 149 150 110 252 54 166 250 22 98 22 392 346 70 30 385

44% 56% 41% 46% 41% 44% 46% 57% 45% 43% 42% 52% 42% 43% 44% 44% 48% 51% 49% 44% 46% 38% 48% 44%

CE M

Does not apply 8 1 2 3 2 5 3 - 2 6 0 1 5 2 4 4 - 1 - 8 6 2 - 8

Don't know 6 - 3 2 1 5 1 1 2 1 2 - 4 2 2 4 - - - 6 3 3 - 6

1% 1% 1% \*% 1% 1% 2% 1% \*% 1% 1% 2% 1% 1% 1% \*% 2% 1%

NET: Disagree 101 5 19 38 38 83 18 4 25 39 33 13 77 10 36 65 6 23 5 95 82 19 8 92

11% 5% 9% 14% 11% 11% 11% 8% 13% 11% 9% 6% 13% 8% 9% 12% 14% 12% 12% 11% 11% 10% 14% 11%

B L

NET: Agree 670 79 150 195 245 554 116 39 131 249 245 162 419 88 274 396 31 142 34 634 540 130 47 622

71% 79% 73% 70% 69% 72% 67% 73% 71% 72% 69% 77% 69% 70% 72% 70% 67% 74% 75% 71% 71% 70% 76% 71%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q35B Page 262

EI Claimant Survey 2016

Q35B. Please tell me how much you agree or disagree with the following statements: The process to create a My Service Canada Account was straightforward.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 943 598 345 68 875 667 276 748 194 5 174 78 36 245 17 151 166 22 48 865 77 735 147 58

Unweighted Total 929 718 211 73 856 668 261 727 202 1 170 79 34 230 22 149 166 25 53 837 91 718 139 68

1 - Strongly disagree 36 24 12 2 34 27 9 28 8 - 3 3 1 9 1 5 11 0 1 28 8 23 6 7

4% 4% 3% 4% 4% 4% 3% 4% 4% 2% 4% 3% 4% 6% 4% 7% 2% 3% 3% 10% 3% 4% 12%

2 65 46 18 4 61 45 20 53 12 - 10 6 3 24 1 5 12 - 2 50 15 35 19 10

7% 8% 5% 6% 7% 7% 7% 7% 6% 6% 8% 8% 10% 8% 4% 7% 4% 6% 19% 5% 13% 18%

T V

3 166 90 76 12 154 110 56 131 35 - 31 19 7 37 1 31 29 5 7 148 18 111 43 12

18% 15% 22% 17% 18% 16% 20% 17% 18% 18% 24% 20% 15% 6% 21% 17% 23% 14% 17% 24% 15% 29% 21%

O O O O V

4 254 179 74 20 234 186 68 189 64 - 37 18 11 78 6 39 49 4 10 241 13 194 45 15

27% 30% 21% 29% 27% 28% 25% 25% 33% 21% 23% 32% 32% 34% 26% 29% 21% 22% 28% 17% 26% 31% 26%

C

5 - Strongly agree 416 251 165 30 386 294 122 345 71 5 93 32 13 93 8 69 65 12 26 391 24 365 34 14

44% 42% 48% 44% 44% 44% 44% 46% 36% 100% 53% 41% 38% 38% 46% 46% 39% 55% 55% 45% 31% 50% 23% 24%

I OPQRS NQ U WX

KLMN

Does not apply 8 7 1 - 8 7 1 6 2 - - - 0 - 1 2 4 - 0 7 1 5 1 1

Don't know 6 6 - - 6 6 - 2 4 - - - - 3 - 1 1 - 1 6 - 6 - -

1% 1% 1% 1% \*% 2% 1% 1% 1% 2% 1% 1%

NET: Disagree 101 71 30 6 94 72 29 81 20 - 14 9 4 34 2 11 23 0 3 78 22 58 25 17

11% 12% 9% 9% 11% 11% 10% 11% 10% 8% 12% 11% 14% 14% 7% 14% 2% 7% 9% 29% 8% 17% 30%

R R T V V

NET: Agree 670 431 239 50 620 479 190 535 135 5 130 50 25 171 14 108 114 16 37 632 36 560 79 28

71% 72% 69% 73% 71% 72% 69% 71% 69% 100% 75% 64% 69% 70% 80% 72% 68% 75% 76% 73% 47% 76% 54% 49%

OPQRS U WX

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q35B Page 263

EI Claimant Survey 2016

Q35B. Please tell me how much you agree or disagree with the following statements: The process to create a My Service Canada Account was straightforward.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 943 943 942 706 493 151 327 943 301 384 258 189 753 419 524 334 608

Unweighted Total 929 929 928 683 479 154 296 929 316 360 253 194 735 430 499 305 624

1 - Strongly disagree 36 36 35 28 24 6 13 36 7 19 10 2 34 20 16 14 22

4% 4% 4% 4% 5% 4% 4% 4% 2% 5% 4% 1% 5% 5% 3% 4% 4%

L

2 65 65 65 44 30 10 25 65 20 28 17 12 52 27 37 25 40

7% 7% 7% 6% 6% 7% 8% 7% 7% 7% 6% 7% 7% 6% 7% 8% 7%

3 166 166 166 112 74 28 68 166 57 66 43 32 135 65 101 70 96

18% 18% 18% 16% 15% 18% 21% 18% 19% 17% 17% 17% 18% 15% 19% 21% 16%

4 254 254 254 194 144 38 71 254 81 109 64 57 196 122 131 74 179

27% 27% 27% 27% 29% 25% 22% 27% 27% 28% 25% 30% 26% 29% 25% 22% 29%

5 - Strongly agree 416 416 416 324 219 69 149 416 133 160 123 84 332 182 234 150 266

44% 44% 44% 46% 44% 46% 46% 44% 44% 42% 48% 44% 44% 43% 45% 45% 44%

Does not apply 8 8 8 2 4 2 2 8 4 - 4 1 7 5 3 2 6

Don't know 6 6 6 3 2 - 1 6 4 1 1 2 4 3 3 1 5

1% 1% 1% \*% \*% \*% 1% 1% \*% \*% 1% 1% 1% 1% \*% 1%

NET: Disagree 101 101 100 72 54 16 38 101 27 48 27 14 86 47 53 39 62

11% 11% 11% 10% 11% 11% 12% 11% 9% 12% 10% 8% 11% 11% 10% 12% 10%

NET: Agree 670 670 670 518 363 108 220 670 213 269 188 141 528 304 366 225 445

71% 71% 71% 73% 74% 71% 67% 71% 71% 70% 73% 75% 70% 72% 70% 67% 73%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q35B Page 264

EI Claimant Survey 2016

Q35B. Please tell me how much you agree or disagree with the following statements: The process to create a My Service Canada Account was straightforward.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 943 173 53 62 177 45 150 46 416 481 242 150 708 121 9 471 263 104

Unweighted Total 929 163 53 40 178 47 157 51 424 483 228 147 698 117 11 477 260 91

1 - Strongly disagree 36 2 2 6 6 2 13 1 12 14 8 6 26 3 2 22 11 2

4% 1% 4% 10% 3% 4% 9% 2% 3% 3% 3% 4% 4% 2% 21% 5% 4% 2%

BI

2 65 16 2 2 8 3 17 5 27 33 16 10 43 14 2 30 19 6

7% 9% 5% 4% 4% 8% 11% 12% 7% 7% 7% 7% 6% 12% 26% 6% 7% 6%

E E

3 166 38 9 6 38 6 23 9 75 84 45 26 116 21 1 74 37 23

18% 22% 17% 10% 21% 13% 16% 19% 18% 17% 18% 17% 16% 18% 11% 16% 14% 22%

4 254 36 8 17 37 11 39 9 134 148 51 39 191 35 1 137 79 17

27% 21% 16% 28% 21% 25% 26% 19% 32% 31% 21% 26% 27% 28% 11% 29% 30% 17%

BCE K R R

5 - Strongly agree 416 80 30 30 89 22 58 22 164 197 122 69 327 47 3 207 113 56

44% 46% 57% 48% 50% 49% 39% 48% 39% 41% 50% 46% 46% 39% 32% 44% 43% 54%

GI I

Does not apply 8 3 - - 1 - 1 - 5 5 1 2 6 0 - 3 0 1

Don't know 6 1 1 - - - - - 4 5 1 - 5 1 - 1 3 -

1% 1% 2% 1% 1% \*% 1% 1% \*% 1%

NET: Disagree 101 18 4 8 14 5 30 6 40 47 24 16 69 17 4 52 30 8

11% 11% 8% 14% 8% 12% 20% 14% 10% 10% 10% 11% 10% 14% 47% 11% 12% 7%

EI MN

NET: Agree 670 116 39 47 125 34 97 31 298 345 173 108 519 82 4 345 193 73

71% 67% 73% 76% 71% 75% 65% 67% 72% 72% 71% 72% 73% 67% 42% 73% 73% 70%

O

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q36 Page 265

EI Claimant Survey 2016

Q36. How satisfied were you with the overall quality of service you received when you visited the government website you used about EI in the last 7-8 months?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 951 101 209 281 359 775 176 53 186 350 356 212 612 128 383 568 46 193 45 904 765 186 62 888

Unweighted Total 939 107 210 281 340 773 166 53 187 319 374 222 607 110 397 542 51 190 47 890 746 193 40 898

1 - Very dissatisfied 12 1 2 5 4 10 2 - 6 - 6 2 7 2 8 4 - 3 2 10 11 1 2 10

1% 1% 1% 2% 1% 1% 1% 3% 2% 1% 1% 2% 2% 1% 2% 4% 1% 1% 1% 3% 1%

2 50 - 13 19 18 44 5 2 4 20 23 14 34 2 23 26 1 10 2 47 37 12 10 40

5% 6% 7% 5% 6% 3% 4% 2% 6% 6% 6% 6% 2% 6% 5% 2% 5% 6% 5% 5% 7% 16% 4%

3 162 15 25 45 78 130 32 7 23 65 67 32 109 21 68 95 12 30 3 159 139 23 15 148

17% 15% 12% 16% 22% 17% 18% 14% 12% 19% 19% 15% 18% 17% 18% 17% 26% 16% 8% 18% 18% 12% 24% 17%

C

4 362 40 82 103 136 286 76 12 72 133 145 84 232 46 127 236 17 59 9 352 285 78 17 345

38% 40% 39% 37% 38% 37% 43% 23% 39% 38% 41% 40% 38% 36% 33% 41% 36% 30% 21% 39% 37% 42% 28% 39%

H O S

5 - Very satisfied 363 45 86 110 123 303 60 31 81 133 114 79 228 56 156 207 16 92 28 334 291 72 18 344

38% 44% 41% 39% 34% 39% 34% 58% 43% 38% 32% 37% 37% 44% 41% 36% 35% 47% 62% 37% 38% 39% 29% 39%

JK T

Don't know/Refused 1 - 0 0 - 1 - 0 - - 0 - 1 - 0 0 0 - - 1 0 0 - 1

\*% \*% \*% \*% 1% \*% \*% \*% \*% 1% \*% \*% \*% \*%

NET: Dissatisfied 62 1 15 24 22 55 7 2 10 20 29 16 42 4 32 30 1 13 5 57 49 13 12 50

7% 1% 7% 8% 6% 7% 4% 4% 6% 6% 8% 8% 7% 3% 8% 5% 2% 7% 10% 6% 6% 7% 19% 6%

B B B

NET: Satisfied 726 85 168 212 259 589 137 43 153 265 259 163 460 102 283 443 33 150 37 686 576 149 35 690

76% 84% 81% 76% 72% 76% 77% 81% 82% 76% 73% 77% 75% 80% 74% 78% 71% 78% 82% 76% 75% 80% 57% 78%

E

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q36 Page 266

EI Claimant Survey 2016

Q36. How satisfied were you with the overall quality of service you received when you visited the government website you used about EI in the last 7-8 months?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 951 605 346 68 883 674 277 755 196 5 174 78 36 245 18 154 170 22 48 872 78 741 148 59

Unweighted Total 939 727 212 73 866 675 264 735 204 1 170 79 35 230 23 152 170 25 54 845 93 724 141 70

1 - Very dissatisfied 12 11 1 - 12 9 3 11 1 - 3 2 - 1 - 3 0 0 1 3 9 1 1 10

1% 2% \*% 1% 1% 1% 2% \*% 2% 3% 1% 2% \*% 2% 3% \*% 11% \*% 1% 17%

T VW

2 50 28 22 - 50 32 18 37 12 - 6 8 7 10 2 5 9 1 1 26 24 13 17 19

5% 5% 6% 6% 5% 6% 5% 6% 4% 11% 19% 4% 11% 4% 5% 4% 2% 3% 31% 2% 12% 32%

S KNPQS T V VW

3 162 98 64 9 153 105 58 138 24 - 34 16 5 35 4 23 30 7 7 145 18 87 61 14

17% 16% 19% 14% 17% 16% 21% 18% 12% 20% 20% 15% 14% 24% 15% 18% 34% 14% 17% 23% 12% 41% 24%

N V

4 362 240 123 29 334 267 95 277 85 - 66 33 15 118 5 55 53 2 15 346 16 303 48 11

38% 40% 35% 42% 38% 40% 34% 37% 43% 38% 42% 41% 48% 30% 36% 31% 11% 31% 40% 21% 41% 32% 19%

R R R QR R R U X

5 - Very satisfied 363 227 137 30 334 261 103 290 73 5 65 19 9 81 6 66 78 10 23 351 11 336 20 5

38% 37% 39% 44% 38% 39% 37% 38% 37% 100% 37% 24% 25% 33% 35% 43% 46% 48% 48% 40% 14% 45% 14% 8%

OPQRS L LMN L U WX

KLMN

Don't know/Refused 1 1 - - 1 - 1 0 0 - - - - - - 0 - - 0 1 - 0 - -

\*% \*% \*% \*% \*% \*% \*% 1% \*% \*%

NET: Dissatisfied 62 39 23 - 62 41 21 49 13 - 9 10 7 11 2 9 9 1 2 29 33 14 19 29

7% 7% 7% 7% 6% 8% 6% 7% 5% 13% 19% 5% 11% 6% 6% 7% 5% 3% 42% 2% 13% 49%

KNPQS T V VW

NET: Satisfied 726 466 259 59 667 528 197 567 158 5 131 52 24 199 12 121 131 13 38 697 28 639 68 16

76% 77% 75% 86% 76% 78% 71% 75% 81% 100% 75% 66% 66% 81% 65% 79% 77% 59% 80% 80% 35% 86% 46% 27%

E OPQRS R U WX

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q36 Page 267

EI Claimant Survey 2016

Q36. How satisfied were you with the overall quality of service you received when you visited the government website you used about EI in the last 7-8 months?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 951 951 950 708 497 154 329 951 306 384 262 190 761 425 527 336 615

Unweighted Total 939 939 938 686 484 157 299 939 321 360 258 195 744 436 503 308 631

1 - Very dissatisfied 12 12 12 10 6 2 6 12 3 6 3 1 11 5 7 6 6

1% 1% 1% 1% 1% 1% 2% 1% 1% 2% 1% 1% 1% 1% 1% 2% 1%

2 50 50 50 37 31 11 23 50 11 18 21 2 47 23 26 24 26

5% 5% 5% 5% 6% 7% 7% 5% 3% 5% 8% 1% 6% 6% 5% 7% 4%

L

3 162 162 162 108 93 19 60 162 45 72 45 27 136 75 88 61 102

17% 17% 17% 15% 19% 12% 18% 17% 15% 19% 17% 14% 18% 18% 17% 18% 17%

4 362 362 361 271 191 61 124 362 109 156 97 64 298 171 191 127 236

38% 38% 38% 38% 38% 39% 38% 38% 36% 41% 37% 34% 39% 40% 36% 38% 38%

5 - Very satisfied 363 363 363 282 177 61 115 363 138 130 95 95 268 150 213 118 245

38% 38% 38% 40% 36% 40% 35% 38% 45% 34% 36% 50% 35% 35% 41% 35% 40%

J M

Don't know/Refused 1 1 1 0 - - 1 1 - 1 - - 1 - 1 1 -

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

NET: Dissatisfied 62 62 62 47 37 13 29 62 14 24 24 4 58 28 34 30 32

7% 7% 7% 7% 7% 9% 9% 7% 4% 6% 9% 2% 8% 7% 6% 9% 5%

L

NET: Satisfied 726 726 725 552 367 121 239 726 247 286 192 160 566 321 404 245 481

76% 76% 76% 78% 74% 79% 73% 76% 81% 75% 73% 84% 74% 76% 77% 73% 78%

M

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q36 Page 268

EI Claimant Survey 2016

Q36. How satisfied were you with the overall quality of service you received when you visited the government website you used about EI in the last 7-8 months?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 951 176 53 62 178 45 151 46 421 486 243 152 714 122 9 475 263 105

Unweighted Total 939 166 53 40 179 47 158 51 431 489 229 150 705 118 11 481 261 92

1 - Very dissatisfied 12 2 - 2 1 2 2 - 6 6 3 2 8 2 0 3 5 3

1% 1% 3% 1% 4% 2% 1% 1% 1% 1% 1% 2% 5% 1% 2% 3%

2 50 5 2 10 10 2 10 1 22 27 7 11 22 12 3 21 13 9

5% 3% 4% 16% 6% 6% 7% 2% 5% 6% 3% 7% 3% 10% 32% 4% 5% 8%

M

3 162 32 7 15 33 3 30 12 65 80 45 21 115 18 2 57 55 22

17% 18% 14% 24% 18% 8% 20% 26% 16% 16% 18% 14% 16% 15% 21% 12% 21% 21%

F P

4 362 76 12 17 68 9 56 17 165 186 96 58 279 56 0 191 104 27

38% 43% 23% 28% 38% 21% 37% 36% 39% 38% 40% 38% 39% 46% 5% 40% 39% 26%

CF F CF O O R

5 - Very satisfied 363 60 31 18 67 28 51 16 163 187 91 60 289 33 3 202 87 44

38% 34% 58% 29% 38% 62% 34% 35% 39% 38% 38% 40% 40% 27% 37% 43% 33% 42%

BDEGI BDEGHI N Q

Don't know/Refused 1 - 0 - - - 0 0 - - 1 - 1 - - 0 0 -

\*% 1% \*% 1% \*% \*% \*% \*%

NET: Dissatisfied 62 7 2 12 11 5 12 1 28 33 10 13 30 14 3 24 18 12

7% 4% 4% 19% 6% 10% 8% 2% 7% 7% 4% 8% 4% 12% 37% 5% 7% 11%

M

NET: Satisfied 726 137 43 35 135 37 108 33 328 372 188 119 568 89 4 393 191 72

76% 77% 81% 57% 75% 82% 71% 71% 78% 77% 77% 78% 80% 73% 42% 83% 72% 68%

D O QR

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37A Page 269

EI Claimant Survey 2016

Q37A. Please tell me how much you agree or disagree with the following statements: You were able to move smoothly through all of the steps related to your EI claim.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1527 200 350 438 538 1218 309 116 336 575 492 294 994 239 622 905 70 268 95 1426 1212 315 100 1425

Unweighted Total 1526 201 351 437 536 1231 295 121 345 536 516 322 988 216 673 853 84 278 92 1428 1205 321 80 1444

1 - Strongly disagree 66 8 18 21 18 57 9 2 16 24 24 11 44 12 35 31 3 8 8 58 49 17 4 62

4% 4% 5% 5% 3% 5% 3% 2% 5% 4% 5% 4% 4% 5% 6% 3% 4% 3% 8% 4% 4% 5% 4% 4%

2 105 6 14 25 60 87 17 7 21 46 30 21 73 10 32 73 8 15 7 97 94 11 18 87

7% 3% 4% 6% 11% 7% 6% 6% 6% 8% 6% 7% 7% 4% 5% 8% 11% 6% 8% 7% 8% 3% 18% 6%

BCD V X

3 221 24 31 88 78 174 47 18 41 85 76 44 138 39 95 126 7 35 8 213 192 29 23 198

14% 12% 9% 20% 15% 14% 15% 15% 12% 15% 16% 15% 14% 16% 15% 14% 10% 13% 8% 15% 16% 9% 23% 14%

BC C V

4 447 66 110 125 145 349 98 25 98 163 157 93 299 54 193 254 22 85 31 414 349 98 21 424

29% 33% 31% 28% 27% 29% 32% 22% 29% 28% 32% 32% 30% 23% 31% 28% 31% 32% 32% 29% 29% 31% 21% 30%

H

5 - Strongly agree 689 96 177 180 236 551 137 64 161 256 204 125 439 124 268 421 30 124 41 643 528 161 35 654

45% 48% 51% 41% 44% 45% 44% 55% 48% 45% 41% 43% 44% 52% 43% 46% 43% 47% 43% 45% 44% 51% 35% 46%

D K

Does not apply 1 - - 0 0 1 - - 1 - - - 1 - 0 0 - 0 0 0 1 - 0 0

NET: Disagree 171 14 32 46 78 144 27 9 37 70 54 32 117 22 67 104 11 24 15 155 143 28 22 149

11% 7% 9% 11% 15% 12% 9% 8% 11% 12% 11% 11% 12% 9% 11% 11% 15% 9% 16% 11% 12% 9% 22% 10%

B

NET: Agree 1136 162 287 305 381 901 235 89 259 419 361 219 739 178 461 675 52 209 72 1057 877 259 56 1078

74% 81% 82% 70% 71% 74% 76% 77% 77% 73% 73% 74% 74% 74% 74% 75% 74% 78% 75% 74% 72% 82% 56% 76%

DE DE U W

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37A Page 270

EI Claimant Survey 2016

Q37A. Please tell me how much you agree or disagree with the following statements: You were able to move smoothly through all of the steps related to your EI claim.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1527 977 550 116 1411 1088 439 1201 326 5 254 103 58 383 31 290 286 39 79 1364 160 1180 222 122

Unweighted Total 1526 1181 345 127 1399 1090 436 1193 333 1 257 108 56 345 38 285 300 45 91 1353 170 1175 213 133

1 - Strongly disagree 66 39 27 2 64 38 28 49 17 - 6 9 3 21 0 12 10 1 2 19 47 14 7 45

4% 4% 5% 2% 5% 3% 6% 4% 5% 2% 9% 6% 5% 2% 4% 3% 4% 3% 1% 29% 1% 3% 37%

KO T VW

2 105 60 45 8 97 63 42 93 12 - 21 6 10 22 - 27 11 3 3 72 32 32 49 23

7% 6% 8% 7% 7% 6% 10% 8% 4% 8% 6% 18% 6% 9% 4% 9% 4% 5% 20% 3% 22% 19%

I NQS Q T V V

3 221 128 93 12 209 147 74 190 31 - 39 9 17 44 6 45 45 6 9 180 39 112 78 31

14% 13% 17% 10% 15% 14% 17% 16% 9% 15% 9% 29% 11% 21% 16% 16% 16% 11% 13% 25% 9% 35% 26%

I LNS T V V

4 447 293 154 30 417 317 130 342 105 - 71 35 10 122 9 78 89 9 24 427 20 388 47 11

29% 30% 28% 26% 30% 29% 30% 29% 32% 28% 34% 17% 32% 31% 27% 31% 23% 31% 31% 12% 33% 21% 9%

M U WX X

5 - Strongly agree 689 457 231 64 625 523 165 526 162 5 117 43 17 174 14 127 131 19 40 665 22 635 41 11

45% 47% 42% 55% 44% 48% 38% 44% 50% 100% 46% 42% 30% 46% 47% 44% 46% 48% 51% 49% 14% 54% 18% 9%

E G OPQRS M U WX

KLMN

Does not apply 1 1 - - 1 - 1 1 - - - - - - - 0 - - 0 1 - - 1 -

NET: Disagree 171 99 72 10 160 101 70 142 29 - 27 15 14 43 0 40 21 5 5 92 79 46 57 68

11% 10% 13% 9% 11% 9% 16% 12% 9% 11% 15% 24% 11% 2% 14% 7% 13% 7% 7% 49% 4% 26% 56%

F O O OQS O O T V VW

NET: Agree 1136 751 385 94 1042 841 295 869 267 5 188 78 27 296 24 205 220 28 64 1092 42 1022 88 22

74% 77% 70% 81% 74% 77% 67% 72% 82% 100% 74% 76% 47% 77% 78% 71% 77% 71% 82% 80% 26% 87% 39% 18%

G H OPQRS M M M M M M M M U WX X

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37A Page 271

EI Claimant Survey 2016

Q37A. Please tell me how much you agree or disagree with the following statements: You were able to move smoothly through all of the steps related to your EI claim.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1527 1527 1521 1079 828 245 823 1253 439 554 493 190 1337 496 1032 841 686

Unweighted Total 1526 1526 1519 1061 825 252 809 1259 455 545 491 195 1331 507 1019 824 702

1 - Strongly disagree 66 66 66 46 48 12 44 49 13 20 32 1 65 20 46 45 21

4% 4% 4% 4% 6% 5% 5% 4% 3% 4% 6% \*% 5% 4% 4% 5% 3%

I L

2 105 105 104 78 69 15 78 87 14 38 51 2 102 23 82 79 25

7% 7% 7% 7% 8% 6% 10% 7% 3% 7% 10% 1% 8% 5% 8% 9% 4%

I I L N Q

3 221 221 218 163 128 28 115 181 66 85 68 24 197 80 141 117 104

14% 14% 14% 15% 15% 11% 14% 14% 15% 15% 14% 13% 15% 16% 14% 14% 15%

4 447 447 446 320 247 87 249 396 113 169 158 52 395 142 305 253 194

29% 29% 29% 30% 30% 36% 30% 32% 26% 31% 32% 27% 30% 29% 30% 30% 28%

5 - Strongly agree 689 689 687 472 337 102 337 541 233 243 184 111 577 231 458 346 342

45% 45% 45% 44% 41% 42% 41% 43% 53% 44% 37% 59% 43% 47% 44% 41% 50%

JK M P

Does not apply 1 1 1 0 0 - 1 0 0 - 0 - 1 - 1 1 -

NET: Disagree 171 171 170 124 116 27 123 136 27 58 82 3 167 43 128 125 46

11% 11% 11% 12% 14% 11% 15% 11% 6% 10% 17% 2% 13% 9% 12% 15% 7%

H IJ L Q

NET: Agree 1136 1136 1134 792 583 189 585 936 346 412 343 163 972 373 763 599 536

74% 74% 75% 73% 70% 77% 71% 75% 79% 74% 69% 86% 73% 75% 74% 71% 78%

K M P

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37A Page 272

EI Claimant Survey 2016

Q37A. Please tell me how much you agree or disagree with the following statements: You were able to move smoothly through all of the steps related to your EI claim.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1527 309 116 100 295 95 328 70 610 681 380 292 1012 299 21 707 417 189

Unweighted Total 1526 295 121 80 296 92 343 84 624 692 363 298 1009 300 20 726 409 181

1 - Strongly disagree 66 9 2 4 11 8 12 3 38 30 14 17 26 14 7 18 18 18

4% 3% 2% 4% 4% 8% 4% 4% 6% 4% 4% 6% 3% 5% 32% 3% 4% 10%

C MN P

2 105 17 7 18 19 7 23 8 35 34 38 23 50 34 2 27 39 20

7% 6% 6% 18% 6% 8% 7% 11% 6% 5% 10% 8% 5% 12% 9% 4% 9% 11%

BEI J M P P

3 221 47 18 23 45 8 56 7 81 103 52 37 131 51 3 97 65 24

14% 15% 15% 23% 15% 8% 17% 10% 13% 15% 14% 12% 13% 17% 16% 14% 16% 13%

4 447 98 25 21 83 31 93 22 184 182 122 96 308 91 1 205 118 69

29% 32% 22% 21% 28% 32% 28% 31% 30% 27% 32% 33% 30% 30% 7% 29% 28% 36%

O O

5 - Strongly agree 689 137 64 35 138 41 143 30 271 332 154 119 497 109 8 360 178 58

45% 44% 55% 35% 47% 43% 44% 43% 45% 49% 41% 41% 49% 36% 35% 51% 43% 30%

D N QR R

Does not apply 1 - - 0 - 0 1 - - 1 - - - 0 - - 0 -

NET: Disagree 171 27 9 22 30 15 36 11 74 64 53 40 76 48 9 45 57 38

11% 9% 8% 22% 10% 16% 11% 15% 12% 9% 14% 14% 7% 16% 42% 6% 14% 20%

BC M MN P P

NET: Agree 1136 235 89 56 220 72 236 52 456 513 276 215 805 200 9 565 295 127

74% 76% 77% 56% 75% 75% 72% 74% 75% 75% 73% 74% 80% 67% 42% 80% 71% 67%

D D D D D D D NO QR

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37B Page 273

EI Claimant Survey 2016

Q37B. Please tell me how much you agree or disagree with the following statements: You got bounced around from one person to another

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1463 195 345 416 506 1165 298 113 328 541 474 288 949 226 602 861 68 264 96 1361 1151 312 93 1367

Unweighted Total 1470 195 345 419 510 1182 288 117 337 512 496 315 949 206 651 819 82 274 93 1371 1153 317 78 1390

1 - Strongly disagree 789 119 185 231 254 635 154 45 171 307 263 143 515 132 297 492 25 119 52 735 618 171 41 747

54% 61% 54% 55% 50% 55% 52% 40% 52% 57% 55% 50% 54% 58% 49% 57% 37% 45% 54% 54% 54% 55% 44% 55%

E H H O

2 171 29 37 39 65 133 37 19 34 65 51 32 114 24 85 86 9 25 17 153 139 32 12 158

12% 15% 11% 9% 13% 11% 13% 17% 10% 12% 11% 11% 12% 11% 14% 10% 13% 9% 18% 11% 12% 10% 13% 12%

3 153 17 35 47 55 125 28 8 39 54 51 30 110 13 67 86 8 42 7 145 123 30 11 142

10% 9% 10% 11% 11% 11% 9% 7% 12% 10% 11% 11% 12% 6% 11% 10% 12% 16% 7% 11% 11% 10% 12% 10%

N

4 140 12 26 43 58 108 31 12 30 38 58 40 82 17 70 70 14 34 6 132 115 25 8 131

10% 6% 8% 10% 12% 9% 10% 11% 9% 7% 12% 14% 9% 8% 12% 8% 20% 13% 7% 10% 10% 8% 9% 10%

J

5 - Strongly agree 193 16 55 56 66 148 44 27 51 66 48 33 121 39 78 115 9 35 13 179 141 52 21 172

13% 8% 16% 13% 13% 13% 15% 24% 16% 12% 10% 11% 13% 17% 13% 13% 13% 13% 14% 13% 12% 17% 22% 13%

B JK K

Does not apply 65 5 5 22 33 55 11 4 9 34 18 6 46 13 21 44 2 4 - 65 62 3 7 58

Don't know 17 1 7 2 6 14 2 0 2 10 4 9 6 1 5 12 4 10 - 16 15 2 - 17

1% 1% 2% \*% 1% 1% 1% \*% 1% 2% 1% 3% 1% \*% 1% 1% 5% 4% 1% 1% 1% 1%

D MN

NET: Disagree 960 148 222 270 320 768 192 64 205 372 314 175 629 156 381 579 34 143 69 888 757 203 53 905

66% 76% 64% 65% 63% 66% 64% 57% 63% 69% 66% 61% 66% 69% 63% 67% 50% 54% 72% 65% 66% 65% 57% 66%

CDE

NET: Agree 332 29 81 98 125 257 76 39 81 104 105 73 203 56 148 184 23 68 20 312 256 76 29 303

23% 15% 23% 24% 25% 22% 25% 35% 25% 19% 22% 25% 21% 25% 25% 21% 33% 26% 21% 23% 22% 24% 31% 22%

B B JK

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37B Page 274

EI Claimant Survey 2016

Q37B. Please tell me how much you agree or disagree with the following statements: You got bounced around from one person to another

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1463 943 520 111 1352 1044 419 1140 323 5 238 100 54 367 30 287 270 38 75 1302 158 1138 200 121

Unweighted Total 1470 1143 327 122 1348 1045 425 1141 329 1 248 105 52 332 37 281 283 44 87 1300 167 1130 204 131

1 - Strongly disagree 789 519 270 49 741 605 184 611 179 - 140 57 27 210 16 152 129 22 37 745 42 700 60 27

54% 55% 52% 44% 55% 58% 44% 54% 55% 59% 57% 50% 57% 53% 53% 48% 59% 50% 57% 27% 62% 30% 23%

D G Q U WX

2 171 117 54 18 153 120 51 138 33 - 29 11 6 48 6 25 38 4 4 151 20 118 26 26

12% 12% 10% 16% 11% 11% 12% 12% 10% 12% 11% 11% 13% 20% 9% 14% 10% 6% 12% 13% 10% 13% 22%

S V

3 153 93 60 15 138 100 53 122 31 - 20 12 7 32 3 34 27 4 14 124 29 90 44 19

10% 10% 12% 14% 10% 10% 13% 11% 10% 8% 12% 14% 9% 12% 12% 10% 10% 19% 9% 18% 8% 22% 15%

KN T V

4 140 99 41 14 125 97 43 115 25 - 21 14 9 20 1 32 32 4 6 122 17 96 35 9

10% 10% 8% 13% 9% 9% 10% 10% 8% 9% 14% 16% 5% 3% 11% 12% 10% 9% 9% 11% 8% 17% 8%

O O O NO V

5 - Strongly agree 193 106 87 13 180 114 79 140 53 5 26 6 5 53 2 38 40 3 13 144 49 120 34 39

13% 11% 17% 12% 13% 11% 19% 12% 16% 100% 11% 6% 9% 14% 8% 13% 15% 9% 17% 11% 31% 11% 17% 32%

B F OPQRS L L T VW

KLMN

Does not apply 65 35 31 5 60 45 21 62 3 - 16 3 4 16 1 3 16 1 4 63 2 42 23 1

Don't know 17 9 8 2 15 8 9 14 3 - 1 - - 4 1 7 3 0 - 16 1 14 1 1

1% 1% 1% 2% 1% 1% 2% 1% 1% \*% 1% 3% 2% 1% 1% 1% 1% 1% 1% 1%

NET: Disagree 960 636 324 66 894 725 235 749 211 - 169 68 33 258 22 176 167 26 42 896 62 818 86 53

66% 67% 62% 60% 66% 69% 56% 66% 65% 71% 68% 61% 70% 73% 61% 62% 69% 56% 69% 39% 72% 43% 44%

G S S U WX

NET: Agree 332 205 128 27 305 211 122 255 77 5 48 20 14 73 3 70 72 7 19 266 66 215 69 48

23% 22% 25% 25% 23% 20% 29% 22% 24% 100% 20% 20% 26% 20% 12% 25% 27% 19% 26% 20% 42% 19% 34% 40%

F OPQRS O O T V V

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37B Page 275

EI Claimant Survey 2016

Q37B. Please tell me how much you agree or disagree with the following statements: You got bounced around from one person to another

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1463 1463 1457 1044 816 243 800 1201 410 531 489 175 1288 469 993 818 644

Unweighted Total 1470 1470 1463 1032 812 250 794 1210 424 528 487 177 1293 484 986 809 661

1 - Strongly disagree 789 789 788 541 385 98 376 637 272 303 194 120 669 280 509 389 400

54% 54% 54% 52% 47% 40% 47% 53% 66% 57% 40% 69% 52% 60% 51% 48% 62%

EFG JK K M O P

2 171 171 169 116 92 25 91 147 43 79 48 16 155 64 106 91 80

12% 12% 12% 11% 11% 10% 11% 12% 11% 15% 10% 9% 12% 14% 11% 11% 12%

3 153 153 153 119 93 31 96 126 38 44 68 16 137 41 112 97 57

10% 10% 11% 11% 11% 13% 12% 11% 9% 8% 14% 9% 11% 9% 11% 12% 9%

J

4 140 140 139 108 101 47 96 120 20 33 81 6 134 36 103 97 42

10% 10% 10% 10% 12% 19% 12% 10% 5% 6% 17% 3% 10% 8% 10% 12% 7%

EGH IJ L Q

5 - Strongly agree 193 193 191 145 133 40 130 156 33 69 89 15 178 45 147 133 60

13% 13% 13% 14% 16% 16% 16% 13% 8% 13% 18% 8% 14% 10% 15% 16% 9%

I I N Q

Does not apply 65 65 65 36 13 2 24 53 29 24 4 15 50 26 39 24 42

Don't know 17 17 17 14 11 2 12 15 4 3 9 2 14 2 15 12 4

1% 1% 1% 1% 1% 1% 2% 1% 1% 1% 2% 1% 1% \*% 1% 1% 1%

NET: Disagree 960 960 957 657 477 123 467 784 315 382 242 136 824 345 616 480 480

66% 66% 66% 63% 59% 50% 58% 65% 77% 72% 49% 78% 64% 73% 62% 59% 75%

EFG K K M O P

NET: Agree 332 332 329 253 234 87 226 276 53 102 170 21 312 82 251 230 102

23% 23% 23% 24% 29% 36% 28% 23% 13% 19% 35% 12% 24% 17% 25% 28% 16%

H H H I IJ L N Q

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37B Page 276

EI Claimant Survey 2016

Q37B. Please tell me how much you agree or disagree with the following statements: You got bounced around from one person to another

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1463 298 113 93 280 96 320 68 582 646 369 288 960 292 21 676 404 187

Unweighted Total 1470 288 117 78 281 93 335 82 596 658 355 293 966 292 20 691 404 179

1 - Strongly disagree 789 154 45 41 171 52 178 25 320 379 195 115 533 155 9 428 197 50

54% 52% 40% 44% 61% 54% 56% 37% 55% 59% 53% 40% 55% 53% 44% 63% 49% 27%

H CDH CH CH L L QR R

2 171 37 19 12 27 17 35 9 64 81 47 26 109 39 3 73 49 20

12% 13% 17% 13% 10% 18% 11% 13% 11% 12% 13% 9% 11% 13% 14% 11% 12% 11%

3 153 28 8 11 27 7 30 8 72 58 45 39 93 28 1 61 43 31

10% 9% 7% 12% 10% 7% 9% 12% 12% 9% 12% 14% 10% 10% 5% 9% 11% 16%

4 140 31 12 8 20 6 28 14 56 45 29 53 91 28 2 48 41 34

10% 10% 11% 9% 7% 7% 9% 20% 10% 7% 8% 18% 9% 10% 9% 7% 10% 18%

EF JK PQ

5 - Strongly agree 193 44 27 21 34 13 48 9 63 79 46 53 120 40 6 62 70 45

13% 15% 24% 22% 12% 14% 15% 13% 11% 12% 12% 19% 13% 14% 28% 9% 17% 24%

EI I P P

Does not apply 65 11 4 7 15 - 9 2 28 36 12 4 52 8 - 32 13 2

Don't know 17 2 0 - 2 - 1 4 7 5 8 2 14 1 - 3 3 8

1% 1% \*% 1% \*% 5% 1% 1% 2% 1% 1% 1% \*% 1% 4%

PQ

NET: Disagree 960 192 64 53 198 69 213 34 383 460 241 141 642 194 12 502 247 70

66% 64% 57% 57% 71% 72% 67% 50% 66% 71% 65% 49% 67% 66% 58% 74% 61% 37%

CH H H H L L QR R

NET: Agree 332 76 39 29 54 20 76 23 119 124 74 106 211 69 8 110 111 79

23% 25% 35% 31% 19% 21% 24% 33% 21% 19% 20% 37% 22% 23% 37% 16% 27% 42%

EI E JK P PQ

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37C Page 277

EI Claimant Survey 2016

Q37C. Please tell me how much you agree or disagree with the following statements: You are confident that any personal information you provided will remain confidential.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1527 200 350 439 537 1218 309 116 337 574 492 294 994 239 623 904 70 268 96 1425 1212 315 101 1424

Unweighted Total 1527 201 351 438 536 1232 295 121 347 535 516 322 989 216 674 853 84 279 93 1428 1206 321 81 1444

1 - Strongly disagree 49 2 10 20 17 34 15 1 5 25 18 3 35 10 17 32 1 6 2 46 39 10 10 39

3% 1% 3% 4% 3% 3% 5% 1% 1% 4% 4% 1% 4% 4% 3% 4% 2% 2% 2% 3% 3% 3% 10% 3%

B HI H L

2 38 6 4 8 20 30 8 2 13 14 9 3 33 2 26 12 0 4 2 36 35 3 4 34

2% 3% 1% 2% 4% 2% 3% 2% 4% 2% 2% 1% 3% 1% 4% 1% 1% 2% 3% 3% 3% 1% 4% 2%

LN P

3 159 12 38 52 57 127 31 16 15 56 71 17 111 31 65 94 9 25 13 146 123 35 14 144

10% 6% 11% 12% 11% 10% 10% 14% 4% 10% 14% 6% 11% 13% 10% 10% 13% 9% 13% 10% 10% 11% 14% 10%

B I I I L L

4 321 51 79 94 97 268 53 17 77 124 101 48 213 60 137 185 15 56 15 306 251 70 11 310

21% 26% 23% 21% 18% 22% 17% 14% 23% 22% 21% 16% 21% 25% 22% 20% 22% 21% 16% 21% 21% 22% 11% 22%

5 - Strongly agree 953 126 218 265 343 754 199 80 225 354 290 221 598 133 372 581 43 173 63 885 757 196 62 889

62% 63% 62% 60% 64% 62% 65% 69% 67% 62% 59% 75% 60% 56% 60% 64% 62% 65% 66% 62% 62% 62% 61% 62%

MN

Does not apply 1 - - - 1 1 - - - 1 - - 1 - - 1 - - - 1 1 - - 1

Don't know 7 2 1 - 4 5 2 1 1 0 3 0 4 3 6 1 1 2 - 7 6 1 - 7

\*% 1% \*% 1% \*% 1% 1% \*% \*% 1% \*% \*% 1% 1% \*% 1% 1% 1% \*% \*% 1%

NET: Disagree 87 8 14 28 37 64 23 3 18 39 26 6 68 12 43 44 2 11 4 81 74 13 14 73

6% 4% 4% 6% 7% 5% 7% 3% 5% 7% 5% 2% 7% 5% 7% 5% 3% 4% 5% 6% 6% 4% 14% 5%

L

NET: Agree 1274 178 297 359 440 1022 253 97 302 478 391 270 811 193 509 765 58 229 78 1191 1008 266 73 1199

83% 89% 85% 82% 82% 84% 82% 83% 90% 83% 80% 92% 82% 81% 82% 85% 83% 86% 82% 84% 83% 84% 72% 84%

JK MN

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37C Page 278

EI Claimant Survey 2016

Q37C. Please tell me how much you agree or disagree with the following statements: You are confident that any personal information you provided will remain confidential.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1527 977 550 116 1411 1087 440 1201 326 5 254 103 58 382 31 290 286 39 79 1364 160 1179 223 122

Unweighted Total 1527 1182 345 127 1400 1089 438 1194 333 1 257 108 56 344 38 286 300 45 92 1354 170 1174 215 133

1 - Strongly disagree 49 24 25 1 48 28 21 39 10 - 18 3 1 13 - 6 6 0 1 32 16 14 27 8

3% 2% 5% 1% 3% 3% 5% 3% 3% 7% 3% 2% 3% 2% 2% 1% 2% 2% 10% 1% 12% 7%

D MPQRS T V

2 38 33 5 2 36 30 8 35 3 - 6 4 0 7 - 5 10 3 1 31 7 22 10 6

2% 3% 1% 2% 3% 3% 2% 3% 1% 3% 4% 1% 2% 2% 4% 8% 1% 2% 4% 2% 4% 5%

C

3 159 91 67 8 150 103 56 120 38 - 37 8 3 44 3 31 24 3 5 133 25 109 30 19

10% 9% 12% 7% 11% 9% 13% 10% 12% 14% 8% 6% 12% 10% 11% 8% 9% 6% 10% 16% 9% 14% 16%

QS

4 321 220 101 39 282 239 83 248 73 - 42 23 15 82 5 61 69 7 17 297 25 260 40 21

21% 23% 18% 34% 20% 22% 19% 21% 22% 17% 22% 25% 21% 18% 21% 24% 19% 22% 22% 15% 22% 18% 17%

E

5 - Strongly agree 953 601 352 62 890 682 271 752 201 5 150 65 39 235 22 186 173 24 55 865 85 770 114 67

62% 62% 64% 54% 63% 63% 62% 63% 62% 100% 59% 63% 66% 61% 73% 64% 61% 61% 69% 63% 53% 65% 51% 55%

OPQRS W

KLMN

Does not apply 1 1 - - 1 1 - 1 - - - - - 1 - - - - - 1 - 1 - -

Don't know 7 7 - 2 5 6 1 6 1 - 0 - - 1 - 1 4 1 - 6 1 3 2 1

\*% 1% 2% \*% 1% \*% \*% \*% \*% \*% \*% 1% 3% \*% 1% \*% 1% 1%

NET: Disagree 87 57 30 3 83 58 29 74 13 - 25 7 1 20 - 11 16 3 2 64 23 36 36 14

6% 6% 5% 3% 6% 5% 7% 6% 4% 10% 7% 2% 5% 4% 6% 9% 3% 5% 15% 3% 16% 12%

PS T V

NET: Agree 1274 821 453 102 1172 921 354 1000 274 5 192 88 53 317 28 247 242 31 72 1162 110 1030 154 88

83% 84% 82% 88% 83% 85% 80% 83% 84% 100% 76% 85% 91% 83% 90% 85% 85% 80% 91% 85% 69% 87% 69% 72%

OPQRS K K K K K U WX

KLN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37C Page 279

EI Claimant Survey 2016

Q37C. Please tell me how much you agree or disagree with the following statements: You are confident that any personal information you provided will remain confidential.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1527 1527 1521 1079 828 245 823 1253 439 553 494 190 1337 496 1031 841 686

Unweighted Total 1527 1527 1520 1061 826 252 810 1259 456 544 492 195 1332 507 1020 825 702

1 - Strongly disagree 49 49 49 38 24 4 39 44 8 22 19 2 46 7 42 39 9

3% 3% 3% 4% 3% 2% 5% 4% 2% 4% 4% 1% 3% 1% 4% 5% 1%

F N Q

2 38 38 38 27 18 5 18 29 17 13 8 6 32 14 24 18 20

2% 2% 3% 2% 2% 2% 2% 2% 4% 2% 2% 3% 2% 3% 2% 2% 3%

3 159 159 157 96 84 24 80 141 43 65 47 17 142 59 100 83 76

10% 10% 10% 9% 10% 10% 10% 11% 10% 12% 10% 9% 11% 12% 10% 10% 11%

4 321 321 320 221 167 37 162 251 106 118 85 40 281 112 210 170 152

21% 21% 21% 20% 20% 15% 20% 20% 24% 21% 17% 21% 21% 23% 20% 20% 22%

K

5 - Strongly agree 953 953 950 694 530 174 521 781 262 332 333 124 829 300 653 529 424

62% 62% 62% 64% 64% 71% 63% 62% 60% 60% 68% 65% 62% 61% 63% 63% 62%

H

Does not apply 1 1 1 1 - - 1 1 - 1 - - 1 - 1 1 -

Don't know 7 7 7 3 5 1 2 6 3 3 1 1 6 4 3 2 5

\*% \*% \*% \*% 1% 1% \*% \*% 1% 1% \*% 1% \*% 1% \*% \*% 1%

NET: Disagree 87 87 87 65 41 9 57 74 25 35 27 8 78 21 66 57 30

6% 6% 6% 6% 5% 4% 7% 6% 6% 6% 5% 4% 6% 4% 6% 7% 4%

NET: Agree 1274 1274 1270 914 698 211 683 1033 368 450 418 164 1110 412 862 698 576

83% 83% 84% 85% 84% 86% 83% 82% 84% 81% 85% 86% 83% 83% 84% 83% 84%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37C Page 280

EI Claimant Survey 2016

Q37C. Please tell me how much you agree or disagree with the following statements: You are confident that any personal information you provided will remain confidential.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1527 309 116 101 295 96 329 70 609 681 380 292 1011 300 21 707 417 189

Unweighted Total 1527 295 121 81 296 93 345 84 623 693 363 298 1008 301 20 726 409 181

1 - Strongly disagree 49 15 1 10 9 2 4 1 16 22 11 14 38 6 1 12 24 7

3% 5% 1% 10% 3% 2% 1% 2% 3% 3% 3% 5% 4% 2% 5% 2% 6% 4%

CG CG P

2 38 8 2 4 5 2 5 0 18 21 4 7 26 6 0 23 7 3

2% 3% 2% 4% 2% 3% 2% 1% 3% 3% 1% 2% 3% 2% 2% 3% 2% 2%

3 159 31 16 14 25 13 41 9 53 63 43 31 93 35 5 68 42 13

10% 10% 14% 14% 8% 13% 12% 13% 9% 9% 11% 10% 9% 12% 25% 10% 10% 7%

4 321 53 17 11 57 15 73 15 144 164 76 38 209 71 1 153 75 38

21% 17% 14% 11% 19% 16% 22% 22% 24% 24% 20% 13% 21% 24% 5% 22% 18% 20%

CD L O O

5 - Strongly agree 953 199 80 62 199 63 205 43 374 407 246 202 640 181 13 448 267 126

62% 65% 69% 61% 68% 66% 62% 62% 61% 60% 65% 69% 63% 60% 63% 63% 64% 67%

J

Does not apply 1 - - - - - - - 1 1 - - 1 - - - 1 -

Don't know 7 2 1 - - - 1 1 3 3 1 1 6 0 - 4 1 1

\*% 1% 1% \*% 1% \*% \*% \*% 1% 1% \*% \*% \*% 1%

NET: Disagree 87 23 3 14 14 4 9 2 35 44 15 21 64 12 1 35 31 11

6% 7% 3% 14% 5% 5% 3% 3% 6% 6% 4% 7% 6% 4% 7% 5% 7% 6%

CG

NET: Agree 1274 253 97 73 256 78 277 58 518 572 322 240 848 252 14 600 342 164

83% 82% 83% 72% 87% 82% 84% 83% 85% 84% 85% 82% 84% 84% 68% 85% 82% 87%

D

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37D Page 281

EI Claimant Survey 2016

Q37D. Please tell me how much you agree or disagree with the following statements: Being able to complete steps online made the process easier for you.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1515 198 347 436 533 1210 305 116 335 566 491 293 987 235 618 897 70 267 94 1416 1203 312 98 1415

Unweighted Total 1514 199 348 435 531 1223 291 120 344 527 515 320 982 212 668 846 84 278 91 1418 1196 318 78 1434

1 - Strongly disagree 60 5 16 22 17 49 11 3 20 23 12 5 40 15 25 35 - 7 6 54 46 14 5 55

4% 2% 5% 5% 3% 4% 4% 3% 6% 4% 3% 2% 4% 6% 4% 4% 3% 7% 4% 4% 5% 5% 4%

2 50 4 5 21 20 40 10 6 16 17 10 4 39 7 21 29 3 11 4 44 45 5 8 42

3% 2% 2% 5% 4% 3% 3% 6% 5% 3% 2% 2% 4% 3% 3% 3% 4% 4% 5% 3% 4% 2% 8% 3%

C

3 141 19 29 40 51 111 29 20 31 59 31 27 82 32 70 70 9 22 8 133 113 28 12 128

9% 10% 9% 9% 10% 9% 10% 17% 9% 10% 6% 9% 8% 13% 11% 8% 13% 8% 9% 9% 9% 9% 13% 9%

K

4 361 40 88 107 126 278 83 23 78 141 118 64 239 59 154 207 19 64 13 346 277 84 19 343

24% 20% 25% 25% 24% 23% 27% 20% 23% 25% 24% 22% 24% 25% 25% 23% 27% 24% 14% 24% 23% 27% 19% 24%

5 - Strongly agree 902 130 207 246 318 730 171 63 189 326 318 192 587 123 346 555 40 163 61 838 722 179 54 845

60% 66% 60% 56% 60% 60% 56% 54% 56% 58% 65% 66% 59% 52% 56% 62% 57% 61% 66% 59% 60% 57% 55% 60%

N

Does not apply 13 2 3 2 5 9 4 0 2 9 1 1 7 4 5 8 - 1 2 10 10 3 2 11

Don't know 1 - 1 - - 1 - - - - 1 - 1 - 1 0 - - - 1 - 1 - 1

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

NET: Disagree 110 9 21 43 37 89 21 10 37 40 22 9 79 22 46 64 3 19 11 98 91 19 13 97

7% 5% 6% 10% 7% 7% 7% 9% 11% 7% 5% 3% 8% 9% 7% 7% 4% 7% 12% 7% 8% 6% 13% 7%

B K L L

NET: Agree 1263 171 295 353 445 1008 255 86 267 467 436 256 825 182 500 763 58 226 75 1184 999 264 73 1188

83% 86% 85% 81% 83% 83% 84% 74% 80% 83% 89% 87% 84% 77% 81% 85% 83% 85% 80% 84% 83% 84% 74% 84%

HIJ N

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37D Page 282

EI Claimant Survey 2016

Q37D. Please tell me how much you agree or disagree with the following statements: Being able to complete steps online made the process easier for you.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1515 970 545 115 1400 1076 439 1192 323 5 250 103 58 381 30 290 281 39 78 1353 159 1167 223 122

Unweighted Total 1514 1174 340 126 1388 1078 436 1184 330 1 253 108 56 343 37 285 295 45 91 1342 169 1161 215 133

1 - Strongly disagree 60 36 24 3 57 37 23 47 13 - 5 2 1 24 0 11 10 2 3 28 31 22 10 28

4% 4% 4% 3% 4% 3% 5% 4% 4% 2% 2% 3% 6% 2% 4% 4% 5% 4% 2% 20% 2% 4% 23%

KL T VW

2 50 31 19 3 47 33 17 45 5 - 8 6 7 4 - 13 8 2 1 34 16 22 15 13

3% 3% 3% 3% 3% 3% 4% 4% 2% 3% 6% 13% 1% 5% 3% 5% 1% 3% 10% 2% 7% 11%

I KNQS N T V V

3 141 85 55 19 122 87 54 112 29 - 27 12 2 30 2 21 36 5 6 105 34 56 55 29

9% 9% 10% 16% 9% 8% 12% 9% 9% 11% 12% 3% 8% 7% 7% 13% 14% 8% 8% 22% 5% 25% 24%

E M T V V

4 361 230 132 28 334 250 112 272 89 - 52 24 18 77 6 77 78 10 18 331 30 270 69 22

24% 24% 24% 24% 24% 23% 25% 23% 28% 21% 24% 31% 20% 22% 27% 28% 25% 23% 24% 19% 23% 31% 18%

5 - Strongly agree 902 587 315 62 840 669 233 716 185 5 158 58 29 245 21 167 149 20 50 853 47 796 75 29

60% 60% 58% 54% 60% 62% 53% 60% 57% 100% 63% 56% 50% 64% 70% 58% 53% 51% 63% 63% 30% 68% 33% 24%

G OPQRS Q U WX

KLMN

Does not apply 13 8 5 1 12 12 1 10 3 - 4 - - 2 1 0 4 - 1 12 1 13 - -

Don't know 1 1 - 0 1 1 0 - 1 - - - - 1 - - - - - 1 - 1 - -

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

NET: Disagree 110 67 43 6 104 70 40 92 18 - 13 8 9 28 0 25 18 4 4 62 47 44 25 41

7% 7% 8% 5% 7% 7% 9% 8% 6% 5% 8% 15% 7% 2% 8% 7% 10% 6% 5% 30% 4% 11% 34%

O T V VW

NET: Agree 1263 816 447 90 1173 919 345 988 275 5 210 82 47 322 27 244 227 30 68 1184 78 1065 143 51

83% 84% 82% 78% 84% 85% 79% 83% 85% 100% 84% 80% 81% 85% 92% 84% 81% 76% 87% 88% 49% 91% 64% 42%

NPQRS Q U WX X

KLM

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37D Page 283

EI Claimant Survey 2016

Q37D. Please tell me how much you agree or disagree with the following statements: Being able to complete steps online made the process easier for you.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1515 1515 1511 1076 820 242 814 1251 434 550 491 190 1325 493 1023 832 683

Unweighted Total 1514 1514 1509 1057 817 249 800 1257 451 539 489 195 1319 504 1010 815 699

1 - Strongly disagree 60 60 59 35 41 15 46 36 12 21 26 - 60 14 46 46 14

4% 4% 4% 3% 5% 6% 6% 3% 3% 4% 5% 5% 3% 5% 6% 2%

H H Q

2 50 50 49 31 32 7 36 33 11 21 18 1 48 13 37 36 14

3% 3% 3% 3% 4% 3% 4% 3% 3% 4% 4% 1% 4% 3% 4% 4% 2%

L

3 141 141 139 91 73 16 91 111 36 61 41 10 130 37 104 93 47

9% 9% 9% 8% 9% 7% 11% 9% 8% 11% 8% 5% 10% 7% 10% 11% 7%

Q

4 361 361 361 270 200 61 192 298 106 120 123 42 319 117 244 202 159

24% 24% 24% 25% 24% 25% 24% 24% 24% 22% 25% 22% 24% 24% 24% 24% 23%

5 - Strongly agree 902 902 901 647 473 143 448 772 270 325 283 136 766 311 591 455 447

60% 60% 60% 60% 58% 59% 55% 62% 62% 59% 58% 71% 58% 63% 58% 55% 65%

G M P

Does not apply 13 13 12 4 8 3 10 3 5 5 3 - 13 3 10 10 3

Don't know 1 1 1 1 1 - 0 1 - 1 - - 1 1 0 0 1

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

NET: Disagree 110 110 108 67 73 22 82 69 23 43 43 1 108 27 83 82 28

7% 7% 7% 6% 9% 9% 10% 5% 5% 8% 9% 1% 8% 5% 8% 10% 4%

H H L Q

NET: Agree 1263 1263 1262 917 673 204 641 1070 376 445 406 178 1085 428 835 657 606

83% 83% 84% 85% 82% 84% 79% 86% 87% 81% 83% 94% 82% 87% 82% 79% 89%

G M O P

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37D Page 284

EI Claimant Survey 2016

Q37D. Please tell me how much you agree or disagree with the following statements: Being able to complete steps online made the process easier for you.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1515 305 116 98 290 94 320 70 609 675 377 290 1008 294 21 702 414 188

Unweighted Total 1514 291 120 78 291 91 335 84 623 686 360 296 1005 295 20 720 406 180

1 - Strongly disagree 60 11 3 5 9 6 22 - 30 24 18 13 20 17 9 22 12 19

4% 4% 3% 5% 3% 7% 7% 5% 4% 5% 5% 2% 6% 42% 3% 3% 10%

MN PQ

2 50 10 6 8 9 4 19 3 10 28 14 5 21 16 - 16 15 10

3% 3% 6% 8% 3% 5% 6% 4% 2% 4% 4% 2% 2% 6% 2% 4% 5%

I

3 141 29 20 12 23 8 47 9 47 62 38 25 60 45 5 51 37 20

9% 10% 17% 13% 8% 9% 15% 13% 8% 9% 10% 9% 6% 15% 21% 7% 9% 10%

EI EI M

4 361 83 23 19 66 13 87 19 139 157 83 70 240 72 2 159 102 48

24% 27% 20% 19% 23% 14% 27% 27% 23% 23% 22% 24% 24% 24% 9% 23% 25% 26%

F F

5 - Strongly agree 902 171 63 54 183 61 145 40 381 403 224 177 666 144 6 452 248 92

60% 56% 54% 55% 63% 66% 45% 57% 63% 60% 59% 61% 66% 49% 28% 64% 60% 49%

G G G G NO R

Does not apply 13 4 0 2 5 2 9 - 1 7 3 2 4 5 - 5 3 1

Don't know 1 - - - - - 0 - 1 0 1 - 1 0 - 1 - -

\*% \*% \*% \*% \*% \*% \*% \*%

NET: Disagree 110 21 10 13 18 11 41 3 40 52 32 18 41 33 9 38 27 29

7% 7% 9% 13% 6% 12% 13% 4% 7% 8% 8% 6% 4% 11% 42% 5% 7% 15%

EHI M MN PQ

NET: Agree 1263 255 86 73 249 75 232 58 520 560 307 247 906 216 8 612 350 140

83% 84% 74% 74% 86% 80% 72% 83% 85% 83% 81% 85% 90% 73% 37% 87% 84% 74%

G CG G CG NO O R R

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37E Page 285

EI Claimant Survey 2016

Q37E. Please tell me how much you agree or disagree with the following statements: It was clear what to do if you had a problem or question.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1517 197 350 439 531 1211 306 113 335 571 490 292 989 236 617 900 70 267 96 1415 1202 315 101 1414

Unweighted Total 1516 197 351 438 529 1224 292 118 345 532 513 320 983 213 667 849 83 278 93 1417 1195 321 81 1433

1 - Strongly disagree 85 1 18 33 33 70 15 1 15 38 30 18 55 12 30 54 1 12 5 80 70 15 12 73

6% 1% 5% 8% 6% 6% 5% 1% 5% 7% 6% 6% 6% 5% 5% 6% 1% 5% 5% 6% 6% 5% 12% 5%

B B B H H

2 109 7 15 43 44 93 16 2 17 44 46 21 78 10 46 63 11 12 4 104 99 10 13 96

7% 4% 4% 10% 8% 8% 5% 2% 5% 8% 9% 7% 8% 4% 7% 7% 16% 4% 5% 7% 8% 3% 13% 7%

BC H H R V

3 244 27 42 81 94 172 72 22 59 80 83 43 171 30 113 131 13 44 17 225 208 36 10 233

16% 14% 12% 18% 18% 14% 24% 19% 18% 14% 17% 15% 17% 13% 18% 15% 18% 17% 18% 16% 17% 12% 10% 17%

F V

4 416 67 118 99 130 340 76 30 79 174 130 79 253 84 173 243 17 76 30 385 312 104 33 382

27% 34% 34% 23% 25% 28% 25% 26% 24% 30% 27% 27% 26% 35% 28% 27% 24% 28% 31% 27% 26% 33% 32% 27%

DE DE M

5 - Strongly agree 663 94 156 183 230 536 127 58 164 235 201 131 432 100 255 408 28 123 39 621 512 150 33 629

44% 48% 45% 42% 43% 44% 41% 52% 49% 41% 41% 45% 44% 42% 41% 45% 40% 46% 41% 44% 43% 48% 32% 44%

Does not apply 11 4 - - 7 8 3 3 2 4 2 2 6 3 6 5 0 1 - 11 11 - - 11

Don't know 0 - - - 0 0 - - - 0 - - 0 - - 0 - - - 0 0 - - 0

\*% \*% \*% \*% \*% \*% \*% \*% \*%

NET: Disagree 194 8 34 76 76 163 31 3 33 82 76 39 133 22 76 118 12 24 9 184 169 25 25 169

13% 4% 10% 17% 14% 13% 10% 3% 10% 14% 16% 13% 13% 10% 12% 13% 17% 9% 10% 13% 14% 8% 25% 12%

B BC B H H HI V

NET: Agree 1079 161 274 282 360 876 202 88 243 409 330 211 685 184 428 651 45 199 69 1006 824 254 65 1011

71% 82% 78% 64% 68% 72% 66% 78% 73% 72% 67% 72% 69% 78% 69% 72% 64% 74% 72% 71% 69% 81% 65% 72%

DE DE K M U

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37E Page 286

EI Claimant Survey 2016

Q37E. Please tell me how much you agree or disagree with the following statements: It was clear what to do if you had a problem or question.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1517 968 549 114 1403 1078 439 1191 326 5 253 103 58 380 31 288 282 38 79 1357 160 1171 222 122

Unweighted Total 1516 1172 344 125 1391 1080 436 1183 333 1 256 108 56 342 38 284 295 44 92 1346 170 1165 214 133

1 - Strongly disagree 85 43 42 2 82 51 34 68 17 - 11 10 11 29 0 10 10 1 3 40 45 19 23 42

6% 4% 8% 2% 6% 5% 8% 6% 5% 4% 10% 19% 8% 2% 4% 4% 2% 4% 3% 28% 2% 11% 35%

D OQ OPQRS T V VW

K

2 109 72 37 9 100 78 31 96 13 - 15 8 3 33 2 19 20 2 6 74 35 44 39 27

7% 7% 7% 8% 7% 7% 7% 8% 4% 6% 8% 6% 9% 6% 7% 7% 7% 8% 5% 22% 4% 18% 22%

I T V V

3 244 153 91 17 227 167 77 207 37 - 37 22 16 56 5 43 49 5 10 203 41 158 62 24

16% 16% 17% 15% 16% 15% 18% 17% 11% 15% 21% 28% 15% 15% 15% 17% 13% 13% 15% 25% 13% 28% 20%

I T V

4 416 266 150 30 386 287 129 309 107 - 76 28 15 107 7 77 80 7 19 401 15 348 50 17

27% 27% 27% 26% 28% 27% 29% 26% 33% 30% 27% 27% 28% 24% 27% 28% 18% 24% 30% 10% 30% 22% 14%

U X

5 - Strongly agree 663 434 229 56 607 495 168 511 152 5 113 35 12 156 16 140 123 23 40 639 24 601 48 12

44% 45% 42% 49% 43% 46% 38% 43% 47% 100% 45% 34% 21% 41% 53% 48% 44% 60% 51% 47% 15% 51% 21% 10%

OPQRS M M M LM M LMN LM U WX X

KLMN

Does not apply 11 10 1 2 9 10 1 11 - - 1 - - 3 - 2 4 1 - 8 - 9 1 -

Don't know 0 0 - - 0 - 0 0 - - 0 - - - - - - - - 0 - 0 - -

\*% \*% \*% \*% \*% \*% \*% \*%

NET: Disagree 194 115 79 11 183 129 65 164 30 - 26 18 14 61 2 29 30 3 9 114 80 63 62 69

13% 12% 14% 10% 13% 12% 15% 14% 9% 10% 18% 25% 16% 8% 10% 11% 9% 12% 8% 50% 5% 28% 57%

I P T V VW

NET: Agree 1079 700 379 86 993 783 296 819 259 5 189 62 27 263 24 216 202 30 59 1039 39 950 98 29

71% 72% 69% 75% 71% 73% 68% 69% 79% 100% 75% 61% 47% 69% 77% 75% 72% 78% 75% 77% 25% 81% 44% 24%

H OPQRS LM M M LM M M M U WX X

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37E Page 287

EI Claimant Survey 2016

Q37E. Please tell me how much you agree or disagree with the following statements: It was clear what to do if you had a problem or question.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1517 1517 1511 1076 825 245 820 1247 433 551 494 189 1328 491 1026 837 680

Unweighted Total 1516 1516 1509 1058 823 252 807 1252 449 541 492 193 1323 502 1014 821 695

1 - Strongly disagree 85 85 84 61 54 18 55 64 22 24 38 4 81 26 59 55 29

6% 6% 6% 6% 7% 7% 7% 5% 5% 4% 8% 2% 6% 5% 6% 7% 4%

L

2 109 109 109 74 65 17 71 94 23 39 45 9 101 29 81 72 37

7% 7% 7% 7% 8% 7% 9% 8% 5% 7% 9% 5% 8% 6% 8% 9% 5%

3 244 244 243 155 128 34 119 208 72 91 75 32 212 90 154 122 121

16% 16% 16% 14% 16% 14% 15% 17% 17% 17% 15% 17% 16% 18% 15% 15% 18%

4 416 416 414 322 211 63 221 342 124 159 122 59 357 128 288 229 187

27% 27% 27% 30% 26% 26% 27% 27% 29% 29% 25% 31% 27% 26% 28% 27% 28%

5 - Strongly agree 663 663 661 463 366 113 354 538 191 237 215 86 577 218 444 359 304

44% 44% 44% 43% 44% 46% 43% 43% 44% 43% 43% 46% 43% 44% 43% 43% 45%

Does not apply 11 11 11 4 3 - 4 7 6 4 - 1 9 4 6 5 6

Don't know 0 0 0 - - - - 0 0 - - - 0 0 - - 0

\*% \*% \*% \*% \*% \*% \*% \*%

NET: Disagree 194 194 193 136 120 35 127 159 45 63 83 12 182 54 140 128 67

13% 13% 13% 13% 15% 14% 15% 13% 10% 11% 17% 7% 14% 11% 14% 15% 10%

I L Q

NET: Agree 1079 1079 1075 785 578 176 574 880 316 396 337 145 934 347 732 587 491

71% 71% 71% 73% 70% 72% 70% 71% 73% 72% 68% 77% 70% 71% 71% 70% 72%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37E Page 288

EI Claimant Survey 2016

Q37E. Please tell me how much you agree or disagree with the following statements: It was clear what to do if you had a problem or question.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1517 306 113 101 294 96 326 70 605 677 377 292 1003 300 20 702 417 189

Unweighted Total 1516 292 118 81 295 93 342 83 618 688 360 298 999 301 19 720 409 181

1 - Strongly disagree 85 15 1 12 21 5 19 1 36 38 23 16 37 14 7 22 22 25

6% 5% 1% 12% 7% 5% 6% 1% 6% 6% 6% 6% 4% 5% 34% 3% 5% 13%

CH CH CH CH MN PQ

2 109 16 2 13 21 4 19 11 42 44 31 21 67 26 2 38 29 23

7% 5% 2% 13% 7% 5% 6% 16% 7% 6% 8% 7% 7% 9% 12% 5% 7% 12%

C C BCEFGI C

3 244 72 22 10 50 17 62 13 87 116 52 49 158 42 1 117 63 20

16% 24% 19% 10% 17% 18% 19% 18% 14% 17% 14% 17% 16% 14% 7% 17% 15% 10%

DI

4 416 76 30 33 76 30 93 17 161 181 121 64 275 93 1 216 107 52

27% 25% 26% 32% 26% 31% 28% 24% 27% 27% 32% 22% 27% 31% 7% 31% 26% 27%

L O O

5 - Strongly agree 663 127 58 33 127 39 134 28 278 297 151 142 465 125 8 309 195 70

44% 41% 52% 32% 43% 41% 41% 40% 46% 44% 40% 49% 46% 42% 39% 44% 47% 37%

D

Does not apply 11 3 3 - 1 - 3 0 6 5 3 - 9 - 1 5 1 -

Don't know 0 - - - - - - - 0 0 - - 0 - - - - -

\*% \*% \*% \*%

NET: Disagree 194 31 3 25 42 9 37 12 78 82 54 37 103 40 9 61 51 47

13% 10% 3% 25% 14% 10% 11% 17% 13% 12% 14% 13% 10% 13% 46% 9% 12% 25%

C BC C C C C MN PQ

NET: Agree 1079 202 88 65 202 69 226 45 440 478 271 206 741 218 10 525 302 122

71% 66% 78% 65% 69% 72% 69% 64% 73% 71% 72% 71% 74% 73% 47% 75% 73% 64%

B R

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37F Page 289

EI Claimant Survey 2016

Q37F. Please tell me how much you agree or disagree with the following statements: You had to keep following up to get information.

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1501 197 348 430 526 1195 306 113 331 567 482 290 977 234 610 891 69 263 95 1400 1188 313 99 1400

Unweighted Total 1499 197 349 429 523 1207 292 118 341 527 505 318 971 210 660 839 83 274 92 1401 1180 319 79 1418

1 - Strongly disagree 481 78 97 152 154 378 103 27 97 206 147 79 328 74 163 318 8 55 33 446 391 90 22 459

32% 40% 28% 35% 29% 32% 34% 24% 29% 36% 31% 27% 34% 32% 27% 36% 11% 21% 35% 32% 33% 29% 22% 33%

CE H O

2 194 33 45 51 65 149 46 10 44 73 68 39 128 27 95 99 5 29 10 184 152 42 11 183

13% 17% 13% 12% 12% 12% 15% 9% 13% 13% 14% 13% 13% 12% 16% 11% 7% 11% 11% 13% 13% 13% 12% 13%

P

3 263 29 47 91 96 208 55 18 64 101 81 58 173 32 109 154 13 50 20 239 218 46 17 246

18% 15% 13% 21% 18% 17% 18% 16% 19% 18% 17% 20% 18% 14% 18% 17% 18% 19% 21% 17% 18% 15% 17% 18%

C

4 254 31 78 53 91 201 53 20 58 87 86 61 145 48 107 148 16 58 13 242 192 63 19 235

17% 16% 22% 12% 17% 17% 17% 18% 17% 15% 18% 21% 15% 20% 18% 17% 23% 22% 14% 17% 16% 20% 19% 17%

D

5 - Strongly agree 305 24 81 82 118 257 48 37 69 99 99 51 200 53 132 172 28 69 19 286 232 73 29 274

20% 12% 23% 19% 22% 21% 16% 33% 21% 17% 20% 18% 21% 23% 22% 19% 41% 26% 20% 20% 19% 23% 30% 20%

B B IJK R

Does not apply 27 4 2 8 12 24 3 3 6 8 10 4 17 5 13 14 1 5 1 26 25 2 2 25

Don't know 3 - - 1 2 2 1 1 - 1 1 1 2 - 3 0 - 1 - 3 3 - - 3

\*% \*% \*% \*% \*% 1% \*% \*% \*% \*% \*% \*% 1% \*% \*% \*%

NET: Disagree 675 112 142 203 219 527 148 37 141 279 215 118 456 101 258 417 12 84 43 630 544 132 34 642

45% 57% 41% 47% 42% 44% 49% 33% 43% 49% 45% 41% 47% 43% 42% 47% 18% 32% 45% 45% 46% 42% 34% 46%

CE H H Q

NET: Agree 559 55 159 135 209 458 101 57 126 186 185 113 346 101 239 320 44 127 32 527 423 136 49 510

37% 28% 46% 31% 40% 38% 33% 50% 38% 33% 38% 39% 35% 43% 39% 36% 64% 48% 33% 38% 36% 43% 49% 36%

BD BD JK R

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37F Page 290

EI Claimant Survey 2016

Q37F. Please tell me how much you agree or disagree with the following statements: You had to keep following up to get information.

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1501 959 542 114 1387 1064 438 1177 324 5 248 101 56 378 31 284 282 39 77 1341 159 1154 223 121

Unweighted Total 1499 1162 337 125 1374 1065 434 1168 331 1 250 106 54 339 38 280 296 45 90 1329 169 1148 215 132

1 - Strongly disagree 481 313 168 35 446 358 123 389 92 - 87 36 18 140 11 84 72 15 19 452 29 427 28 25

32% 33% 31% 30% 32% 34% 28% 33% 28% 35% 36% 33% 37% 36% 30% 25% 38% 24% 34% 18% 37% 12% 21%

Q U WX

2 194 140 54 18 176 156 39 153 42 - 40 17 9 49 3 25 42 4 6 181 13 157 27 10

13% 15% 10% 16% 13% 15% 9% 13% 13% 16% 17% 17% 13% 10% 9% 15% 10% 8% 13% 8% 14% 12% 8%

3 263 150 114 20 243 168 96 217 47 - 34 21 14 53 7 52 63 9 12 226 36 165 68 31

18% 16% 21% 18% 18% 16% 22% 18% 14% 14% 20% 25% 14% 22% 18% 22% 23% 15% 17% 23% 14% 30% 25%

KN V V

4 254 161 93 22 233 167 88 185 69 - 43 14 7 70 3 55 41 6 14 230 25 193 50 11

17% 17% 17% 19% 17% 16% 20% 16% 21% 17% 14% 13% 19% 10% 19% 15% 16% 19% 17% 16% 17% 22% 9%

X

5 - Strongly agree 305 193 112 19 285 213 92 231 74 5 45 13 7 65 7 69 64 4 26 249 55 211 49 45

20% 20% 21% 17% 21% 20% 21% 20% 23% 100% 18% 13% 12% 17% 23% 24% 23% 10% 34% 19% 35% 18% 22% 37%

OPQRS LR R KLMNR T VW

KLMN

Does not apply 27 19 8 2 25 25 2 25 2 - 5 2 2 5 - 6 4 - 2 24 0 25 - 0

Don't know 3 2 1 - 3 3 0 2 1 - - - - 1 - - 1 1 - 2 1 1 2 -

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*% 3% \*% 1% \*% 1%

NET: Disagree 675 453 222 53 623 513 162 542 133 - 126 53 28 188 14 109 113 19 25 633 42 585 55 35

45% 47% 41% 46% 45% 48% 37% 46% 41% 51% 52% 50% 50% 45% 38% 40% 48% 32% 47% 26% 51% 25% 29%

G PQS S PS U WX

NET: Agree 559 354 205 41 518 380 180 416 143 5 88 27 14 135 10 124 105 10 41 479 80 403 98 55

37% 37% 38% 36% 37% 36% 41% 35% 44% 100% 35% 27% 26% 36% 32% 43% 37% 27% 53% 36% 50% 35% 44% 46%

H OPQRS LMR MNOQR T

KLMN KL

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37F Page 291

EI Claimant Survey 2016

Q37F. Please tell me how much you agree or disagree with the following statements: You had to keep following up to get information.

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1501 1501 1495 1066 822 244 813 1234 425 547 491 185 1316 487 1015 830 671

Unweighted Total 1499 1499 1492 1047 819 251 799 1239 441 537 489 189 1310 497 1002 813 686

1 - Strongly disagree 481 481 481 313 223 56 210 382 175 179 107 69 412 192 289 220 261

32% 32% 32% 29% 27% 23% 26% 31% 41% 33% 22% 37% 31% 39% 28% 26% 39%

F JK K O P

2 194 194 194 142 108 31 105 158 56 67 67 25 169 63 131 106 88

13% 13% 13% 13% 13% 13% 13% 13% 13% 12% 14% 14% 13% 13% 13% 13% 13%

3 263 263 260 171 139 32 145 231 76 103 82 32 231 86 177 145 118

18% 18% 17% 16% 17% 13% 18% 19% 18% 19% 17% 17% 18% 18% 17% 18% 18%

4 254 254 254 203 144 54 151 207 67 88 94 37 217 64 191 153 101

17% 17% 17% 19% 18% 22% 19% 17% 16% 16% 19% 20% 16% 13% 19% 18% 15%

N

5 - Strongly agree 305 305 302 236 205 68 200 254 52 107 140 21 284 80 224 204 101

20% 20% 20% 22% 25% 28% 25% 21% 12% 20% 29% 11% 22% 16% 22% 25% 15%

I IJ L N Q

Does not apply 27 27 27 14 6 1 11 19 14 8 2 5 21 9 18 12 14

Don't know 3 3 3 1 2 1 2 3 - 2 1 - 3 1 2 2 1

\*% \*% \*% \*% \*% 1% \*% \*% \*% \*% \*% \*% \*% \*% \*%

NET: Disagree 675 675 675 455 331 88 315 539 231 247 174 95 581 255 420 326 350

45% 45% 45% 43% 40% 36% 39% 44% 54% 45% 35% 51% 44% 52% 41% 39% 52%

JK K O P

NET: Agree 559 559 557 438 349 122 351 461 119 195 234 58 501 144 415 357 202

37% 37% 37% 41% 42% 50% 43% 37% 28% 36% 48% 32% 38% 30% 41% 43% 30%

H H I IJ N Q

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q37F Page 292

EI Claimant Survey 2016

Q37F. Please tell me how much you agree or disagree with the following statements: You had to keep following up to get information.

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1501 306 113 99 287 95 324 69 600 668 376 290 988 298 20 692 416 189

Unweighted Total 1499 292 118 79 288 92 340 83 612 678 359 296 983 299 19 710 408 180

1 - Strongly disagree 481 103 27 22 92 33 118 8 186 226 118 64 340 85 4 264 103 27

32% 34% 24% 22% 32% 35% 36% 11% 31% 34% 31% 22% 34% 29% 22% 38% 25% 14%

H H H CH H L L QR R

2 194 46 10 11 39 10 52 5 76 96 49 26 115 43 3 81 66 20

13% 15% 9% 12% 14% 11% 16% 7% 13% 14% 13% 9% 12% 14% 15% 12% 16% 10%

H H

3 263 55 18 17 51 20 49 13 105 122 76 45 168 51 2 118 70 30

18% 18% 16% 17% 18% 21% 15% 18% 17% 18% 20% 16% 17% 17% 12% 17% 17% 16%

4 254 53 20 19 42 13 42 16 112 110 59 61 160 58 2 114 74 46

17% 17% 18% 19% 15% 14% 13% 23% 19% 16% 16% 21% 16% 20% 7% 17% 18% 24%

5 - Strongly agree 305 48 37 29 63 19 60 28 120 113 72 93 202 60 9 112 102 66

20% 16% 33% 30% 22% 20% 19% 41% 20% 17% 19% 32% 20% 20% 44% 16% 25% 35%

BEGI BEFGI JK P P

Does not apply 27 3 3 2 8 1 5 1 10 14 4 2 24 2 1 15 2 0

Don't know 3 1 1 - 1 - 2 - 1 - 2 1 2 1 - 2 0 1

\*% \*% 1% \*% 1% \*% 1% \*% \*% \*% \*% \*% 1%

NET: Disagree 675 148 37 34 131 43 170 12 261 323 167 90 455 128 7 346 169 46

45% 49% 33% 34% 45% 45% 53% 18% 44% 48% 44% 31% 46% 43% 37% 50% 41% 25%

CH H CH H CDHI H L L QR R

NET: Agree 559 101 57 49 105 32 102 44 232 223 131 154 362 118 10 227 177 111

37% 33% 50% 49% 36% 33% 32% 64% 39% 33% 35% 53% 37% 40% 51% 33% 42% 59%

BEG G BEFGI JK P PQ

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q38 Page 293

EI Claimant Survey 2016

Q38. Did you have any difficulty with your EI application because you are not comfortable in English or French?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Yes 58 5 13 17 22 52 6 8 14 18 14 12 33 13 30 28 12 26 1 56 45 13 3 55

4% 3% 4% 4% 4% 4% 2% 7% 4% 3% 3% 4% 3% 6% 5% 3% 17% 10% 1% 4% 4% 4% 2% 4%

No 1470 195 337 421 516 1167 303 109 323 557 478 282 962 226 593 877 58 242 95 1370 1167 303 98 1370

96% 97% 96% 96% 96% 96% 98% 93% 96% 97% 97% 96% 97% 94% 95% 97% 83% 90% 99% 96% 96% 96% 98% 96%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q38 Page 294

EI Claimant Survey 2016

Q38. Did you have any difficulty with your EI application because you are not comfortable in English or French?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Yes 58 39 19 4 54 44 14 46 12 - 9 6 - 10 0 13 13 1 4 44 14 36 14 7

4% 4% 3% 3% 4% 4% 3% 4% 4% 4% 5% 3% 1% 5% 5% 4% 6% 3% 9% 3% 6% 6%

No 1470 939 531 112 1358 1044 426 1156 315 5 245 97 58 373 30 277 272 38 75 1321 146 1144 209 115

96% 96% 97% 97% 96% 96% 97% 96% 96% 100% 96% 95% 100% 97% 99% 95% 95% 96% 94% 97% 91% 97% 94% 94%

KLNPQ KLNPQ

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q38 Page 295

EI Claimant Survey 2016

Q38. Did you have any difficulty with your EI application because you are not comfortable in English or French?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Yes 58 58 58 40 37 17 46 40 15 11 31 2 55 8 50 47 10

4% 4% 4% 4% 4% 7% 6% 3% 4% 2% 6% 1% 4% 2% 5% 6% 2%

J L N Q

No 1470 1470 1464 1039 792 228 778 1214 424 544 462 188 1282 488 983 795 675

96% 96% 96% 96% 96% 93% 94% 97% 96% 98% 94% 99% 96% 98% 95% 94% 98%

K M O P

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q38 Page 296

EI Claimant Survey 2016

Q38. Did you have any difficulty with your EI application because you are not comfortable in English or French?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Yes 58 6 8 3 13 1 9 12 25 21 18 14 24 15 3 16 7 27

4% 2% 7% 2% 4% 1% 3% 17% 4% 3% 5% 5% 2% 5% 16% 2% 2% 14%

BDEFGI PQ

No 1470 303 109 98 282 95 320 58 585 661 362 278 988 285 18 691 410 162

96% 98% 93% 98% 96% 99% 97% 83% 96% 97% 95% 95% 98% 95% 84% 98% 98% 86%

H H H H H H R R

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q39 Page 297

EI Claimant Survey 2016

Q39. How satisfied were you with the overall quality of service you received from Service Canada related to your EI benefits during the last 7-8 months?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

1 - Very dissatisfied 52 3 11 19 19 44 8 1 14 21 16 10 32 10 24 28 0 12 5 47 43 9 3 49

3% 1% 3% 4% 4% 4% 3% 1% 4% 4% 3% 3% 3% 4% 4% 3% 1% 4% 6% 3% 4% 3% 3% 3%

2 70 4 14 26 26 64 5 6 7 29 27 18 43 9 39 31 0 7 4 66 59 11 13 56

5% 2% 4% 6% 5% 5% 2% 5% 2% 5% 5% 6% 4% 4% 6% 3% 1% 3% 4% 5% 5% 4% 13% 4%

G P X

3 223 18 52 64 89 178 45 10 29 93 90 55 148 20 75 148 11 35 10 212 174 49 21 202

15% 9% 15% 15% 17% 15% 15% 9% 9% 16% 18% 19% 15% 8% 12% 16% 15% 13% 10% 15% 14% 16% 21% 14%

B I HI N N

4 515 67 131 135 182 409 106 26 115 189 185 96 326 93 217 298 29 76 24 490 399 116 30 485

34% 33% 37% 31% 34% 34% 34% 23% 34% 33% 38% 33% 33% 39% 35% 33% 41% 28% 25% 34% 33% 37% 30% 34%

H H

5 - Very satisfied 665 108 142 194 221 520 145 72 172 244 172 113 444 108 266 398 29 138 52 609 535 129 33 630

44% 54% 41% 44% 41% 43% 47% 62% 51% 42% 35% 39% 45% 45% 43% 44% 41% 51% 54% 43% 44% 41% 33% 44%

CE JK K

Don't know/Refused 3 1 0 0 1 3 - - 0 - 2 1 2 - 1 2 0 1 - 3 2 1 - 3

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NET: Dissatisfied 122 7 24 46 45 109 13 8 21 50 43 28 75 19 63 59 1 19 9 112 101 20 17 105

8% 3% 7% 10% 8% 9% 4% 7% 6% 9% 9% 10% 8% 8% 10% 7% 1% 7% 10% 8% 8% 6% 17% 7%

B G

NET: Satisfied 1180 175 273 329 403 929 251 98 286 432 357 210 770 200 483 697 58 214 76 1098 935 245 63 1114

77% 87% 78% 75% 75% 76% 81% 84% 85% 75% 73% 71% 77% 84% 78% 77% 83% 80% 80% 77% 77% 78% 63% 78%

CDE JK JK L W

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q39 Page 298

EI Claimant Survey 2016

Q39. How satisfied were you with the overall quality of service you received from Service Canada related to your EI benefits during the last 7-8 months?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

1 - Very dissatisfied 52 36 17 2 50 23 29 43 9 - 6 4 0 18 0 13 6 1 2 7 45 - - 52

3% 4% 3% 2% 4% 2% 7% 4% 3% 3% 4% 1% 5% 2% 5% 2% 2% 3% 1% 28% 43%

T

2 70 34 36 1 69 34 36 59 11 - 9 10 2 17 - 10 17 2 2 17 53 - - 70

5% 3% 7% 1% 5% 3% 8% 5% 3% 3% 10% 3% 5% 3% 6% 5% 3% 1% 33% 57%

D F KP T

3 223 136 87 12 211 138 85 173 50 - 39 12 19 59 7 30 42 7 9 183 39 - 223 -

15% 14% 16% 11% 15% 13% 19% 14% 15% 15% 12% 33% 15% 22% 10% 15% 18% 11% 13% 24% 100%

LNPQS T

K

4 515 319 196 41 474 355 160 393 122 - 90 39 19 151 10 89 86 9 22 504 11 515 - -

34% 33% 36% 36% 34% 33% 36% 33% 37% 35% 38% 33% 39% 34% 31% 30% 23% 28% 37% 7% 44%

QR U

5 - Very satisfied 665 451 214 60 605 536 128 532 133 5 110 37 17 138 13 146 135 20 43 651 12 665 - -

44% 46% 39% 51% 43% 49% 29% 44% 41% 100% 43% 36% 29% 36% 42% 50% 47% 52% 55% 48% 8% 56%

G OPQRS MN MN M LMN U

KLMN

Don't know/Refused 3 3 - - 3 2 1 2 1 - - - - - - 3 - - - 2 - - - -

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NET: Dissatisfied 122 69 53 3 119 57 65 101 20 - 15 15 2 35 0 23 23 3 5 24 98 - - 122

8% 7% 10% 3% 8% 5% 15% 8% 6% 6% 14% 4% 9% 2% 8% 8% 7% 6% 2% 61% 100%

D F O O O T

NET: Satisfied 1180 769 410 101 1079 891 288 925 255 5 200 76 36 289 23 234 221 29 66 1155 23 1180 - -

77% 79% 75% 87% 76% 82% 66% 77% 78% 100% 79% 74% 62% 75% 76% 81% 77% 75% 83% 85% 15% 100%

E G OPQRS M M M U

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q39 Page 299

EI Claimant Survey 2016

Q39. How satisfied were you with the overall quality of service you received from Service Canada related to your EI benefits during the last 7-8 months?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

1 - Very dissatisfied 52 52 52 37 40 14 37 39 6 13 31 - 52 14 38 38 14

3% 3% 3% 3% 5% 6% 4% 3% 1% 2% 6% 4% 3% 4% 5% 2%

IJ

2 70 70 69 46 39 4 42 59 15 32 22 1 68 26 44 42 27

5% 5% 5% 4% 5% 2% 5% 5% 3% 6% 4% 1% 5% 5% 4% 5% 4%

L

3 223 223 223 157 128 34 126 192 47 85 83 19 204 76 148 129 94

15% 15% 15% 15% 15% 14% 15% 15% 11% 15% 17% 10% 15% 15% 14% 15% 14%

I

4 515 515 511 367 292 79 253 431 160 196 153 75 440 183 332 257 258

34% 34% 34% 34% 35% 32% 31% 34% 36% 35% 31% 40% 33% 37% 32% 30% 38%

P

5 - Very satisfied 665 665 663 471 328 112 363 529 210 229 204 95 570 195 469 374 290

44% 44% 44% 44% 40% 46% 44% 42% 48% 41% 41% 50% 43% 39% 45% 44% 42%

Don't know/Refused 3 3 3 1 1 1 2 3 1 0 1 - 3 1 2 2 1

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NET: Dissatisfied 122 122 121 83 79 18 79 98 21 44 53 1 120 40 82 80 42

8% 8% 8% 8% 10% 7% 10% 8% 5% 8% 11% 1% 9% 8% 8% 10% 6%

I L

NET: Satisfied 1180 1180 1175 839 620 191 617 961 370 425 357 170 1010 378 801 631 549

77% 77% 77% 78% 75% 78% 75% 77% 84% 77% 72% 89% 75% 76% 78% 75% 80%

JK M

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q39 Page 300

EI Claimant Survey 2016

Q39. How satisfied were you with the overall quality of service you received from Service Canada related to your EI benefits during the last 7-8 months?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

1 - Very dissatisfied 52 8 1 3 6 5 14 0 27 15 20 13 24 10 5 11 14 20

3% 3% 1% 3% 2% 6% 4% 1% 4% 2% 5% 4% 2% 3% 25% 2% 3% 10%

H MN PQ

2 70 5 6 13 15 4 15 0 26 33 16 10 44 14 3 20 25 7

5% 2% 5% 13% 5% 4% 5% 1% 4% 5% 4% 4% 4% 5% 14% 3% 6% 4%

H BGHI H H H

3 223 45 10 21 33 10 41 11 104 93 56 52 151 41 2 76 82 26

15% 15% 9% 21% 11% 10% 12% 15% 17% 14% 15% 18% 15% 14% 12% 11% 20% 14%

CE P

4 515 106 26 30 97 24 108 29 204 235 120 97 354 104 2 264 124 63

34% 34% 23% 30% 33% 25% 33% 41% 33% 34% 32% 33% 35% 35% 9% 37% 30% 33%

C C C C O O Q

5 - Very satisfied 665 145 72 33 144 52 150 29 247 304 168 119 437 131 8 335 173 73

44% 47% 62% 33% 49% 54% 46% 41% 40% 45% 44% 41% 43% 44% 40% 47% 41% 38%

BDEGHI I D

Don't know/Refused 3 - - - - - 0 0 2 1 0 1 3 - - 1 - 1

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NET: Dissatisfied 122 13 8 17 21 9 29 1 53 48 36 23 68 24 8 31 39 27

8% 4% 7% 17% 7% 10% 9% 1% 9% 7% 9% 8% 7% 8% 39% 4% 9% 14%

BH H H H MN P P

NET: Satisfied 1180 251 98 63 241 76 258 58 451 540 288 216 791 235 10 600 297 136

77% 81% 84% 63% 82% 80% 79% 83% 74% 79% 76% 74% 78% 78% 49% 85% 71% 72%

D DI DI D D O O QR

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q40 Page 301

EI Claimant Survey 2016

Q40. If someone were to ask you, would you speak positively about the service you received?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Definitely 796 112 207 231 245 624 172 71 198 285 239 122 528 146 306 489 44 144 46 746 606 189 49 745

52% 56% 59% 53% 45% 51% 56% 61% 59% 50% 49% 41% 53% 61% 49% 54% 62% 54% 48% 52% 50% 60% 49% 52%

E E K JK L L U

Probably 570 77 110 154 228 462 107 33 111 229 192 128 372 70 237 332 23 100 32 534 473 97 36 533

37% 38% 31% 35% 42% 38% 35% 28% 33% 40% 39% 44% 37% 29% 38% 37% 32% 37% 34% 37% 39% 31% 36% 37%

C H N V

Probably not 95 7 19 27 42 76 19 2 15 37 40 30 58 6 46 49 2 16 11 83 77 17 12 83

6% 3% 6% 6% 8% 6% 6% 2% 5% 6% 8% 10% 6% 3% 7% 5% 4% 6% 12% 6% 6% 6% 12% 6%

B H MN

Definitely not 65 3 13 26 23 56 9 8 13 24 20 13 37 15 31 34 1 8 6 59 53 12 4 61

4% 1% 4% 6% 4% 5% 3% 7% 4% 4% 4% 4% 4% 6% 5% 4% 2% 3% 6% 4% 4% 4% 4% 4%

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Don't know/Refused 3 2 - - 1 1 2 2 - - 1 1 - 2 2 1 - - - 3 3 - - 3

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Top 2 Box 1365 189 317 386 472 1086 279 104 309 514 431 250 899 216 544 821 66 244 78 1281 1079 286 85 1278

89% 94% 91% 88% 88% 89% 90% 89% 92% 89% 88% 85% 90% 90% 87% 91% 94% 91% 82% 90% 89% 91% 84% 90%

DE

Bottom 2 Box 160 10 32 53 65 132 28 11 28 61 60 43 95 21 77 83 4 24 17 143 130 29 16 144

10% 5% 9% 12% 12% 11% 9% 9% 8% 11% 12% 15% 10% 9% 12% 9% 6% 9% 18% 10% 11% 9% 16% 10%

B B

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q40 Page 302

EI Claimant Survey 2016

Q40. If someone were to ask you, would you speak positively about the service you received?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Definitely 796 517 279 58 737 593 203 598 197 5 127 46 16 201 15 164 155 19 47 796 - 772 17 5

52% 53% 51% 50% 52% 54% 46% 50% 61% 100% 50% 44% 28% 52% 50% 57% 54% 50% 59% 58% 65% 8% 4%

H OPQRS M M M M M M WX

KLMN

Probably 570 362 207 50 519 406 163 472 97 - 100 40 36 137 14 103 99 17 23 570 - 383 166 19

37% 37% 38% 43% 37% 37% 37% 39% 30% 39% 39% 62% 36% 45% 35% 35% 44% 29% 42% 32% 74% 15%

I LNPQS X VX

K

Probably not 95 59 36 5 90 52 43 76 18 - 18 11 3 26 1 10 18 1 6 - 95 21 32 42

6% 6% 7% 4% 6% 5% 10% 6% 6% 7% 11% 6% 7% 5% 3% 6% 2% 8% 59% 2% 15% 34%

PR V VW

Definitely not 65 37 28 1 64 34 31 52 13 - 9 5 2 18 - 13 14 0 3 - 65 2 6 56

4% 4% 5% 1% 5% 3% 7% 4% 4% 3% 5% 4% 5% 4% 5% 1% 4% 41% \*% 3% 46%

D VW

Don't know/Refused 3 3 - 1 2 3 - 3 - - - - - 1 - 1 - 1 - - - 1 1 -

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Top 2 Box 1365 879 486 109 1256 999 366 1070 295 5 227 86 52 338 29 267 254 37 70 1365 - 1155 183 24

89% 90% 88% 94% 89% 92% 83% 89% 90% 100% 90% 84% 90% 88% 95% 92% 89% 94% 88% 100% 98% 82% 20%

G LNPQS L WX X

K

Bottom 2 Box 160 96 64 6 154 86 74 128 31 - 26 17 6 44 1 22 32 1 9 - 160 23 39 98

10% 10% 12% 6% 11% 8% 17% 11% 10% 10% 16% 10% 12% 5% 8% 11% 4% 12% 100% 2% 17% 80%

D F OR V VW

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q40 Page 303

EI Claimant Survey 2016

Q40. If someone were to ask you, would you speak positively about the service you received?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Definitely 796 796 793 561 403 137 422 640 245 286 240 115 681 246 549 434 361

52% 52% 52% 52% 49% 56% 51% 51% 56% 52% 49% 60% 51% 50% 53% 52% 53%

M

Probably 570 570 568 408 318 80 292 483 159 221 176 68 502 205 364 296 273

37% 37% 37% 38% 38% 33% 35% 39% 36% 40% 36% 36% 38% 41% 35% 35% 40%

Probably not 95 95 93 64 59 12 59 80 24 28 41 7 88 27 67 60 34

6% 6% 6% 6% 7% 5% 7% 6% 5% 5% 8% 4% 7% 6% 7% 7% 5%

Definitely not 65 65 65 46 47 16 49 50 9 19 37 1 64 15 50 49 16

4% 4% 4% 4% 6% 6% 6% 4% 2% 3% 7% 1% 5% 3% 5% 6% 2%

IJ L Q

Don't know/Refused 3 3 3 - 1 - 2 1 2 1 - - 3 1 2 2 1

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

Top 2 Box 1365 1365 1361 969 721 218 714 1123 404 507 416 182 1183 452 913 731 634

89% 89% 89% 90% 87% 89% 87% 90% 92% 91% 84% 96% 88% 91% 88% 87% 92%

K K M P

Bottom 2 Box 160 160 158 110 106 27 108 130 33 46 78 8 152 43 117 109 51

10% 10% 10% 10% 13% 11% 13% 10% 7% 8% 16% 4% 11% 9% 11% 13% 7%

IJ L Q

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q40 Page 304

EI Claimant Survey 2016

Q40. If someone were to ask you, would you speak positively about the service you received?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Definitely 796 172 71 49 155 46 172 44 307 380 170 154 523 169 7 395 216 76

52% 56% 61% 49% 52% 48% 52% 62% 50% 56% 45% 53% 52% 56% 33% 56% 52% 40%

K R R

Probably 570 107 33 36 115 32 116 23 236 239 170 96 400 98 3 265 148 80

37% 35% 28% 36% 39% 34% 35% 32% 39% 35% 45% 33% 40% 33% 16% 37% 36% 42%

JL

Probably not 95 19 2 12 13 11 18 2 39 37 24 22 61 14 3 34 34 12

6% 6% 2% 12% 4% 12% 5% 4% 6% 5% 6% 7% 6% 5% 16% 5% 8% 6%

C

Definitely not 65 9 8 4 13 6 21 1 28 24 16 21 27 19 6 12 19 22

4% 3% 7% 4% 4% 6% 6% 2% 5% 3% 4% 7% 3% 6% 30% 2% 4% 12%

MN PQ

Don't know/Refused 3 2 2 - - - 2 - 1 2 1 - 1 - 1 1 - -

\*% 1% 2% 1% \*% \*% \*% \*% 5% \*%

Top 2 Box 1365 279 104 85 269 78 288 66 543 619 340 250 923 267 10 660 365 156

89% 90% 89% 84% 91% 82% 88% 94% 89% 91% 89% 86% 91% 89% 49% 93% 87% 82%

F O O QR

Bottom 2 Box 160 28 11 16 26 17 39 4 66 61 40 42 88 33 10 46 53 34

10% 9% 9% 16% 9% 18% 12% 6% 11% 9% 10% 14% 9% 11% 46% 7% 13% 18%

H MN P P

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q41 Page 305

EI Claimant Survey 2016

Q41. In general, how often would you say you use online services provided by government, businesses and other organizations through their websites?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Routinely or all the time 662 94 110 213 244 539 123 21 109 240 289 128 459 75 252 409 31 117 42 617 565 97 30 631

43% 47% 32% 49% 45% 44% 40% 18% 32% 42% 59% 43% 46% 31% 40% 45% 44% 44% 44% 43% 47% 31% 29% 44%

C C C H HI HIJ N N V W

Only sometimes 536 58 139 143 195 433 104 50 118 219 147 111 332 94 211 326 35 115 33 503 408 129 50 485

35% 29% 40% 33% 36% 35% 34% 43% 35% 38% 30% 38% 33% 39% 34% 36% 50% 43% 34% 35% 34% 41% 50% 34%

B K K X

Rarely 267 43 85 63 75 206 60 32 82 102 48 46 171 50 127 139 4 34 14 250 191 76 17 250

17% 22% 24% 14% 14% 17% 20% 28% 24% 18% 10% 16% 17% 21% 20% 15% 6% 13% 15% 18% 16% 24% 17% 18%

DE K K K P U

Never 62 5 15 19 23 42 20 13 28 12 8 9 33 20 33 30 - 3 7 55 48 14 4 58

4% 3% 4% 4% 4% 3% 7% 11% 8% 2% 2% 3% 3% 8% 5% 3% 1% 7% 4% 4% 4% 4% 4%

JK JK

Don't know/Refused 1 - - 1 - - 1 - - 1 - - 1 - - 1 - - - 1 1 - - 1

\*% \*% \*% \*% \*% \*% \*% \*% \*%

Top 2 Box 1198 152 249 357 440 971 227 72 227 459 436 239 791 169 463 735 66 232 75 1120 973 225 80 1116

78% 76% 71% 81% 82% 80% 74% 61% 67% 80% 89% 81% 79% 71% 74% 81% 94% 86% 78% 79% 80% 71% 79% 78%

C C HI HIJ N O V

Bottom 2 Box 329 49 100 81 99 248 81 45 110 115 56 55 203 70 160 169 4 36 21 306 239 90 21 308

22% 24% 29% 19% 18% 20% 26% 39% 33% 20% 11% 19% 20% 29% 26% 19% 6% 14% 22% 21% 20% 29% 21% 22%

DE JK JK K L P U

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q41 Page 306

EI Claimant Survey 2016

Q41. In general, how often would you say you use online services provided by government, businesses and other organizations through their websites?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Routinely or all the time 662 430 232 48 614 477 184 561 101 - 144 52 30 171 16 109 101 15 23 596 65 521 84 56

43% 44% 42% 41% 43% 44% 42% 47% 31% 57% 51% 51% 45% 53% 38% 35% 39% 29% 44% 40% 44% 38% 46%

I NPQRS QS S S QS

Only sometimes 536 330 207 46 490 370 167 404 132 5 72 29 17 171 9 97 90 8 38 480 56 400 98 37

35% 34% 38% 40% 35% 34% 38% 34% 41% 100% 28% 28% 29% 45% 31% 34% 31% 20% 48% 35% 35% 34% 44% 30%

OPQRS KLPQR LMPQR V

KLMN K

Rarely 267 178 89 18 248 204 63 189 78 - 33 13 10 38 2 71 70 14 15 242 25 213 34 19

17% 18% 16% 16% 18% 19% 14% 16% 24% 13% 13% 17% 10% 8% 24% 25% 37% 19% 18% 15% 18% 15% 16%

H KLNO KLNO LMNOS

K

Never 62 40 22 3 59 37 25 46 16 - 6 8 1 3 2 12 24 1 3 46 14 45 7 10

4% 4% 4% 3% 4% 3% 6% 4% 5% 2% 8% 3% 1% 8% 4% 9% 4% 4% 3% 9% 4% 3% 8%

KN KN

Don't know/Refused 1 1 - - 1 1 - 1 - - - - - - - 1 - - - 1 - 1 - -

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Top 2 Box 1198 759 439 94 1104 847 351 965 233 5 215 81 47 342 26 207 191 23 61 1076 121 920 182 93

78% 78% 80% 81% 78% 78% 80% 80% 71% 100% 85% 79% 80% 89% 84% 71% 67% 59% 78% 79% 76% 78% 82% 76%

I OPQRS PQR QR R LPQRS QR R

KLMN

Bottom 2 Box 329 218 111 22 307 240 88 236 93 - 39 22 11 41 5 83 95 16 18 288 39 258 41 29

22% 22% 20% 19% 22% 22% 20% 20% 29% 15% 21% 20% 11% 16% 29% 33% 41% 22% 21% 24% 22% 18% 24%

H N KN KLNO LMNOS N

K

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q41 Page 307

EI Claimant Survey 2016

Q41. In general, how often would you say you use online services provided by government, businesses and other organizations through their websites?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Routinely or all the time 662 662 662 503 342 83 306 599 206 237 204 114 547 240 422 308 354

43% 43% 43% 47% 41% 34% 37% 48% 47% 43% 41% 60% 41% 48% 41% 37% 52%

EFG M O P

Only sometimes 536 536 536 377 302 103 306 438 139 195 189 56 481 168 369 313 224

35% 35% 35% 35% 36% 42% 37% 35% 32% 35% 38% 29% 36% 34% 36% 37% 33%

Rarely 267 267 264 170 148 48 166 186 75 97 85 19 247 72 194 175 92

17% 17% 17% 16% 18% 20% 20% 15% 17% 17% 17% 10% 19% 15% 19% 21% 13%

H L Q

Never 62 62 60 30 35 10 44 30 19 25 16 1 61 16 46 45 17

4% 4% 4% 3% 4% 4% 5% 2% 4% 4% 3% 1% 5% 3% 4% 5% 2%

H L Q

Don't know/Refused 1 1 1 - 1 - 1 - - 1 - - 1 - 1 1 -

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Top 2 Box 1198 1198 1198 880 644 186 612 1038 345 432 393 170 1028 407 791 621 577

78% 78% 79% 82% 78% 76% 74% 83% 79% 78% 80% 89% 77% 82% 77% 74% 84%

EG M O P

Bottom 2 Box 329 329 323 199 183 58 211 216 94 121 101 20 309 88 241 220 109

22% 22% 21% 18% 22% 24% 26% 17% 21% 22% 20% 11% 23% 18% 23% 26% 16%

H H L N Q

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q41 Page 308

EI Claimant Survey 2016

Q41. In general, how often would you say you use online services provided by government, businesses and other organizations through their websites?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Routinely or all the time 662 123 21 30 126 42 - 31 353 305 162 121 500 85 11 329 178 75

43% 40% 18% 29% 43% 44% 44% 58% 45% 43% 41% 49% 28% 51% 46% 43% 40%

C C C C BCDEF N

Only sometimes 536 104 50 50 101 33 - 35 257 231 144 110 352 109 6 236 153 85

35% 34% 43% 50% 34% 34% 50% 42% 34% 38% 38% 35% 36% 30% 33% 37% 45%

BE E P

Rarely 267 60 32 17 62 14 267 4 - 119 57 55 146 72 3 118 74 23

17% 20% 28% 17% 21% 15% 81% 6% 17% 15% 19% 14% 24% 14% 17% 18% 12%

H H H BCDEFH M

Never 62 20 13 4 7 7 62 - - 26 18 6 13 33 1 24 13 7

4% 7% 11% 4% 2% 7% 19% 4% 5% 2% 1% 11% 5% 3% 3% 4%

E E BCDEF M

Don't know/Refused 1 1 - - - - - - - 1 - - - 1 - - - -

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Top 2 Box 1198 227 72 80 226 75 - 66 610 536 306 231 853 194 17 565 330 160

78% 74% 61% 79% 77% 78% 94% 100% 79% 80% 79% 84% 65% 81% 80% 79% 84%

C C C BCEF BCDEF N

Bottom 2 Box 329 81 45 21 69 21 329 4 - 145 75 61 159 105 4 143 87 30

22% 26% 39% 21% 23% 22% 100% 6% 21% 20% 21% 16% 35% 19% 20% 21% 16%

H BDEFH H H BCDEFH M

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q42 Page 309

EI Claimant Survey 2016

Q42. What is the highest level of formal education that you have completed?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Grade 8 or less 25 8 7 5 5 11 13 25 - - - - 10 15 20 4 1 2 3 22 19 6 2 23

2% 4% 2% 1% 1% 1% 4% 21% 1% 6% 3% \*% 1% 1% 3% 2% 2% 2% 2% 2%

F M P

Some high school 92 13 31 17 31 61 31 92 - - - 13 55 23 55 36 0 11 12 79 62 30 12 80

6% 6% 9% 4% 6% 5% 10% 79% 4% 6% 10% 9% 4% 1% 4% 13% 6% 5% 9% 12% 6%

D P

High School diploma or equivalent 337 53 78 87 119 260 77 - 337 - - 71 196 70 154 183 8 36 20 315 265 72 27 308

22% 26% 22% 20% 22% 21% 25% 100% 24% 20% 29% 25% 20% 12% 13% 21% 22% 22% 23% 26% 22%

M

Registered Apprenticeship or other 132 15 34 18 64 96 36 - - 132 - 32 74 26 80 51 - 15 11 121 100 31 11 120

trades certificate or diploma 9% 8% 10% 4% 12% 8% 12% 23% 11% 7% 11% 13% 6% 6% 11% 8% 8% 10% 11% 8%

D D P

College, CEGEP or other non-university 443 58 85 145 155 364 79 - - 443 - 71 311 61 127 316 18 72 26 415 374 69 35 408

certificate or diploma 29% 29% 24% 33% 29% 30% 26% 77% 24% 31% 26% 20% 35% 25% 27% 27% 29% 31% 22% 35% 29%

C L O V

University certificate or diploma below 93 13 18 37 25 77 16 - - - 93 12 71 10 31 62 7 24 3 89 76 17 4 89

bachelor's level 6% 6% 5% 8% 5% 6% 5% 19% 4% 7% 4% 5% 7% 10% 9% 3% 6% 6% 5% 4% 6%

E

Bachelor's degree 267 23 61 84 99 231 36 - - - 267 74 167 26 100 167 25 69 12 255 212 55 4 263

17% 11% 17% 19% 18% 19% 12% 54% 25% 17% 11% 16% 18% 36% 26% 12% 18% 18% 17% 4% 18%

B G MN W

Post graduate degree above bachelor's 132 16 34 43 38 112 20 - - - 132 19 106 7 51 81 10 34 8 123 98 34 5 126

level 9% 8% 10% 10% 7% 9% 6% 27% 6% 11% 3% 8% 9% 15% 13% 9% 9% 8% 11% 5% 9%

LN

Prefer not to answer 7 1 2 2 2 6 1 - - - - 4 3 1 3 4 0 3 - 7 7 1 - 7

\*% \*% 1% \*% \*% 1% \*% 1% \*% \*% 1% \*% 1% 1% \*% 1% \*% 1%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q42 Page 310

EI Claimant Survey 2016

Q42. What is the highest level of formal education that you have completed?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Grade 8 or less 25 25 - 7 18 23 2 19 6 - 1 - - 1 0 3 13 3 2 23 1 22 2 1

2% 3% 6% 1% 2% \*% 2% 2% 1% \*% 2% 1% 5% 8% 3% 2% 1% 2% 1% 1%

E KNP

Some high school 92 61 30 15 77 72 20 62 30 5 5 1 1 3 - 31 28 7 9 81 10 76 8 7

6% 6% 5% 13% 5% 7% 5% 5% 9% 100% 2% 1% 2% 1% 11% 10% 19% 11% 6% 6% 6% 4% 6%

E NPQRS KLMN KLMN KLMN KLMN

KLM

High School diploma or equivalent 337 221 116 37 300 236 101 262 75 - 48 13 5 27 5 108 94 14 22 309 28 286 29 21

22% 23% 21% 32% 21% 22% 23% 22% 23% 19% 13% 9% 7% 16% 37% 33% 37% 28% 23% 18% 24% 13% 17%

E N KLMNO KLMNO KLMNO LMN W

Registered Apprenticeship or other 132 83 49 6 125 95 37 98 34 - 20 6 2 14 - 21 54 2 11 119 12 100 24 7

trades certificate or diploma 9% 8% 9% 6% 9% 9% 8% 8% 10% 8% 6% 3% 4% 7% 19% 5% 14% 9% 8% 8% 11% 6%

LMNPR MNR

K

College, CEGEP or other non-university 443 256 187 24 419 297 147 370 73 - 89 27 21 146 10 69 55 9 17 395 49 332 69 43

certificate or diploma 29% 26% 34% 21% 30% 27% 33% 31% 22% 35% 27% 37% 38% 33% 24% 19% 23% 21% 29% 30% 28% 31% 35%

B D I PQS Q PQRS

University certificate or diploma below 93 59 34 7 86 67 26 76 17 - 14 6 9 26 3 9 21 1 4 86 7 60 27 5

bachelor's level 6% 6% 6% 6% 6% 6% 6% 6% 5% 5% 6% 15% 7% 11% 3% 7% 3% 6% 6% 5% 5% 12% 4%

PR P V

Bachelor's degree 267 188 79 9 258 205 62 211 56 - 56 34 16 94 8 35 12 2 9 237 29 200 42 23

17% 19% 14% 8% 18% 19% 14% 18% 17% 22% 33% 27% 25% 26% 12% 4% 6% 11% 17% 18% 17% 19% 19%

D PQRS PQRS QR PQRS QR Q

Post graduate degree above bachelor's 132 79 53 11 121 88 44 95 37 - 20 14 3 71 4 11 6 - 3 109 23 97 20 14

level 9% 8% 10% 9% 9% 8% 10% 8% 11% 8% 14% 6% 18% 13% 4% 2% 4% 8% 15% 8% 9% 12%

Q PQS KMPQS

Prefer not to answer 7 5 2 - 7 7 0 7 - - - - - 1 - 4 2 - 0 7 - 5 1 -

\*% 1% \*% 1% 1% \*% 1% \*% 1% 1% 1% 1% \*% \*%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q42 Page 311

EI Claimant Survey 2016

Q42. What is the highest level of formal education that you have completed?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Grade 8 or less 25 25 25 16 16 5 15 14 8 11 5 1 24 8 17 16 9

2% 2% 2% 2% 2% 2% 2% 1% 2% 2% 1% 1% 2% 2% 2% 2% 1%

Some high school 92 92 92 54 47 28 64 64 26 28 34 7 84 18 74 66 25

6% 6% 6% 5% 6% 11% 8% 5% 6% 5% 7% 4% 6% 4% 7% 8% 4%

EH N Q

High School diploma or equivalent 337 337 333 228 198 56 190 256 92 114 117 42 295 95 242 201 136

22% 22% 22% 21% 24% 23% 23% 20% 21% 21% 24% 22% 22% 19% 23% 24% 20%

Registered Apprenticeship or other 132 132 131 96 69 13 92 101 32 58 40 9 123 30 101 92 39

trades certificate or diploma 9% 9% 9% 9% 8% 5% 11% 8% 7% 11% 8% 5% 9% 6% 10% 11% 6%

F N Q

College, CEGEP or other non-university 443 443 442 324 232 60 228 363 130 164 135 58 385 154 290 231 212

certificate or diploma 29% 29% 29% 30% 28% 24% 28% 29% 30% 30% 27% 31% 29% 31% 28% 27% 31%

University certificate or diploma below 93 93 93 70 45 16 54 86 28 32 32 13 80 25 68 55 38

bachelor's level 6% 6% 6% 7% 5% 6% 7% 7% 6% 6% 7% 7% 6% 5% 7% 7% 6%

Bachelor's degree 267 267 267 200 147 46 117 242 85 91 87 42 225 108 159 117 151

17% 17% 18% 19% 18% 19% 14% 19% 19% 16% 18% 22% 17% 22% 15% 14% 22%

G O P

Post graduate degree above bachelor's 132 132 132 87 68 18 58 121 35 55 38 17 114 56 76 58 73

level 9% 9% 9% 8% 8% 7% 7% 10% 8% 10% 8% 9% 9% 11% 7% 7% 11%

P

Prefer not to answer 7 7 7 4 5 3 4 6 2 1 4 - 7 2 5 5 2

\*% \*% \*% \*% 1% 1% 1% 1% \*% \*% 1% 1% \*% 1% 1% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q42 Page 312

EI Claimant Survey 2016

Q42. What is the highest level of formal education that you have completed?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Grade 8 or less 25 13 25 2 - 3 13 1 - 10 7 4 8 5 2 9 6 4

2% 4% 21% 2% 3% 4% 1% 1% 2% 2% 1% 2% 9% 1% 1% 2%

BDFGH

Some high school 92 31 92 12 20 12 32 0 - 41 15 28 39 25 1 39 18 13

6% 10% 79% 12% 7% 13% 10% 1% 6% 4% 9% 4% 8% 5% 6% 4% 7%

H BDEFGH H H H H K M

High School diploma or equivalent 337 77 - 27 63 20 110 8 127 148 80 67 219 69 2 157 93 41

22% 25% 26% 21% 21% 33% 12% 21% 22% 21% 23% 22% 23% 12% 22% 22% 22%

H EHI

Registered Apprenticeship or other 132 36 - 11 27 11 41 - 46 50 40 27 79 36 1 67 41 11

trades certificate or diploma 9% 12% 11% 9% 11% 12% 8% 7% 11% 9% 8% 12% 5% 9% 10% 6%

College, CEGEP or other non-university 443 79 - 35 83 26 74 18 193 207 112 68 301 92 3 212 123 57

certificate or diploma 29% 26% 35% 28% 27% 23% 25% 32% 30% 30% 23% 30% 31% 14% 30% 29% 30%

G

University certificate or diploma below 93 16 - 4 19 3 13 7 47 44 25 17 75 13 1 45 19 16

bachelor's level 6% 5% 4% 6% 3% 4% 10% 8% 6% 7% 6% 7% 4% 5% 6% 5% 9%

Bachelor's degree 267 36 - 4 53 12 31 25 137 120 63 55 191 39 10 122 78 32

17% 12% 4% 18% 12% 9% 36% 22% 18% 16% 19% 19% 13% 46% 17% 19% 17%

DG BDEFG BDG N

Post graduate degree above bachelor's 132 20 - 5 29 8 12 10 58 60 37 24 97 19 1 56 39 11

level 9% 6% 5% 10% 9% 4% 15% 9% 9% 10% 8% 10% 6% 5% 8% 9% 6%

G G G

Prefer not to answer 7 1 - - 2 - 3 0 2 2 1 3 3 2 - 1 - 3

\*% \*% 1% 1% 1% \*% \*% \*% 1% \*% 1% \*% 2%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q43 Page 313

EI Claimant Survey 2016

Q43. Were you born in Canada?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Yes 1186 192 303 317 374 895 291 101 292 469 319 232 754 200 453 733 - - 89 1093 907 278 88 1095

78% 96% 87% 72% 69% 73% 94% 87% 87% 82% 65% 79% 76% 84% 73% 81% 93% 77% 75% 88% 88% 77%

CDE DE F K K K M O T U X

No 342 9 47 122 164 325 18 15 45 106 173 62 241 39 170 173 70 268 6 333 305 37 12 330

22% 4% 13% 28% 31% 27% 6% 13% 13% 18% 35% 21% 24% 16% 27% 19% 100% 100% 7% 23% 25% 12% 12% 23%

B BC BC G HIJ N P S V W

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q43 Page 314

EI Claimant Survey 2016

Q43. Were you born in Canada?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Yes 1186 753 433 100 1086 846 340 894 292 - 200 65 47 316 21 209 239 36 54 1051 132 905 177 102

78% 77% 79% 86% 77% 78% 77% 74% 89% 79% 63% 80% 83% 68% 72% 83% 91% 68% 77% 82% 77% 79% 84%

E H L LPS LOPS KLOPS

No 342 225 117 16 326 243 99 308 35 5 54 38 11 67 10 82 47 3 25 314 28 274 46 19

22% 23% 21% 14% 23% 22% 23% 26% 11% 100% 21% 37% 20% 17% 32% 28% 17% 9% 32% 23% 18% 23% 21% 16%

D I OPQRS R KNQR QR NQR NQR

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q43 Page 315

EI Claimant Survey 2016

Q43. Were you born in Canada?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Yes 1186 1186 1181 822 630 162 624 947 359 438 354 151 1035 395 791 640 545

78% 78% 78% 76% 76% 66% 76% 76% 82% 79% 72% 79% 77% 80% 77% 76% 80%

F F F K K

No 342 342 341 258 198 83 200 307 80 117 140 40 303 101 241 202 140

22% 22% 22% 24% 24% 34% 24% 24% 18% 21% 28% 21% 23% 20% 23% 24% 20%

EGH IJ

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q43 Page 316

EI Claimant Survey 2016

Q43. Were you born in Canada?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Yes 1186 291 101 88 223 89 288 - 450 556 296 190 775 244 18 561 339 112

78% 94% 87% 88% 76% 93% 88% 74% 81% 78% 65% 77% 81% 84% 79% 81% 59%

CEGI EI EI EI EI L L R R

No 342 18 15 12 72 6 41 70 160 126 84 102 237 56 3 147 78 77

22% 6% 13% 12% 24% 7% 12% 100% 26% 19% 22% 35% 23% 19% 16% 21% 19% 41%

B BCDFG B BCDEFGI BCDFG JK PQ

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q44 Page 317

EI Claimant Survey 2016

Q44. In what year did you come to Canada?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 342 9 47 122 164 325 18 15 45 106 173 62 241 39 170 173 70 268 6 333 305 37 12 330

Unweighted Total 368 9 54 147 157 352 16 13 50 103 198 64 267 37 181 187 84 279 7 358 320 48 8 360

1900-1950 1 - - 1 - 1 - - - 1 - - - 1 - 1 - 1 - 1 1 - - 1

\*% 1% \*% 1% 3% 1% \*% \*% \*% \*%

1951-1975 24 1 2 14 6 21 3 1 4 12 5 - 11 12 11 12 - 24 - 22 23 0 1 23

7% 12% 4% 12% 4% 6% 17% 7% 9% 12% 3% 5% 32% 7% 7% 9% 7% 8% 1% 8% 7%

E M V

1976-1985 29 1 3 14 10 27 2 5 7 10 6 - 21 8 15 14 - 29 1 28 25 3 7 21

8% 12% 7% 11% 6% 8% 11% 36% 14% 10% 4% 9% 20% 9% 8% 11% 16% 8% 8% 9% 60% 6%

JK X

1986-1995 40 1 5 22 12 37 3 4 6 15 14 4 32 3 19 21 - 40 1 39 36 4 1 39

12% 12% 11% 18% 7% 11% 20% 26% 14% 15% 8% 7% 13% 9% 11% 12% 15% 15% 12% 12% 11% 8% 12%

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1996-2005 68 1 10 35 22 65 2 2 7 16 43 9 51 7 35 33 - 68 1 66 59 9 - 68

20% 12% 22% 28% 13% 20% 14% 13% 17% 15% 25% 15% 21% 18% 21% 19% 25% 16% 20% 19% 24% 21%

E

2006-2010 88 4 15 16 54 82 6 1 11 24 51 25 57 6 50 39 - 88 1 87 80 9 1 87

26% 47% 31% 13% 33% 25% 36% 10% 25% 23% 29% 40% 24% 16% 29% 23% 33% 15% 26% 26% 24% 8% 26%

D D MN

2011-2016 88 0 11 19 57 88 0 1 9 26 51 23 64 1 38 51 70 18 2 86 77 11 2 86

26% 6% 23% 15% 35% 27% 3% 10% 20% 25% 30% 37% 27% 3% 22% 29% 100% 7% 38% 26% 25% 29% 16% 26%

BD G N N R

Refused 4 - 0 1 2 4 - - 0 0 3 0 4 - 2 2 - - - 4 3 0 - 4

1% 1% 1% 2% 1% 1% \*% 2% 1% 1% 1% 1% 1% 1% 1% 1%

Mean 2000 1996 2002 1995 2004 2001 1993 1989 1998 1998 2004 2008 2001 1984 2000 2001 2013 1997 2001 2001 2000 2002 1986 2001

D D HIJ MN N R W

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q44 Page 318

EI Claimant Survey 2016

Q44. In what year did you come to Canada?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 342 225 117 16 326 243 99 308 35 5 54 38 11 67 10 82 47 3 25 314 28 274 46 19

Unweighted Total 368 286 82 18 350 243 125 323 45 1 62 45 13 74 11 77 53 5 27 330 38 291 46 28

1900-1950 1 1 - - 1 1 - 1 - - - - - 1 - - - - - 1 - 1 - -

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1951-1975 24 21 3 5 18 21 3 23 0 - 2 0 1 8 - 4 4 0 2 21 2 20 2 1

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C E I L

1976-1985 29 17 11 3 26 21 8 25 3 5 1 4 1 3 2 5 5 - 1 26 2 25 2 1

8% 8% 10% 18% 8% 9% 8% 8% 10% 100% 3% 11% 9% 5% 20% 7% 11% 4% 8% 9% 9% 4% 8%

NOPQS

KLM

1986-1995 40 26 14 3 37 33 7 39 1 - 7 3 2 6 1 9 7 0 4 35 6 30 7 4

12% 12% 12% 21% 11% 14% 7% 13% 3% 14% 8% 21% 10% 10% 11% 15% 14% 16% 11% 21% 11% 15% 20%

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1996-2005 68 53 15 3 64 56 12 58 9 - 9 14 1 17 2 9 11 - 3 61 7 50 10 8

20% 23% 13% 21% 20% 23% 12% 19% 27% 17% 38% 13% 26% 15% 12% 23% 14% 19% 26% 18% 21% 41%

KMPS V

2006-2010 88 48 40 1 87 50 38 79 10 - 16 6 2 14 - 30 10 1 9 83 5 77 6 4

26% 21% 34% 6% 27% 21% 39% 26% 29% 30% 17% 18% 21% 37% 20% 29% 35% 27% 18% 28% 14% 20%

D F L

2011-2016 88 55 34 - 88 58 30 78 10 - 15 9 3 15 5 23 10 1 6 83 5 68 18 1

26% 24% 29% 27% 24% 31% 25% 29% 28% 25% 26% 22% 55% 28% 22% 43% 23% 26% 18% 25% 39% 5%

NQ X X

Refused 4 4 - - 4 3 1 3 0 - 2 - 0 1 - 0 - - - 4 - 3 1 -

1% 2% 1% 1% 1% 1% 1% 4% 4% 2% 1% 1% 1% 2%

Mean 2000 1999 2003 1983 2001 1999 2004 2000 2003 1976 2003 2002 1999 1998 2001 2003 1998 2001 2000 2001 1998 2000 2003 1998

D F J J J

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q44 Page 319

EI Claimant Survey 2016

Q44. In what year did you come to Canada?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 342 342 341 258 198 83 200 307 80 117 140 40 303 101 241 202 140

Unweighted Total 368 368 367 272 212 88 207 324 91 124 147 43 325 116 252 209 159

1900-1950 1 1 1 - - - - 1 1 - - 1 - - 1 - 1

\*% \*% \*% \*% 1% 3% \*% 1%

1951-1975 24 24 23 16 16 2 9 21 6 12 5 1 23 13 10 9 14

7% 7% 7% 6% 8% 2% 5% 7% 8% 11% 4% 3% 8% 13% 4% 5% 10%

O

1976-1985 29 29 29 22 17 8 21 22 5 7 14 1 27 6 23 21 7

8% 8% 8% 8% 9% 10% 11% 7% 6% 6% 10% 4% 9% 6% 10% 11% 5%

1986-1995 40 40 40 29 23 13 22 37 11 12 17 5 35 12 28 23 17

12% 12% 12% 11% 12% 16% 11% 12% 14% 10% 12% 13% 12% 12% 12% 11% 12%

1996-2005 68 68 68 47 36 14 32 62 19 22 25 11 56 24 44 32 36

20% 20% 20% 18% 18% 17% 16% 20% 24% 19% 18% 29% 19% 24% 18% 16% 25%

2006-2010 88 88 88 75 58 26 55 82 15 26 46 7 81 25 64 56 32

26% 26% 26% 29% 29% 31% 28% 27% 19% 22% 33% 19% 27% 25% 26% 28% 23%

I

2011-2016 88 88 88 65 46 18 57 77 21 36 31 11 77 20 68 57 32

26% 26% 26% 25% 23% 21% 28% 25% 27% 30% 22% 29% 25% 20% 28% 28% 22%

Refused 4 4 4 4 1 1 3 4 1 1 1 1 3 - 4 3 1

1% 1% 1% 2% 1% 2% 1% 1% 1% 1% 1% 3% 1% 2% 1% 1%

Mean 2000.4 2000.4 2000.5 2001.0 2000.2 2001.0 2001.4 2000.8 1999.5 2000.0 2001.5 2001.5 2000.3 1998.2 2001.4 2001.3 1999.1

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q44 Page 320

EI Claimant Survey 2016

Q44. In what year did you come to Canada?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 342 18 15 12 72 6 41 70 160 126 84 102 237 56 3 147 78 77

Unweighted Total 368 16 13 8 72 7 50 84 171 145 84 108 252 60 5 167 94 64

1900-1950 1 - - - - - - - 1 1 - - 1 - - 1 - -

\*% 1% 1% \*% 1%

1951-1975 24 3 1 1 3 - 5 - 13 10 7 4 13 4 - 13 4 3

7% 17% 7% 8% 4% 13% 8% 8% 8% 4% 5% 7% 9% 6% 4%

1976-1985 29 2 5 7 6 1 4 - 11 7 7 12 20 4 - 14 4 8

8% 11% 36% 60% 8% 16% 10% 7% 5% 8% 12% 9% 8% 10% 6% 11%

EGI EGI

1986-1995 40 3 4 1 14 1 9 - 15 19 4 15 28 5 - 20 11 4

12% 20% 26% 8% 19% 15% 23% 9% 15% 5% 14% 12% 10% 14% 14% 6%

K

1996-2005 68 2 2 - 15 1 10 - 41 26 20 16 47 11 0 27 18 11

20% 14% 13% 21% 16% 25% 26% 21% 24% 15% 20% 20% 14% 19% 23% 15%

2006-2010 88 6 1 1 13 1 6 - 61 25 23 29 65 11 1 28 24 31

26% 36% 10% 8% 18% 15% 16% 38% 20% 27% 29% 28% 19% 29% 19% 31% 40%

EG P

2011-2016 88 0 1 2 21 2 5 70 14 36 22 25 60 19 2 39 16 18

26% 3% 10% 16% 29% 38% 13% 100% 9% 29% 26% 24% 25% 35% 57% 27% 21% 24%

BGI BCDEFGI

Refused 4 - - - - - - - 4 1 1 1 3 1 - 4 - 0

1% 2% 1% 1% 1% 1% 2% 2% 1%

Mean 2000.42 1992.86 1988.98 1986.38 2000.68 2001.46 1995.16 2013.38 1999.06 1999.85 2001.33 2000.69 2000.75 2001.35 2010.30 1998.73 2001.05 2002.65

CDG BCDEFGI

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q45 Page 321

EI Claimant Survey 2016

Q45. Are you an Aboriginal person, that is, First Nations (North American Indian), Métis or Inuk (Inuit)?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

First Nations 53 9 5 7 31 33 20 8 11 19 15 20 31 2 28 25 1 - 53 - 50 3 5 48

3% 5% 2% 2% 6% 3% 7% 7% 3% 3% 3% 7% 3% 1% 4% 3% 2% 55% 4% 1% 5% 3%

CD MN V

Métis 37 13 4 4 16 22 15 5 7 17 7 9 27 1 18 18 1 4 37 - 33 4 - 37

2% 7% 1% 1% 3% 2% 5% 4% 2% 3% 2% 3% 3% \*% 3% 2% 1% 1% 39% 3% 1% 3%

CD F N

Inuk 6 2 1 - 3 1 5 2 1 1 1 1 4 1 1 4 - - 6 - 6 - 1 5

\*% 1% \*% 1% \*% 2% 2% \*% \*% \*% \*% \*% \*% \*% \*% 6% \*% 1% \*%

No 1426 174 338 425 488 1160 266 101 315 536 468 264 932 231 571 855 68 261 - 1426 1118 308 93 1331

93% 87% 97% 97% 91% 95% 86% 87% 93% 93% 95% 90% 94% 96% 92% 94% 96% 97% 100% 92% 98% 92% 93%

BE BE G H L U

Refused 6 2 1 2 1 4 2 - 2 2 1 1 1 4 4 2 - 3 - - 6 - 2 4

\*% 1% \*% \*% \*% \*% 1% 1% \*% \*% \*% \*% 2% 1% \*% 1% \*% 2% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q45 Page 322

EI Claimant Survey 2016

Q45. Are you an Aboriginal person, that is, First Nations (North American Indian), Métis or Inuk (Inuit)?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

First Nations 53 34 19 3 50 34 19 50 3 - 13 3 2 7 2 12 9 2 2 40 13 43 4 5

3% 3% 3% 3% 4% 3% 4% 4% 1% 5% 3% 4% 2% 7% 4% 3% 6% 3% 3% 8% 4% 2% 4%

I N T

Métis 37 27 9 7 30 29 8 35 2 - 1 2 - 13 - 4 11 4 2 34 3 27 5 4

2% 3% 2% 6% 2% 3% 2% 3% 1% \*% 2% 3% 1% 4% 10% 3% 2% 2% 2% 2% 3%

I K K K

Inuk 6 4 2 1 5 5 1 6 - - 1 1 - 2 - 1 0 - - 5 1 6 - -

\*% \*% \*% 1% \*% \*% \*% \*% \*% 1% 1% 1% \*% \*% 1% 1%

No 1426 908 518 104 1322 1014 412 1105 321 5 239 97 56 361 29 270 263 33 75 1281 143 1098 212 112

93% 93% 94% 89% 94% 93% 94% 92% 98% 100% 94% 94% 96% 94% 93% 93% 92% 84% 94% 94% 89% 93% 95% 92%

H LNPQR

K

Refused 6 4 2 1 5 6 - 6 - - - - - - - 3 3 - - 6 - 5 1 -

\*% \*% \*% 1% \*% 1% 1% 1% 1% \*% \*% \*%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q45 Page 323

EI Claimant Survey 2016

Q45. Are you an Aboriginal person, that is, First Nations (North American Indian), Métis or Inuk (Inuit)?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

First Nations 53 53 53 30 24 6 31 45 16 23 13 9 44 13 40 31 22

3% 3% 3% 3% 3% 2% 4% 4% 4% 4% 3% 5% 3% 3% 4% 4% 3%

Métis 37 37 37 30 19 5 27 25 12 14 10 2 34 7 30 27 10

2% 2% 2% 3% 2% 2% 3% 2% 3% 3% 2% 1% 3% 1% 3% 3% 1%

Q

Inuk 6 6 6 4 3 2 3 4 2 - 3 0 6 2 4 3 2

\*% \*% \*% \*% \*% 1% \*% \*% 1% 1% \*% \*% \*% \*% \*% \*%

No 1426 1426 1420 1013 779 230 759 1175 406 517 464 178 1248 472 955 776 650

93% 93% 93% 94% 94% 94% 92% 94% 93% 93% 94% 94% 93% 95% 92% 92% 95%

Refused 6 6 6 3 4 1 4 5 2 1 3 - 6 2 4 4 2

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*% 1% \*% \*% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q45 Page 324

EI Claimant Survey 2016

Q45. Are you an Aboriginal person, that is, First Nations (North American Indian), Métis or Inuk (Inuit)?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

First Nations 53 20 8 5 8 53 13 1 - 30 12 6 33 11 1 24 14 6

3% 7% 7% 5% 3% 55% 4% 2% 4% 3% 2% 3% 4% 7% 3% 3% 3%

BCDEGH

Métis 37 15 5 - 3 37 6 1 - 21 6 7 17 15 - 21 9 5

2% 5% 4% 1% 39% 2% 1% 3% 2% 2% 2% 5% 3% 2% 3%

E BCEGH M

Inuk 6 5 2 1 2 6 2 - - 4 1 1 1 1 - 3 1 1

\*% 2% 2% 1% 1% 6% 1% 1% \*% 1% \*% \*% \*% \*% 1%

No 1426 266 101 93 280 - 306 68 609 625 359 276 959 270 20 659 393 176

93% 86% 87% 92% 95% 93% 96% 100% 92% 94% 95% 95% 90% 93% 93% 94% 93%

BC B BC BCEG N

Refused 6 2 - 2 2 - 2 - 1 2 3 1 2 3 - - 1 2

\*% 1% 2% 1% 1% \*% \*% 1% \*% \*% 1% \*% 1%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q46 Page 325

EI Claimant Survey 2016

Q46. Are you a person with a disability?

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Yes 101 9 11 37 43 92 9 14 27 46 14 5 64 32 45 56 2 10 6 93 92 9 101 -

7% 5% 3% 8% 8% 8% 3% 12% 8% 8% 3% 2% 6% 13% 7% 6% 3% 4% 6% 7% 8% 3% 100%

C C G K K K L LM V

No 1425 190 337 402 495 1125 300 103 308 529 478 288 930 208 577 848 68 258 90 1331 1120 305 - 1425

93% 95% 96% 92% 92% 92% 97% 88% 92% 92% 97% 98% 94% 87% 93% 94% 97% 96% 94% 93% 92% 97% 100%

DE F HIJ MN N U

Refused 2 1 1 - - 2 - - 2 - - 1 1 - 1 1 - - - 2 1 1 - -

\*% 1% \*% \*% 1% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q46 Page 326

EI Claimant Survey 2016

Q46. Are you a person with a disability?

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Yes 101 38 62 6 95 56 45 91 10 5 25 1 7 16 2 19 20 - 5 85 16 63 21 17

7% 4% 11% 5% 7% 5% 10% 8% 3% 100% 10% 1% 13% 4% 7% 6% 7% 6% 6% 10% 5% 9% 14%

B F I NOPQS LN L L V

KLM

No 1425 939 486 110 1315 1031 395 1110 315 - 228 101 51 367 29 272 264 39 74 1278 144 1114 202 105

93% 96% 88% 95% 93% 95% 90% 92% 97% 90% 99% 87% 96% 93% 94% 93% 100% 94% 94% 90% 94% 91% 86%

C G H KMQ K MNPQS X

K

Refused 2 - 2 - 2 2 - 1 1 - 1 - - - - - 1 - - 2 - 2 - -

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q46 Page 327

EI Claimant Survey 2016

Q46. Are you a person with a disability?

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Yes 101 101 99 80 69 15 72 84 17 39 44 1 99 27 74 73 28

7% 7% 7% 7% 8% 6% 9% 7% 4% 7% 9% 1% 7% 5% 7% 9% 4%

I L Q

No 1425 1425 1421 999 759 230 751 1168 421 515 450 189 1236 468 957 769 657

93% 93% 93% 93% 92% 94% 91% 93% 96% 93% 91% 99% 92% 94% 93% 91% 96%

K M P

Refused 2 2 2 1 1 - 1 1 1 1 - - 2 1 1 1 1

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table Q46 Page 328

EI Claimant Survey 2016

Q46. Are you a person with a disability?

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Yes 101 9 14 101 26 6 21 2 - 46 26 18 59 22 3 29 41 18

7% 3% 12% 100% 9% 6% 6% 3% 7% 7% 6% 6% 7% 16% 4% 10% 10%

BH BCEFGH BH P P

No 1425 300 103 - 267 90 308 68 610 635 354 275 952 277 18 678 377 171

93% 97% 88% 91% 94% 94% 97% 100% 93% 93% 94% 94% 92% 84% 96% 90% 90%

CE CE BCEG QR

Refused 2 - - - 2 - - - - 1 - - 1 1 - 1 - -

\*% 1% \*% \*% \*% \*%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table GENDER Page 329

EI Claimant Survey 2016

GENDER

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Male 623 88 125 152 257 497 126 76 154 208 182 127 365 131 623 - 33 135 48 571 506 117 45 577

41% 44% 36% 35% 48% 41% 41% 65% 46% 36% 37% 43% 37% 55% 100% 46% 50% 50% 40% 42% 37% 45% 40%

CD IJK JK LM

Female 905 112 224 287 281 722 183 41 183 367 310 167 630 108 - 905 38 133 48 855 707 198 56 848

59% 56% 64% 65% 52% 59% 59% 35% 54% 64% 63% 57% 63% 45% 100% 54% 50% 50% 60% 58% 63% 55% 60%

E E H HI HI N N

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table GENDER Page 330

EI Claimant Survey 2016

GENDER

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Male 623 490 133 57 566 482 141 501 121 5 73 71 3 61 11 80 237 33 48 544 77 483 75 63

41% 50% 24% 49% 40% 44% 32% 42% 37% 100% 29% 70% 6% 16% 35% 28% 83% 84% 61% 40% 48% 41% 34% 52%

C G OPQRS MN KMNOP MN MN MNOPS MNOPS KMNOP W

KLMN KL K

Female 905 488 417 59 846 607 299 700 205 - 181 31 55 322 20 210 49 6 31 821 83 697 148 59

59% 50% 76% 51% 60% 56% 68% 58% 63% 71% 30% 94% 84% 65% 72% 17% 16% 39% 60% 52% 59% 66% 48%

B F LQRS Q OPQRS OPQRS LQRS LQRS QR X

KL KL

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table GENDER Page 331

EI Claimant Survey 2016

GENDER

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Male 623 623 618 424 325 96 347 508 191 223 195 80 543 189 434 354 269

41% 41% 41% 39% 39% 39% 42% 41% 44% 40% 39% 42% 41% 38% 42% 42% 39%

Female 905 905 904 655 504 149 477 746 248 332 299 110 795 307 599 488 417

59% 59% 59% 61% 61% 61% 58% 59% 56% 60% 61% 58% 59% 62% 58% 58% 61%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table GENDER Page 332

EI Claimant Survey 2016

GENDER

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Male 623 126 76 45 78 48 160 33 249 284 146 114 388 133 6 284 163 85

41% 41% 65% 45% 26% 50% 49% 46% 41% 42% 38% 39% 38% 44% 30% 40% 39% 45%

E BDEGHI E E E E E

Female 905 183 41 56 217 48 169 38 361 398 235 178 624 167 15 424 255 105

59% 59% 35% 55% 74% 50% 51% 54% 59% 58% 62% 61% 62% 56% 70% 60% 61% 55%

C C BCDFGHI C C C

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table REGION Page 333

EI Claimant Survey 2016

REGION

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1527 200 350 439 538 1218 309 116 337 574 492 294 995 238 622 905 69 268 96 1425 1212 315 101 1424

Unweighted Total 1527 201 351 438 537 1232 295 121 347 535 516 322 990 215 673 854 83 279 93 1428 1206 321 81 1444

Atlantic Canada 200 200 - - - 130 70 21 53 73 52 34 125 41 88 112 0 8 25 174 199 2 9 190

13% 100% 11% 23% 18% 16% 13% 11% 12% 13% 17% 14% 12% 1% 3% 26% 12% 16% 1% 9% 13%

F T V

Quebec 350 - 350 - - 268 82 38 78 119 113 58 217 74 125 224 6 40 10 338 39 310 11 337

23% 100% 22% 27% 32% 23% 21% 23% 20% 22% 31% 20% 25% 9% 15% 11% 24% 3% 98% 11% 24%

J LM S U W

Ontario 439 - - 439 - 356 83 22 87 163 164 63 309 67 152 287 16 105 11 425 437 1 37 402

29% 100% 29% 27% 19% 26% 28% 33% 21% 31% 28% 24% 32% 22% 39% 12% 30% 36% \*% 37% 28%

H L O Q S V

West + Territories 538 - - - 538 465 73 36 119 218 162 139 343 56 257 281 47 114 49 488 537 1 43 495

35% 100% 38% 24% 31% 35% 38% 33% 47% 34% 24% 41% 31% 68% 43% 51% 34% 44% \*% 43% 35%

G MN N P R T V

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table REGION Page 334

EI Claimant Survey 2016

REGION

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1527 978 549 116 1411 1088 439 1201 326 5 254 102 58 383 31 290 286 39 79 1364 160 1179 223 122

Unweighted Total 1527 1183 344 127 1400 1090 437 1194 333 1 257 107 56 345 38 286 300 45 92 1354 170 1174 215 133

Atlantic Canada 200 152 48 40 161 165 35 197 4 - 33 10 6 54 3 26 36 26 5 189 10 175 18 7

13% 16% 9% 34% 11% 15% 8% 16% 1% 13% 10% 10% 14% 10% 9% 13% 66% 7% 14% 6% 15% 8% 6%

C E G I NOPQS U WX

KLM

Quebec 350 236 114 34 316 237 112 40 310 - 41 20 8 124 9 74 51 1 21 317 32 273 52 24

23% 24% 21% 29% 22% 22% 26% 3% 95% 16% 20% 14% 32% 29% 25% 18% 3% 26% 23% 20% 23% 23% 20%

H R R KLMQR R KR R R

Ontario 439 242 197 27 412 307 132 432 6 - 75 25 28 117 8 84 67 3 29 386 53 329 64 46

29% 25% 36% 23% 29% 28% 30% 36% 2% 30% 24% 49% 31% 27% 29% 23% 9% 37% 28% 33% 28% 29% 38%

B I R R NOPQR R R R R QR

KL

West + Territories 538 348 190 16 522 379 159 532 6 5 104 46 16 87 10 106 131 9 23 472 65 403 89 45

35% 36% 35% 14% 37% 35% 36% 44% 2% 100% 41% 45% 27% 23% 34% 36% 46% 23% 30% 35% 40% 34% 40% 37%

D I OPQRS NR NRS N MNRS

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table REGION Page 335

EI Claimant Survey 2016

REGION

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1527 1527 1521 1079 827 245 824 1253 439 553 494 190 1337 495 1032 842 685

Unweighted Total 1527 1527 1520 1061 825 252 811 1259 456 544 492 195 1332 506 1021 826 701

Atlantic Canada 200 200 200 139 101 20 134 145 64 74 60 16 184 47 154 137 63

13% 13% 13% 13% 12% 8% 16% 12% 14% 13% 12% 9% 14% 9% 15% 16% 9%

FH N Q

Quebec 350 350 348 236 199 76 182 278 96 126 117 55 295 105 244 189 160

23% 23% 23% 22% 24% 31% 22% 22% 22% 23% 24% 29% 22% 21% 24% 22% 23%

GH

Ontario 439 439 438 321 249 63 222 377 123 153 152 51 387 162 277 226 213

29% 29% 29% 30% 30% 26% 27% 30% 28% 28% 31% 27% 29% 33% 27% 27% 31%

West + Territories 538 538 535 383 279 87 286 453 157 201 165 67 471 181 357 290 248

35% 35% 35% 36% 34% 35% 35% 36% 36% 36% 33% 35% 35% 37% 35% 34% 36%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table REGION Page 336

EI Claimant Survey 2016

REGION

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1527 309 116 101 295 96 329 69 610 682 379 292 1011 300 21 706 418 189

Unweighted Total 1527 295 121 81 296 93 345 83 624 694 362 298 1008 301 20 725 410 181

Atlantic Canada 200 70 21 9 29 25 49 0 67 83 64 29 116 57 2 100 50 17

13% 23% 18% 9% 10% 26% 15% 1% 11% 12% 17% 10% 11% 19% 12% 14% 12% 9%

DEGHI H H DEHI H H M

Quebec 350 82 38 11 51 10 100 6 154 158 86 77 226 71 2 164 104 42

23% 27% 32% 11% 17% 11% 30% 9% 25% 23% 23% 26% 22% 24% 9% 23% 25% 22%

DEFH DEFH DEFH DEFH

Ontario 439 83 22 37 118 11 81 16 178 214 102 76 300 78 12 197 117 59

29% 27% 19% 37% 40% 12% 25% 22% 29% 31% 27% 26% 30% 26% 56% 28% 28% 31%

F CF BCFGHI F CF N

West + Territories 538 73 36 43 98 49 99 47 211 227 128 110 370 94 5 246 146 71

35% 24% 31% 43% 33% 51% 30% 68% 35% 33% 34% 38% 37% 31% 23% 35% 35% 37%

B B BCEGI BCDEGI B

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table AGE Page 337

EI Claimant Survey 2016

AGE

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

18-25 118 16 15 23 64 95 23 7 45 42 23 118 - - 65 53 6 13 20 99 107 11 2 115

8% 8% 4% 5% 12% 8% 8% 6% 13% 7% 5% 40% 10% 6% 9% 5% 21% 7% 9% 4% 2% 8%

CD HJK P T V W

26-34 342 34 67 97 144 297 45 10 50 114 166 176 166 - 127 215 24 65 20 321 286 56 6 336

22% 17% 19% 22% 27% 24% 14% 9% 15% 20% 34% 60% 17% 20% 24% 34% 24% 21% 22% 24% 18% 6% 24%

BC G H HIJ M W

35-54 654 89 147 188 230 523 131 44 124 260 226 - 654 - 238 417 37 126 36 617 522 133 37 617

43% 45% 42% 43% 43% 43% 42% 37% 37% 45% 46% 66% 38% 46% 53% 47% 38% 43% 43% 42% 36% 43%

I O

55+ 413 61 120 131 100 303 110 56 118 159 77 - 174 239 193 221 3 64 19 390 298 115 56 357

27% 30% 34% 30% 19% 25% 36% 48% 35% 28% 16% 17% 100% 31% 24% 4% 24% 20% 27% 25% 36% 56% 25%

E E E F IJK K K M P Q U X

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table AGE Page 338

EI Claimant Survey 2016

AGE

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

18-25 118 89 30 3 115 79 39 106 12 - 17 9 1 11 4 31 32 4 9 97 21 89 18 11

8% 9% 5% 3% 8% 7% 9% 9% 4% 7% 9% 2% 3% 11% 11% 11% 11% 12% 7% 13% 8% 8% 9%

D I MN MN MN

26-34 342 187 155 5 337 260 82 280 62 - 55 36 25 74 9 68 53 7 15 301 40 251 61 29

22% 19% 28% 5% 24% 24% 19% 23% 19% 22% 35% 44% 19% 29% 23% 18% 18% 19% 22% 25% 21% 27% 24%

B D KNQRS NPQRS

K

35-54 654 443 211 49 606 476 178 514 140 5 101 44 18 224 13 98 108 11 31 593 61 505 98 50

43% 45% 38% 42% 43% 44% 40% 43% 43% 100% 40% 43% 31% 58% 42% 34% 38% 29% 39% 43% 38% 43% 44% 41%

OPQRS MPQRS

KLMN KL

55+ 413 259 154 59 355 273 140 301 112 - 81 12 13 75 5 94 93 16 23 374 38 334 46 32

27% 26% 28% 50% 25% 25% 32% 25% 34% 32% 12% 23% 19% 18% 32% 33% 42% 29% 27% 24% 28% 21% 26%

E H LN LN LNO LNO L

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table AGE Page 339

EI Claimant Survey 2016

AGE

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

18-25 118 118 118 90 67 19 61 105 34 37 45 18 101 38 81 63 56

8% 8% 8% 8% 8% 8% 7% 8% 8% 7% 9% 9% 8% 8% 8% 7% 8%

26-34 342 342 342 266 200 64 159 309 97 117 124 46 296 134 208 162 180

22% 22% 22% 25% 24% 26% 19% 25% 22% 21% 25% 24% 22% 27% 20% 19% 26%

G O P

35-54 654 654 651 459 349 97 337 543 194 235 202 88 566 224 431 343 312

43% 43% 43% 43% 42% 40% 41% 43% 44% 42% 41% 46% 42% 45% 42% 41% 45%

55+ 413 413 411 264 212 64 268 297 113 165 123 38 375 99 314 275 138

27% 27% 27% 24% 26% 26% 33% 24% 26% 30% 25% 20% 28% 20% 30% 33% 20%

EH L N Q

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table AGE Page 340

EI Claimant Survey 2016

AGE

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

18-25 118 23 7 2 19 20 20 6 48 44 36 21 82 24 - 52 33 22

8% 8% 6% 2% 6% 21% 6% 9% 8% 6% 9% 7% 8% 8% 7% 8% 12%

BCDEGI

26-34 342 45 10 6 115 20 66 24 132 154 88 68 243 55 5 144 103 55

22% 14% 9% 6% 39% 21% 20% 34% 22% 23% 23% 23% 24% 18% 26% 20% 25% 29%

BCDFGI D CD BCDG BCD

35-54 654 131 44 37 105 36 115 37 295 297 151 133 450 124 10 335 158 66

43% 42% 37% 36% 35% 38% 35% 53% 48% 44% 40% 46% 44% 41% 46% 47% 38% 35%

EG EG QR

55+ 413 110 56 56 56 19 128 3 135 186 106 71 237 97 6 177 123 46

27% 36% 48% 56% 19% 20% 39% 4% 22% 27% 28% 24% 23% 32% 28% 25% 30% 24%

EFHI EFHI BEFGHI H H EFHI H M

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table AGE Page 341

EI Claimant Survey 2016

AGE2

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

18-30 294 34 58 63 139 247 47 13 71 102 104 294 - - 127 167 19 43 29 264 249 45 5 288

19% 17% 17% 14% 26% 20% 15% 11% 21% 18% 21% 100% 20% 18% 27% 16% 31% 18% 21% 14% 5% 20%

BCD H H V W

31-59 995 125 217 309 343 800 195 65 196 385 345 - 995 - 365 630 51 187 62 932 795 200 64 930

65% 62% 62% 70% 64% 66% 63% 56% 58% 67% 70% 100% 59% 70% 72% 70% 65% 65% 66% 63% 63% 65%

I HI O

60+ 239 41 74 67 56 172 67 38 70 88 43 - - 239 131 108 1 38 4 231 168 71 32 208

16% 21% 21% 15% 10% 14% 22% 33% 21% 15% 9% 100% 21% 12% 1% 14% 5% 16% 14% 23% 31% 15%

E E F IJK K K P Q S U X

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table AGE Page 342

EI Claimant Survey 2016

AGE2

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

18-30 294 184 110 5 289 201 93 246 48 - 43 33 13 57 7 69 51 7 14 250 43 210 55 28

19% 19% 20% 5% 20% 18% 21% 20% 15% 17% 32% 23% 15% 23% 24% 18% 18% 17% 18% 27% 18% 24% 23%

D KNQS N

31-59 995 642 353 79 916 725 270 786 208 5 164 62 40 279 20 176 169 26 53 899 95 770 148 75

65% 66% 64% 68% 65% 67% 61% 65% 64% 100% 65% 61% 68% 73% 66% 61% 59% 67% 67% 66% 60% 65% 66% 61%

OPQRS PQ

KLMN

60+ 239 152 88 32 207 163 76 169 70 - 47 7 5 48 3 45 65 6 12 216 21 200 20 19

16% 16% 16% 27% 15% 15% 17% 14% 21% 18% 7% 9% 13% 11% 16% 23% 15% 16% 16% 13% 17% 9% 16%

E H L LMN W

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table AGE Page 343

EI Claimant Survey 2016

AGE2

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

18-30 294 294 293 227 172 48 140 267 81 98 111 37 257 113 181 144 150

19% 19% 19% 21% 21% 20% 17% 21% 18% 18% 22% 19% 19% 23% 17% 17% 22%

31-59 995 995 991 692 537 163 531 813 288 352 322 128 867 322 672 545 450

65% 65% 65% 64% 65% 66% 64% 65% 65% 63% 65% 67% 65% 65% 65% 65% 66%

60+ 239 239 237 161 119 34 153 174 71 105 61 26 214 60 179 154 85

16% 16% 16% 15% 14% 14% 19% 14% 16% 19% 12% 13% 16% 12% 17% 18% 12%

H K N Q

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table AGE Page 344

EI Claimant Survey 2016

AGE2

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

18-30 294 47 13 5 71 29 55 19 122 111 91 55 196 62 2 121 92 46

19% 15% 11% 5% 24% 31% 17% 27% 20% 16% 24% 19% 19% 21% 9% 17% 22% 24%

BCDG BCDG D CD CD J

31-59 995 195 65 64 193 62 203 51 405 459 228 202 684 180 18 479 256 116

65% 63% 56% 63% 65% 65% 62% 72% 66% 67% 60% 69% 68% 60% 86% 68% 61% 61%

C N

60+ 239 67 38 32 31 4 70 1 84 112 61 36 132 59 1 108 69 27

16% 22% 33% 31% 11% 5% 21% 1% 14% 16% 16% 12% 13% 20% 5% 15% 17% 14%

EFHI EFGHI EFHI H EFHI FH MO

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table LOCATION Page 345

EI Claimant Survey 2016

LOCATION

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Urban 1219 130 268 356 465 1219 - 72 260 460 421 247 800 172 497 722 70 251 55 1160 976 243 92 1125

80% 65% 77% 81% 86% 100% 62% 77% 80% 85% 84% 80% 72% 80% 80% 99% 94% 58% 81% 81% 77% 91% 79%

B B BC H H HI N R S X

Rural 309 70 82 83 73 - 309 44 77 115 72 47 195 67 126 183 0 17 41 266 236 72 9 300

20% 35% 23% 19% 14% 100% 38% 23% 20% 15% 16% 20% 28% 20% 20% 1% 6% 42% 19% 19% 23% 9% 21%

CDE E IJK K L Q T W

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table LOCATION Page 346

EI Claimant Survey 2016

LOCATION

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Urban 1219 777 442 75 1144 873 347 966 253 5 210 92 47 289 27 252 214 20 63 1086 132 929 178 109

80% 79% 80% 65% 81% 80% 79% 80% 78% 100% 83% 90% 81% 75% 89% 87% 75% 51% 80% 80% 82% 79% 80% 89%

D NPQRS R NQR R R NQR NQR R R V

KLM

Rural 309 201 108 41 268 216 93 236 73 - 44 10 11 94 3 38 72 19 16 279 28 251 45 13

20% 21% 20% 35% 19% 20% 21% 20% 22% 17% 10% 19% 25% 11% 13% 25% 49% 20% 20% 18% 21% 20% 11%

E LOP LOP NOPQS X

KLM

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table LOCATION Page 347

EI Claimant Survey 2016

LOCATION

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Urban 1219 1219 1213 864 666 188 636 1013 351 436 396 153 1066 416 803 650 569

80% 80% 80% 80% 80% 77% 77% 81% 80% 79% 80% 80% 80% 84% 78% 77% 83%

O P

Rural 309 309 309 216 162 57 188 241 88 119 98 37 271 79 230 192 116

20% 20% 20% 20% 20% 23% 23% 19% 20% 21% 20% 20% 20% 16% 22% 23% 17%

N Q

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table LOCATION Page 348

EI Claimant Survey 2016

LOCATION

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Urban 1219 - 72 92 248 55 248 70 610 541 298 234 842 221 17 563 336 154

80% 62% 91% 84% 58% 75% 99% 100% 79% 78% 80% 83% 74% 81% 80% 80% 81%

CFG CFG CF CEFG CEFG N

Rural 309 309 44 9 47 41 81 0 - 141 82 59 170 79 4 144 82 35

20% 100% 38% 9% 16% 42% 25% 1% 21% 22% 20% 17% 26% 19% 20% 20% 19%

CDEFGH DEGH H DEGH DEH M

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table LANGUAGE Page 349

EI Claimant Survey 2016

LANGUAGE OF SURVEY

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

English 1213 199 39 437 537 976 236 81 265 475 386 249 795 168 506 707 64 237 89 1118 1213 - 92 1120

79% 99% 11% 100% 100% 80% 77% 69% 79% 83% 78% 85% 80% 70% 81% 78% 92% 89% 93% 78% 100% 91% 79%

C C C H N N T X

French 315 2 310 1 1 243 72 36 72 100 106 45 200 71 117 198 6 31 7 308 - 315 9 305

21% 1% 89% \*% \*% 20% 23% 31% 21% 17% 22% 15% 20% 30% 19% 22% 8% 11% 7% 22% 100% 9% 21%

BDE J LM S W

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table LANGUAGE Page 350

EI Claimant Survey 2016

LANGUAGE OF SURVEY

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

English 1213 758 455 83 1129 869 344 1197 15 5 214 86 50 272 23 231 235 38 59 1079 130 935 174 101

79% 77% 83% 72% 80% 80% 78% 100% 5% 100% 84% 84% 86% 71% 74% 80% 82% 97% 75% 79% 82% 79% 78% 83%

I NOPQS N N N N NOPQS

KLM KL

French 315 220 95 33 283 219 96 4 311 - 40 17 8 111 8 60 51 1 20 286 29 245 49 20

21% 23% 17% 28% 20% 20% 22% \*% 95% 16% 16% 14% 29% 26% 20% 18% 3% 25% 21% 18% 21% 22% 17%

H R R KLMQR R R R R

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table LANGUAGE Page 351

EI Claimant Survey 2016

LANGUAGE OF SURVEY

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

English 1213 1213 1209 870 649 173 660 1006 354 439 389 143 1069 399 814 671 542

79% 79% 79% 81% 78% 70% 80% 80% 81% 79% 79% 75% 80% 80% 79% 80% 79%

F F

French 315 315 313 210 180 72 164 248 85 116 105 47 269 97 218 172 144

21% 21% 21% 19% 22% 30% 20% 20% 19% 21% 21% 25% 20% 20% 21% 20% 21%

GH

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table LANGUAGE Page 352

EI Claimant Survey 2016

LANGUAGE OF SURVEY

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

English 1213 236 81 92 251 89 239 64 468 537 307 220 809 237 19 562 318 157

79% 77% 69% 91% 85% 93% 73% 92% 77% 79% 81% 75% 80% 79% 91% 79% 76% 83%

BCGI BCGI BCGI BCGI

French 315 72 36 9 44 7 90 6 142 145 73 72 202 63 2 146 99 33

21% 23% 31% 9% 15% 7% 27% 8% 23% 21% 19% 25% 20% 21% 9% 21% 24% 17%

DEFH DEFH DEFH DEFH

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table QUOTA Page 353

EI Claimant Survey 2016

QUOTA

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1526 200 350 438 538 1217 309 116 337 574 491 294 994 238 622 904 69 267 96 1424 1211 315 101 1423

Unweighted Total 1526 201 351 437 537 1231 295 121 347 535 515 322 989 215 673 853 83 278 93 1427 1205 321 81 1443

ATL - Approved - Regular 137 137 - - - 88 49 19 37 48 33 19 90 28 71 65 - 5 15 120 135 2 4 133

9% 68% 7% 16% 16% 11% 8% 7% 6% 9% 12% 11% 7% 2% 16% 8% 11% 1% 4% 9%

F K P V

QC - Approved - Regular 187 - 187 - - 144 43 24 41 49 71 26 126 35 74 112 4 23 7 179 15 172 6 181

12% 53% 12% 14% 20% 12% 8% 15% 9% 13% 15% 12% 12% 6% 9% 7% 13% 1% 54% 6% 13%

J J U

ON - Approved - Regular 188 - - 188 - 154 34 11 33 76 69 20 130 39 96 93 6 58 4 184 187 1 10 178

12% 43% 13% 11% 9% 10% 13% 14% 7% 13% 16% 15% 10% 9% 22% 4% 13% 15% \*% 10% 13%

L L P Q S V

WEST - Approved - Regular 281 - - - 281 237 43 21 63 110 85 66 185 30 163 118 20 51 29 250 280 1 10 271

18% 52% 19% 14% 18% 19% 19% 17% 22% 19% 13% 26% 13% 29% 19% 31% 18% 23% \*% 10% 19%

N P T V

ATL - Approved - Special 29 29 - - - 25 4 2 11 6 9 11 13 4 10 18 - 3 3 26 29 - 4 24

2% 14% 2% 1% 2% 3% 1% 2% 4% 1% 2% 2% 2% 1% 3% 2% 2% 4% 2%

QC - Approved - Special 51 - 51 - - 37 14 9 10 28 4 5 35 11 20 31 - 3 3 48 7 44 4 46

3% 14% 3% 5% 8% 3% 5% 1% 2% 4% 5% 3% 3% 1% 3% 3% 1% 14% 4% 3%

K K U

ON - Approved - Special 118 - - 118 - 94 23 3 24 43 46 27 77 13 25 92 4 30 5 111 118 - 8 110

8% 27% 8% 8% 3% 7% 7% 9% 9% 8% 6% 4% 10% 6% 11% 5% 8% 10% 8% 8%

H H O

WEST - Approved - Special 98 - - - 98 92 6 6 17 33 42 27 68 3 22 76 14 17 2 96 98 - 10 88

6% 18% 8% 2% 5% 5% 6% 8% 9% 7% 1% 4% 8% 20% 7% 2% 7% 8% 10% 6%

G N N O R S

ATL - Denied - Regular 16 16 - - - 11 5 - 5 7 4 4 9 3 6 9 0 - 0 15 16 - 1 15

1% 8% 1% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%

QC - Denied - Regular 49 - 49 - - 41 8 5 10 14 21 10 34 5 20 30 2 9 0 49 6 44 1 48

3% 14% 3% 3% 4% 3% 2% 4% 3% 3% 2% 3% 3% 3% 3% 1% 3% \*% 14% 1% 3%

U

ON - Denied - Regular 53 - - 53 - 47 6 3 11 15 24 16 33 5 21 33 6 16 2 51 53 0 4 49

3% 12% 4% 2% 3% 3% 3% 5% 5% 3% 2% 3% 4% 8% 6% 2% 4% 4% \*% 4% 3%

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WEST - Denied - Regular 67 - - - 67 54 13 3 23 21 20 24 36 7 39 28 8 13 7 60 67 0 2 65

4% 12% 4% 4% 3% 7% 4% 4% 8% 4% 3% 6% 3% 12% 5% 7% 4% 6% \*% 2% 5%

V

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table QUOTA Page 354

(Continued)

EI Claimant Survey 2016

QUOTA

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

ATL - Denied - Special 19 19 - - - 6 13 - - 13 6 - 13 6 - 19 - - 6 13 19 - - 19

1% 10% 1% 4% 2% 1% 1% 3% 2% 7% 1% 2% 1%

F K M T

QC - Denied - Special 63 - 63 - - 46 17 - 17 29 17 17 23 23 11 51 - 6 - 63 11 51 - 63

4% 18% 4% 6% 5% 5% 3% 6% 2% 10% 2% 6% 2% 4% 1% 16% 4%

F K K M LM O U

ON - Denied - Special 78 - - 78 - 59 20 5 20 29 25 - 69 10 10 69 - - - 78 78 - 15 64

5% 18% 5% 6% 4% 6% 5% 5% 7% 4% 2% 8% 6% 6% 15% 4%

N O X

WEST - Denied - Special 92 - - - 92 81 11 5 16 54 16 22 54 16 33 60 5 33 11 81 92 - 22 71

6% 17% 7% 4% 5% 5% 9% 3% 7% 5% 7% 5% 7% 8% 12% 11% 6% 8% 22% 5%

G K HIK M O Q T X

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table QUOTA Page 355

EI Claimant Survey 2016

QUOTA

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1526 978 548 116 1410 1087 439 1200 326 5 254 102 58 383 30 290 286 39 79 1364 159 1179 222 122

Unweighted Total 1526 1183 343 127 1399 1089 437 1193 333 1 257 107 56 345 37 286 300 45 92 1354 169 1174 214 133

ATL - Approved - Regular 137 137 - 40 97 137 - 134 3 - 24 6 1 32 1 13 32 26 3 132 3 120 14 2

9% 14% 34% 7% 13% 11% 1% 9% 6% 2% 8% 3% 4% 11% 66% 4% 10% 2% 10% 6% 2%

E I M M MOPS NOPQS U X

KLM

QC - Approved - Regular 187 187 - 29 158 187 - 16 171 - 22 9 5 72 6 33 31 - 9 180 7 157 26 4

12% 19% 25% 11% 17% 1% 52% 9% 9% 9% 19% 20% 11% 11% 11% 13% 4% 13% 12% 3%

E H KLQ U X X

ON - Approved - Regular 188 188 - 23 165 188 - 183 5 - 34 12 4 51 3 30 38 2 15 174 14 157 22 9

12% 19% 20% 12% 17% 15% 2% 13% 12% 7% 13% 10% 10% 13% 5% 19% 13% 9% 13% 10% 7%

E I R R R R

WEST - Approved - Regular 281 281 - 14 267 281 - 278 3 - 42 27 3 51 5 38 94 5 14 244 35 216 42 21

18% 29% 12% 19% 26% 23% 1% 17% 27% 5% 13% 17% 13% 33% 13% 18% 18% 22% 18% 19% 17%

D I M MNPR NOPRS M

KM

ATL - Approved - Special 29 - 29 - 29 29 - 29 - - 6 3 4 6 1 4 3 - 1 25 4 24 3 2

2% 5% 2% 3% 2% 2% 3% 7% 2% 3% 1% 1% 1% 2% 3% 2% 1% 2%

QC - Approved - Special 51 - 51 - 51 51 - 6 45 - 10 2 1 5 1 17 7 - 8 50 1 42 6 3

3% 9% 4% 5% \*% 14% 4% 2% 2% 1% 3% 6% 2% 10% 4% 1% 4% 3% 2%

H N LMNQ U

ON - Approved - Special 118 - 118 1 117 118 - 117 1 - 18 9 14 24 3 31 8 1 8 107 11 92 16 9

8% 21% 1% 8% 11% 10% \*% 7% 9% 24% 6% 10% 11% 3% 3% 10% 8% 7% 8% 7% 7%

D I KNQR QR Q

WEST - Approved - Special 98 - 98 - 98 98 - 96 2 - 22 9 11 15 3 23 16 - - 88 10 83 8 7

6% 18% 7% 9% 8% 1% 9% 9% 18% 4% 10% 8% 5% 6% 6% 7% 3% 6%

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ATL - Denied - Regular 16 16 - - 16 - 16 15 1 - 3 1 0 3 1 3 1 - 1 13 2 12 1 3

1% 2% 1% 4% 1% \*% 1% 1% 1% 1% 3% 1% 1% 2% 1% 2% 1% \*% 2%

QC - Denied - Regular 49 49 - 5 45 - 49 6 43 - 9 3 2 13 2 7 8 1 4 42 7 34 9 6

3% 5% 4% 3% 11% 1% 13% 4% 3% 4% 3% 7% 2% 3% 3% 5% 3% 5% 3% 4% 5%

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ON - Denied - Regular 53 53 - 3 51 - 53 53 0 - 8 4 0 13 1 13 6 0 6 41 12 30 10 13

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Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table QUOTA Page 356

(Continued)

EI Claimant Survey 2016

QUOTA

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

WEST - Denied - Regular 67 67 - 2 65 - 67 66 1 - 12 5 2 5 2 17 16 4 4 53 14 43 12 11

4% 7% 2% 5% 15% 6% \*% 5% 5% 3% 1% 8% 6% 6% 10% 5% 4% 9% 4% 5% 9%

I

ATL - Denied - Special 19 - 19 - 19 - 19 19 - - - - - 13 - 6 - - - 19 - 19 - -

1% 4% 1% 4% 2% 3% 2% 1% 2%

QC - Denied - Special 63 - 63 - 63 - 63 11 51 - - 6 - 34 - 17 6 - - 46 17 40 11 11

4% 11% 4% 14% 1% 16% 6% 9% 6% 2% 3% 11% 3% 5% 9%

H Q LPQ Q T VW

ON - Denied - Special 78 - 78 - 78 - 78 78 - - 15 - 10 29 - 10 15 - - 64 15 49 15 15

5% 14% 6% 18% 7% 6% 17% 8% 3% 5% 5% 9% 4% 7% 12%

P KNPQ PQ T V VW

WEST - Denied - Special 92 - 92 - 92 - 92 92 - 5 27 5 - 16 - 27 5 - 5 87 5 60 27 5

6% 17% 7% 21% 8% 100% 11% 5% 4% 9% 2% 7% 6% 3% 5% 12% 4%

LNPQS LNQS Q Q LNQ Q U VX

K

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table QUOTA Page 357

EI Claimant Survey 2016

QUOTA

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1526 1526 1520 1078 826 244 824 1252 439 553 493 190 1336 494 1032 842 684

Unweighted Total 1526 1526 1519 1060 824 251 811 1258 456 544 491 195 1331 505 1021 826 700

ATL - Approved - Regular 137 137 137 92 74 15 86 103 41 52 43 14 123 34 103 89 48

9% 9% 9% 9% 9% 6% 10% 8% 9% 9% 9% 7% 9% 7% 10% 11% 7%

QC - Approved - Regular 187 187 185 118 105 36 94 158 54 68 61 31 156 62 125 94 92

12% 12% 12% 11% 13% 15% 11% 13% 12% 12% 12% 16% 12% 12% 12% 11% 13%

ON - Approved - Regular 188 188 188 135 91 26 90 159 68 58 57 30 158 67 122 92 97

12% 12% 12% 12% 11% 11% 11% 13% 15% 10% 12% 16% 12% 14% 12% 11% 14%

WEST - Approved - Regular 281 281 280 183 133 39 132 224 99 104 69 38 242 107 174 135 145

18% 18% 18% 17% 16% 16% 16% 18% 23% 19% 14% 20% 18% 22% 17% 16% 21%

K P

ATL - Approved - Special 29 29 29 23 15 2 20 22 7 10 10 1 28 7 22 20 8

2% 2% 2% 2% 2% 1% 2% 2% 2% 2% 2% 1% 2% 1% 2% 2% 1%

QC - Approved - Special 51 51 51 37 23 17 29 41 12 23 15 6 45 15 36 30 21

3% 3% 3% 3% 3% 7% 3% 3% 3% 4% 3% 3% 3% 3% 3% 4% 3%

ON - Approved - Special 118 118 117 87 70 17 58 103 29 41 45 10 108 49 69 59 59

8% 8% 8% 8% 8% 7% 7% 8% 7% 7% 9% 5% 8% 10% 7% 7% 9%

WEST - Approved - Special 98 98 97 76 61 20 54 86 26 31 41 9 89 34 64 55 43

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ATL - Denied - Regular 16 16 16 11 11 3 8 14 3 5 7 1 14 6 10 8 7

1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%

QC - Denied - Regular 49 49 49 36 31 12 30 40 13 17 19 7 43 12 38 31 19

3% 3% 3% 3% 4% 5% 4% 3% 3% 3% 4% 4% 3% 2% 4% 4% 3%

ON - Denied - Regular 53 53 53 34 28 9 26 44 16 21 15 6 47 21 33 26 27

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WEST - Denied - Regular 67 67 66 49 36 10 39 55 21 22 23 10 58 18 49 39 28

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ATL - Denied - Special 19 19 19 13 - - 19 6 13 6 - - 19 - 19 19 -

1% 1% 1% 1% 2% 1% 3% 1% 1% 2% 2%

H J

QC - Denied - Special 63 63 63 46 40 11 29 40 17 17 23 11 51 17 46 34 29

4% 4% 4% 4% 5% 5% 3% 3% 4% 3% 5% 6% 4% 3% 4% 4% 4%

GH J M

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table QUOTA Page 358

(Continued)

EI Claimant Survey 2016

QUOTA

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

ON - Denied - Special 78 78 78 64 59 10 49 69 10 34 34 5 74 25 54 49 29

5% 5% 5% 6% 7% 4% 6% 5% 2% 6% 7% 3% 6% 5% 5% 6% 4%

FH F I I L Q

WEST - Denied - Special 92 92 92 76 49 16 60 87 11 43 33 11 81 22 71 60 33

6% 6% 6% 7% 6% 7% 7% 7% 2% 8% 7% 6% 6% 4% 7% 7% 5%

I I N Q

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table QUOTA Page 359

EI Claimant Survey 2016

QUOTA

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1526 309 116 101 295 96 329 69 609 682 379 291 1010 300 21 706 417 189

Unweighted Total 1526 295 121 81 296 93 345 83 623 694 362 297 1007 301 20 725 409 181

ATL - Approved - Regular 137 49 19 4 - 15 32 - 59 60 42 22 81 33 2 67 36 13

9% 16% 16% 4% 16% 10% 10% 9% 11% 7% 8% 11% 9% 10% 9% 7%

D D

QC - Approved - Regular 187 43 24 6 - 7 52 4 89 81 47 42 125 40 1 100 47 20

12% 14% 20% 6% 7% 16% 6% 15% 12% 12% 14% 12% 13% 5% 14% 11% 10%

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ON - Approved - Regular 188 34 11 10 - 4 33 6 114 93 41 34 143 26 4 95 45 23

12% 11% 9% 10% 4% 10% 9% 19% 14% 11% 12% 14% 9% 19% 13% 11% 12%

BCFGH N

WEST - Approved - Regular 281 43 21 10 - 29 56 20 148 135 58 41 193 49 3 146 67 25

18% 14% 18% 10% 31% 17% 29% 24% 20% 15% 14% 19% 16% 14% 21% 16% 13%

BDG BDG BDG

ATL - Approved - Special 29 4 2 4 29 3 7 - - 10 11 4 16 9 - 11 9 3

2% 1% 2% 4% 10% 3% 2% 2% 3% 1% 2% 3% 2% 2% 2%

BCFG

QC - Approved - Special 51 14 9 4 51 3 28 - - 27 12 10 26 15 - 27 15 4

3% 5% 8% 4% 17% 3% 8% 4% 3% 3% 3% 5% 4% 4% 2%

BCDFG

ON - Approved - Special 118 23 3 8 118 5 17 4 - 51 30 22 69 23 3 45 36 17

8% 8% 3% 8% 40% 5% 5% 6% 7% 8% 8% 7% 8% 14% 6% 9% 9%

BCDFGH

WEST - Approved - Special 98 6 6 10 98 2 16 14 - 39 23 27 62 18 1 40 30 18

6% 2% 5% 10% 33% 2% 5% 20% 6% 6% 9% 6% 6% 5% 6% 7% 10%

BCDFGH BCFG

ATL - Denied - Regular 16 5 - 1 - 0 3 0 7 6 4 3 12 2 0 8 5 1

1% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 2% 1% 1% 1%

QC - Denied - Regular 49 8 5 1 - 0 15 2 25 21 10 14 35 11 1 25 14 6

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ON - Denied - Regular 53 6 3 4 - 2 11 6 29 26 11 9 38 9 - 23 16 5

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WEST - Denied - Regular 67 13 3 2 - 7 16 8 30 31 14 14 39 15 1 27 17 11

4% 4% 3% 2% 7% 5% 12% 5% 5% 4% 5% 4% 5% 4% 4% 4% 6%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table QUOTA Page 360

(Continued)

EI Claimant Survey 2016

QUOTA

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

ATL - Denied - Special 19 13 - - - 6 6 - - 6 6 - 6 13 - 13 - -

1% 4% 7% 2% 1% 2% 1% 4% 2%

G G M

QC - Denied - Special 63 17 - - - - 6 - 40 29 17 11 40 6 - 11 29 11

4% 6% 2% 7% 4% 5% 4% 4% 2% 2% 7% 6%

G G N P P

ON - Denied - Special 78 20 5 15 - - 20 - 34 44 20 10 49 20 5 34 20 15

5% 6% 4% 15% 6% 6% 6% 5% 3% 5% 7% 23% 5% 5% 8%

BCGI L MN PQ

WEST - Denied - Special 92 11 5 22 - 11 11 5 33 22 33 27 76 11 - 33 33 16

6% 4% 5% 22% 11% 3% 8% 5% 3% 9% 9% 8% 4% 5% 8% 9%

BCFGHI BCGI BG BG J J N P P

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CHANNELS Page 361

EI Claimant Survey 2016

CHANNEL. NUMBER OF CHANNELS USED

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

None 42 3 11 12 15 38 3 4 14 15 9 5 34 2 14 28 - 5 1 41 32 10 1 40

3% 2% 3% 3% 3% 3% 1% 3% 4% 3% 2% 2% 3% 1% 2% 3% 2% 1% 3% 3% 3% 1% 3%

One 457 65 102 126 164 364 93 39 93 168 156 85 301 71 199 258 16 67 33 422 365 92 17 439

30% 32% 29% 29% 31% 30% 30% 33% 28% 29% 32% 29% 30% 30% 32% 29% 23% 25% 34% 30% 30% 29% 17% 31%

W

Two 642 82 153 182 224 504 138 42 141 260 197 118 403 121 249 393 31 105 39 602 501 142 40 601

42% 41% 44% 42% 42% 41% 45% 36% 42% 45% 40% 40% 40% 51% 40% 43% 44% 39% 40% 42% 41% 45% 39% 42%

M

Three 387 51 83 119 135 313 74 33 89 132 130 86 257 45 161 226 23 90 23 361 315 73 43 345

25% 25% 24% 27% 25% 26% 24% 28% 26% 23% 26% 29% 26% 19% 26% 25% 33% 34% 24% 25% 26% 23% 43% 24%

N X

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CHANNELS Page 362

EI Claimant Survey 2016

CHANNEL. NUMBER OF CHANNELS USED

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

None 42 24 17 2 40 27 14 31 11 - 3 5 - 14 - 12 5 1 1 38 3 29 8 4

3% 2% 3% 2% 3% 2% 3% 3% 3% 1% 5% 4% 4% 2% 3% 1% 3% 2% 2% 4% 3%

One 457 327 130 40 417 352 105 361 96 - 69 37 16 123 10 67 101 12 22 420 35 383 51 22

30% 33% 24% 35% 30% 32% 24% 30% 29% 27% 36% 28% 32% 32% 23% 35% 30% 28% 31% 22% 32% 23% 18%

C G P P WX

Two 642 397 245 51 591 447 195 495 147 - 123 39 17 178 16 105 106 18 39 583 58 490 97 54

42% 41% 45% 44% 42% 41% 44% 41% 45% 49% 38% 30% 47% 52% 36% 37% 47% 49% 43% 36% 42% 44% 45%

MPQ

Three 387 230 157 23 365 262 125 315 73 5 58 21 25 68 5 106 74 8 17 323 64 277 67 42

25% 24% 29% 20% 26% 24% 28% 26% 22% 100% 23% 21% 43% 18% 16% 37% 26% 20% 22% 24% 40% 24% 30% 34%

OPQRS NOQRS NOQRS N T

KLMN KL KL

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CHANNELS Page 363

EI Claimant Survey 2016

CHANNEL. NUMBER OF CHANNELS USED

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

None 42 42 41 - - - 1 - 1 - - - 42 33 9 9 33

3% 3% 3% \*% \*% 3% 7% 1% 1% 5%

O P

One 457 457 454 268 44 17 98 318 437 20 - 189 268 163 294 105 352

30% 30% 30% 25% 5% 7% 12% 25% 100% 4% 99% 20% 33% 28% 12% 51%

D D E EFG J M P

Two 642 642 641 474 397 107 338 548 1 535 107 1 641 300 342 341 301

42% 42% 42% 44% 48% 44% 41% 44% \*% 96% 22% 1% 48% 60% 33% 41% 44%

G IK I L O

Three 387 387 387 337 387 121 387 387 - - 387 - 387 - 387 387 -

25% 25% 25% 31% 47% 49% 47% 31% 78% 29% 38% 46%

BC H H H

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CHANNELS Page 364

EI Claimant Survey 2016

CHANNEL. NUMBER OF CHANNELS USED

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

None 42 3 4 1 6 1 14 - 19 1 - - 30 - - - - -

3% 1% 3% 1% 2% 1% 4% 3% \*% 3%

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One 457 93 39 17 80 33 97 16 203 359 14 - 337 60 - 336 16 -

30% 30% 33% 17% 27% 34% 30% 23% 33% 53% 4% 33% 20% 47% 4%

D D K N Q

Two 642 138 42 40 126 39 143 31 245 260 275 68 395 162 5 295 268 24

42% 45% 36% 39% 43% 40% 43% 44% 40% 38% 72% 23% 39% 54% 23% 42% 64% 13%

L JL MO R PR

Three 387 74 33 43 84 23 75 23 143 62 91 225 250 79 16 76 133 165

25% 24% 28% 43% 28% 24% 23% 33% 24% 9% 24% 77% 25% 26% 77% 11% 32% 87%

BGI J JK MN P PQ

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table PROV Page 365

EI Claimant Survey 2016

PROVINCE

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Newfoundland and Labrador 51 51 - - - 21 30 5 11 21 14 4 35 11 21 30 - 2 8 42 51 - 2 49

3% 26% 2% 10% 4% 3% 4% 3% 2% 4% 5% 3% 3% 1% 9% 3% 4% 2% 3%

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Prince Edward Island 12 12 - - - 5 7 2 1 4 3 2 9 1 6 6 - 1 - 12 12 - - 12

1% 6% \*% 2% 2% \*% 1% 1% 1% 1% 1% 1% 1% \*% 1% 1% 1%

Nova Scotia 71 71 - - - 38 33 10 22 24 15 14 47 10 34 37 - 3 10 61 71 - 3 68

5% 36% 3% 11% 9% 7% 4% 3% 5% 5% 4% 5% 4% 1% 11% 4% 6% 2% 5%

F T

New Brunswick 66 66 - - - 66 - 4 18 24 20 14 34 18 27 39 0 2 6 59 64 2 5 62

4% 33% 5% 3% 5% 4% 4% 5% 3% 8% 4% 4% 1% 1% 6% 4% 5% 1% 4% 4%

V

Quebec 350 - 350 - - 268 82 38 78 119 113 58 217 74 125 224 6 40 10 338 39 310 11 337

23% 100% 22% 27% 32% 23% 21% 23% 20% 22% 31% 20% 25% 8% 15% 11% 24% 3% 98% 11% 24%

J LM S U W

Ontario 439 - - 439 - 356 83 22 87 163 164 63 309 67 152 287 16 105 11 425 437 1 37 402

29% 100% 29% 27% 19% 26% 28% 33% 21% 31% 28% 24% 32% 22% 39% 12% 30% 36% \*% 37% 28%

H L O Q S V

Manitoba 37 - - - 37 28 9 4 13 13 7 12 22 2 16 21 5 5 7 30 36 1 1 36

2% 7% 2% 3% 3% 4% 2% 1% 4% 2% 1% 3% 2% 7% 2% 7% 2% 3% \*% 1% 3%

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Saskatchewan 34 - - - 34 26 8 2 10 8 14 10 20 5 16 18 6 4 4 30 34 - 1 33

2% 6% 2% 3% 2% 3% 1% 3% 3% 2% 2% 3% 2% 8% 2% 4% 2% 3% 1% 2%

Alberta 299 - - - 299 267 32 21 70 122 84 82 193 24 165 134 23 73 23 276 299 0 22 278

20% 56% 22% 10% 18% 21% 21% 17% 28% 19% 10% 26% 15% 32% 27% 24% 19% 25% \*% 22% 19%

G MN N P V

British Columbia 162 - - - 162 144 18 6 25 74 56 33 104 25 57 105 14 32 10 151 162 - 20 142

11% 30% 12% 6% 5% 7% 13% 11% 11% 10% 10% 9% 12% 20% 12% 10% 11% 13% 20% 10%

G HI

Northwest Territories 4 - - - 4 - 4 2 1 - 1 1 2 - 2 1 - - 4 - 4 - - 4

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Yukon Territory 1 - - - 1 1 - - - 0 0 1 - - 0 0 - - - 1 1 - - 1

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Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table PROV Page 366

(Continued)

EI Claimant Survey 2016

PROVINCE

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Nunavut 1 - - - 1 - 1 1 - - - - 1 - - 1 - - 1 - 1 - - 1

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Interstate (SCC 3503) 1 - - - - 1 - - - 1 - - - 1 1 - 1 - - 1 1 - - 1

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Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table PROV Page 367

EI Claimant Survey 2016

PROVINCE

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Newfoundland and Labrador 51 40 12 9 42 40 11 51 - - 7 3 3 14 1 4 11 5 3 48 1 45 5 1

3% 4% 2% 8% 3% 4% 3% 4% 3% 3% 4% 4% 3% 1% 4% 13% 4% 4% 1% 4% 2% 1%

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Prince Edward Island 12 10 2 2 10 10 2 12 - - 4 - - 4 1 1 - 1 1 11 1 10 - 1

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Nova Scotia 71 53 18 16 55 61 10 71 - - 13 2 2 19 - 8 12 13 0 66 5 64 6 2

5% 5% 3% 14% 4% 6% 2% 6% 5% 2% 4% 5% 3% 4% 33% 1% 5% 3% 5% 2% 2%

E G S S S MNPQS

KL

New Brunswick 66 50 17 13 53 55 11 62 4 - 9 5 1 17 1 12 13 7 0 64 2 56 7 2

4% 5% 3% 11% 4% 5% 3% 5% 1% 4% 5% 2% 4% 3% 4% 5% 18% 1% 5% 2% 5% 3% 2%

E I S S NOPQS

KLM

Quebec 350 236 114 34 316 237 112 40 310 - 41 20 8 124 9 74 51 1 21 317 32 273 52 24

23% 24% 21% 29% 22% 22% 26% 3% 95% 16% 20% 14% 32% 29% 25% 18% 3% 26% 23% 20% 23% 23% 20%

H R R KLMQR R KR R R

Ontario 439 242 197 27 412 307 132 432 6 - 75 25 28 117 8 84 67 3 29 386 53 329 64 46

29% 25% 36% 23% 29% 28% 30% 36% 2% 30% 24% 49% 31% 27% 29% 23% 9% 37% 28% 33% 28% 29% 38%

B I R R NOPQR R R R R QR

KL

Manitoba 37 28 9 1 36 31 6 36 1 - 10 2 2 9 0 6 4 - 2 34 3 33 2 2

2% 3% 2% 1% 3% 3% 1% 3% \*% 4% 2% 3% 2% 2% 2% 2% 3% 3% 2% 3% 1% 2%

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Saskatchewan 34 25 9 1 33 28 6 34 - - 10 1 2 4 - 3 9 1 2 31 3 24 6 3

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Alberta 299 208 91 4 296 208 92 295 4 5 51 33 6 25 4 69 83 6 16 259 39 228 43 27

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D I OPQRS N MNO N KMNO N

KLMN

British Columbia 162 80 82 10 152 109 52 161 0 - 32 8 5 47 6 26 33 1 2 143 19 112 38 12

11% 8% 15% 9% 11% 10% 12% 13% \*% 13% 8% 9% 12% 19% 9% 11% 2% 3% 10% 12% 9% 17% 10%

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Northwest Territories 4 4 - - 4 2 2 4 - - - 1 - - - 1 1 - - 3 1 4 - -

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Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table PROV Page 368

(Continued)

EI Claimant Survey 2016

PROVINCE

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Yukon Territory 1 1 - - 1 - 1 1 - - - - - 0 - 0 - - - 1 - 1 - -

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Nunavut 1 1 - - 1 1 - 1 - - - - - 1 - - - - - 1 - 1 - -

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Interstate (SCC 3503) 1 - 1 - 1 - 1 1 - - - 1 - - - - - - - 1 - 1 - -

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Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table PROV Page 369

EI Claimant Survey 2016

PROVINCE

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Newfoundland and Labrador 51 51 51 31 25 3 33 43 13 25 13 6 45 11 40 33 18

3% 3% 3% 3% 3% 1% 4% 3% 3% 4% 3% 3% 3% 2% 4% 4% 3%

F F

Prince Edward Island 12 12 12 10 6 1 9 10 2 5 4 0 11 2 10 9 2

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Nova Scotia 71 71 71 52 36 7 48 48 26 23 21 4 67 17 54 50 21

5% 5% 5% 5% 4% 3% 6% 4% 6% 4% 4% 2% 5% 4% 5% 6% 3%

L Q

New Brunswick 66 66 66 45 33 9 44 44 22 20 21 5 61 16 50 45 21

4% 4% 4% 4% 4% 4% 5% 4% 5% 4% 4% 3% 5% 3% 5% 5% 3%

Quebec 350 350 348 236 199 76 182 278 96 126 117 55 295 105 244 189 160

23% 23% 23% 22% 24% 31% 22% 22% 22% 23% 24% 29% 22% 21% 24% 22% 23%

GH

Ontario 439 439 438 321 249 63 222 377 123 153 152 51 387 162 277 226 213

29% 29% 29% 30% 30% 26% 27% 30% 28% 28% 31% 27% 29% 33% 27% 27% 31%

Manitoba 37 37 36 25 22 7 24 32 6 17 14 2 35 10 27 24 13

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Saskatchewan 34 34 34 20 17 7 19 29 12 9 12 5 29 10 24 19 15

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Alberta 299 299 297 222 169 48 144 250 88 120 85 38 262 115 185 147 153

20% 20% 20% 21% 20% 19% 17% 20% 20% 22% 17% 20% 20% 23% 18% 17% 22%

British Columbia 162 162 162 111 66 22 96 136 50 54 50 21 140 43 119 97 64

11% 11% 11% 10% 8% 9% 12% 11% 11% 10% 10% 11% 10% 9% 11% 12% 9%

E

Northwest Territories 4 4 4 3 2 2 2 3 1 1 2 0 3 1 2 2 2

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Yukon Territory 1 1 1 1 0 0 1 1 - 0 0 - 1 - 1 1 -

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Nunavut 1 1 1 1 1 1 - 1 - - 1 - 1 1 - - 1

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Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table PROV Page 370

(Continued)

EI Claimant Survey 2016

PROVINCE

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Interstate (SCC 3503) 1 1 1 1 1 - - 1 - 1 - - 1 1 - - 1

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table PROV Page 371

EI Claimant Survey 2016

PROVINCE

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Newfoundland and Labrador 51 30 5 2 5 8 11 - 9 23 21 4 30 14 1 25 10 4

3% 10% 4% 2% 2% 9% 3% 1% 3% 6% 2% 3% 5% 5% 4% 3% 2%

DEGI L

Prince Edward Island 12 7 2 - 2 - 1 - 2 3 5 2 8 2 - 5 3 2

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Nova Scotia 71 33 10 3 11 10 18 - 22 29 17 14 34 29 0 39 16 5

5% 11% 9% 2% 4% 11% 5% 4% 4% 5% 5% 3% 10% 2% 6% 4% 3%

DEI EI M

New Brunswick 66 - 4 5 10 6 18 0 33 27 19 8 44 12 1 30 19 5

4% 3% 4% 3% 6% 6% 1% 5% 4% 5% 3% 4% 4% 5% 4% 5% 3%

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Quebec 350 82 38 11 51 10 100 6 154 158 86 77 226 71 2 164 104 42

23% 27% 32% 11% 17% 11% 30% 8% 25% 23% 23% 26% 22% 24% 9% 23% 25% 22%

DEFH DEFH H DEFH DEFH

Ontario 439 83 22 37 118 11 81 16 178 214 102 76 300 78 12 197 117 59

29% 27% 19% 37% 40% 12% 25% 22% 29% 31% 27% 26% 30% 26% 56% 28% 28% 31%

F CF BCFGHI F CF N

Manitoba 37 9 4 1 9 7 4 5 10 13 10 10 26 5 - 13 13 5

2% 3% 3% 1% 3% 7% 1% 7% 2% 2% 3% 3% 3% 2% 2% 3% 3%

Saskatchewan 34 8 2 1 9 4 6 6 10 16 5 9 21 7 1 15 6 6

2% 3% 2% 1% 3% 4% 2% 8% 2% 2% 1% 3% 2% 2% 7% 2% 2% 3%

Alberta 299 32 21 22 37 23 62 23 131 133 66 58 212 40 1 145 76 40

20% 10% 18% 22% 12% 24% 19% 32% 21% 19% 17% 20% 21% 13% 7% 20% 18% 21%

B B BEG BE N

British Columbia 162 18 6 20 44 10 25 14 59 63 45 31 110 40 1 70 49 16

11% 6% 5% 20% 15% 10% 8% 20% 10% 9% 12% 11% 11% 13% 5% 10% 12% 8%

BCG BCG BCGI

Northwest Territories 4 4 2 - - 4 1 - - 2 0 0 0 1 1 2 1 0

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Yukon Territory 1 - - - - - - - 1 - 0 0 - 0 - - - 1

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Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table PROV Page 372

(Continued)

EI Claimant Survey 2016

PROVINCE

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Interstate (SCC 3503) 1 - - - - - - 1 - - 1 - 1 - - 1 - -

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Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CT Page 373

EI Claimant Survey 2016

CLAIM TYPE

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Benefit period not established 249 19 63 78 87 188 61 10 53 121 64 33 159 56 55 194 6 38 17 231 197 51 36 212

16% 10% 18% 18% 16% 15% 20% 9% 16% 21% 13% 11% 16% 24% 9% 21% 9% 14% 18% 16% 16% 16% 36% 15%

B B B F H HIK H L LM O Q X

Regular 963 139 236 242 347 773 190 79 215 338 325 181 634 148 476 487 46 175 62 898 743 220 38 925

63% 69% 67% 55% 64% 63% 62% 68% 64% 59% 66% 62% 64% 62% 76% 54% 66% 65% 64% 63% 61% 70% 38% 65%

D D D J P U W

Sickness major attached 172 19 51 51 51 142 30 18 48 80 25 32 108 31 54 118 7 25 6 164 128 44 26 144

11% 10% 14% 12% 9% 12% 10% 15% 14% 14% 5% 11% 11% 13% 9% 13% 10% 9% 6% 11% 11% 14% 26% 10%

K K K O X

Maternity or parental 125 8 - 64 52 107 17 2 13 33 76 44 81 - 22 103 11 28 7 117 125 - - 125

8% 4% 15% 10% 9% 6% 2% 4% 6% 15% 15% 8% 4% 11% 15% 10% 7% 8% 10% 9%

B B H HIJ M O

Winter fishing 15 14 - - 1 4 11 7 6 1 1 3 8 4 14 1 - - 4 11 15 - - 15

1% 7% \*% \*% 4% 6% 2% \*% \*% 1% 1% 2% 2% \*% 4% 1% 1% 1%

E F JK P

Compassionate care 4 1 - 3 - 4 - - 2 2 - - 4 - 2 2 - 1 - 4 4 - - 4

\*% 1% 1% \*% 1% \*% \*% \*% \*% \*% \*% \*% \*%

Self-employed - Maternity 1 - - 1 - 1 - - - - 1 - 1 - - 1 - 1 - 1 1 - - 1

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CT Page 374

EI Claimant Survey 2016

CLAIM TYPE

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Benefit period not established 249 - 249 - 249 - 249 197 51 5 42 12 10 93 - 55 26 - 5 211 37 169 48 32

16% 45% 18% 57% 16% 16% 100% 16% 12% 17% 24% 19% 9% 7% 15% 23% 14% 21% 26%

MNPQS QS S QS LMPQS LQS T V V

KL K

Regular 963 963 - 102 861 777 186 736 227 - 155 67 18 240 22 154 224 25 57 865 96 760 131 69

63% 98% 88% 61% 71% 42% 61% 70% 61% 66% 31% 63% 71% 53% 78% 64% 72% 63% 60% 64% 59% 57%

E G H M MP MP MP M KLMNP M MP

Sickness major attached 172 - 172 1 171 166 5 127 45 - 31 3 9 24 4 59 28 1 13 158 14 140 19 13

11% 31% 1% 12% 15% 1% 11% 14% 12% 3% 15% 6% 13% 20% 10% 3% 16% 12% 9% 12% 9% 11%

D G LR R KLNQR LR LNR

Maternity or parental 125 - 125 - 125 125 - 122 3 - 25 20 20 25 4 21 6 - 4 115 10 99 19 6

8% 23% 9% 11% 10% 1% 10% 19% 34% 7% 13% 7% 2% 5% 8% 6% 8% 9% 5%

I Q NPQS NOPQS Q Q Q

K

Winter fishing 15 15 - 13 2 15 - 15 - - - - - - - - 2 13 - 14 - 10 5 -

1% 2% 11% \*% 1% 1% 1% 33% 1% 1% 2%

E Q

Compassionate care 4 - 4 - 4 4 - 4 - - 1 - 1 1 - 1 - - - 2 2 2 - 2

\*% 1% \*% \*% \*% \*% 2% \*% \*% \*% 1% \*% 2%

Self-employed - Maternity 1 - 1 - 1 1 - 1 - - - - - - 1 - - - - - 1 - 1 -

\*% \*% \*% \*% \*% 3% 1% \*%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CT Page 375

EI Claimant Survey 2016

CLAIM TYPE

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

==================== =========================== ==================== ============= ============= =============

EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Benefit period not established 249 249 249 194 143 38 151 198 51 102 84 27 221 64 184 157 92

16% 16% 16% 18% 17% 15% 18% 16% 12% 18% 17% 14% 17% 13% 18% 19% 13%

H I I N Q

Regular 963 963 959 648 504 150 497 786 308 340 291 136 827 321 642 505 458

63% 63% 63% 60% 61% 61% 60% 63% 70% 61% 59% 72% 62% 65% 62% 60% 67%

JK M P

Sickness major attached 172 172 170 129 102 34 114 138 38 59 72 11 161 44 128 117 55

11% 11% 11% 12% 12% 14% 14% 11% 9% 11% 15% 6% 12% 9% 12% 14% 8%

I L Q

Maternity or parental 125 125 125 97 71 23 49 117 35 46 42 15 110 61 64 49 76

8% 8% 8% 9% 9% 9% 6% 9% 8% 8% 8% 8% 8% 12% 6% 6% 11%

G O P

Winter fishing 15 15 15 9 5 - 9 12 6 7 2 1 14 4 11 10 5

1% 1% 1% 1% 1% 1% 1% 1% 1% \*% 1% 1% 1% 1% 1% 1%

Compassionate care 4 4 4 2 2 - 4 2 2 - 2 - 4 - 4 4 -

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Self-employed - Maternity 1 1 1 1 1 1 - 1 - - 1 - 1 1 - - 1

\*% \*% \*% \*% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CT Page 376

EI Claimant Survey 2016

CLAIM TYPE

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Benefit period not established 249 61 10 36 - 17 43 6 102 101 77 43 173 44 5 92 75 42

16% 20% 9% 36% 18% 13% 9% 17% 15% 20% 15% 17% 15% 23% 13% 18% 22%

CGH BCFGHI CH C CGH JL P P

Regular 963 190 79 38 - 62 214 46 500 447 221 178 657 184 12 488 242 103

63% 62% 68% 38% 64% 65% 66% 82% 66% 58% 61% 65% 61% 58% 69% 58% 55%

D D D D D BCDFGH K QR

Sickness major attached 172 30 18 26 166 6 56 7 5 74 45 37 85 54 2 66 60 25

11% 10% 15% 26% 56% 6% 17% 10% 1% 11% 12% 13% 8% 18% 9% 9% 14% 13%

I I BFI BCDFGHI BFI I M P

Maternity or parental 125 17 2 - 125 7 10 11 - 51 31 32 87 16 2 56 35 16

8% 6% 2% 42% 7% 3% 15% 7% 8% 11% 9% 5% 10% 8% 8% 8%

BCFGH BCG

Winter fishing 15 11 7 - - 4 4 - 2 7 6 1 8 1 - 5 4 1

1% 4% 6% 4% 1% \*% 1% 2% \*% 1% \*% 1% 1% 1%

I I

Compassionate care 4 - - - 4 - 3 - - 2 1 - 2 1 - 1 - 2

\*% 1% 1% \*% \*% \*% \*% \*% 1%

Self-employed - Maternity 1 - - - - - - - 1 - - 1 1 - - - 1 -

\*% \*% \*% \*% \*%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CCAJ Page 377

EI Claimant Survey 2016

CCAJ

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Not coded 250 23 66 83 78 186 63 11 51 122 66 32 161 57 53 197 5 32 18 232 197 52 36 213

16% 11% 19% 19% 14% 15% 21% 10% 15% 21% 13% 11% 16% 24% 8% 22% 8% 12% 19% 16% 16% 17% 36% 15%

BE BE F H HIK L LM O Q X

Long tenured worker - CCAJ (T) 416 40 88 136 152 332 84 26 87 181 119 19 324 73 190 226 1 70 17 398 335 81 20 396

27% 20% 25% 31% 28% 27% 27% 23% 26% 32% 24% 7% 33% 30% 31% 25% 1% 26% 18% 28% 28% 26% 20% 28%

B K L L Q

Frequent claimant (H) 116 40 34 27 16 75 41 22 37 30 27 5 79 32 57 59 - 16 11 104 83 33 6 110

8% 20% 10% 6% 3% 6% 13% 19% 11% 5% 5% 2% 8% 13% 9% 7% 6% 12% 7% 7% 10% 6% 8%

CDE E F JK JK L L

Occasional claimant (J) 746 98 162 193 292 625 121 57 162 241 281 237 432 78 323 423 64 149 49 693 597 149 38 706

49% 49% 46% 44% 54% 51% 39% 49% 48% 42% 57% 81% 43% 33% 52% 47% 91% 56% 51% 49% 49% 47% 38% 50%

D G IJ MN N R

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CCAJ Page 378

EI Claimant Survey 2016

CCAJ

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Not coded 250 11 239 - 250 8 242 197 52 5 45 13 10 98 1 46 26 - 5 211 39 167 50 32

16% 1% 43% 18% 1% 55% 16% 16% 100% 18% 12% 17% 26% 3% 16% 9% 7% 15% 25% 14% 23% 26%

B F NOPQS OQS OS OQS MOPQS OQS O T V V

KLM KL

Long tenured worker - CCAJ (T) 416 272 144 - 416 380 36 329 87 - 91 37 20 72 9 65 86 7 29 379 37 329 56 31

27% 28% 26% 29% 35% 8% 27% 27% 36% 36% 34% 19% 31% 22% 30% 18% 37% 28% 23% 28% 25% 26%

G NPR NPR N NPR

Frequent claimant (H) 116 115 1 116 - 106 10 83 33 - 8 1 2 39 1 12 34 18 1 109 6 101 12 3

8% 12% \*% 100% 10% 2% 7% 10% 3% 1% 3% 10% 3% 4% 12% 46% 2% 8% 4% 9% 6% 2%

C G KLPS LMOPS NOPQS X

K KLM

Occasional claimant (J) 746 579 167 - 746 594 152 592 154 - 110 52 26 175 19 167 140 14 43 667 78 583 104 55

49% 59% 30% 53% 55% 35% 49% 47% 43% 50% 45% 46% 63% 58% 49% 37% 54% 49% 48% 49% 47% 46%

C G KR KNR

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CCAJ Page 379

EI Claimant Survey 2016

CCAJ

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Not coded 250 250 250 193 139 29 146 198 54 107 78 28 222 70 180 152 98

16% 16% 16% 18% 17% 12% 18% 16% 12% 19% 16% 15% 17% 14% 17% 18% 14%

F F F IK I N Q

Long tenured worker - CCAJ (T) 416 416 413 286 212 73 210 345 135 141 129 54 362 146 270 216 200

27% 27% 27% 26% 26% 30% 26% 27% 31% 25% 26% 28% 27% 30% 26% 26% 29%

Frequent claimant (H) 116 116 116 73 63 14 61 87 37 46 31 14 102 39 77 63 53

8% 8% 8% 7% 8% 6% 7% 7% 8% 8% 6% 7% 8% 8% 7% 8% 8%

Occasional claimant (J) 746 746 743 528 414 129 406 624 213 260 257 94 652 241 505 411 335

49% 49% 49% 49% 50% 53% 49% 50% 49% 47% 52% 50% 49% 49% 49% 49% 49%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CCAJ Page 380

EI Claimant Survey 2016

CCAJ

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

=============================================================== ======================= ======================= =======================

Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Not coded 250 63 11 36 1 18 47 5 98 106 81 34 169 45 5 95 82 33

16% 21% 10% 36% \*% 19% 14% 8% 16% 16% 21% 12% 17% 15% 23% 13% 20% 17%

CEGHI E BCEFGHI CEH CEH E CEH L JL P

Long tenured worker - CCAJ (T) 416 84 26 20 144 17 113 1 152 195 91 87 284 70 5 207 107 46

27% 27% 23% 20% 49% 18% 34% 1% 25% 29% 24% 30% 28% 23% 23% 29% 26% 24%

H H H BCDFGHI H CFHI H

Frequent claimant (H) 116 41 22 6 1 11 22 - 54 49 33 17 78 19 - 63 26 8

8% 13% 19% 6% \*% 12% 7% 9% 7% 9% 6% 8% 6% 9% 6% 4%

EG DEGI E E E

Occasional claimant (J) 746 121 57 38 149 49 148 64 306 331 176 154 480 166 11 341 203 103

49% 39% 49% 38% 51% 51% 45% 91% 50% 49% 46% 53% 47% 55% 54% 48% 49% 54%

B BCDEFGI B

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table NOC\_CODE Page 381

EI Claimant Survey 2016

NOC - NATIONAL OCCUPATIONAL CATEGORIES

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Management occupations 5 - - - 5 5 - 5 - - - - 5 - 5 - - 5 - 5 5 - 5 -

\*% 1% \*% 5% 1% 1% 2% \*% \*% 5%

Business, fianance and administration 254 33 41 75 104 210 44 7 48 109 90 43 164 47 73 181 12 40 15 239 214 40 25 228

occupations 17% 17% 12% 17% 19% 17% 14% 6% 14% 19% 18% 15% 16% 19% 12% 20% 17% 15% 16% 17% 18% 13% 24% 16%

C H H H O

Natural and applied sciences 103 10 20 25 46 92 10 1 13 34 54 33 62 7 71 31 8 29 6 97 86 17 1 101

7% 5% 6% 6% 9% 8% 3% 1% 4% 6% 11% 11% 6% 3% 11% 3% 12% 11% 6% 7% 7% 5% 1% 7%

G H HIJ MN P W

Health occupations 58 6 8 28 16 47 11 1 5 23 28 13 40 5 3 55 2 9 2 56 50 8 7 51

4% 3% 2% 6% 3% 4% 4% 1% 2% 4% 6% 5% 4% 2% 1% 6% 3% 3% 3% 4% 4% 3% 7% 4%

CE H HI O

Occupations in education, law and 383 54 124 117 87 289 94 4 27 160 191 57 279 48 61 322 12 53 22 361 272 111 16 367

social, community and government 25% 27% 36% 27% 16% 24% 31% 3% 8% 28% 39% 19% 28% 20% 10% 36% 17% 20% 23% 25% 22% 35% 16% 26%

services E DE E HI HIJ LN O U

Occupations in art, culture, recreation 31 3 9 8 10 27 3 0 5 10 15 7 20 3 11 20 3 7 2 29 23 8 2 29

and sport 2% 1% 3% 2% 2% 2% 1% \*% 1% 2% 3% 2% 2% 1% 2% 2% 5% 2% 2% 2% 2% 3% 2% 2%

Sales and service occupations 290 26 74 84 106 252 38 34 108 90 55 69 176 45 80 210 16 65 17 270 231 60 19 272

19% 13% 21% 19% 20% 21% 12% 29% 32% 16% 11% 24% 18% 19% 13% 23% 23% 24% 18% 19% 19% 19% 19% 19%

B G JK JK O

Trades, transport and equipment 286 36 51 67 131 214 72 42 94 109 38 51 169 65 237 49 9 38 20 263 235 51 20 264

operators and related occupations 19% 18% 15% 15% 24% 18% 23% 36% 28% 19% 8% 17% 17% 27% 38% 5% 13% 14% 21% 18% 19% 16% 20% 19%

CD JK JK K LM P

Natural resources, agriculture and 39 26 1 3 9 20 19 10 14 11 3 7 26 6 33 6 1 2 6 33 38 1 - 39

related production occupations 3% 13% \*% 1% 2% 2% 6% 9% 4% 2% 1% 2% 3% 2% 5% 1% 2% 1% 7% 2% 3% \*% 3%

CDE F JK K P V

Occupations in manufacturing and 79 5 21 29 23 63 16 11 22 28 17 14 53 12 48 31 5 20 4 75 59 20 5 74

utilities 5% 3% 6% 7% 4% 5% 5% 10% 7% 5% 3% 5% 5% 5% 8% 3% 8% 7% 5% 5% 5% 6% 5% 5%

P

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table NOC\_CODE Page 382

EI Claimant Survey 2016

NOC - NATIONAL OCCUPATIONAL CATEGORIES

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Management occupations 5 - 5 - 5 - 5 5 - 5 - - - - - - - - - 5 - 5 - -

\*% 1% \*% 1% \*% 100% \*% \*%

Business, fianance and administration 254 155 99 8 246 179 75 213 41 - 254 - - - - - - - - 227 26 200 39 15

occupations 17% 16% 18% 7% 17% 16% 17% 18% 13% 100% 17% 17% 17% 17% 12%

D

Natural and applied sciences 103 67 35 1 101 77 25 84 19 - - 103 - - - - - - - 86 17 76 12 15

7% 7% 6% 1% 7% 7% 6% 7% 6% 100% 6% 10% 6% 5% 12%

D

Health occupations 58 18 40 2 56 43 15 50 8 - - - 58 - - - - - - 52 6 36 19 2

4% 2% 7% 2% 4% 4% 3% 4% 3% 100% 4% 4% 3% 9% 2%

B VX

Occupations in education, law and 383 240 143 39 345 256 127 266 117 - - - - 383 - - - - - 338 44 289 59 35

social, community and government 25% 25% 26% 33% 24% 24% 29% 22% 36% 100% 25% 28% 24% 26% 29%

services E H

Occupations in art, culture, recreation 31 22 9 1 30 24 7 23 7 - - - - - 31 - - - - 29 1 23 7 0

and sport 2% 2% 2% 1% 2% 2% 2% 2% 2% 100% 2% 1% 2% 3% \*%

Sales and service occupations 290 154 136 12 278 190 101 230 60 - - - - - - 290 - - - 267 22 234 30 23

19% 16% 25% 11% 20% 17% 23% 19% 18% 100% 20% 14% 20% 13% 19%

B D

Trades, transport and equipment 286 226 60 34 252 228 58 233 53 - - - - - - - 286 - - 254 32 221 42 23

operators and related occupations 19% 23% 11% 29% 18% 21% 13% 19% 16% 100% 19% 20% 19% 19% 19%

C E G

Natural resources, agriculture and 39 38 1 18 21 34 5 38 1 - - - - - - - - 39 - 37 1 29 7 3

related production occupations 3% 4% \*% 15% 2% 3% 1% 3% \*% 100% 3% 1% 2% 3% 2%

C E I

Occupations in manufacturing and 79 57 23 1 78 58 21 59 20 - - - - - - - - - 79 70 9 66 9 5

utilities 5% 6% 4% 1% 6% 5% 5% 5% 6% 100% 5% 6% 6% 4% 4%

D

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table NOC\_CODE Page 383

EI Claimant Survey 2016

NOC - NATIONAL OCCUPATIONAL CATEGORIES

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

==================== =========================== ==================== ============= ============= =============

EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Management occupations 5 5 5 5 5 5 5 5 - - 5 - 5 - 5 5 -

\*% \*% \*% 1% 1% 2% 1% \*% 1% \*% 1% 1%

EGH

Business, fianance and administration 254 254 254 186 142 34 125 222 67 108 75 30 224 99 155 125 129

occupations 17% 17% 17% 17% 17% 14% 15% 18% 15% 20% 15% 16% 17% 20% 15% 15% 19%

Natural and applied sciences 103 103 103 66 48 13 38 94 35 36 27 14 88 50 52 38 65

7% 7% 7% 6% 6% 5% 5% 7% 8% 6% 6% 8% 7% 10% 5% 4% 9%

G O P

Health occupations 58 58 58 48 39 7 33 54 15 17 26 9 49 14 44 35 23

4% 4% 4% 4% 5% 3% 4% 4% 3% 3% 5% 5% 4% 3% 4% 4% 3%

Occupations in education, law and 383 383 382 279 190 48 176 317 117 158 94 60 323 146 237 177 206

social, community and government 25% 25% 25% 26% 23% 20% 21% 25% 27% 29% 19% 31% 24% 30% 23% 21% 30%

services K K O P

Occupations in art, culture, recreation 31 31 31 24 15 7 15 26 10 10 11 4 26 11 19 15 16

and sport 2% 2% 2% 2% 2% 3% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%

Sales and service occupations 290 290 289 206 188 70 190 220 64 78 137 23 268 69 222 199 91

19% 19% 19% 19% 23% 29% 23% 18% 15% 14% 28% 12% 20% 14% 21% 24% 13%

H H H IJ L N Q

Trades, transport and equipment 286 286 283 192 150 40 162 222 97 97 86 38 248 81 205 166 119

operators and related occupations 19% 19% 19% 18% 18% 16% 20% 18% 22% 18% 17% 20% 19% 16% 20% 20% 17%

Natural resources, agriculture and 39 39 39 22 20 4 26 28 13 15 11 3 36 9 30 27 12

related production occupations 3% 3% 3% 2% 2% 2% 3% 2% 3% 3% 2% 2% 3% 2% 3% 3% 2%

Occupations in manufacturing and 79 79 79 51 31 16 54 66 21 35 22 9 70 15 64 55 24

utilities 5% 5% 5% 5% 4% 6% 7% 5% 5% 6% 4% 5% 5% 3% 6% 7% 4%

N

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table NOC\_CODE Page 384

EI Claimant Survey 2016

NOC - NATIONAL OCCUPATIONAL CATEGORIES

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Management occupations 5 - 5 5 - - - - - - - 5 5 - - - - 5

\*% 5% 5% 2% 1% 3%

Business, fianance and administration 254 44 7 25 57 15 39 12 96 114 63 38 178 47 3 118 83 28

occupations 17% 14% 6% 24% 19% 16% 12% 17% 16% 17% 17% 13% 18% 16% 16% 17% 20% 15%

C CG CG C C

Natural and applied sciences 103 10 1 1 23 6 22 8 45 48 26 18 76 10 1 53 21 10

7% 3% 1% 1% 8% 6% 7% 12% 7% 7% 7% 6% 8% 3% 7% 7% 5% 5%

BCD C CD CD N

Health occupations 58 11 1 7 30 2 11 2 14 32 7 16 40 7 - 28 10 14

4% 4% 1% 7% 10% 3% 3% 3% 2% 5% 2% 5% 4% 2% 4% 2% 7%

BCFGHI

Occupations in education, law and 383 94 4 16 50 22 41 12 199 179 112 51 262 77 9 193 107 31

social, community and government 25% 31% 3% 16% 17% 23% 12% 17% 33% 26% 30% 17% 26% 26% 44% 27% 26% 16%

services CDEGH C C C C C CDEGH L L R R

Occupations in art, culture, recreation 31 3 0 2 8 2 5 3 14 15 9 4 20 7 - 10 16 2

and sport 2% 1% \*% 2% 3% 2% 1% 5% 2% 2% 2% 2% 2% 2% 1% 4% 1%

Sales and service occupations 290 38 34 19 76 17 83 16 105 98 63 95 182 63 2 114 83 52

19% 12% 29% 19% 26% 18% 25% 23% 17% 14% 17% 32% 18% 21% 12% 16% 20% 27%

BI BI BI JK P

Trades, transport and equipment 286 72 42 20 34 20 95 9 102 141 64 46 180 57 4 133 72 35

operators and related occupations 19% 23% 36% 20% 11% 21% 29% 13% 17% 21% 17% 16% 18% 19% 19% 19% 17% 18%

E BEHI EHI

Natural resources, agriculture and 39 19 10 - 1 6 16 1 7 18 12 6 23 8 - 19 8 2

related production occupations 3% 6% 9% \*% 7% 5% 2% 1% 3% 3% 2% 2% 3% 3% 2% 1%

EI EI EI

Occupations in manufacturing and 79 16 11 5 17 4 18 5 28 36 23 14 45 22 0 39 17 11

utilities 5% 5% 10% 5% 6% 5% 5% 8% 5% 5% 6% 5% 4% 7% 2% 6% 4% 6%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SAMP\_LANG Page 385

EI Claimant Survey 2016

LANGUAGE

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

English 1202 197 40 432 532 966 236 81 262 469 382 246 786 169 501 700 65 239 91 1105 1197 4 91 1110

79% 98% 11% 99% 99% 79% 76% 69% 78% 82% 78% 84% 79% 71% 81% 77% 93% 89% 95% 77% 99% 1% 90% 78%

C C C H N T V X

French 326 4 310 6 6 253 73 36 75 106 110 48 208 70 121 205 5 29 5 321 15 311 10 315

21% 2% 89% 1% 1% 21% 24% 31% 22% 18% 22% 16% 21% 29% 19% 23% 7% 11% 5% 23% 1% 99% 10% 22%

BDE J L S U W

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SAMP\_LANG Page 386

EI Claimant Survey 2016

LANGUAGE

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

English 1202 751 451 83 1118 859 343 1202 - 5 213 84 50 266 23 230 233 38 59 1070 128 925 173 101

79% 77% 82% 72% 79% 79% 78% 100% 100% 84% 82% 86% 70% 76% 79% 82% 97% 74% 78% 80% 78% 78% 83%

NOPQS N N N N N NOPQS

KLM KL

French 326 227 99 33 294 229 97 - 326 - 41 19 8 117 7 60 53 1 20 295 31 255 50 20

21% 23% 18% 28% 21% 21% 22% 100% 16% 18% 14% 30% 24% 21% 18% 3% 26% 22% 20% 22% 22% 17%

R R LMPQR R R R R

K

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SAMP\_LANG Page 387

EI Claimant Survey 2016

LANGUAGE

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

English 1202 1202 1198 863 644 173 659 996 349 435 387 140 1062 392 809 670 532

79% 79% 79% 80% 78% 70% 80% 79% 80% 79% 78% 74% 79% 79% 78% 79% 78%

F F

French 326 326 324 216 184 72 165 258 90 119 107 50 276 103 223 173 154

21% 21% 21% 20% 22% 30% 20% 21% 20% 21% 22% 26% 21% 21% 22% 21% 22%

GH

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SAMP\_LANG Page 388

EI Claimant Survey 2016

LANGUAGE

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

English 1202 236 81 91 247 91 236 65 462 531 305 220 802 234 19 556 314 157

79% 76% 69% 90% 84% 95% 72% 93% 76% 78% 80% 75% 79% 78% 91% 79% 75% 83%

BCGI CGI BCEGI BCEGI

French 326 73 36 10 48 5 93 5 148 151 76 72 210 66 2 151 104 32

21% 24% 31% 10% 16% 5% 28% 7% 24% 22% 20% 25% 21% 22% 9% 21% 25% 17%

DFH DEFH FH DEFH DEFH

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CTYPE Page 389

EI Claimant Survey 2016

CTYPE - CLAIM TYPE

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Approved 1088 165 237 307 379 873 216 95 236 392 359 201 725 163 482 607 48 192 68 1014 869 219 56 1031

71% 83% 68% 70% 70% 72% 70% 81% 70% 68% 73% 68% 73% 68% 77% 67% 68% 72% 71% 71% 72% 70% 55% 72%

CDE IJ P W

Denied 440 35 112 132 159 347 93 22 101 183 133 93 270 76 141 299 22 76 28 412 344 96 45 395

29% 17% 32% 30% 30% 28% 30% 19% 30% 32% 27% 32% 27% 32% 23% 33% 32% 28% 29% 29% 28% 30% 45% 28%

B B B H H O X

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CTYPE Page 390

EI Claimant Survey 2016

CTYPE - CLAIM TYPE

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Approved 1088 792 296 106 982 1088 - 859 229 - 179 77 43 256 24 190 228 34 58 999 86 891 138 57

71% 81% 54% 92% 70% 100% 71% 70% 70% 75% 74% 67% 78% 65% 80% 87% 73% 73% 54% 76% 62% 47%

C E KNP KNP U WX

Denied 440 186 254 10 430 - 440 343 97 5 75 25 15 127 7 101 58 5 21 366 74 288 85 65

29% 19% 46% 8% 30% 100% 29% 30% 100% 30% 25% 26% 33% 22% 35% 20% 13% 27% 27% 46% 24% 38% 53%

B D OPQRS QR QR QR T V V

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CTYPE Page 391

EI Claimant Survey 2016

CTYPE - CLAIM TYPE

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Approved 1088 1088 1083 751 574 173 564 898 336 387 340 139 950 375 714 575 514

71% 71% 71% 70% 69% 71% 68% 72% 76% 70% 69% 73% 71% 76% 69% 68% 75%

K O P

Denied 440 440 439 329 255 71 260 356 103 168 154 51 388 121 319 267 172

29% 29% 29% 30% 31% 29% 32% 28% 24% 30% 31% 27% 29% 24% 31% 32% 25%

I N Q

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CTYPE Page 392

EI Claimant Survey 2016

CTYPE - CLAIM TYPE

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Approved 1088 216 95 56 295 68 240 48 412 496 264 203 716 214 14 531 285 124

71% 70% 81% 55% 100% 71% 73% 68% 68% 73% 69% 70% 71% 71% 66% 75% 68% 65%

BDI BCDFGHI D

Denied 440 93 22 45 - 28 88 22 198 185 117 89 296 86 7 176 133 66

29% 30% 19% 45% 29% 27% 32% 32% 27% 31% 30% 29% 29% 34% 25% 32% 35%

C CG C

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SERVICE Page 393

EI Claimant Survey 2016

SERVICE LEVEL - Self/Assisted/Full

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Self-serving through entire client 190 16 55 51 67 153 37 8 42 67 73 37 128 26 80 110 6 33 12 178 143 47 1 189

journey 12% 8% 16% 12% 13% 13% 12% 7% 12% 12% 15% 13% 13% 11% 13% 12% 8% 12% 12% 13% 12% 15% 1% 13%

B H W

Using self-service + assistance 496 47 105 162 181 416 79 26 95 184 189 113 322 60 189 307 16 85 22 472 399 97 27 468

32% 23% 30% 37% 34% 34% 26% 22% 28% 32% 38% 39% 32% 25% 30% 34% 23% 32% 23% 33% 33% 31% 26% 33%

B B G HI N

Using full-service 842 137 189 226 290 650 192 82 201 324 230 144 545 154 354 488 48 151 62 776 671 172 73 769

55% 69% 54% 51% 54% 53% 62% 70% 60% 56% 47% 49% 55% 64% 57% 54% 68% 56% 65% 54% 55% 54% 72% 54%

CDE F JK K K LM X

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SERVICE Page 394

EI Claimant Survey 2016

SERVICE LEVEL - Self/Assisted/Full

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Self-serving through entire client 190 137 53 14 176 139 51 140 50 - 30 14 9 60 4 23 38 3 9 182 8 170 19 1

journey 12% 14% 10% 12% 12% 13% 12% 12% 15% 12% 14% 15% 16% 15% 8% 13% 9% 11% 13% 5% 14% 8% 1%

P U WX X

Using self-service + assistance 496 325 170 39 457 375 121 392 103 - 99 50 14 146 11 69 81 9 15 452 43 378 76 40

32% 33% 31% 33% 32% 34% 27% 33% 32% 39% 49% 25% 38% 37% 24% 28% 23% 19% 33% 27% 32% 34% 33%

PQRS MPQRS PQRS

Using full-service 842 515 327 63 779 575 267 670 173 5 125 38 35 177 15 199 166 27 55 731 109 631 129 80

55% 53% 59% 55% 55% 53% 61% 56% 53% 100% 49% 37% 60% 46% 49% 69% 58% 68% 69% 54% 68% 54% 58% 66%

OPQRS L KLNOQ LN KLN KLNO T V

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SERVICE Page 395

EI Claimant Survey 2016

SERVICE LEVEL - Self/Assisted/Full

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Self-serving through entire client 190 190 190 141 - - - 190 190 - - 190 - - 190 - 190

journey 12% 12% 12% 13% 15% 43% 100% 18% 28%

Using self-service + assistance 496 496 494 332 338 79 - 425 148 251 64 - 496 496 - - 496

32% 32% 32% 31% 41% 32% 34% 34% 45% 13% 37% 100% 72%

H K IK

Using full-service 842 842 838 607 490 166 824 639 101 303 430 - 842 - 842 842 -

55% 55% 55% 56% 59% 68% 100% 51% 23% 55% 87% 63% 82% 100%

H H EFH I IJ

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table SERVICE Page 396

EI Claimant Survey 2016

SERVICE LEVEL - Self/Assisted/Full

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Self-serving through entire client 190 37 8 1 26 12 20 6 105 190 - - 179 1 - 179 11 -

journey 12% 12% 7% 1% 9% 12% 6% 8% 17% 28% 18% \*% 25% 3%

DG D D CDEGH N Q

Using self-service + assistance 496 79 26 27 105 22 88 16 225 225 110 41 372 45 3 229 148 8

32% 26% 22% 26% 35% 23% 27% 23% 37% 33% 29% 14% 37% 15% 14% 32% 35% 4%

BCGH BCFGH L L NO R R

Using full-service 842 192 82 73 164 62 220 48 280 266 271 251 461 254 18 300 259 181

55% 62% 70% 72% 56% 65% 67% 68% 46% 39% 71% 86% 46% 85% 86% 42% 62% 96%

I EI EI I I EI I J JK M M P PQ

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CHANNEL\_USE Page 397

EI Claimant Survey 2016

CHANNEL\_USE. Channels used

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1487 197 339 428 523 1182 305 113 324 560 483 289 962 237 609 879 70 263 95 1387 1182 306 99 1386

Unweighted Total 1493 197 345 425 525 1202 291 117 338 524 506 316 964 213 659 834 84 273 92 1395 1177 316 79 1412

EI Specialized Call Centre 828 101 199 249 279 666 162 63 198 302 260 172 537 119 325 504 39 157 46 779 649 180 69 759

56% 51% 59% 58% 53% 56% 53% 56% 61% 54% 54% 59% 56% 50% 53% 57% 56% 60% 48% 56% 55% 59% 69% 55%

1-800 O'Canada 245 20 76 63 87 188 57 33 56 73 80 48 163 34 96 149 14 67 13 230 173 72 15 230

16% 10% 22% 15% 17% 16% 19% 29% 17% 13% 17% 17% 17% 14% 16% 17% 20% 26% 14% 17% 15% 24% 15% 17%

BD IJK U

Office 824 134 182 222 286 636 188 79 190 321 229 140 531 153 347 477 48 149 62 759 660 164 72 751

55% 68% 54% 52% 55% 54% 62% 70% 59% 57% 47% 48% 55% 65% 57% 54% 68% 57% 65% 55% 56% 54% 72% 54%

CDE JK K K LM X

Online 1254 145 278 377 453 1013 241 78 256 463 450 267 813 174 508 746 60 243 74 1175 1006 248 84 1168

84% 74% 82% 88% 87% 86% 79% 69% 79% 83% 93% 92% 85% 73% 83% 85% 85% 92% 78% 85% 85% 81% 85% 84%

B B G H HIJ MN N

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CHANNEL\_USE Page 398

EI Claimant Survey 2016

CHANNEL\_USE. Channels used

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1487 954 534 114 1373 1062 425 1172 316 5 250 97 58 369 31 279 280 39 78 1328 157 1152 215 118

Unweighted Total 1493 1155 338 125 1368 1064 429 1166 327 1 253 103 56 334 38 278 294 45 91 1323 167 1149 210 129

EI Specialized Call Centre 828 509 319 63 765 574 255 644 184 5 142 48 39 190 15 188 150 20 31 721 106 620 128 79

56% 53% 60% 56% 56% 54% 60% 55% 58% 100% 57% 49% 67% 52% 50% 67% 54% 51% 40% 54% 68% 54% 60% 67%

OPQRS S S LNQS S T V

KLMN

1-800 O'Canada 245 150 95 14 230 173 71 173 72 5 34 13 7 48 7 70 40 4 16 218 27 191 34 18

16% 16% 18% 13% 17% 16% 17% 15% 23% 100% 14% 13% 13% 13% 23% 25% 14% 10% 20% 16% 17% 17% 16% 16%

H OPQRS KLNQR

KLMN

Office 824 506 318 61 763 564 260 659 165 5 125 38 33 176 15 190 162 26 54 714 108 617 126 79

55% 53% 60% 54% 56% 53% 61% 56% 52% 100% 50% 39% 57% 48% 49% 68% 58% 66% 69% 54% 69% 54% 59% 67%

OPQRS KLNOQ LN LN KLNO T V

KLMN

Online 1254 798 456 87 1167 898 356 996 258 5 222 94 54 317 26 220 222 28 66 1123 130 961 192 98

84% 84% 85% 76% 85% 84% 84% 85% 82% 100% 89% 96% 92% 86% 86% 79% 79% 71% 85% 85% 83% 83% 89% 83%

D OPQRS PQR NPQRS PQR R

KN K

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CHANNEL\_USE Page 399

EI Claimant Survey 2016

CHANNEL\_USE. Channels used

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1487 1487 1483 1080 828 245 824 1254 439 554 494 190 1297 463 1025 834 653

Unweighted Total 1493 1493 1487 1062 826 252 811 1260 456 545 492 195 1298 475 1018 823 670

EI Specialized Call Centre 828 828 826 681 828 216 484 691 38 311 480 - 828 338 490 490 338

56% 56% 56% 63% 100% 88% 59% 55% 9% 56% 97% 64% 73% 48% 59% 52%

BC FGH GH I IJ O Q

1-800 O'Canada 245 245 244 197 216 245 165 213 - 17 227 - 245 79 166 166 79

16% 16% 16% 18% 26% 100% 20% 17% 3% 46% 19% 17% 16% 20% 12%

GH EGH J Q

Office 824 824 820 602 484 165 824 632 95 299 430 - 824 - 824 824 -

55% 55% 55% 56% 58% 67% 100% 50% 22% 54% 87% 64% 80% 99%

H EH EFH I IJ

Online 1254 1254 1252 947 691 213 632 1254 306 482 466 190 1064 425 829 639 615

84% 84% 84% 88% 83% 87% 77% 100% 70% 87% 94% 100% 82% 92% 81% 77% 94%

G G EFG I IJ M O P

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CHANNEL\_USE Page 400

EI Claimant Survey 2016

CHANNEL\_USE. Channels used

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

=============================================================== ======================= ======================= =======================

Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1487 305 113 99 290 95 316 70 591 682 380 292 982 300 21 707 418 189

Unweighted Total 1493 291 117 79 291 92 336 84 608 694 363 298 981 301 20 726 410 181

EI Specialized Call Centre 828 162 63 69 169 46 183 39 322 254 220 281 530 169 20 286 326 181

56% 53% 56% 69% 58% 48% 58% 56% 55% 37% 58% 96% 54% 56% 95% 40% 78% 96%

F J JK MN P PQ

1-800 O'Canada 245 57 33 15 57 13 58 14 93 16 48 180 142 55 7 81 82 67

16% 19% 29% 15% 20% 14% 18% 20% 16% 2% 13% 62% 14% 18% 32% 12% 20% 35%

FGI J JK P PQ

Office 824 188 79 72 161 62 211 48 276 261 270 251 452 252 18 293 256 181

55% 62% 70% 72% 56% 65% 67% 68% 47% 38% 71% 86% 46% 84% 86% 41% 61% 96%

I EI EI I I EI I J JK M M P PQ

Online 1254 241 78 84 252 74 216 60 526 551 349 277 895 199 20 577 371 182

84% 79% 69% 85% 87% 78% 68% 85% 89% 81% 92% 95% 91% 66% 95% 82% 89% 96%

G G BCG CG BCG J J N N P PQ

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CHANNEL\_NBR Page 401

EI Claimant Survey 2016

CHANNEL\_USE. Nbr of Channels used

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

0 41 3 11 11 15 37 3 4 13 15 9 5 33 2 14 27 - 5 1 40 31 10 1 39

3% 2% 3% 2% 3% 3% 1% 3% 4% 3% 2% 2% 3% 1% 2% 3% 2% 1% 3% 3% 3% 1% 3%

1 439 64 96 123 157 351 88 34 92 163 148 81 288 71 191 248 15 64 31 406 354 85 17 421

29% 32% 27% 28% 29% 29% 29% 29% 27% 28% 30% 27% 29% 30% 31% 27% 21% 24% 32% 28% 29% 27% 17% 30%

2 554 74 126 153 201 436 119 40 114 222 177 98 352 105 223 332 30 86 37 517 439 116 39 515

36% 37% 36% 35% 37% 36% 39% 34% 34% 39% 36% 33% 35% 44% 36% 37% 42% 32% 38% 36% 36% 37% 38% 36%

3+ 494 60 117 152 165 396 98 40 117 175 157 111 322 61 195 299 26 113 27 464 389 105 44 450

32% 30% 34% 35% 31% 32% 32% 34% 35% 30% 32% 38% 32% 25% 31% 33% 37% 42% 29% 33% 32% 33% 43% 32%

N

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CHANNEL\_NBR Page 402

EI Claimant Survey 2016

CHANNEL\_USE. Nbr of Channels used

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

0 41 24 16 2 39 26 14 30 11 - 3 5 - 14 - 12 5 - 1 37 3 28 8 4

3% 2% 3% 2% 3% 2% 3% 2% 3% 1% 5% 4% 4% 2% 1% 3% 2% 2% 4% 3%

1 439 314 125 37 402 336 103 349 90 - 67 35 15 117 10 64 97 13 21 404 33 370 47 21

29% 32% 23% 32% 28% 31% 24% 29% 27% 27% 34% 26% 31% 32% 22% 34% 33% 27% 30% 20% 31% 21% 17%

C P U WX

2 554 347 207 46 508 387 168 435 119 - 108 36 17 158 10 78 97 15 35 507 46 425 85 44

36% 36% 38% 40% 36% 36% 38% 36% 37% 43% 35% 29% 41% 32% 27% 34% 39% 44% 37% 29% 36% 38% 36%

P P P

3+ 494 293 201 31 463 340 154 387 107 5 75 27 26 94 11 137 86 11 22 416 78 357 83 53

32% 30% 37% 27% 33% 31% 35% 32% 33% 100% 29% 27% 45% 24% 36% 47% 30% 28% 28% 30% 49% 30% 37% 43%

OPQRS N LNQRS T V

KLMN K

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CHANNEL\_NBR Page 403

EI Claimant Survey 2016

CHANNEL\_USE. Nbr of Channels used

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

0 41 41 40 - - - - - - - - - 41 33 8 8 33

3% 3% 3% 3% 7% 1% 1% 5%

O P

1 439 439 436 254 38 - 95 306 439 - - 190 249 148 291 101 338

29% 29% 29% 24% 5% 12% 24% 100% 100% 19% 30% 28% 12% 49%

D D E EG M P

2 554 554 553 408 311 17 299 482 - 554 - - 554 251 303 303 251

36% 36% 36% 38% 38% 7% 36% 38% 100% 41% 51% 29% 36% 37%

F F F O

3+ 494 494 493 418 480 227 430 466 - - 494 - 494 64 430 430 64

32% 32% 32% 39% 58% 93% 52% 37% 100% 37% 13% 42% 51% 9%

BC H EGH H N Q

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table CHANNEL\_NBR Page 404

EI Claimant Survey 2016

CHANNEL\_USE. Nbr of Channels used

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

0 41 3 4 1 5 1 13 - 19 - - - 29 - - - - -

3% 1% 3% 1% 2% 1% 4% 3% 3%

1 439 88 34 17 75 31 94 15 196 356 - - 328 53 - 320 16 -

29% 29% 29% 17% 25% 32% 29% 21% 32% 52% 32% 18% 45% 4%

D N Q

2 554 119 40 39 105 37 121 30 202 256 258 - 350 142 3 277 215 14

36% 39% 34% 38% 35% 38% 37% 42% 33% 38% 68% 35% 47% 14% 39% 52% 7%

J MO R PR

3+ 494 98 40 44 111 27 101 26 194 69 123 292 305 105 18 110 186 176

32% 32% 34% 43% 37% 29% 31% 37% 32% 10% 32% 100% 30% 35% 86% 16% 45% 93%

J JK MN P PQ

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_AWARE Page 405

EI Claimant Survey 2016

ST\_AWARE. AWARE/GATHER INFORMATION

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Yes 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_AWARE Page 406

EI Claimant Survey 2016

ST\_AWARE. AWARE/GATHER INFORMATION

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Yes 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_AWARE Page 407

EI Claimant Survey 2016

ST\_AWARE. AWARE/GATHER INFORMATION

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Yes 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_AWARE Page 408

EI Claimant Survey 2016

ST\_AWARE. AWARE/GATHER INFORMATION

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Yes 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_APPLY Page 409

EI Claimant Survey 2016

ST\_APPLY. APPLY

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Yes 1522 200 348 438 535 1213 309 116 333 573 492 293 991 237 618 904 70 267 96 1420 1209 313 99 1421

100% 100% 99% 100% 99% 100% 100% 100% 99% 100% 100% 100% 100% 99% 99% 100% 100% 100% 100% 100% 100% 99% 99% 100%

No 6 - 2 1 3 6 - - 4 2 - 0 3 2 5 1 - 1 - 6 4 2 1 4

\*% 1% \*% 1% \*% 1% \*% \*% \*% 1% 1% \*% \*% \*% \*% 1% 1% \*%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_APPLY Page 410

EI Claimant Survey 2016

ST\_APPLY. APPLY

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Yes 1522 974 548 116 1406 1083 439 1198 324 5 254 103 58 382 31 289 283 39 79 1361 158 1175 223 121

100% 100% 100% 100% 100% 100% 100% 100% 99% 100% 100% 100% 100% 100% 100% 99% 99% 100% 99% 100% 99% 100% 100% 99%

No 6 4 2 - 6 5 1 4 2 - - - - 1 - 1 3 - 0 4 2 5 - 1

\*% \*% \*% \*% \*% \*% \*% 1% \*% 1% 1% 1% \*% 1% \*% 1%

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_APPLY Page 411

EI Claimant Survey 2016

ST\_APPLY. APPLY

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

==================== =========================== ==================== ============= ============= =============

EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Yes 1522 1522 1522 1079 826 244 820 1252 436 553 493 190 1332 494 1029 838 684

100% 100% 100% 100% 100% 100% 100% 100% 99% 100% 100% 100% 100% 100% 100% 100% 100%

No 6 6 - 0 2 0 4 1 3 1 0 - 6 2 4 4 2

\*% \*% \*% \*% \*% \*% \*% 1% \*% \*% \*% \*% \*% \*% \*%

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_APPLY Page 412

EI Claimant Survey 2016

ST\_APPLY. APPLY

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Yes 1522 309 116 99 293 96 323 70 610 677 380 292 1012 300 21 705 417 189

100% 100% 100% 99% 99% 100% 98% 100% 100% 99% 100% 100% 100% 100% 100% 100% 100% 100%

No 6 - - 1 2 - 5 - 0 4 - 0 - - - 2 0 -

\*% 1% 1% 2% \*% 1% \*% \*% \*%

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_FOLLOWUP Page 413

EI Claimant Survey 2016

ST\_FOLLOWUP. FOLLOW-UP

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

Yes 1080 139 236 321 383 864 216 70 228 420 357 227 692 161 424 655 51 203 64 1013 870 210 80 999

71% 69% 68% 73% 71% 71% 70% 60% 68% 73% 73% 77% 70% 67% 68% 72% 73% 76% 67% 71% 72% 67% 79% 70%

H H M

No 448 62 113 118 155 355 93 46 109 155 135 67 303 79 198 250 19 65 32 413 343 105 21 426

29% 31% 32% 27% 29% 29% 30% 40% 32% 27% 27% 23% 30% 33% 32% 28% 27% 24% 33% 29% 28% 33% 21% 30%

JK L

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_FOLLOWUP Page 414

EI Claimant Survey 2016

ST\_FOLLOWUP. FOLLOW-UP

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

Yes 1080 657 423 73 1007 751 329 863 216 5 186 66 48 279 24 206 192 22 51 969 110 839 157 83

71% 67% 77% 63% 71% 69% 75% 72% 66% 100% 73% 65% 82% 73% 78% 71% 67% 57% 64% 71% 69% 71% 70% 68%

B OPQRS R R

KLMN

No 448 321 127 43 405 338 111 338 110 - 68 36 10 105 7 84 93 17 28 396 50 341 67 39

29% 33% 23% 37% 29% 31% 25% 28% 34% 27% 35% 18% 27% 22% 29% 33% 43% 36% 29% 31% 29% 30% 32%

C MO

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_FOLLOWUP Page 415

EI Claimant Survey 2016

ST\_FOLLOWUP. FOLLOW-UP

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

Yes 1080 1080 1079 1080 681 197 602 947 254 408 418 141 939 332 748 607 472

71% 71% 71% 100% 82% 80% 73% 76% 58% 74% 85% 74% 70% 67% 72% 72% 69%

BC GH I IJ

No 448 448 443 - 147 48 222 307 185 147 76 50 399 164 284 235 213

29% 29% 29% 18% 20% 27% 24% 42% 26% 15% 26% 30% 33% 28% 28% 31%

E E JK K

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_FOLLOWUP Page 416

EI Claimant Survey 2016

ST\_FOLLOWUP. FOLLOW-UP

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

Yes 1080 216 70 80 222 64 199 51 434 445 296 233 727 207 18 547 362 171

71% 70% 60% 79% 75% 67% 61% 73% 71% 65% 78% 80% 72% 69% 86% 77% 87% 90%

CG CG G J J P P

No 448 93 46 21 73 32 129 19 176 237 84 59 285 93 3 161 56 18

29% 30% 40% 21% 25% 33% 39% 27% 29% 35% 22% 20% 28% 31% 14% 23% 13% 10%

DE DEI KL QR

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_AWARE\_CH Page 417

EI Claimant Survey 2016

ST\_AWARE\_CHANNEL. Channels for AWARE/GATHER INFORMATION

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

0 173 24 29 47 73 147 26 11 43 70 48 38 106 30 79 94 5 24 7 166 148 25 11 161

11% 12% 8% 11% 14% 12% 9% 10% 13% 12% 10% 13% 11% 12% 13% 10% 8% 9% 8% 12% 12% 8% 11% 11%

1 682 83 158 214 227 541 141 51 148 258 224 111 459 112 284 398 24 101 55 625 537 145 46 635

45% 41% 45% 49% 42% 44% 46% 43% 44% 45% 45% 38% 46% 47% 46% 44% 34% 38% 57% 44% 44% 46% 45% 45%

L

2 380 64 86 102 128 298 82 22 80 153 124 91 228 61 146 235 20 63 19 359 307 73 26 354

25% 32% 25% 23% 24% 24% 27% 19% 24% 27% 25% 31% 23% 26% 23% 26% 28% 24% 20% 25% 25% 23% 26% 25%

M

3+ 292 29 77 76 110 234 59 32 67 94 96 55 202 36 114 178 21 80 15 276 220 72 18 275

19% 15% 22% 17% 20% 19% 19% 28% 20% 16% 20% 19% 20% 15% 18% 20% 30% 30% 16% 19% 18% 23% 18% 19%

J

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_AWARE\_CH Page 418

EI Claimant Survey 2016

ST\_AWARE\_CHANNEL. Channels for AWARE/GATHER INFORMATION

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

0 173 118 56 17 157 125 48 146 27 - 38 11 3 41 1 34 36 3 6 156 17 136 23 15

11% 12% 10% 15% 11% 11% 11% 12% 8% 15% 10% 4% 11% 5% 12% 13% 9% 8% 11% 11% 12% 10% 12%

MO

1 682 454 228 49 632 496 185 531 151 - 114 48 32 179 15 98 141 18 36 619 61 540 93 48

45% 46% 41% 43% 45% 46% 42% 44% 46% 45% 47% 56% 47% 50% 34% 49% 45% 46% 45% 38% 46% 42% 39%

P P P P

2 380 227 154 33 348 264 117 305 76 - 63 26 7 112 9 63 64 12 23 340 40 288 56 36

25% 23% 28% 28% 25% 24% 27% 25% 23% 25% 25% 13% 29% 31% 22% 22% 31% 29% 25% 25% 24% 25% 30%

M M

3+ 292 179 113 17 275 203 89 220 72 5 38 18 16 51 4 95 46 6 14 250 42 216 52 23

19% 18% 21% 15% 20% 19% 20% 18% 22% 100% 15% 17% 27% 13% 15% 33% 16% 15% 17% 18% 26% 18% 23% 19%

OPQRS NOQRS

KLMN KL

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_AWARE\_CH Page 419

EI Claimant Survey 2016

ST\_AWARE\_CHANNEL. Channels for AWARE/GATHER INFORMATION

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

0 173 173 172 105 74 - 43 76 83 40 9 - 173 119 54 54 119

11% 11% 11% 10% 9% 5% 6% 19% 7% 2% 13% 24% 5% 6% 17%

G JK K O P

1 682 682 677 445 254 16 261 551 356 256 69 190 492 225 456 266 416

45% 45% 45% 41% 31% 7% 32% 44% 81% 46% 14% 100% 37% 45% 44% 32% 61%

F F EFG JK K M P

2 380 380 380 296 220 48 270 349 - 258 123 - 380 110 271 271 110

25% 25% 25% 27% 27% 20% 33% 28% 46% 25% 28% 22% 26% 32% 16%

EF F K Q

3+ 292 292 292 233 281 180 251 277 - - 292 - 292 41 251 251 41

19% 19% 19% 22% 34% 74% 30% 22% 59% 22% 8% 24% 30% 6%

H EGH H N Q

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_AWARE\_CH Page 420

EI Claimant Survey 2016

ST\_AWARE\_CHANNEL. Channels for AWARE/GATHER INFORMATION

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

0 173 26 11 11 28 7 48 5 65 - - - 113 23 - 85 33 10

11% 9% 10% 11% 9% 8% 15% 8% 11% 11% 8% 12% 8% 5%

R

1 682 141 51 46 127 55 145 24 280 682 - - 470 127 3 372 158 44

45% 46% 43% 45% 43% 57% 44% 34% 46% 100% 46% 42% 14% 53% 38% 23%

H O O QR R

2 380 82 22 26 77 19 75 20 149 - 380 - 243 93 8 164 120 55

25% 27% 19% 26% 26% 20% 23% 28% 24% 100% 24% 31% 37% 23% 29% 29%

3+ 292 59 32 18 64 15 61 21 117 - - 292 185 56 10 86 106 81

19% 19% 28% 18% 22% 16% 19% 30% 19% 100% 18% 19% 49% 12% 25% 43%

MN P PQ

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_APPLY\_CH Page 421

EI Claimant Survey 2016

ST\_AWARE\_CHANNEL. Channels for APPLY

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

======================= =========== ======================= ================= =========== =========== =========== =========== ===========

Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

0 195 25 51 50 70 139 56 36 47 63 47 34 113 48 95 100 5 41 16 178 147 48 16 179

13% 12% 15% 11% 13% 11% 18% 31% 14% 11% 9% 12% 11% 20% 15% 11% 8% 15% 17% 12% 12% 15% 16% 13%

F IJK M P

1 1012 116 226 300 370 842 170 47 219 380 363 196 684 132 388 624 44 190 51 959 809 202 59 952

66% 58% 65% 68% 69% 69% 55% 41% 65% 66% 74% 67% 69% 55% 62% 69% 63% 71% 53% 67% 67% 64% 58% 67%

B B G H H HIJ N N O

2 300 57 71 78 94 221 79 30 69 128 71 62 180 59 133 167 19 36 27 270 237 63 22 277

20% 29% 20% 18% 17% 18% 26% 25% 21% 22% 14% 21% 18% 25% 21% 18% 27% 13% 28% 19% 20% 20% 22% 19%

DE F K K R

3+ 21 2 2 12 5 17 4 3 2 4 12 2 18 1 6 15 2 1 1 20 19 2 3 18

1% 1% 1% 3% 1% 1% 1% 3% 1% 1% 2% 1% 2% \*% 1% 2% 3% 1% 2% 1% 2% 1% 3% 1%

C

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_APPLY\_CH Page 422

EI Claimant Survey 2016

ST\_AWARE\_CHANNEL. Channels for APPLY

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

=========== =========== =========== =========== =========================================================== =========== =================

Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

0 195 116 79 19 176 145 50 146 49 - 25 15 11 35 3 42 45 8 11 165 29 144 29 22

13% 12% 14% 16% 12% 13% 11% 12% 15% 10% 15% 19% 9% 10% 15% 16% 22% 14% 12% 18% 12% 13% 18%

N

1 1012 665 347 78 933 716 296 802 210 5 178 76 40 262 20 182 180 23 45 923 88 791 151 68

66% 68% 63% 68% 66% 66% 67% 67% 64% 100% 70% 74% 68% 68% 66% 63% 63% 58% 57% 68% 55% 67% 67% 56%

OPQRS S U

KLMN

2 300 185 115 19 281 214 86 234 66 - 47 10 7 77 7 63 57 8 22 267 33 235 41 24

20% 19% 21% 16% 20% 20% 20% 19% 20% 19% 10% 13% 20% 24% 22% 20% 20% 28% 20% 21% 20% 18% 20%

L L L L

3+ 21 12 9 - 21 14 7 19 2 - 3 1 - 9 - 2 4 - 0 10 10 10 2 8

1% 1% 2% 2% 1% 2% 2% 1% 1% 1% 2% 1% 1% 1% 1% 6% 1% 1% 7%

T VW

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_APPLY\_CH Page 423

EI Claimant Survey 2016

ST\_AWARE\_CHANNEL. Channels for APPLY

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

0 195 195 189 127 110 41 101 139 58 60 66 10 185 76 119 109 86

13% 13% 12% 12% 13% 17% 12% 11% 13% 11% 13% 5% 14% 15% 12% 13% 13%

L

1 1012 1012 1012 727 530 142 452 895 328 350 305 179 833 372 640 461 551

66% 66% 66% 67% 64% 58% 55% 71% 75% 63% 62% 94% 62% 75% 62% 55% 80%

G EFG JK M O P

2 300 300 300 207 169 55 252 199 53 142 105 1 299 45 255 254 46

20% 20% 20% 19% 20% 22% 31% 16% 12% 26% 21% 1% 22% 9% 25% 30% 7%

H EFH I I L N Q

3+ 21 21 21 18 20 7 18 20 - 3 18 - 21 3 18 18 3

1% 1% 1% 2% 2% 3% 2% 2% 1% 4% 2% 1% 2% 2% \*%

J Q

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_APPLY\_CH Page 424

EI Claimant Survey 2016

ST\_AWARE\_CHANNEL. Channels for APPLY

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

0 195 56 36 16 52 16 61 5 52 82 36 41 - - - 74 48 31

13% 18% 31% 16% 18% 17% 18% 8% 8% 12% 9% 14% 10% 12% 16%

HI BEFGHI HI HI

1 1012 170 47 59 173 51 159 44 464 470 243 185 1012 - - 502 270 120

66% 55% 41% 58% 59% 53% 48% 63% 76% 69% 64% 63% 100% 71% 65% 63%

C CG CG BCDEFGH

2 300 79 30 22 66 27 105 19 84 127 93 56 - 300 - 125 93 31

20% 26% 25% 22% 22% 28% 32% 27% 14% 19% 25% 19% 100% 18% 22% 16%

I I I I EI I

3+ 21 4 3 3 4 1 4 2 10 3 8 10 - - 21 7 6 8

1% 1% 3% 3% 1% 2% 1% 3% 2% \*% 2% 4% 100% 1% 2% 4%

J J P

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_APPLY\_CH Page 425

EI Claimant Survey 2016

ST\_FOLLOWUP\_CHANNEL. Channels for FOLLOWUP

Language of

Region Location Education Age Gender Newcomers Aboriginals Interview Disability

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Some Post- Yes: No:

Atl. West HS or sec/ Fe- <=5 >5

Total Can QC ON +Terr Urban Rural less HS col. Uni. 18-30 31-59 60+ Male male years years Yes No Eng Fre Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 200 350 439 538 1219 309 116 337 575 492 294 995 239 623 905 70 268 96 1426 1213 315 101 1425

Unweighted Total 1528 201 351 438 537 1233 295 121 347 536 516 322 990 216 674 854 84 279 93 1429 1207 321 81 1445

0 214 33 40 66 75 166 48 27 46 64 74 34 144 36 92 122 13 28 12 199 176 37 13 200

14% 17% 11% 15% 14% 14% 15% 23% 14% 11% 15% 12% 14% 15% 15% 13% 18% 10% 12% 14% 15% 12% 13% 14%

J

1 707 100 164 197 246 563 144 49 157 278 223 121 479 108 284 424 31 112 49 659 562 146 29 678

46% 50% 47% 45% 46% 46% 47% 42% 46% 48% 45% 41% 48% 45% 46% 47% 44% 42% 51% 46% 46% 46% 29% 48%

W

2 418 50 104 117 146 336 82 24 93 164 136 92 256 69 163 255 10 68 23 393 318 99 41 377

27% 25% 30% 27% 27% 28% 27% 20% 28% 29% 28% 31% 26% 29% 26% 28% 14% 25% 24% 28% 26% 32% 41% 26%

3+ 189 17 42 59 71 154 35 17 41 68 59 46 116 27 85 105 16 60 12 176 157 33 18 171

12% 9% 12% 14% 13% 13% 11% 15% 12% 12% 12% 16% 12% 11% 14% 12% 23% 22% 12% 12% 13% 10% 18% 12%

Comparison Groups: BCDE/FG/HIJK/LMN/OP/QR/ST/UV/WX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_APPLY\_CH Page 426

EI Claimant Survey 2016

ST\_FOLLOWUP\_CHANNEL. Channels for FOLLOWUP

Benefit Language of Positive Overall

Type Claim Type Status Application Occupation association Satisfaction

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Spe- Non- App- De- Mgt. Bus. Sci- Hea- Educ. Art/ Sales Trade Nat. Manu. Neu- Dis-

Total Reg cial Freq Freq roved nied Eng Fre Occ. Fin. ence lth Law Cult. /Serv Trans Res. /Util Yes No Sat. tral sat.

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X)

Weighted Total 1528 978 550 116 1412 1088 440 1202 326 5 254 103 58 383 31 290 286 39 79 1365 160 1180 223 122

Unweighted Total 1528 1183 345 127 1401 1090 438 1195 333 1 257 108 56 345 38 286 300 45 92 1355 170 1175 215 133

0 214 135 79 18 195 149 65 174 39 - 25 19 5 52 2 41 47 9 12 185 27 147 39 25

14% 14% 14% 16% 14% 14% 15% 15% 12% 10% 18% 9% 14% 8% 14% 16% 24% 16% 14% 17% 12% 18% 21%

KO

1 707 493 215 63 644 531 176 556 151 - 118 53 28 193 10 114 133 19 39 660 46 600 76 31

46% 50% 39% 55% 46% 49% 40% 46% 46% 46% 51% 49% 50% 34% 39% 47% 48% 49% 48% 29% 51% 34% 25%

C P U WX

2 418 246 172 26 391 285 133 314 104 - 83 21 10 107 16 83 72 8 17 365 53 297 82 39

27% 25% 31% 23% 28% 26% 30% 26% 32% 33% 21% 18% 28% 52% 29% 25% 21% 21% 27% 33% 25% 37% 32%

NPQRS V

KLM

3+ 189 104 85 8 182 124 66 157 32 5 28 10 14 31 2 52 35 2 11 156 34 136 26 27

12% 11% 15% 7% 13% 11% 15% 13% 10% 100% 11% 10% 24% 8% 7% 18% 12% 6% 14% 11% 21% 12% 11% 22%

D OPQRS NOR NOR T V

KLMN

Comparison Groups: BC/DE/FG/HI/JKLMNOPQRS/TU/VWX

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_APPLY\_CH Page 427

EI Claimant Survey 2016

ST\_FOLLOWUP\_CHANNEL. Channels for FOLLOWUP

Self-Service

Number of Self-Service + Assistance Full Service

Service Task Channel Use Channels Used Throughout (no inperson) at Any Point

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EI 1-800

Follow Call O'Can- On- More

Total Aware Apply Up Cent. ada Office line One Two than 2 Yes No Yes No Yes No

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q)

Weighted Total 1528 1528 1522 1080 828 245 824 1254 439 554 494 190 1338 496 1032 842 686

Unweighted Total 1528 1528 1521 1062 826 252 811 1260 456 545 492 195 1333 507 1021 826 702

0 214 214 210 - 35 14 94 124 103 49 22 - 214 111 103 103 111

14% 14% 14% 4% 6% 11% 10% 23% 9% 4% 16% 22% 10% 12% 16%

EF E JK K O

1 707 707 705 547 286 81 293 577 320 277 110 179 528 229 479 300 408

46% 46% 46% 51% 35% 33% 36% 46% 73% 50% 22% 94% 40% 46% 46% 36% 59%

EFG JK K M P

2 418 418 417 362 326 82 256 371 16 215 186 11 406 148 270 259 159

27% 27% 27% 34% 39% 34% 31% 30% 4% 39% 38% 6% 30% 30% 26% 31% 23%

BC GH I I L Q

3+ 189 189 189 171 181 67 181 182 - 14 176 - 189 8 181 181 8

12% 12% 12% 16% 22% 27% 22% 15% 2% 36% 14% 2% 18% 21% 1%

H H H J N Q

Comparison Groups: BCD/EFGH/IJK/LM/NO/PQ

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study

Table ST\_APPLY\_CH Page 428

EI Claimant Survey 2016

ST\_FOLLOWUP\_CHANNEL. Channels for FOLLOWUP

Channels for: AWARE/

Vulnerable Clients GATHER INFORMATION Channels for: APPLY Channels for: FOLLOW-UP

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Low Person Special Abor- Low New All More More More

Total Rural Educ. w/Disa. Benefit iginal online Canad. Other 1 2 than 2 1 2 than 2 1 2 than 2

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Weighted Total 1528 309 116 101 295 96 329 70 610 682 380 292 1012 300 21 707 418 189

Unweighted Total 1528 295 121 81 296 93 345 84 624 694 363 298 1009 301 20 726 410 181

0 214 48 27 13 40 12 69 13 68 108 41 20 120 52 - - - -

14% 15% 23% 13% 14% 12% 21% 18% 11% 16% 11% 7% 12% 17%

EI EI L

1 707 144 49 29 123 49 143 31 304 372 164 86 502 125 7 707 - -

46% 47% 42% 29% 42% 51% 43% 44% 50% 55% 43% 29% 50% 42% 30% 100%

D D DE KL L

2 418 82 24 41 90 23 87 10 159 158 120 106 270 93 6 - 418 -

27% 27% 20% 41% 30% 24% 27% 14% 26% 23% 32% 36% 27% 31% 30% 100%

H CH H H H J J

3+ 189 35 17 18 43 12 30 16 79 44 55 81 120 31 8 - - 189

12% 11% 15% 18% 14% 12% 9% 23% 13% 6% 14% 28% 12% 10% 39% 100%

BG J JK MN

Comparison Groups: BCDEFGHI/JKL/MNO/PQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Phoenix EI Claims Study