



PROBLEM WITH YOUR PAY?
Follow these steps before calling the Union

STEP 1	STEP 2	STEP 3
Inform your section 34 manager	Contact your departmental or agency compensation officer (HR)	If Step 2 fails, call the Client Contact Centre



Call the Client Contact Centre to speak to an agent:
1-855-686-4729, MON-FRI, 7am to 7pm EST.
Outside Canada and the U.S.: 506-424-4330

CASE PRIORITY ORDER
Established by the Client Contact Centre

- 1 NOT RECEIVING FULL PAY**
- 2 PARENTAL LEAVE**
- 3 ACTING PAY**
- 4 RETROACTIVE PAY**
- 5 TRANSFER IN AND OUT**
- 6 RETIREES**

Phoenix Escalation Process for UNE Members

STEP 4

Email us - info@une-sen.org

- YOUR NAME**
- YOUR PRI**
(Personal Record Identifier)
- YOUR DEPARTMENT**
- WRITTEN CONSENT**
(For PSAC to escalate your File to the Pay Centre Contact and/or Client Contact Centre)
- DATE OF RETIREMENT**
- DATES OF PARENTAL LEAVE**
- DATES OF DISABILITY**
(Leaving/returning)



The Union of National Employees
Le Syndicat des employés et employés nationaux

Sick Leave
Members applying for **long-term disability** are required to wait the 13-week period (considered short-term disability) during which time they will need to use their current sick leave credits. If a member does not have sick leave credits necessary for this 13-week period, it may be necessary to apply for **EI (Employment Insurance) sickness benefits**.

Acting Assignments
Members must check in **MyGCHR (My Government of Canada Human Resources)** and ensure their **section 34 manager** approved their acting pay, and then submitted to the **Public Service Pay Centre** for processing prior to escalating to UNE.

Members Changing Departments
The letter of offer from the new employer must be provided to the old department for their human resources department to prepare the necessary paperwork to be sent to the **Public Service Pay Centre**.

Records of Employment (ROE)
ROE can only be provided by **Service Canada**. Members should visit their local Service Canada location or Service Centre, provide their PRI # name and social Insurance number to view their ROE.