



Emergency Salary Advances

Emergency salary advances provide new employees, and employees returning from leave without pay, an advance on their pay until their pay file in Phoenix can be brought up-to-date.

If you are **not** in this situation but are experiencing a pay disruption, please ask for the **Priority Payments** fact sheet.

What is an emergency salary advance?

- The amount of an emergency salary advance is up to 60% of gross pay entitlement; this represents the amount after tax that you would normally receive
- The advance payments must eventually be recovered in Phoenix, since you will have received double payment (approximately) once you receive the money originally owed. Any advance payments will be recovered from your regular pay. The timing of the recovery may not be processed on the same pay as any money owed to you

How do I request an emergency salary advance?

- Tell your manager that you are having a pay issue
- Your manager will confirm that after initial appointment, rehire or return-to-work, you have not received any pay by the **second** payday (because we are paid in arrears)
- Your manager can help you determine the reason for the issue and help you get an emergency salary advance if the required conditions are met.
- Please refer to iService (ESDC) for further information on how to request an [Emergency Salary Advance](#).

If there's a Problem

Report a problem using the [Phoenix feedback form](http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/paye-centre-pay/retroaction-phenix-phenix-feedback-eng.html). (<http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/paye-centre-pay/retroaction-phenix-phenix-feedback-eng.html>)

The Pay Centre will triage requests based on priority. The staff may contact you for more information to resolve your pay issue and to provide a case status update, if requested.

The feedback form will also allow you to request an emergency salary advance. **Your department is responsible for issuing emergency salary advances.**