



Submitting a Claim for Out-of-Pocket Expenses

Government of Canada Claims Process

The Government of Canada wants to ensure that current and former employees who have incurred out-of-pocket expenses because of pay issues are reimbursed in a timely manner.

If you experienced a pay problem after your department, agency or Crown corporation started using the Phoenix pay system and you have incurred out-of-pocket expenses because of incomplete or inaccurate pay, you are invited to submit a claim.

Tip: bundle your eligible expenses

For efficiency of processing and reimbursement, you are encouraged to bundle your eligible expenses as much as possible. You will be able to file another claim if new information comes to light or if more pay problems occur.

What you need to provide:

You will be asked to include a statement of facts upon which your claim is based and to provide supporting documents confirming all disbursements.

To support your claim, gather documents and receipts showing:

- interest charges related to late or missed payments from credit cards, lines of credit, personal loans, car loans, etc.
- NSF (insufficient funds) charges and other financial penalty charges resulting from late or missed payments for household utilities, condo fees, mortgages and other ongoing monthly financial commitments, insurance re-instatement fees, etc.
- interest charges from credit cards, lines of credit and personal loans temporarily used by you to pay mortgage payments, condo fees, rent, personal loan payments, household utilities, and other such expenses, until your pay issue was resolved
- fees, financial penalties or charges for early withdrawal of investments or savings accounts
- pay stubs showing your incomplete or inaccurate pay, letters of offer or other documents to confirm what you should be paid, requests for salary advances, etc.

Who to Contact

Information on how to complete (ESDC) [the claims process](#) can be found on iService.
Keep a copy for your records!