



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

<b>STEP 1</b>	<b>STEP 2</b>	<b>STEP 3</b>
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](mailto: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)

**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.



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