
Policy Manual Update

Subject: Assignment of Benefits (AOB) Related Policies

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BACKGROUND:

Service Canada has made changes within their regional Insurance Processing Operation Centers (IPOC). As a result, Employment Insurance claims and client reporting, as well as Income Support Assignment Of Benefits (AOB) forms will now be done by the Vancouver IPOC serving the Western Provinces and territories. The Winnipeg IPOC has been forwarding AOB forms to Vancouver during the transition period.

The transition has highlighted areas within AOB policy that are being clarified to reduce the number of returned forms from Service Canada.

The following revisions have been made to the AOB policy:

- Provide address for the Vancouver IPOC.
- Clarification that an AOB form is **not completed** for those receiving emergency benefits as a One-time Issue client.
- Clarification to the **Total Amount Paid** definition to list the Repayable benefits that could be excluded from the calculation.
- Change to the **Weekly Amount** calculation. The Weekly Amounts and the Total Amount Paid must be equal. This means that the Weekly Amounts will round down to the nearest dollar for all but the last week; the last week is the amount remaining to make the Total Amount Paid equal the Weekly Amounts when added together.

Note: Training materials will be updated to reflect these changes.

INTENT:

Ensure policy is accurate to reduce the number of forms being returned by Service Canada for inaccurate or incomplete information

POLICY:

The following Expected To Work/Barriers to Full Employment policies have been revised:

[AOB Definitions](#)
[AOB Policy](#)
[AOB Procedures](#)
[Irregularities in the AOB process](#)