

## FREQUENTLY ASKED QUESTIONS

<b>THE CCAA PROCESS .....</b>	<b>4</b>
1. What is the CCAA? .....	4
2. Why is Sears Canada under CCAA protection? .....	4
3. What happens under CCAA proceedings?.....	4
4. Why is the Company closing some of its stores? .....	4
5. Is the Company bankrupt? .....	5
6. Could the Company be sold during this process? Could certain assets be sold?.....	5
7. Who is in charge of Sears Canada during this process? .....	5
<b>EMPLOYEE REPRESENTATIVE COUNSEL AND THE EMPLOYEE REPRESENTATIVE COMMITTEE .....</b>	<b>6</b>
8. What is the Employee Representative Counsel’s role? .....	6
9. I’m an active employee, does this apply to me? .....	6
10. There is no charge to me for UPFH’s services, correct? .....	6
11. I’m represented by a union, does this apply to me? .....	7
12. What if I want my own legal representation? .....	7
13. I’m a retiree, does this apply to me?.....	7
14. I’m an Active or Former Employee with Questions about my Pension .....	7
15. What is the role of the Employee Representative Committee? .....	7
16. Can I act as a Representative on the Employee Representative Committee? ..	8
<b>ACTIVE EMPLOYEES REMAINING AT HEAD OFFICE .....</b>	<b>9</b>
17. What is happening to my job and how long will I continue to be employed? .....	9

18. Will my vacation be affected? .....	9
19. Will my benefits package continue? .....	9
20. I am currently on a leave of absence. How will I be treated? .....	9
21. What is KERP? Why do only certain people get it? .....	9
22. What will happen to my pension?.....	9
23. Who do I contact with additional questions? .....	10
<b>ACTIVE EMPLOYEES AT RETAIL LOCATIONS SCHEDULED TO REMAIN OPEN.</b>	<b>11</b>
24. What is happening to my job and how long will I continue to be employed? ...	11
25. What will happen to the stores that do not close? .....	11
26. Will my vacation be affected?.....	11
27. Will my benefits package continue? .....	11
28. What will happen to my pension?.....	11
29. What is KERP? Why do only certain people get it? .....	11
30. I am currently on a leave of absence. How will I be treated? .....	12
31. Who do I contact with additional questions? .....	12
<b>FORMER EMPLOYEES AT HEAD OFFICE .....</b>	<b>13</b>
32. Will I receive a payment as part of my termination? .....	13
33. Will my benefits package continue? What about my associate discount? .....	13
34. What will happen to my pension?.....	13
35. Will I be eligible for Employment Insurance? How do I get that? .....	14
36. How do I get a copy of my ROE? .....	14
37. I believe I have a claim for further compensation, what should I do? .....	15
<b>FORMER EMPLOYEES AT RETAIL LOCATIONS WHICH ARE CLOSING .....</b>	<b>16</b>
38. Will I receive a payment as part of my termination? .....	16
39. What will happen to my benefits? My associate discount?.....	16

40. How will my vacation be affected? .....	16
41. Can I get a job at another Sears location? .....	17
42. I am currently receiving long-term disability benefits, will these be impacted? .....	17
43. I am currently receiving long-term disability benefits; will my Health, Dental and Life Insurance coverage be impacted? .....	17
44. I am currently on a leave of absence, am I required to return to work? .....	18
45. Will I be eligible for Employment Insurance? How do I get that? .....	18
46. How do I get a copy of my ROE? .....	18
47. I believe I have a claim for further compensation, what should I do? .....	19
<b>FORMER EMPLOYEES IN RECEIPT OF SALARY CONTINUANCE WHICH ENDED ON JUNE 22, 2017 .....</b>	<b>20</b>
48. I was on salary continuance prior to the Company filing under CCAA, what will happen to my salary continuance? .....	20
49. What will happen to my benefits? .....	20
50. I was in receipt of salary continuance prior to June 22, 2017; will the Company update my Record of Employment so I can obtain Employment Insurance? .....	20
51. I believe I have a claim for further compensation, what should I do? .....	21
<b>UPDATES .....</b>	<b>22</b>
52. Where can I find updates on the CCAA Process? .....	22
<b>ADDITIONAL QUESTIONS .....</b>	<b>22</b>
53. How do I contact Employee Representative Counsel? .....	22

## THE CCAA PROCESS

### 1. What is the CCAA?

The *Companies' Creditors Arrangement Act* or the "CCAA" is a federal statute in Canada that enables companies to restructure or wind down their business under the supervision of the courts. This is similar to a bankruptcy proceeding in that a corporation must be insolvent, but it allows companies to partake in a more orderly restructuring or wind-down.

As a company under these CCAA Proceedings, Sears Canada is protected from creditors enforcing debts, and no individual or body may take any legal action against the Company. A third party, FTI Consulting, the "Monitor", has been appointed by the Court to oversee the business and financial affairs of Sears Canada and report to the Court on a regular basis.

### 2. Why is Sears Canada under CCAA protection?

While major initiatives over the last two years to reinvent the business have started to gain traction, the Company faces short term liquidity pressures that prevent it from continuing its restructuring efforts outside of a CCAA proceeding. CCAA protection provides companies the time and "breathing room" to restructure with the intent of emerging significantly stronger than they were, and better positioned to thrive in the future.

### 3. What happens under CCAA proceedings?

As part of the CCAA proceedings, the Court grants a "stay of proceedings", which prevents creditors, such as lenders and suppliers, from taking action against Sears Canada, giving the company time and stability to restructure its business in an orderly manner while continuing the day-to-day operations.

The Court appoints a Monitor under the CCAA to oversee the activities of Sears Canada and to assist the stakeholders with the CCAA process. FTI Consulting Canada Inc. has been appointed as the Monitor and their website is available [here](#).

### 4. Why is the Company closing some of its stores?

The Company announced the closure of some stores as part of its continued strategic approach to improving profitability and managing and optimizing its store footprint.

Over the last several months the Company has worked to reposition its brand and business to adjust to the changing retail landscape and evolving consumer preferences.

**5. Is the Company bankrupt?**

No, the Company is not bankrupt. After much consideration, the Company has decided to file for CCAA protection while it restructures its operations with the intent to emerge as a successful, going concern business. One of the objectives of CCAA protection is to avoid bankruptcy and have the business emerge as a stronger, more competitive company that is positioned to thrive. For that reason, CCAA is sometimes referred to as 'Bankruptcy Protection'.

**6. Could the Company be sold during this process? Could certain assets be sold?**

The Company intends to complete its restructuring and to emerge from its CCAA proceedings as a going concern business. The Company plans to evaluate all available options during its restructuring proceedings with a view to emerging as a profitable enterprise, and it is possible that during the CCAA proceedings the Company will sell some or all of its assets. On July 13, 2017 the Company received permission from the Court to commence a process to solicit expressions of interest from parties who may want to invest in and/or purchase all or part of the Company. A possible outcome of the CCAA proceedings is that the Company is sold to a purchaser. This Sale Process will allow the Company and the Monitor to evaluate potential options to sell some or all of the Company's assets.

**7. Who is in charge of Sears Canada during this process?**

Sears Canada remains in control of its operations, subject to the oversight of the Court and the Court-appointed Monitor. Sears Canada's leadership team will work with the Monitor, counsel, and other stakeholders as it restructures.

## **EMPLOYEE REPRESENTATIVE COUNSEL AND THE EMPLOYEE REPRESENTATIVE COMMITTEE**

### **8. What is the Employee Representative Counsel's role?**

Ursel Phillips Fellows Hopkinson LLP (“UPFH”) was appointed by the Superior Court of Justice as the legal representative to represent the employment interests of the non-unionized Active Employees and Former Employees on June 22, 2017. On July 13, 2017, the Employee Representative Counsel Order was issued by Justice Hainey of the Ontario Superior Court (Commercial List).

The Order defined the mandate of Employee Representative Counsel as acting for non-unionized Active and Former employees with respect to the CCAA proceedings. “Active Employees” is defined as all non-union employees of Sears Canada employed as of June 22, 2017, including such employees on authorized leaves of absence; “Former Employees” is defined as all non-union employees of Sears Canada who (i) received notice of termination of employment dated June 22, 2017; or (ii) received notice of cessation of severance payments dated June 22, 2017; excluding the senior management of Sears Canada.

Our firm has been appointed to deal with matters specific to the CCAA Proceedings including, without limitation, with respect to any settlement or compromise of rights, entitlements or claims of Active and Former Employees in these CCAA Proceedings, should such occur. Employee Representative Counsel will also be authorized to apply to the Court for advice and directions in respect of our appointment or the fulfillment of our duties in carrying out the provisions of the Employee Representative Counsel Order or to vary our powers and duties.

UPFH has worked in past insolvencies including Air Canada (2004) and Essar Steel Algoma Inc. (ongoing).

### **9. I'm an active employee, does this apply to me?**

Please note for Active Employees, all regular inquiries and communications about your ongoing employment should continue to be directed to your appropriate human resources representative.

If you have questions about the CCAA Proceedings, please check our website [here](#) for further information, where you will also find an email address for us, as well as other helpful webpages.

### **10. There is no charge to me for UPFH's services, correct?**

That is correct, yes. The fees and expenses of UPFH will be paid by Sears Canada. The legal costs of UPFH will not be charged to any individual employee. This arrangement is common in insolvency proceedings and has been approved by the

Court in this case. UPFH is obliged to act solely in the best interests of the employees. We do not work for, report to, or take instruction from the Company.

**11. I'm represented by a union, does this apply to me?**

If you are in a union now, or were in a union when you worked for the Company, your union continues to represent you in your employment matters. Questions about these CCAA proceedings and any employment issues should first be directed to your union representatives.

**12. What if I want my own legal representation?**

An opt-out process has also been established if you do not wish our firm to represent your employment interests. Please note that legal representation by our firm is free of direct cost to you, but if you wish to opt out of representation and retain your own counsel, you would be personally liable for the costs of your legal representation. If you wish to opt out, there will be an opt-out process which you will be notified of shortly.

**13. I'm a retiree, does this apply to me?**

We are the Court appointed Employee Representative Counsel for Active and Former Employees. There is a specific Representative Counsel for Pensions and Post-Retirement Benefits, Koskie Minsky LLP, and they can be reached at <https://kmlaw.ca/cases/sears-canada/>, by email: [searsrepcounsel@kmlaw.ca](mailto:searsrepcounsel@kmlaw.ca) or Toll-Free: 1-800-244-7120.

The mandate of Representative Counsel for Pensions and Post-Retirement Benefits is to represent the interests of the non-unionized retirees and non-unionized active and former employees of Sears Canada solely with respect to (i) entitlements under the Sears Registered Retirement Plan and the Supplemental Plan, and any other pension or retirement plan of the Sears Canada Entities, and (ii) other post-employment benefits entitlements in the CCAA proceedings and excludes the senior management of Sears Canada.

**14. I'm an Active or Former Employee with Questions about my Pension**

Please see the answer to #13 above.

**15. What is the role of the Employee Representative Committee?**

UPFH was tasked with identifying five individuals from across Canada to represent the employees' interests and provide instructions to us.

Some of the key roles of the Representatives are to:

- liaise with, speak for and act in the best interest of all Sears Canada employees, particularly in one's geographic regions;

- receive advice from and give instruction to legal counsel;
- advance claims against the estate, and to settle those claims where appropriate.

The Representatives are volunteers and are not paid for taking on this role, although their expenses associated with travel or communications will be reimbursed.

#### **16. Can I act as a Representative on the Employee Representative Committee?**

On July 13, 2017, Justice Hainey was provided with an Affidavit of Ashley Schuitema, an Associate of UPFH, affirmed on July 12, 2017, advising the Court that an Employee Representative Committee has been established. A copy of the Affidavit is available on our [website](#).

The Employee Representative Committee is composed of three Active and two Former Employees, with regional representation from across Canada and with bilingual membership. The members possess various levels of experience and service with the Company, an array of knowledge about the workings of the Company, and a good knowledge of the concerns and interests of their fellow employees. Our Committee Members are: Paul Webber, Nancy Demeter, Sara Sawyer, Sheena Wrigglesworth and Barb Wilser.

If you are interested in being considered for the Employee Representative Committee in the future, please complete the Questionnaire available on our website. In the event of a vacancy on the Committee, it will be very helpful for us to have these expressions of interest.



## **ACTIVE EMPLOYEES REMAINING AT HEAD OFFICE**

The Company has advised us of the following information:

### **17. What is happening to my job and how long will I continue to be employed?**

As part of the Company's restructuring, it has made the unfortunate decision to reduce its overall size and scope, which is why it has decided to close certain stores and had to let associates go at head office. Of course, the Company will advise employees of any impact to other employees as circumstances develop.

### **18. Will my vacation be affected?**

Associates will continue to earn vacation in accordance with Sears Canada's normal policies and procedures. All vacation time remains subject to prior approval.

### **19. Will my benefits package continue?**

If you are presently participating in Sears Canada's group benefit plans, your coverage will continue unless otherwise notified.

### **20. I am currently on a leave of absence. How will I be treated?**

Associates on leaves of absence will be treated the same as active employees. If your leave of absence is a disability leave of absence, at this time, you will continue to receive any disability payments that you have been approved for, your benefits will continue as per the program in place at this time provided you continue to make any required payments for your coverage. At the end of your disability period, please contact your HR Representative.

Associates in receipt of insured long-term disability benefits will continue to be governed by the terms and conditions of the applicable insurance plan(s).

### **21. What is KERP? Why do only certain people get it?**

The Key Employee Retention Plan ("KERP") is a Court-approved plan that creates incentives for certain key employees to remain with the Company through the CCAA Proceedings and to achieve a going concern outcome for the business. Additionally some key employees have been incentivized to help facilitate the successful closure of the relevant stores and an orderly exit from the premises.

### **22. What will happen to my pension?**

Please refer to the Pension Plan and Retiree Benefits FAQ found on the [Monitor's website](#) for questions relating to your pension.

In addition, Representative Counsel for Pensions and Post-Retirement Benefits, Koskie Minsky LLP, has a mandate to deal with pension and post-retirement benefits and can be reached at their website [here](#), or at searsrepconseal@kmlaw.ca, or at 1-800-244-7120.

### **23. Who do I contact with additional questions?**

For regular business questions, continue to speak to your manager.

For questions about updating your personal information, benefits or pension plans that you participate in or any other payroll related questions, please speak to your local HR representative.

For questions about specific benefit coverage levels, please see the information posted on my.sears.ca under My Health, or visit mysunlife.ca, or contact **Sun Life Financial at 1-888-206-4570**.

For questions or to make changes to your DC pension plan, please visit mysunlife.ca or call **Sun Life Financial at 1-888-206-4570**.

Should you receive inquiries from the media, please refer them to **Vincent Power at 416-941-4422**.

For questions about the CCAA proceeding, please visit Employee Representative Counsel website [here](#). They can also be contacted at **SearsCanadaEmployees@upfhlaw.ca or at 1-844-855-8352**.

## **ACTIVE EMPLOYEES AT RETAIL LOCATIONS SCHEDULED TO REMAIN OPEN**

The Company has advised us of the following information:

### **24. What is happening to my job and how long will I continue to be employed?**

The Company's current restructuring plans only provide for the closing of a limited number of stores. It anticipates that most if not all associates in its other stores will continue in the normal course with their employment. The Company will, of course, communicate regularly with associates in respect of any developments.

### **25. What will happen to the stores that do not close?**

For the remaining stores across Canada and online it currently remains business as usual. Of course, the Company will advise employees of any impact to them as circumstances develop.

### **26. Will my vacation be affected?**

Associates will continue to earn vacation in accordance with Sears Canada's normal policies and procedures. All vacation time remains subject to prior approval.

### **27. Will my benefits package continue?**

If you are presently participating in the Company's group benefit plans, your coverage will continue, unless otherwise notified.

### **28. What will happen to my pension?**

Please refer to the Pension Plan and Retiree Benefits FAQ found on the [Monitor's website](#) for questions relating to your pension.

In addition, Representative Counsel for Pensions and Post-Retirement Benefits, Koskie Minsky LLP, has a mandate to deal with pension and post-retirement benefits and can be reached at their website [here](#), or at searsrepcounsel@kmlaw.ca, or at 1-800-244-7120.

### **29. What is KERP? Why do only certain people get it?**

The Key Employee Retention Plan ("KERP") is a Court-approved plan that creates incentives for certain key employees to remain with the Company through the CCAA Proceedings and to achieve a going concern outcome for the business. Additionally some key employees have been incentivized to help facilitate the successful closure of the relevant stores and an orderly exit from the premises.

**30. I am currently on a leave of absence. How will I be treated?**

Associates on leaves of absence will be treated the same as active employees. If your leave of absence is a disability leave of absence, at this time, you will continue to receive any disability payments that you have been approved for, your benefits will continue as per the program in place at this time provided you continue to make any required payments for your coverage. At the end of your disability period, please contact your HR Representative.

Associates in receipt of insured long-term disability benefits will continue to be governed by the terms and conditions of the applicable insurance plan(s).

**31. Who do I contact with additional questions?**

For regular business questions, continue to speak to your manager.

For questions about updating your personal information, benefits or pension plans that you participate in or any other payroll related questions, please speak to your local HR representative.

For questions about specific benefit coverage levels, please see the information posted on [my.sears.ca](http://my.sears.ca) under My Health, or visit [mysunlife.ca](http://mysunlife.ca), or contact **Sun Life Financial at 1-888-206-4570**.

For questions or to make changes to your DC pension plan, please visit [mysunlife.ca](http://mysunlife.ca) or call **Sun Life Financial at 1-888-206-4570**.

Should you receive inquiries from the media, please refer them to **Vincent Power at 416-941-4422**.

For questions about the CCAA proceeding, please visit Employee Representative Counsel website [here](#). They can also be contacted at **SearsCanadaEmployees@upfhlaw.ca** or at **1-844-855-8352**.

## **FORMER EMPLOYEES AT HEAD OFFICE**

The Company has advised us of the following information:

### **32. Will I receive a payment as part of my termination?**

You will receive all base wages and accrued vacation pay (not already paid) owing up until your last day worked. Because of the CCAA filing, no further payments, including additional termination and/or severance pay will be made at this time. To the extent that you believe you have any claims for further compensation, you will be eligible to participate in any claims process established in connection with the CCAA Proceedings. While no claims procedure has yet been established, you will be personally notified of the opportunity to make a claim in the event a claims process is established.

### **33. Will my benefits package continue? What about my associate discount?**

If you are participating in Sears group benefits plan, your participation in the Company's group benefits and pension plans will cease as of June 22, 2017. The Company strongly encourages you to make whatever arrangements for replacement benefit coverage as you deem fit. You have 30 days from the date your coverage terminates to convert your Health, Dental and Life Insurance coverage with Sun Life Financial's Making Choices plan. If you would like to do that, please contact Sun life Financial directly. For additional details regarding your conversion, as well as information on your pension and other retirement arrangements, please contact the HR Service Centre at HRSC@sears.ca or 1-888-444-9444 (locally in Toronto 416-572-7300).

You will continue to have access to my.sears.ca for 18 months.

Your associate discount will cease effective June 22, 2017.

Should you be eligible for a retiree discount, please refer to the Pension Plan and Retiree Benefits FAQ found on the [Monitor's website](#) for questions relating to your retiree health, dental, life and retiree discount benefits.

### **34. What will happen to my pension?**

Please refer to the Pension Plan and Retiree Benefits FAQ found on the [Monitor's website](#) for questions relating to your pension.

In addition, Representative Counsel for Pensions and Post-Retirement Benefits, Koskie Minsky LLP, has a mandate to deal with pension and post-retirement benefits and can be reached at their website [here](#), or at searsrepounsel@kmlaw.ca, or at 1-800-244-7120.

### **35. Will I be eligible for Employment Insurance? How do I get that?**

To apply for Employment Insurance, go to the nearest Service Canada Centre or apply online (<https://www.canada.ca/en/services/benefits/ei/ei-apply-online.html>).

You will need the following documents:

- Your Record of Employment – your ROE has been uploaded directly to the Service Canada website. *(please see below on “how do I get a copy of my ROE?”)*
- Your Social Insurance Number – If you have a SIN that starts with "9" you also need to show your work permit and proof of your immigration status.
- Personal identification - Such as your driver's license, birth certificate or passport.
- Your complete bank account information - You can find this on your bank statement. Or you can bring a personal cheque - write "void" on the cheque. The government uses this information to deposit your payment directly into your bank account.
- Your detailed version of the facts – regarding any job you have quit or been dismissed from in the last year.
- Information about your Sears job - Such as: your salary, your gross earnings for your last week of work.

### **36. How do I get a copy of my ROE?**

Sears Canada will upload your Record of Employment directly to the Service Canada website. A hard copy will NOT be sent to you.

To obtain a copy please follow these steps:

- You will need to register a My Service Canada Account, if you have not previously done so here is the link - [https://www.canada.ca/en/employment-social-development/services/my-account.html?utm\\_campaign=not-applicable&utm\\_medium=vanity-url&utm\\_source=canada-ca\\_my-service-canada-account](https://www.canada.ca/en/employment-social-development/services/my-account.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_my-service-canada-account)
- Once you input your personal information, you will be given the option of having your Personal Identification Number (PIN) mailed to you or receive it by way of email (if you elect to receive via email, you will be required to call Service Canada to verify some information prior to receiving the email).
- You will need your Social Insurance Number (SIN) on hand when you register. Once you receive your PIN and login, you will see a section of steps to follow.

- Once registered for My Service Canada Account, Visit the “Record of Employment on the Web (ROE Web)” portion of the Government of Canada Website: [www.canada.ca/en/employment-social-development/programs/ei/ei-list/ei-roe/access-roe.html](http://www.canada.ca/en/employment-social-development/programs/ei/ei-list/ei-roe/access-roe.html)

**37. I believe I have a claim for further compensation, what should I do?**

To the extent that you believe you have any claims for further compensation, you will be eligible to participate in any claims process established in connection with the CCAA Proceedings. While no claims procedure has yet been established, you will be notified of any applicable claims procedure at the appropriate time.

## **FORMER EMPLOYEES AT RETAIL LOCATIONS WHICH ARE CLOSING**

The Company has advised us of the following information:

### **38. Will I receive a payment as part of my termination?**

You will be asked to continue working during the store closure period, which the company advises us that it anticipates will take until around mid-October.

You will receive all base wages and accrued vacation pay owing up to your last day worked. Because of the CCAA filing, no further payments, including additional termination and/or severance pay will be made at this time. To the extent that you believe you have any claims for further compensation, you will be eligible to participate in any claims process established in connection with the CCAA Proceedings. While no claims procedure has yet been established, you will be personally notified of the opportunity to make a claim in the event a claims process is established.

### **39. What will happen to my benefits? My associate discount?**

Participating associates in a closing location will continue to be covered until the Separation Date identified in their termination letters, at which time all coverage will cease. The Company strongly encourages you to make whatever arrangements for replacement benefit coverage as you deem fit. You have 30 days from the date your coverage terminates to convert your Health, Dental and Life insurance coverage with Sun Life Financial's Making Choices plan. If you would like to do that, please contact Sun life Financial directly. For additional details regarding your conversion, as well as information on your pension and other retirement arrangements, please contact the HR Service Centre at [HRSC@sears.ca](mailto:HRSC@sears.ca) or 1-888-444-9444 (locally in Toronto 416-572-7300).

You will continue to have access to [my.sears.ca](http://my.sears.ca) for 18 months after your employment ceases.

Associates in a closing location will continue to receive their associate discount as per the discount policy until the date their services are no longer required and their employment ceases or their store location closes.

Should you be eligible for a retiree discount, please refer to the Pension Plan and Retiree Benefits FAQ found on the [Monitor's website](#) for questions relating to your retiree health, dental, life and retiree discount benefits.

### **40. How will my vacation be affected?**

Associates will continue to earn vacation in accordance with Sears Canada's normal policies and procedures. All vacation time remains subject to prior approval. Any unused accrued vacation pay at the end of your employment will be paid out.



**41. Can I get a job at another Sears location?**

The Company advises that interested people may apply for openings at other Sears locations that remain open.

**42. I am currently receiving long-term disability benefits, will these be impacted?**

We are advised by the Company that:

To the extent you are in receipt of or have applied for and been approved for insured disability benefits, your entitlement to and eligibility for insured disability benefits will continue to be governed under the terms of the applicable benefit plan(s).

Please be assured that the cessation of your employment will not impact your existing entitlement (if any) to LTD benefits, which will continue to be governed by the terms and conditions of the applicable LTD plan. After the Separation Date, you will receive payment by the Company of any accrued but unpaid vacation pay. No further payments will be made at this time.

**43. I am currently receiving long-term disability benefits; will my Health, Dental and Life Insurance coverage be impacted?**

We are advised by the Company that:

You would have received a termination letter from the Company providing you with a date of termination (the “**Separation Date**”). If the Company is currently making any group insurance premium contributions on your behalf towards your participation in the Company’s group benefits plan or pension plan, the Company will continue to do so until the Separation Date, provided you continue to make any required payments for the coverage you are receiving. If you are on long-term disability, you will continue to be on a waiver of premium for your group benefits coverage until the Separation Date.

Once your current group benefits coverage ends, the Company strongly encourages you to make whatever arrangements for replacement benefit coverage as you deem fit. You may have 30 days from the date your coverage terminates to convert your Health, Dental and Life Insurance coverage with Sun Life Financial’s Making Choices plan, should you choose to. Please contact Sun Life Financial directly to learn more. For additional details regarding your conversion and other options, as well as information about your pension and other retirement arrangements, please contact the HR Service Centre at HRSC@sears.ca or 1-888-444-9444 (locally in Toronto 416-572-7300) or visit my.sears.ca. You will continue to have access to the my.sears.ca portal for 18 months from your last day worked to access your T4 and other information.

#### **44. I am currently on a leave of absence, am I required to return to work?**

As an employee on an approved leave of absence, you will not be required to attend work between now and your Separation Date. If, however, you are willing and able to return to work prior to your Separation Date, please contact your HR Representative at your local unit so the Company may explore this possibility with you. After the Separation Date, you will receive payment by the Company of any accrued but unpaid vacation pay.

If the Company is currently making any group insurance premium contributions on your behalf towards your participation in the Company's group benefits plan or pension plan, the Company will continue to do so until the Separation Date, provided you continue to make any required payments for the coverage you are receiving.

#### **45. Will I be eligible for Employment Insurance? How do I get that?**

Yes, but not until after your last day worked.

To apply for Employment Insurance, go to the nearest Service Canada Centre or apply online (<https://www.canada.ca/en/services/benefits/ei/ei-apply-online.html>).

You will need the following documents:

- Your Record of Employment – your ROE will be uploaded directly to the Service Canada website. (please see below on “how do I get a copy of my ROE?”)
- Your Social Insurance Number – If you have a SIN that starts with "9" you also need to show
- your work permit and proof of your immigration status.
- Personal identification - Such as your driver's licence, birth certificate or passport.
- Your complete bank account information - You can find this on your bank statement. Or you can bring a personal cheque - write "void" on the cheque. The government uses this information to deposit your payment directly into your bank account.
- Your detailed version of the facts – regarding any job you have quit or been dismissed from in the last year.
- Information about your Sears job - Such as: your salary, your gross earnings for your last week of work.

#### **46. How do I get a copy of my ROE?**

Sears Canada will upload your Record of Employment directly to the Service Canada website. A hard copy will NOT be sent to you.

To obtain a copy please follow these steps:

- You will need to register an My Service Canada Account, if you have not previously done so here is the link - [https://www.canada.ca/en/employment-social-development/services/my-account.html?utm\\_campaign=not-applicable&utm\\_medium=vanity-url&utm\\_source=canada-ca\\_my-service-canada-account](https://www.canada.ca/en/employment-social-development/services/my-account.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_my-service-canada-account)
- Once you input your personal information, you will be given the option of having your Personal Identification Number (PIN) mailed to you or receive it by way of email (if you elect to receive via email, you will be required to call Service Canada to verify some information prior to receiving the email).
- You will need your Social Insurance Number (SIN) on hand when you register. Once you receive your PIN and login, you will see a section of steps to follow.
- Once registered for My Service Canada Account, Visit the “Record of Employment on the Web (ROE Web)” portion of the Government of Canada Website: [www.canada.ca/en/employment-social-development/programs/ei/ei-list/ei-roe/access-roe.html](http://www.canada.ca/en/employment-social-development/programs/ei/ei-list/ei-roe/access-roe.html)

**47. I believe I have a claim for further compensation, what should I do?**

To the extent that you believe you have any claims for further compensation, you will be eligible to participate in any claims process established in connection with the CCAA Proceedings. While no claims procedure has yet been established, you will be notified of any applicable claims procedure at the appropriate time.

## **FORMER EMPLOYEES IN RECEIPT OF SALARY CONTINUANCE WHICH ENDED ON JUNE 22, 2017**

The Company has advised us of the following information:

### **48. I was on salary continuance prior to the Company filing under CCAA, what will happen to my salary continuance?**

Because of the CCAA filing, the Company has determined that no further severance payments will be made at this time.

To the extent that you believe you have any claims for further compensation, you will be eligible to participate in any claims process established in connection with the CCAA Proceedings. While no claims procedure has yet been established, you will be personally notified of the opportunity to make a claim in the event a claims process is established.

### **49. What will happen to my benefits?**

Your participation in the Company's group benefits and pension plans will also cease on the Filing Date of June 22, 2017. The Company strongly encourages you to make whatever arrangements for replacement benefit coverage as you deem fit. You may have 30 days from the Filing Date to convert your Health, Dental and Life Insurance coverage with Sun Life Financial's Making Choices plan, should you choose to. Please contact Sun Life Financial directly to learn more. For additional details regarding your conversion and other options, as well as information about your pension and other retirement arrangements, please contact the HR Service Centre at HRSC@sears.ca or 1-888-444-9444 (locally in Toronto 416-572-7300) or visit my.sears.ca.

You will continue to have access to my.sears.ca portal for 18 months from your last day worked to access your T4 and other information.

### **50. I was in receipt of salary continuance prior to June 22, 2017; will the Company update my Record of Employment so I can obtain Employment Insurance?**

The Company has advised us that they are in the process of updating your Record of Employment "ROE" and that it should be available in or around the week of July 4, 2017. The Company will upload your ROE directly to the Service Canada website. A hard copy will NOT be sent to you.

They request that you follow these steps to obtain the updated ROE:

- You will need to register an My Service Canada Account, if you have not previously done so here is the link - [https://www.canada.ca/en/employment-social-development/services/my-account.html?utm\\_campaign=not-](https://www.canada.ca/en/employment-social-development/services/my-account.html?utm_campaign=not-)

[applicable&utm\\_medium=vanity-url&utm\\_source=canada-ca\\_my-service-canada-account](#)

- Once you input your personal information, you will be given the option of having your Personal Identification Number (PIN) mailed to you or receive it by way of email (if you elect to receive via email, you will be required to call Service Canada to verify some information prior to receiving the email).
- You will need your Social Insurance Number (SIN) on hand when you register. Once you receive your PIN and login, you will see a section of steps to follow.
- Once registered for My Service Canada Account, Visit the “Record of Employment on the Web (ROE Web)” portion of the Government of Canada Website: [www.canada.ca/en/employment-social-development/programs/ei/ei-list/ei-roe/access-roe.html](http://www.canada.ca/en/employment-social-development/programs/ei/ei-list/ei-roe/access-roe.html)

**51. I believe I have a claim for further compensation, what should I do?**

To the extent that you believe you have any claims for further compensation, you will be eligible to participate in any claims process established in connection with the CCAA Proceedings. While no claims procedure has yet been established, you will be notified of any applicable claims procedure at the appropriate time.

## UPDATES

### 52. Where can I find updates on the CCAA Process?

UPFH will update its [website](#) to provide updates on the CCAA Process. Information can also be obtained by contacting us via the methods noted below, and by contacting the Monitor as follows:

#### **Sears Canada Monitor**

FTI Consulting website: <http://CFCanada.fticonsulting.com/SearsCanada/>

## ADDITIONAL QUESTIONS

### 53. How do I contact Employee Representative Counsel?

If you have questions or concerns about your rights, individual entitlements, the operation of the Employee Trust, and other employment and CCAA-related issues, you may contact us, at no cost to you, through the channels noted below:

#### **Employee Representative Counsel**

Website: <http://www.upfhlaw.ca/areas-of-practice/sears-canada-employees-and-former-employees>

Toll Free Hotline: 1-844-855-8352

Email: [SearsCanadaEmployees@upfhlaw.ca](mailto:SearsCanadaEmployees@upfhlaw.ca)