

# UNEMPLOYMENT INFORMATION AND JOB SERVICES

## UNEMPLOYMENT INSURANCE AGENCY

### Michigan UIA

PO Box 169

Grand Rapids, MI 49501-0169

Phone: (866) 500-0017

Fax: 517-636-0427

Web site: [www.michigan.gov](http://www.michigan.gov)

### FILING FOR BENEFITS

If you become unemployed, you may qualify for unemployment insurance benefits. There are two ways in which to file a claim for benefits.

You may file by Internet at the website [www.michigan.gov/uia](http://www.michigan.gov/uia). This Web site is available from 7:00am Monday to 7:00pm Saturday.

### UIA Online Services for Unemployed Workers

UIA is offering new services to unemployed workers. You can sign up for a web account with UIA. The web account allows you to choose, or change your payment method selection, use MARVIN (<http://www.michigan.gov/uia-cwam>) Online, and view your benefit payment history. Soon, other services will be added.

You may also apply by telephone at 1-866-500-0017, using the schedule below.

### Schedule for filing by phone based on last 2 digits of your Social Security Number.

	8:00am-12:30pm	12:30pm-4:30pm
<b>Mon</b>	00-15	16-33
<b>Tues</b>	34-48	49-66
<b>Wed</b>	67-81	82-99
<b>Thurs</b>	Open	Open
<b>Fri</b>	Call-In	Call-In

### Information needed to file a claim:

- Social Security Number;
- Drivers license or State ID or MARVIN Pin (if you have one);
- Names and addresses of employers you have worked for in the past 18 months;
- Quarterly Gross Earnings;
- Last date of employment with each employer;
- Non US Citizens need Alien Registration Number and expiration date of your work authorization.

Inquiries about claims filed by Internet or phone can be made Monday – Friday from 8:00am to 4:30pm.

Phone: (866) 500-0017 Press #3 to speak to a customer service representative

## **MARVIN and Receiving Unemployment Benefit Checks**

MARVIN is the Michigan Automated Response Voice Interactive Network. The Number for MARVIN is **1-866-638-3993**. In order to receive your benefit checks, you have to certify with MARVIN.

You can only certify with MARVIN after you file for Unemployment Insurance Benefits.

The Unemployment Insurance Agency will provide you with a day (Monday, Tuesday, or Wednesday) and time (1 hour time block) to call MARVIN after completing the filing process.

### **When do I call MARVIN?**

Workers who have applied for unemployment benefits must call UIA's automated MARVIN system once every two weeks to certify about their eligibility for benefits. Workers must call MARVIN according to the following schedule which is based on the last two digits of their Social Security number: The MARVIN telephone number is 1-866-638-3993.

### **MARVIN Call-In Schedule**

<b>TIME</b>	<b>MONDAY</b>	<b>TUESDAY</b>	<b>WEDNESDAY</b>
<b>8:00 - 9:00</b>	<b>00-01-02-03</b>	<b>34-35-36</b>	<b>67-68-69</b>
<b>9:00 - 10:00</b>	<b>04-05-06</b>	<b>37-38-39</b>	<b>70-71-72</b>
<b>10:00 - 11:00</b>	<b>07-08-09</b>	<b>40-41-42</b>	<b>73-74-75</b>
<b>11:00 - 12:00</b>	<b>10-11-12</b>	<b>43-44-45</b>	<b>76-77-78</b>
<b>12:00 - 1:00</b>	<b>13-14-15</b>	<b>46-47-48</b>	<b>79-80-81</b>
<b>1:00 - 2:00</b>	<b>16-17-18</b>	<b>49-50-51</b>	<b>82-83-84</b>
<b>2:00 - 3:00</b>	<b>19-20-21</b>	<b>52-53-54</b>	<b>85-86-87</b>
<b>3:00 - 4:00</b>	<b>22-23-24</b>	<b>55-56-57</b>	<b>88-89-90</b>
<b>4:00 - 5:00</b>	<b>25-26-27</b>	<b>58-59-60</b>	<b>91-92-93</b>
<b>5:00 - 6:00</b>	<b>28-29-30</b>	<b>61-62-63</b>	<b>94-95-96</b>
<b>6:00 - 7:00</b>	<b>31-32-33</b>	<b>64-65-66</b>	<b>97-98-99</b>

### **MARVIN is busy; I can't get through at my assigned time.**

If callers cannot get through to MARVIN at their appointed day and time, they can call MARVIN on Thursday or Friday any time between 8:00 a.m. and 7:00 p.m.

### **I answered a question incorrectly on MARVIN.**

To prevent mistakes in answering MARVIN questions, please remember to answer each question by pressing "1" for "yes" or "9" for "no" on your telephone keypad. After all questions have been answered, MARVIN repeats the given answers. Listen carefully and if the information is not correct press "9." The questions will be repeated, and you will be able to correct any

answers.

**I called MARVIN today but my payment is not on my debit card or in my account.**

It takes approximately two working days after calling MARVIN before the benefit payments are directly deposited into an individual's bank or credit union account or added to the worker's Michigan UI Debit Card.

**I lost my Michigan UI Debit Card.**

If a Michigan UI Debit Card is lost or stolen, a replacement card can be obtained by calling Chase Bank customer service toll free at 1-866-523-2122.

**How can I have my unemployment benefits directly deposited into my bank account?**

UIA now issues unemployment benefits electronically - direct deposit into a bank or credit union account or through the Michigan UI Debit Card. Workers select their payment option as they apply for benefits. If no choice is made, the worker will automatically receive the UI debit card. The payment option can be changed at any time by calling UIA's toll-free claims line 1-866-500-0017 (select Option #2) or by creating a free online web account at the UIA website ([www.michigan.gov/uia](http://www.michigan.gov/uia)). To create the web account users should click on the link entitled "On-line Services for Unemployed Workers." The online web account will also give them access to a history of their unemployment benefit payments.

**I changed my payment option (debit card or direct deposit). Did it go through?**

Workers can see if the payment option has changed by checking their free UIA online web account (see answer above).

**What else can I do to get help with my unemployment claim?**

UIA has seven Problem Resolution Offices (PRO) throughout the state to help workers in resolving issues they may have with their unemployment claims. The offices are open Monday through Friday from 8:00 a.m. to 3:00 p.m. and are located at:

**Detroit** (temporary) - 3024 W. Grand Blvd., Suite L-500, Detroit, MI 48202

**Gaylord** - 400 W. Main St., Suite 102, Gaylord, MI 49735

**Grand Rapids** - 3391A Plainfield NE, Grand Rapids, MI 49525

**Lansing** - 5015 S. Cedar St., Lansing, MI 48910

**Livonia** - 33523 W. 8 Mile Rd., Livonia, MI 48152

**Marquette** - 2833 U.S. 41 West, Marquette, MI 49855

**Saginaw** - 614 Johnson St., Saginaw, MI 48607

**How do I apply for an unemployment extension?**

If any unemployment benefit extensions are added or changed, UIA will notify potentially eligible unemployed workers by mail. As of May 2009, there are two federal extensions in effect in Michigan - Emergency Unemployment Compensation (EUC) tier 1 and tier 2. Filing instructions for the federal EUC tier 1 program (20 weeks of benefits maximum) are mailed to unemployed workers who are about to exhaust their regular state benefits. When workers exhaust their EUC tier 1 benefits, the second tier (13 weeks maximum) is calculated automatically and a determination is mailed to workers showing the additional weeks of benefits. Workers do not need to apply for EUC tier 2. They simply continue to call MARVIN.