

# Unemployment Benefit Information

## UNEMPLOYMENT INSURANCE AGENCY

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### HOW TO FILE YOUR CLAIM:

**By Internet:** File your new unemployment claim or reopen an established claim online through the Unemployment Insurance Agency's (UIA) website ([www.michigan.gov/uia](http://www.michigan.gov/uia)) anytime from 7:00 a.m. Monday to 7:00 p.m. Saturday.

**By Phone:** File your new claim or reopen a claim through UIA's toll-free telephone number -- **1-866-500-0017** using a touch-tone telephone. Use the call-in schedule (*shown below*) when filing by telephone. The schedule is based on the last two digits of your Social Security number. For example, if your Social Security number ends in 50, your call-in time is Tuesday afternoon (12:30 p.m. to 4:30 p.m.).

TIME	Monday	Tuesday	Wednesday	Thursday & Friday
8:00 a.m. to 12:30 p.m.	00-15	34-48	67-81	Open Call In
12:30 p.m. to 4:30 p.m.	16-33	49-66	82-99	

### Information Needed to File a Claim:

1. Your Social Security Number,
2. Your Driver's License Number, State Identification Number or your MARVIN PIN (if you have one);
3. The names and addresses of employers you have worked for in the past 18 months along with your quarterly gross earnings and
4. The last date of employment with each employer.
5. UIA recommends you have your most recent employer's UIA account number or Federal ID number (FEIN) handy (especially if you have **not** filed a claim within the last three years *or* have been employed for less than six months). Depending on your situation, knowing the account number may speed up the processing of your claim.
6. If you are **not** a U.S. citizen or national, you will need your Alien Registration Number and the expiration date of your work authorization.
7. Before you apply for unemployment benefits decide how you want to receive your benefit payments. There are two payment options – debit card and direct deposit into your bank or credit union account. You must choose one when you apply for benefits.

To help collect the information you will need when applying for unemployment benefits, visit UIA's website ([www.michigan.gov/uia](http://www.michigan.gov/uia)) and obtain UIA form 1538, "What You Need To File An Unemployment Claim" in the site's "Forms" area. This form lists what's needed and provides space for you to write down the information.

### Register for Work

After the claim is filed, you must register for work by filing a resume application at the Michigan Works! Agency (MWA) service center, unless UIA has waived the requirement. To locate the nearest MWA center, go to [www.michiganworks.org](http://www.michiganworks.org). You can also file your resume online, but you **must** still report in person to an MWA center to have your registration for work verified. MWA then notifies UIA that you have registered for work.

### Contact MARVIN

In order to receive your benefits, you must report bi-weekly using MARVIN on the appointment date given to you when you filed your claim. MARVIN is the agency's automated benefit payment system. You will use MARVIN to certify that you are eligible for payment by answering eligibility questions, such as if you are able, available and looking for work and whether or not you had earnings during the two-week period for which you are reporting. To use MARVIN Online, go to [www.michigan.gov/uia](http://www.michigan.gov/uia), and click on "Certify with MARVIN

Online.” If you miss your appointment day, you can also certify with MARVIN on Thursday – Saturday. MARVIN is available from 7AM – 7PM, Monday - Friday, and from 7AM -- 3PM on Saturday (except for the first Saturday of each month). You will need to establish a free web account in order to use MARVIN online. To create your account, visit UIA’s website ([www.michigan.gov/uia](http://www.michigan.gov/uia)) and click on “UIA Online Services for Unemployed Workers.”

### **HOW TO INQUIRE ABOUT YOUR CLAIM:**

If you have filed for unemployment benefits and have a question or problem with your claim, call UIA’s telephone filed claims number using a touch-tone telephone at **1-866-500-0017** and press **3** to speak with a UIA customer service representative about your claim. The inquiry option is available weekdays between 8:00 AM. and 4:30 PM, Eastern Time, and choose option 3 to speak to a Customer Service Representative. If you need a Spanish speaking representative, wait until you hear this option in Spanish (option 4). For all other languages, press option 3 and the representative will connect to a translator for assistance. If you are hearing impaired, TTY service is available at 1-866-366-0004.

You can also visit one of the UIA’s **Problem Resolution Offices (PRO)** for help with your claim. These offices are open for walk-in customers from 8:00 a.m. until 3:00 p.m., Monday through Friday. PROs are located in:

- Detroit\*** - 3024 W. Grand Blvd, Suite L-500, Cadillac Place
- Gaylord** - 400 W. Main Street, Suite 102, west of South Michigan Avenue
- Grand Rapids** - 3391 Plainfield, N.E.
- Kalamazoo** – 322 Stockbridge Ave.
- Lansing** - 5015 S. Cedar at Jolly, in the Jolly-Cedar Plaza
- Livonia** - 33523 W. 8 Mile Road, West of Farmington Road, in the Northridge Shopping Center
- Marquette** - 2833 U.S. 41 West, across from Westwood Mall
- Mt. Clemens** – 21885 Dunham Rd., Ste 7, Clinton Twsp.
- Muskegon** – 2700 Baker St., Muskegon Heights
- Pontiac\*** - 51111 Woodward Ave., Suite 100
- Saginaw** - 614 Johnson St., Saginaw, across from bus terminal

*\*Call 1-866-500-0017 and press option 3 to verify that this temporary office is still open.*

### **WHERE TO FIND ANSWERS TO GENERAL QUESTIONS:**

If you have general questions about unemployment benefits:

- Visit the UIA’s website at [www.michigan.gov/uia](http://www.michigan.gov/uia).
- Call UIA’s toll-free telephone number – **1-866-500-0017** and select #3 to speak with a representative
- Visit a UIA Problem Resolution Office
- Read the booklet “Unemployment Benefits in Michigan – A Handbook for Unemployed Workers” (UIA 1901), which is available on the UIA website.

### **HOW TO OBTAIN UNEMPLOYMENT BENEFIT FORMS:**

Most unemployment benefit forms are in the “Forms” section on the UIA’s website at [www.michigan.gov/uia](http://www.michigan.gov/uia).

### **MAIL OR FAX ALL CORRESPONDENCE ABOUT YOUR UNEMPLOYMENT CLAIM TO THE FOLLOWING ADDRESS OR FAX NUMBER (unless a different address is listed on the form):**

UIA  
P.O. Box 169  
Grand Rapids, MI 49501-0169  
Fax: 517-636-0427

Include your name, Social Security number, signature, and date on all correspondence and make a copy for yourself.

### **EMPLOYER HOTLINE ANSWERS QUESTIONS:**

UIA has a telephone hotline for *only* employers to call if they have tax or benefit questions. Employers can call the toll-free number at **1-800-638-3994** weekdays from 8:00 a.m. to 5:00 p.m.

*DELEG is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.*



Michigan Department of Energy, Labor & Economic Growth  
Unemployment Insurance Agency  
Authority: UIA Director; Quantity: 1,000  
Cost: \$14 (1.4¢/copy). Paid for with federal funds.