



## UNEMPLOYMENT BENEFITS IN

# MICHIGAN



Problem Resolution Center  
2833 US Hwy 41 W  
(American of MQT Complex)  
Marquette, MI 49855

Hours:  
Monday - Friday  
8:15 am - 11:45 am  
1:15 pm - 3:00 pm



# When do I file?

- ◆ You should file for your unemployment benefits as soon as possible.
- ◆ You have two options to use when filing:
  - Telephone 1-866-500-0017
  - Computer [www.michigan.gov/uia](http://www.michigan.gov/uia)

If filing by computer, you must file during the week you want your benefits to begin.



# Michigan Works!

- ◆ You will need to register at your local MI Works! office at least 2 business days PRIOR to your first call to Marvin.
  - When you go to MI Works!, you will be required to enter a resume online.
    - ◆ Collect and bring your personal and work history with you. This will assist you in making this process go smoothly.
- ◆ Upon registration, you will receive a confirmation form (stamped green sheet) from MI Works! retain this form for your records.

# Filing Your Claim

- ◆ You will need the following information when you file your claim:
  - Social Security Number.
  - Driver License Number or State Id Number.
  - The names and addresses of employers you have worked for in the past 18 months.
  - You may need your quarterly earnings especially your most recent quarter (October – December 2008).
  - Last day of employment with your employer.

# Telephone Filing Tips

- ◆ DO NOT use a cell phone- only use a land line. You can use any land line. If you do not have a land line phone, phones are available for use at your local MI Works!
- ◆ Due to the high volume of calls, UIA is suggesting that you use the online filing system.

# Telephone Filing Schedule

Last 2 digits of SSN	Day & Time
00-15	Mon. 8am – 12:30pm
16-33	Mon. 12:30pm – 4:30pm
34-48	Tues. 8am – 12:30pm
49-66	Tues. 12:30pm – 4:30pm
67-81	Wed. 8am – 12:30pm
82-99	Wed. 12:30pm – 4:30pm
Open Call	Thursday
Open Call	Friday



# Computer Filing Requirements

- ◆ You may file your claim online if:
  - You live in the State of Michigan.
  - You worked in the past 18 months.
  - You did not work in family employment.
  - You have NOT been in the military service in the past 18 months.
  - You have NOT been employed by the federal government in the past 18 months.

# Computer Filing Requirements

- ◆ You did NOT work under more than one Social Security number in the past 18 months.
- ◆ You have NOT filed a claim for unemployment benefits against another state in the past 12 months.
- ◆ You did not work in another state in the past 18 months.
- ◆ When filing online you MUST file during the week in which you want your benefits to begin.

# Computer Filing Tips

- ◆ Having all your information ready when you log on will make this process smoother. This is the same info requested for telephone filing.
- ◆ You are able to file online at: <http://www.michigan.gov/uia>. This site is available Monday at 7am until Saturday at 7pm, with 24 hour access.
- ◆ Filing a claim online, on average, should take approximately 30 minutes.
- ◆ You may have someone assist you with this process as long as you are physically present.
- ◆ Write down or print out any confirmation number or proof of filing that you receive.

# General Filing Tips

- When asked, “Are you working or do you work full time?”  
ANSWER: NO  
(This question is asking if you are working full time during the current week and if you are laid off.)
- When asked, “Do you have a Return-to-Work date within 120 days?” ANSWER: NO, unless you have been provided a specific date you will be returning to work.

After successfully filing, you will need to go to your nearest MI Works! Service Center to register.

# Forms of Payment From The Unemployment Agency

- ◆ You have the option of having your unemployment check direct deposited into your checking or savings account or receiving a debit card.

**\*\*NOTE:** If call volume is heavy, you may not be given the option of direct deposit. **\*\***

- ◆ Your unemployment funds will be added to your bank/credit union account or your debit card within two to three business days after you have called Marvin and have been determined to be eligible.



# Direct Deposit

- ◆ In order to use the direct deposit option, you must have an existing account with a U.S. financial institution.
- ◆ When selecting direct deposit as your payment option, you will need to have your bank or credit union's nine digit routing number and your account number.
- ◆ Have this information available when filing.



# Chase Bank Debit Card

- ◆ Debit card can be used to:
  - Purchase goods or services.
  - Withdraw funds through a teller at Visa participating banks and credit unions.
  - The card may also be used to receive cash from ATMs.
    - ◆ There may be fees and surcharges associated with the use of the debit card. Those selecting the cards will be advised of those charges when they receive their cards.

# Additional Information Regarding Chase Bank Debit Card

- ◆ Your Chase Bank card will come in a **plain white envelope** that may look like junk mail.
- ◆ Instructions will be included with the card on how to activate it. You will not get a separate correspondence with a pin number. You will be able to set up your pin from the instructions that are included with the card.



# Michigan Works!

- ◆ You will need to register at your local MI Works! office at least 2 business days PRIOR to your first call to Marvin.
  - When you go to MI Works!, you will be required to enter a resume online.
    - ◆ Collect and bring your personal and work history with you. This will assist you in making this process go smoothly.
- ◆ Upon registration, you will receive a confirmation form (stamped green sheet) from MI Works! retain this form for your records.

# Congratulations!

- ✓ You have successfully filed your unemployment claim. Keep any confirmation number information for your files. You will be receiving a “Green Booklet” containing information from the Unemployment Office. It is to your advantage to read through it and understand your rights and responsibilities for collecting unemployment.
- ✓ You have completed your online resume at your local MI Works! at least 2 business days prior to your scheduled time to call Marvin.
- ✓ You are now ready to make your first call to Marvin.



# MARVIN

## Michigan's Automated Response Voice Interactive Network

- ◆ This system allows you to phone in to certify/claim benefits every two weeks.
- ◆ It will tell you the amount of funds that will be deposited.
- ◆ You will have a scheduled appointment time based on your social security number.
- ◆ If you forget to call on your regularly scheduled day and time, there are open call days on Thursday and Friday of your call week.
- ◆ It is VERY important that you call in the week in which you are scheduled, in order to receive your unemployment funds in a timely fashion.



# MARVIN Online Access

- ◆ You can also access MARVIN online at [www.michigan.gov/uia](http://www.michigan.gov/uia) during your certification week at your call time or the make up call times. Go to UIA On Line Services for Unemployed Workers Link.



# MARVIN Tips

- ◆ Do NOT use a cell phone when calling into Marvin.
  - If you do not have a landline, there are phones available at your local MI Works! office.

# MARVIN Tips

- ◆ In the “Green Book” that you receive from the Unemployment Agency, you will find the script for your Marvin call on page 20.
- ◆ Familiarize yourself with this script prior to your first call.
- ◆ REMEMBER - DO NOT HANG UP UNTIL MARVIN TELLS YOU GOODBYE ~ or the funds will not be released to your account.



# Timeline & Responsibilities

- ✓ File for Unemployment during the first week you wish claim benefits ~ have all required information handy prior to filing.
- ✓ Visit your local MI Works! to register ~ bring in required information to enter a resume online.
- ✓ Call Marvin 2 weeks later during your scheduled time.
- ✓ Don't hang up until Marvin says "Goodbye".

UNEMPLOYMENT BENEFITS IN MICHIGAN



*Equal Opportunity/Employer. Michigan Relay (800) 649-3777.  
Auxiliary Aids and Services Available to Individuals with Disabilities upon Request.*