

UIA OFFERS TIPS FOR CONTACTING THE AGENCY
Agency also answers some commonly asked questions

JANUARY 9, 2009 – The state’s Unemployment Insurance Agency (UIA) is offering Frequently Asked Questions to better serve its customers.

“To better serve our clients, we’ve prepared this list of FAQs to answer many of the most common questions our customers have about their claims, said Steve Geskey, director of the Unemployment Insurance Agency.

What is the easiest way to file my claim?

It’s easy to file your claim on line at www.michigan.gov/uia. The UIA website is available to take unemployment claims from 7:00 a.m., Monday, through 7:00 p.m., Saturday. UIA has added an extra server to help speed up the website; however, the best time to file is *outside* of normal business hours (8am to 5 pm) Monday through Friday. For those who don’t have a home computer, another option is to use a local library that offers free Internet access.

How do I file by phone?

Call UIA’s toll-free claims line at **1-866-500-0017**. Call and file by using a touch-tone telephone from anywhere in the United States and Canada. A caller’s scheduled time for filing by telephone is based on the last two digits of his/her Social Security number.

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

Eastern Time

Individuals can call the toll-free claims line any time between 8:00 a.m. and 4:30 p.m. on Thursday or Friday, if they unable to call during their scheduled time on Monday, Tuesday or Wednesday.

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 follow 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

TIME	MONDAY	TUESDAY	WEDNESDAY
8:00 - 9:00	00-01-02-03	34-35-36	67-68-69
9:00 - 10:00	04-05-06	37-38-39	70-71-72
10:00 - 11:00	07-08-09	40-41-42	73-74-75
11:00 - 12:00	10-11-12	43-44-45	76-77-78

12:00 - 1:00	13-14-15	46-47-48	79-80-81
1:00 - 2:00	16-17-18	49-50-51	82-83-84
2:00 - 3:00	19-20-21	52-53-54	85-86-87
3:00 - 4:00	22-23-24	55-56-57	88-89-90
4:00 - 5:00	25-26-27	58-59-60	91-92-93
5:00 - 6:00	28-29-30	61-62-63	94-95-96
6:00 - 7:00	31-32-33	64-65-66	97-98-99

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). 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. Currently, 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 worker 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.

#