

Frequently Asked Questions Regarding Unemployment Insurance Benefits

1. How do I file an unemployment claim?
 - a. A claim for UI benefits begins the week it is filed. You should file your claim for benefits during your first week of unemployment.
 - b. You can file via the telephone at 1-866-500-0017 using a touch tone phone anywhere in the United States and Canada. You can also file via the internet at www.michigan.gov/uia . The website is available from 7:00 a.m. Monday through 7:00 p.m. Saturday
2. What information do I need to file my unemployment claim?
 - a. When filing your claim, you should have the following information
 - i. SSN
 - ii. A PIN used to call MARVIN for an existing claim or previous claim or a driver's license or state ID number
 - iii. Complete mailing address with zip code
 - iv. A telephone number
 - v. County of residence
 - vi. For non-US citizens or nationals, an alien registration number and the expiration date for the work authorization
 - vii. Your employers over the last 18 months
 1. name and address
 2. last day of work and
 3. earnings for each calendar quarter during the last 18 months
3. After I file my claim, what will I receive?
 - a. You will be mailed a determination showing if you qualify based on the wages that you have earned. It will also show the amount of weekly benefits and the number of weeks you may receive.
 - b. If you have an eligibility issue you will receive a separate notice.
 - c. You will receive a booklet that will detail information about your rights and responsibility for UI benefits.
4. What do I need do to be eligible for unemployment?
 - a. You must be unemployed, able to, available for, and actively seeking suitable full-time work. Unless instructed otherwise by UIA staff,
 - b. You must also register for work within two to three business days of applying for benefits by filing your resume with the Michigan Talent Bank and reporting in person to your local MWA service center.
5. How much does it cost to file an unemployment claim?
 - a. There is NO cost to file your claim.

6. How do I receive my unemployment benefits?

- a. You will report to the UIA by telephone to certify concerning your eligibility for benefits using Michigan's Automated Response Voice Interactive Network (MARVIN).
- b. In addition, you must certify every other week in order to receive your benefit.
- c. You will receive your benefit payments by debit card or direct deposit.

7. How do I select my payment method?

When a worker applies for unemployment benefits, whether by telephone or online they will be asked to select how they wish to receive their benefit payments – debit card or direct deposit. The method of selection will be established once UIA issues a monetary determination. Funds will then be added to the debit card, or added to the individual's bank or credit union account, within two to three days after they have certified and payment is released.

8. How can I change my payment methods?

You can change your benefit payment method by calling UIA's toll-free claims line at 1-866-500-0017 and selecting Option #2. You can also go on-line to the UIA website (www.michigan.gov/uia). The first time you visit this site, you will need to sign up as a new user.

9. Can I receive unemployment benefits while I'm working?

In some cases, you can accept part-time work while receiving unemployment benefits. However, your work must be less than full-time, and your benefits will be reduced according to how much you earn in the week for which you are claiming benefits. Wages should be reported in the week you earn the money, regardless of when your employer pays you.

10. If I am moving, how do I change my address?

You may call our claimant customer relations number at 800 638 3995 or the inquiry line at 866 500 0017. You can also mail a request to UIA, PO Box 169, Grand Rapids, MI 49501-0169.

11. Can you explain how and when a person gets a MARVIN personal identification and pin number?

Your MARVIN PIN is a four digit number that you select. You will be asked for this number each time you contact MARVIN. It's a number of your choosing, be sure you use the same number each time you call.

12. If I want see a representative in person. What should I do?

You can visit one of the seven problem resolution offices located in Gaylord, Marquette, Detroit, Livonia, Saginaw, Grand Rapids and Lansing.