

● Please turn your cell phones to silent.

Thank you!

Problem Resolution Centers

2833 US Hwy 41 W
Marquette, MI 49855

Hours:

Monday – Friday

8:00 am – 4:00 pm

(Art Van Complex)

110 East Quincy
Hancock, MI 49930

Hours:

Monday, Wed – Friday

8:00 am – 4:00 pm

429 River Street
Ontonagon, MI 49935

Hours:

Tuesday

9 am – 3 pm

UNEMPLOYMENT BENEFITS IN MICHIGAN

When do I file?

- You will need to file for your unemployment benefits this week ~ June 29th, 2015.

You have two options to use when filing

- Telephone 1-866-500-0017
- Computer www.michigan.gov/uia

Filing your claim

- ◎ You will need the following information when you file your claim:
 - Social Security Number
 - Driver License Number or State Id Number
 - You may need your quarterly earnings especially your most recent quarter (Jan – March 2015).
 - 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 the Problem Resolutions Center or 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

- 00-15
- 16-33
- 34-48
- 49-66
- 67-81
- 82-99
- Open Call
- Open Call

Day & Time

- Mon. 8am – 12:30pm
- Mon. 12:30pm – 4:30pm
- Tues. 8am – 12:30pm
- Tues. 12:30pm – 4:30pm
- Wed. 8am – 12:30pm
- Wed. 12:30pm – 4:30pm
- Thursday
- Friday

Computer Filing Tips

- ⦿ Have all your information ready when you log on. It 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 should take approximately 30 minutes, on average.
- ⦿ 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

- Empire Mine UIA# 0903111000
- Tilden Mine UIA# 1258816000

- If 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 you are laid off.

- When asked “Do you have a return to work date within 120 days?” ANSWER: **YES**
 - Your return to work date is October 18th, 2015

Communication from UIA

- You have the option of selecting Electronic or Mail for receiving communication from UIA.
- If you select electronic you will not get anything in the U.S. Postal Service mail, only an email indicating that something was posted to your MIWAM account.
- If you do not monitor your email on a frequent basis you should not select electronic.

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.
- 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 unions nine digit routing number and your account number.
- Have this information available when filing so you can set up payment timely.
- If you would like to switch your method of payment you can call 866-500-0017 Option 3 (Mon-Fri 24 hours a day)

Bank of America Debit Card

- ◎ Debit card can be used to:
 - Purchase goods or services
 - Withdraw funds through a teller at Master Card participating banks and credit unions. The card may also be used to receive cash back 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 Bank of America Debit Card

- Your Bank of America card will come in a plain white envelope that may look like junk mail. Be aware of this.
- 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.

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.
- ✓ On your scheduled time, 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, or go online, 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, when using the telephone.
- ⦿ 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 On Line Access

- You can also access MARVIN on line at www.michigan.gov/uia during your scheduled certification week. Go to UIA On Line Services for Unemployed Workers Link, to register your web account.

MARVIN Tips

- ⦿ Do NOT use a cell phone when calling into Marvin.
 - If you do not have a landline, you may be assisted at the local Problem Resolution Center or use a phone at your local MI Works!
- ⦿ You will be making your first call into Marvin during the week of July 13th , 2015.

Additional MARVIN Tips

- ⦿ Review the questions asked in the script for Marvin, located in your handout. Have this handy when you make your call.
- ⦿ Familiarize yourself with this script prior to your first call.
- ⦿ Marvin will tell you how much you are receiving ~ if he does not then contact UIA as something maybe wrong.
- ⦿ REMEMBER DO NOT HANG UP UNTIL MARVIN TELLS YOU GOODBYE ~ or the funds will not be released to your account.

Timeline and Responsibilities

- ✓ File for Unemployment the week of June 29th, 2015 ~ have all required information handy prior to filing.
- ✓ Call Marvin the week of July 13th, 2015 during your scheduled time.
- ✓ Don't hang up until Marvin says "Goodbye".