

**STATE OF MICHIGAN  
DEPARTMENT OF CONSUMER & INDUSTRY SERVICES  
UNEMPLOYMENT COMPENSATION**



**MARVIN**

**Michigan Automated Response Voice Interactive Network**

Review this booklet before you call

Retain booklet for future reference

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# WHO IS MARVIN?

## Michigan's Automated Response Voice Interactive Network

MARVIN allows you to communicate with the Unemployment Compensation (UC) computer by using a **touch-tone or a push-button telephone with a tone/pulse switch** (the switch must be set at "tone"). Rotary or pulse telephones cannot interact with MARVIN. MARVIN uses digitized human speech to provide you with step-by-step instructions and information regarding your claim.

To use MARVIN all you need is:

- access to a touch-tone or tone/pulse telephone
- your Social Security Number
- your Personal Identification Number (PIN)

MARVIN allows you to:

- phone-in your continued weeks of unemployment
- ask for information about your benefit check, such as the date your last payment was made and the amount.

Most claimants are required to use MARVIN to phone in their claims for continued weeks of benefits. If you are required to use MARVIN, but choose not to, you may report **in person** to the customer service location during the weeks of your MARVIN appointment. You will be required to complete a paper certification form and give it to a customer service location employee. **Claimants who are required to report using MARVIN are not permitted to mail, fax, or deposit the paper certification form in a UC drop box. Reporting in person will probably delay your receiving your check by mail, as the paper certification must be processed manually. MARVIN is totally automated and has proven that it processes your claim faster.**

## POINTS TO REMEMBER:

- If you **stop claiming benefits** for even one week, because of a return to work or other reason, and then wish to reactivate your claim, **you may not reactivate your claim by using MARVIN**. You may reactivate the claim by going in to your customer service location to file. In some cases, you may be able to reactivate your claim by filing by mail or drop box. Check with your customer service location to see if you can use these methods. You **must** file to reactivate your claim during the **first week** for which you are claiming benefits.
- If you are **certifying** to being eligible for weeks of unemployment benefits (filing a **continued claim**) by mail, the certification form must be received by the Bureau no later than the Friday following the end of the last week you are claiming. If certifying by calling Michigan's Automated Response Voice Interactive Network (**MARVIN**), you must call MARVIN no later than the Friday of the week following the last week you are claiming.
- If you **certify** late and do not have good cause, your certification will be effective as of the week received. You will not be paid for any week before that. If you have good cause, you may be paid for the earlier week(s). **NO BENEFIT CHECKS ARE ISSUED IN OUR CUSTOMER SERVICE LOCATIONS. ALL CHECKS ARE MAILED FROM LANSING.**

Contact your local UC office for special instructions if:

- you are in a training program approved by your UC office.
- you are claiming a flexible week.
- you are self-employed and submitting a profit/loss statement.
- you are not able to use MARVIN, for whatever reason.

## ADVANTAGES OF USING MARVIN

MARVIN gives you improved services by:

- allowing you to phone-in instead of mailing forms every two weeks
- telling you the amount of your benefit check and the date your check will be mailed
- checks are received faster because there are no certification forms to complete and mail
- service is available from 8:00 a.m. through 7:00 p.m., Monday through Friday.

## HOURS OF OPERATION

MARVIN is available **Monday through Friday** between the hours of **8:00 a.m. through 7:00 p.m., Eastern Time**. You will be assigned an appointment day and hour to phone-in. Your appointment day will either be on a Monday, Tuesday, or Wednesday. Appointment hours are scheduled between 8:00 a.m. and 6:00 p.m. You may not phone-in at any other time on Monday, Tuesday, or Wednesday. **If you miss your appointment you may phone-in on Thursday or Friday between the hours of 8:00 a.m. through 7:00 p.m.** It is in your best interest to call at your appointment time so your check can be received timely. The longer you wait, the longer it will take to receive your check.

### MONDAY, TUESDAY WEDNESDAY

8:00 a.m. – 7:00 p.m.

*Certify by Appointment Only  
Inquire Anytime*

### THURSDAY FRIDAY

8:00 a.m. – 7:00 p.m.

*Certify or Inquire Anytime  
No Appointment Necessary*

- MARVIN operates on Eastern Time.
- If your scheduled appointment day falls on a holiday, MARVIN will be available to take your call.

## GETTING STARTED

Before calling MARVIN, there are a few things you need to do:

- (1) Read this entire booklet before you phone-in your biweekly claim. Have your responses ready to enter.
- (2) Use this Schedule of Appointments to find out your appointment time.
- (3) Select your four digit Personal Identification Number (PIN).
- (4) Know the week ending dates for the weeks you are claiming. You must use Saturday's date for the week ending date.

## SCHEDULE OF APPOINTMENTS

Your appointment day and time is found by using the last two digits of your Social Security Number. For example:

If your Social Security Number is:           555-55-5511

The last two digits are **11**.

- Look at the schedule below and locate the number 11. **Number 11 falls on Monday between numbers 10 and 12.**
- Under the column labeled "**TIME**," the appointment for number 11 is between the hours of **11:00 a.m. – 12:00 noon**. This is the designated hour during which you **should** phone-in your claim, or you may ask questions about payment of your claim.

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	<b>10-11-12</b>	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

If you are unable to call during your appointed time, you may call on Thursday or Friday between 8:00 a.m. and 7:00 p.m. If you miss your scheduled appointment, you may not receive your check on time.

### PERSONAL IDENTIFICATION NUMBER (PIN)

In order to claim weeks of unemployment or ask questions about your claim, you will need a **secret Personal Identification Number (PIN)**. Your PIN is a four-digit number that serves as your electronic signature for claiming and receiving unemployment benefits and for obtaining information regarding your claim.

### Selecting Your PIN

Prior to calling in the first time, you must decide what you want your four-digit PIN to be. When selecting your PIN, be sure to choose numbers that will be easy for you to remember. If you forget your PIN, or if you believe someone else knows your PIN, report in-person to your customer service location, with picture identification, and request that your PIN be changed. **The UC staff will not know or have access to your PIN.**

In choosing your PIN, for your added security, you should not use parts or variations of your:

- Social Security Number
- Telephone Number
- Checking or Savings Account Numbers
- Birth Date
- Credit Card Numbers
- Address

**REMEMBER, YOUR PIN IS YOUR SECRET IDENTIFICATION NUMBER. DO NOT TELL ANYONE YOUR PIN!**

### Entering Your PIN

When you call MARVIN for the first time, you must enter your chosen PIN. This is how to enter your PIN.

- (1) The last section in this booklet lists MARVIN's telephone number.
- (2) MARVIN will begin your process as follows:

## PIN SCRIPT

Welcome to Michigan's Automated Response Voice Interactive Network.  
You can call me MARVIN!

If you need to file a claim you must report to your branch office.

 If you are using a touch-tone phone – Press 1 now.

To claim weeks of unemployment – Press 1.  
To inquire – Press 2.  
To listen to helpful hints about MARVIN – Press 3.  
To complete the Eligibility Review Process (ERP) – Press 4  
(available Thursdays and Fridays only).

If you wish to end this call at any time, just hang up.

 Make your selection by pressing 1, 2, 3, or 4 on your telephone keypad.

Please enter your Social Security Number now.

 Enter your nine-digit Social Security Number – XXX XX XXXX.

Please enter your chosen four-digit Personal Identification Number (PIN) now.

 Enter your four digit PIN – XXXX.

Please re-enter your chosen four-digit Personal Identification Number.

 Re-enter the same four-digit number to confirm.  
MARVIN will allow you three attempts to confirm your PIN. If you cannot do so by the third try, MARVIN will refer you to your booklet and disconnect.  
Once you have confirmed your PIN, MARVIN will say:

Your Personal Identification Number is accepted.  
You should use this four-digit number each time you call.

**Once you have successfully entered your PIN, MARVIN will begin the process selected.**

## USING MARVIN TO PHONE-IN YOUR BIWEEKLY CLAIM

### Weeks Claimed

You can only claim the two weeks prior to the week you phone-in. For example:

Looking at the calendar below, if you call MARVIN on **Tuesday, March 22**, you may only claim the weeks ending **Saturday, March 12**, and **Saturday, March 19**. You may not claim the week ending Saturday, March 5. If you are claiming weeks other than the two weeks before the week you phone-in your claim, you must report, in person, to your customer service location.

<u>MARCH</u>						
SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

### Making the Call

MARVIN will ask you a series of questions. You must answer all questions truthfully. Giving false information, having someone else call in for you, or answering questions for anyone other than yourself is considered fraud. Any benefits you received through fraud may have to be paid back at four times the amount, or you may be required to serve a jail sentence, and/or perform community service, and/or pay a fine.

To answer the questions that MARVIN will ask you, use the keys on your touch-tone telephone keypad:

<u>PRESS</u>	<u>DESCRIPTION</u>
0	TO REPEAT QUESTION
1	FOR "YES"
9	FOR "NO"

When you have completed entering your information, do not hang up until MARVIN says GOOD BYE. This means that MARVIN has completed recording your information. *If you hang up before MARVIN tells you GOOD BYE, your check will not be issued.*



You are now ready to make the call!

- (1) Dial MARVIN's toll-free number 1-866-638-3993.
- (2) MARVIN will begin your process as follows:

Welcome to Michigan's Automated Response Voice Interactive Network.  
You can call me MARVIN!

If you need to file a claim you must report to your branch office.

 If you are using a touch-tone phone – Press 1 now.

To claim weeks of unemployment – Press 1.  
To inquire – Press 2.  
To listen to helpful hints about MARVIN – Press 3.  
To complete the Eligibility Review Process (ERP) – Press 4  
(available Thursdays and Fridays only).

If you wish to end this call at any time, just hang up.

 Make your selection by pressing 1, 2, 3, or 4 on your telephone keypad.

Please enter your Social Security Number now.

 Enter your nine-digit Social Security Number – XXX XX XXXX.

Please enter your chosen four-digit Personal Identification Number (PIN) now.

 **Enter your four digit PIN – XXXX.**

If you hang up before I tell you GOOD BYE, your check will not be issued. Warning! You must answer all questions truthfully. Giving false information or answering questions for anyone other than yourself constitutes fraud and is punishable by law.

If you need a question repeated, you may press "0" at any time. You must answer all questions by pressing "1" for "Yes," and "9" for "No."

MARVIN will begin the certification process.

**QUESTION #1: ARE YOU BACK TO WORK FULL TIME?**

**YES** > Press 1 on your keypad.

- > You will be asked to enter your back-to-work date. You must enter six digits, 2 for the month, 2 for the date, and 2 for the year (070502).
- > MARVIN will repeat the date you entered.
  - If this date is correct, *press 1*.
  - *If not, press 9.*  
MARVIN will repeat the question.  
You may enter the correct date.

**NO** > Press 9 on your keypad.  
MARVIN will ask question #2.

**QUESTION #2: ARE YOU CLAIMING BOTH WEEKS ENDING SATURDAY, MM/DD/YY AND SATURDAY, MM/DD/YY?**

**YES** > Press 1.  
MARVIN will go to question #3.

- NO** > Press 9.
- > MARVIN will ask if you are claiming benefits for week #1. MARVIN will give you the week ending date.
    - *If yes, press 1.*
    - *If no, press 9.*
  - > MARVIN will then ask if you are claiming benefits for week #2. MARVIN will give you the week ending date.
    - *If yes, press 1.*
    - *If no, press 9.*
  - > If your response was "No" for weeks #1 and #2, and you are claiming other weeks, you must report to your customer service location.  
If your response was "Yes" for one or both weeks, MARVIN will ask question #3.

These questions apply only for the week(s) you are claiming.

QUESTION #3: ***WERE YOU ABLE TO WORK FULL-TIME AND AVAILABLE FOR FULL-TIME WORK?***

**YES** > Press 1 if you **were** able to work and available for full-time work during the week(s) you are claiming.

**NO** > Press 9 if you **were not** able to work and available for full-time work during the week(s) you are claiming.

QUESTION #4: ***WERE YOU SEEKING WORK?***

**YES** > Press 1 if you **did** seek work during the week(s) you are claiming.

**NO** > Press 9 if you **did not** seek work during the week(s) you are claiming.

QUESTION #5: ***DID YOU QUIT ANY WORK, FAIL TO ACCEPT A JOB OFFER, OR GET FIRED FROM A JOB?***

**YES** > Press 1 if you **did** quit, were fired by an employer, or refused work during the week(s) you are claiming.

**NO** > Press 9 if you **did not** quit, **were not** fired, or **did not** refuse work during the week(s) you are claiming.

QUESTION #6: ***DID YOU BEGIN SCHOOL OR TRAINING OR BEGIN RECEIVING A PENSION?***

**YES** > Press 1 if you **did** begin school, training, or receiving a pension during the week(s) you are claiming.

**NO** > Press 9 if you **did not** begin school, training, or receiving a pension during the week(s) you are claiming.

This question applies only for the week(s) you are claiming.

**QUESTION #7: *DID YOU HAVE ANY EARNINGS, VACATION PAY, HOLIDAY PAY, SEVERANCE PAY, SALARY CONTINUATION, OR OTHER WAGE CONTINUATION PAY? DO NOT REPORT SUB PAYMENTS PAID BY YOUR EMPLOYER.***

**YES > Press 1.**

> MARVIN will ask if you had earnings during the first week you are calling in for.

- *If yes, press 1.* You will be instructed to enter the dollar amount and press the star key (\*).

For example: If your before deduction earnings were \$137.56, enter only the dollar amount and press the star key (\*).

137\*

MARVIN will ask you to enter the cents and press the star key (\*).

56\*

- *If no, press 9.*

> MARVIN will ask if you had earnings during the second week you are calling in for.

- *If yes, press 1.* You will be instructed to enter the dollar amount and press the star key (\*).

For example: If your before deduction earnings were \$75.00, enter only the dollar amount and press the star key (\*).

75\*

MARVIN will ask you to enter the cents and press the star key (\*).

00\*

- *If no, press 9.*

**NO > Press 9.**

**NOTE:** If your earnings are from vacation pay, holiday pay, severance pay, salary continuation, or other wage continuation pay please contact your customer service location.

If you are an ex-servicemember, MARVIN will ask the following question. If you are not, MARVIN will skip this question.

This question applies only to ex-servicemembers.

**QUESTION #8: *DID YOU BEGIN RECEIVING A SUBSISTENCE ALLOWANCE FROM THE DEPARTMENT OF VETERANS' AFFAIRS FOR VOCATIONAL REHABILITATION TRAINING, SURVIVOR'S OR DEPENDENT'S EDUCATIONAL ASSISTANCE, OR SPECIAL ASSISTANCE FOR THE EDUCATIONALLY DISADVANTAGED?***

**YES > Press 1.**

**NO > Press 9.**

After you have answered all of the questions, MARVIN will repeat the information that you have entered. MARVIN will then ask:

If the information is correct **DO NOT HANG UP!** > Press 1

If any information is not correct > Press 9

---

MARVIN will repeat questions 2 through 7. If you are an ex-servicemember, question 8 will also be repeated. If information still is incorrect, MARVIN will hang up. Review instructions in your booklet and call back. If you continue to have problems, contact your customer service location.

If you are eligible for benefits, MARVIN will tell you the dollar amount and the date your check will be mailed. If you do not agree with the amount of your check, go to your customer service location. If your check is not payable, MARVIN will accept your information and tell you what to do next.

MARVIN will then tell you **GOOD BYE**. Remember, ***DO NOT HANG UP UNTIL MARVIN SAYS GOOD BYE***. If you hang up before you hear the words **GOOD BYE**, your information will not be recorded and no check will be sent. You must call back and begin the process over again.

If after completing your call you find that you made an error, you must call or go to your customer service location immediately. If possible, go on the same day the error was made.

### **USING MARVIN TO ASK QUESTIONS ABOUT YOUR CLAIM**

When you have questions concerning your claim, MARVIN will assist you. MARVIN can give you information such as the **date your last check was mailed, the amount of your last check, the number of weeks already paid, and the number of payments you have left**. Contact your customer service location if you need information.

**You may call MARVIN to ask questions about your claim anytime Monday through Friday between the hours of 8:00 a.m. and 7:00 p.m.**

To ask MARVIN questions about your claim:

- (1) Dial MARVIN's toll-free number 1-866-638-3993.
- (2) MARVIN will begin your process as follows:

Welcome to Michigan's Automated Response Voice Interactive Network.  
You can call me MARVIN!

If you need to file a claim you must report to your branch office.

 If you are using a touch-tone phone – Press 1 now.

To claim weeks of unemployment – Press 1.  
To inquire – Press 2.  
To listen to helpful hints about MARVIN – Press 3.  
To complete the Eligibility Review Process (ERP) – Press 4  
(available Thursdays and Fridays only).

If you wish to end this call at any time, just hang up.

 Make your selection by pressing 1, 2, 3, or 4 on your telephone keypad.

 Press 2 to inquire about your claim.

Please enter your Social Security Number now.

 Enter your nine-digit Social Security Number – XXX XX XXXX.

Please enter your chosen four-digit Personal Identification Number (PIN) now.

 Enter your four digit PIN – XXXX.

If you would like to know the last payment date and check amount > **Press 1.**

If you would like to know the balance of weeks payable > **Press 2.**

If you would like to know the date of the most recent certification > **Press 3.**

To end the call > **Press 4.**

If you would like to certify, you will need to call MARVIN back.

If you press 1, MARVIN will say:

Your last pay date is \_\_\_\_\_ for the amount of \$\_\_\_\_\_. Please allow at least ten working days from the time you phone-in your certification before you inquire about your benefit check.

If you press 2, MARVIN will say:

You are entitled to \_\_\_\_\_ weeks. Your balance is \_\_\_\_\_, and the number of weeks that you have already been paid is \_\_\_\_\_.

If you press 3, MARVIN will say:

Your last certification was for the week ending \_\_\_\_\_.

Continued . . .

If you press 4, MARVIN will say:

GOOD BYE and disconnect.

All three choices will repeat after MARVIN answers your question.

Your comments about the automated service, MARVIN, are appreciated.

Please send them to: MARVIN, 3024 W. Grand Blvd., Detroit, Michigan 48202. — Thank you.

## HELPFUL HINTS

If you cannot certify during your appointment hour because the system was not available, your specific appointment time requirement is automatically waived for the week, but you must still call back sometime during normal operating hours in that week.

Sometimes the phone lines are busy at the beginning of the appointment hour. You might try calling a few minutes later during the appointment hour.

## ELIGIBILITY REVIEW PROGRAM (ERP)

You may be selected for the Eligibility Review Program (ERP) program based on the length of your continuous unemployment. The ERP is intended to help you identify and remove barriers which prevent you from returning to gainful employment and reduce the duration of your unemployment. If you are selected, you will receive Form UC 1726-S, *Eligibility Review Questionnaire*, in the mail. To complete the ERP timely call MARVIN and select Option 4 on the first Thursday or Friday (but within 21 days of the mail date) after receiving the form. Benefit payment will continue without delay if the ERP is completed timely and all questions are answered in a manner which does not indicate a possible ineligibility.

If selected, you must call MARVIN to complete the ERP **in addition** to your regular MARVIN certification day and time to continue receiving benefit payments. If you do not call MARVIN to complete the ERP, you must report to the branch office in person for a statement and to complete Form UC 1726, *Eligibility Review Questionnaire*. You will not be eligible for future benefits until the ERP requirement is satisfied.

## WHEN TO REPORT TO YOUR CUSTOMER SERVICE LOCATION

If you have trouble using MARVIN, contact your customer service office immediately. You must go in person to your customer service office:

- ✔ to file a new claim, an additional claim, or to reopen your claim
- ✔ if you need to change your PIN
- ✔ when you receive a call-in notice from UC
- ✔ if you find an error after you have completed your call
- ✔ whenever MARVIN tells you to go to your customer service location.

If you need to change your address, you have the option of mailing in the appropriate form, or going to your local customer service location. It is important that you notify your local branch office as soon as possible so that your check is mailed to the correct address.

Remember, if you have any questions or concerns, the UC customer service office staff is available to help you. UC's Claimant Customer Relations staff are also available from 8:00 a.m. through 5:00 p.m. Eastern Time. They can be reached at **1-800-638-3995**, Monday through Friday, to give you a hand.



## CALL MARVIN TOLL-FREE

To phone-in your biweekly claim or ask questions about your claim, use MARVIN's toll-free number from anywhere in the United States, Canada, Puerto Rico, District of Columbia and the U.S. Virgin Islands.

**1-866-638-3993**

**NOTE:** If during your call to MARVIN there is background noise (a loud radio, television, or talking), static on the line, or if you're using a cellular phone and have a bad connection, you may need to hang up and call back. These sounds may interfere with your communicating with MARVIN.

## QUICK CERTIFICATION METHOD

After using MARVIN a few times, these condensed instructions provide a quick method of certifying for weeks of unemployment.

1. Dial MARVIN's toll-free number 1-866-638-3993.
2. Enter your Social Security Number using the keypad on your touch tone phone or a phone with a tone-pulse switch (the switch must be set on tone).
3. Enter your four digit Personal Identification Number (PIN). Do not write your PIN in this booklet.
4. **Press 1** to claim weeks of unemployment.  
**Press 2** to inquire about payment on your claim.  
**Press 3** for Helpful Hints about MARVIN.  
**Press 4** to complete the Eligibility Review Process (ERP)  
(available Thursdays and Fridays only).  
**Hang up** to end the call at any time.
5. MARVIN will ask you several questions. Answer these questions by pressing:
  - **1** if your answer is YES
  - **9** if your answer is NO
  - \* Press the star key after entering the dollar amount and the cents  
\$150.20 = Enter dollar amount: 150\*  
                  Enter cents amount: 20\*
  - When entering dates, do not leave spaces – 072599
6. MARVIN will repeat all of your answers.
  - **Press 1** if all of your answers are correct.
  - **Press 9** if any of your answers are wrong. The questions will repeat once more.After three failed attempts to enter the correct information, MARVIN will tell you to review your handbook or contact your customer service office for assistance.
7. MARVIN will tell you the date your check will be mailed and the dollar amount. If your check is not payable, MARVIN will tell you what to do next.
8. Do not hang up until MARVIN tells you **GOOD BYE**.





**John Engler, Governor**  
*State of Michigan*



**Noelle A. Clark, Director**

**BUREAU OF WORKERS' &  
UNEMPLOYMENT COMPENSATION**

**Jack Wheatley, Director**

CIS is an Equal Opportunity Employer and complies with the Americans with Disabilities Act

Call 313/456-2000 or visit our web site @ [www.cis.state.mi.us/bwuc/home.htm](http://www.cis.state.mi.us/bwuc/home.htm)

For TDD service only: (866) 366-0004

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