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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
UNEMPLOYMENT INSURANCE AGENCY
SHAUN THOMAS
ACTING DIRECTOR

STEVE ARWOOD
DIRECTOR

Dear UIA Customer:

In conjunction with the Unemployment Insurance Agency's (UIA) initiative to upgrade and improve our services, Michigan's Automated Response Voice Interactive Network (MARVIN), will be updated October 1, 2013. We've enhanced the script, making it easier for you to interact with the Agency. You will notice new questions during the online and phone certification process with the Agency:

MARVIN'S NEW SCRIPT

1. Has your address changed since your last certification?
2. Are you claiming the week beginning Sunday, XX/XX/20XX through Saturday, XX/XX/2013?
3. Were you available to accept full-time work every day between Sunday, XX/XX/20XX through Saturday, XX/XX/2013?
4. Were you able to work full-time every day between Sunday, XX/XX/XXXX through Saturday, XX/XX/XXXX?
5. Did you look for work during the week Sunday, XX/XX/20XX through Saturday, XX/XX/2013?
6. Did you quit any job between Sunday, XX/XX/20XX through Saturday, XX/XX/2013?
7. Did you refuse any job(s) or offer(s) of work between Sunday, XX/XX/20XX through Saturday, XX/XX/2013?
8. Were you fired from any job between Sunday, XX/XX/20XX through Saturday, XX/XX/2013?
9. Did you BEGIN attending school or training classes between Sunday, XX/XX/20XX through Saturday, XX/XX/2013?
10. Did you begin receiving a pension between Sunday, XX/XX/20XX through Saturday, XX/XX/2013?
11. Did you receive vacation pay between Sunday, XX/XX/20XX through Saturday, XX/XX/2013?
12. Did you receive, or will you receive holiday pay for a holiday that occurred between Sunday, XX/XX/20XX through Saturday, XX/XX/2013?
13. Did you receive severance pay between Sunday, XX/XX/20XX through Saturday, XX/XX/2013?
14. Did you do any type of work between Sunday, XX/XX/20XX through Saturday, XX/XX/2013?
15. Did you have any earnings between Sunday, XX/XX/20XX through Saturday, XX/XX/2013?
16. Did you return to work full-time between Sunday, XX/XX/20XX through Saturday, XX/XX/2013?

SYSTEM UPGRADE

The Agency will undergo a system-wide computer upgrade from 7:00 p.m. on Wednesday, September 25, through 8:00 a.m. on Tuesday, October 1, 2013. As a result, Michigan's Automated Response Voice Interactive Network (MARVIN), MARVIN online, and the Michigan Web Account Manager (MiWAM), formerly known as Claimant Web Account Manager (CWAM), will be inaccessible to all users during this time.

The Agency recommends those whose bi-weekly certification time is scheduled for the week ending Saturday, September 28, 2013, should make every possible effort to certify at their regularly scheduled time. The make-up days will not be available.

The UIA is working diligently to ensure your interactions with the Agency are more efficient. We will continue to keep you updated on our progress. Please look for more information through email, postal mail and our website at www.michigan.gov/uia.