

UNEMPLOYMENT INSURANCE AGENCY

UI 101

HOW DO I FILE A CLAIM?

- > Online at Michigan.gov/UIA using the MiWAM portal.
- > By phone 1-866-500-0017.

WHAT DO I NEED TO FILE?

- > Social Security Number.
- > Employment information for the past 18 months: employer name and address, first/last day worked/gross earnings.
- > Your address, phone number, date of birth.
- > Non-Citizens Alien registration and the expiration date of your work authorization card.
- > Driver's License or State ID.

WHAT'S NEXT?

How do I get paid?

In order to get paid, **EVERY TWO WEEKS** you must *report* (certify) that you are still unemployed by answering some questions.

How do I report?

- > Online 24/7 through your MiWAM account.
- > Phone MARVIN (1-866-638-3993) Monday-Friday, 8 a.m. to 4:30 p.m.

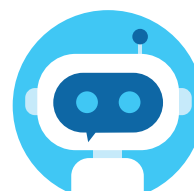
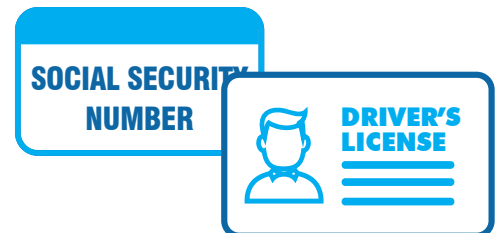
Payment posts within 2-3 business days from the date you report. Saturdays, Sundays, and holidays are not considered a business day.

There are two options for payment

- > Direct deposit through your bank or credit union - You will need your routing number and account number.
- > UIA debit card.

QUESTIONS ON YOUR CLAIM?

- > Visit Michigan.gov/UIA for tools and resources.
- > Access your MIWAM account 24/7.
- > Chat with an agent Monday-Friday, 8 a.m. to 4:45 p.m.
- > Call our Customer Service line at 1-866-500-0017, Monday-Friday, 8 a.m. to 5 p.m.
- > Schedule an appointment at Michigan.gov/UIA, with the option of a closed-captioned virtual meeting for those who are deaf or hard of hearing.
- > Ask Ava, UIA's 24/7 chat feature.



**ASK AVA
FOR HELP**
or use one of our many
options for assistance