



**THE MANY WAYS  
 TO CONTACT  
 UIA**

**VISIT OUR WEBSITE** [www.michigan.gov/ui/](http://www.michigan.gov/ui/)

**USE THE CLAIM PORTAL (CLAIM WEB ACCOUNT MANAGER)**

You can sign up for a web account with UIA. This will allow you to choose or change your benefit payment method, use MARVIN Online, or look at your benefit payment history. Other services will be added soon. Go to the website address above and click on "UIA Online Services for Unemployed Workers."

**CALL US**

Call **1-866-500-0017**, Monday – Friday, 8:00 a.m. to 4:30 p.m. Eastern Time (ET), and choose option 3 to speak to a Customer Service Representative. If you need a Spanish speaking representative, wait until you hear this option in Spanish (option 4). For all other languages, press option 3 and the representative will connect to a translator for assistance. If you are hearing impaired, TTY service is available at **1-866-366-0004**.

**FAX US**

FAX your responses to Agency forms or correspondence to the FAX number on the form. Protests/appeals on claims, or any other correspondence, should be faxed to **1-517-636-0427**. Include your name, social security number, signature, and date on all correspondence. Make a copy for yourself. Print and keep confirmation that your FAX was received.

**WRITE US**

Mail your responses to Agency forms or correspondence to the address on the form. Protests/appeals, or any other correspondence, should be mailed to the Unemployment Insurance Agency at the address below. Include your name, social security number, signature, and date on all correspondence. Make a copy for yourself.

**Unemployment Insurance Agency (UIA)  
 P.O. Box 169  
 Grand Rapids, MI 49501-0169**

**PROBLEM RESOLUTION OFFICES**

Open for walk-in customers from 8:00 a.m. until 3:00 p.m., Monday through Friday

\*Call 1-866-500-0017 and press option 3 to verify that this temporary office is still open.

**METRO DETROIT AREA**

\*Detroit - 3024 W. Grand Blvd, Suite L-500, Cadillac Place  
 Livonia - 33523 W. 8 Mile Road, West of Farmington Road, in the Northridge Shopping Center  
 \*Pontiac - 51111 Woodward Ave., Suite 100

**TRI-CITIES**

Saginaw - 614 Johnson St., Saginaw, across from Bus Terminal

**WEST MICHIGAN**

Grand Rapids - 3391 Plainfield, N.E., Grand Rapids

**MID-MICHIGAN**

Lansing - 5015 S. Cedar at Jolly, in the Jolly-Cedar Plaza

**NORTHERN MICHIGAN**

Gaylord - 400 W. Main Street, Suite 102, west of South Michigan Avenue

**UPPER PENINSULA**

Marquette - 2833 U.S. 41 West, across from Westwood Mall

**MARVIN TOLL-FREE LINE: 1-866-638-3993**

The UIA automated telephone system you call every other week to claim (certify/report for) unemployment benefit payments. Instead of calling MARVIN, you can use MARVIN Online at [www.michigan.gov/ui/](http://www.michigan.gov/ui/) and click on "UIA Online Services for Unemployed Workers" or "Certify With MARVIN Online."

**FRAUD HOTLINE:** Report suspected unemployment insurance fraud at [www.michigan.gov/ui/](http://www.michigan.gov/ui/) and click on "Report Fraud" or call the toll-free Fraud Hotline at **1-800-822-1122**. The line is available 24 hours a day.