



WELCOME

Office of Employer Ombudsman

2015 Employer Seminar



Michigan
Unemployment Insurance Agency
Department of Talent and Economic Development | Talent Investment Agency

Many positive changes
have taken place at the
Office of Employer
Ombudsman

Purpose and Function

- ✓ Serve as liaison between the Agency and its employer customers
- ✓ Provide knowledgeable, efficient and friendly one-to-one assistance
 - Toll-free line 1-855 484-2636/1-855 4UIA-OEO
 - Electronic mailbox: OEO@michigan.gov
- ✓ Dedicated to resolving most issues within (3) to (5) business days

The MiWAM account

1. Conversion to a new computer system on the tax and benefit sides of the Agency
2. Questions related to UIA correspondences, newly designed forms and (re)determinations
3. Electronic filing requirements for all Employers
4. Learning curve on our end
5. Learning curve on your end

Moving forward - positive changes

- Full time manager of OEO
- Full time UI Analyst
- Full time specialists – (Tax & Benefits)
- Developed OEO Representative schedule to ensure adequate telephone coverage
- Redesigned toll free line so that it includes approximate wait times
- Redesigned email system
 - All emails receive a response
 - Records are maintained on emails

How can you help?

- Problem with account or correspondence, contact ASAP. Do not wait until just before you are ready to file your quarterly return
- Peak periods in OEO
 - January 1st – February 15th
 - (4) weeks prior to quarterly return due date & (10) days after
- If/when you call OEO, listen to message. We have incorporated approximate “wait” times. If you cannot wait, email us
- Have employer number & letter identification number
- If you wish to share any comments or concerns (regarding the service we provide), just ask to speak with the manager

We are here for you

- Call us at the toll free numbers:
 - 1 855 4UIA-OEO
 - 1 855 484 2636
- Email us at: OEO@michigan.gov