

**UNEMPLOYMENT
INSURANCE
AGENCY**

JENNIFER M. GRANHOLM, Governor
State of Michigan

STANLEY "SKIP" PRUSS, Director
Department of Energy, Labor &
Economic Growth

SUSAN CORBIN
Deputy Director
Department of Energy, Labor &
Economic Growth

STEPHEN M. GESKEY, Director
Unemployment Insurance Agency

Filing Unemployment Claims by Telephone

The Unemployment Insurance Agency (UIA) has two methods that unemployed workers can use to apply for unemployment benefits – by telephone and through the Internet. This fact sheet offers general information about applying for unemployment benefits by telephone.

Telephone-Filed Claims

Unemployed workers in the state can file their *new* unemployment claims or reopen established claims by dialing the agency's free telephone number:

1-866-500-0017

This telephone number is available to those calling from any area code in Michigan as well as throughout the United States and Canada.

UIA has established a schedule for jobless workers to follow when filing their unemployment claims by telephone. The schedule (see table below) is based on the last two digits of their Social Security numbers. If callers miss their scheduled call-in times, they can call anytime between 8:00 a.m. and 4:30 p.m. (Eastern Time) on Thursday or Friday.

Time	Monday	Tuesday	Wednesday	Thursday or Friday
8:00 a.m. to 12:30 p.m.	00 -- 15	34 – 48	67 – 81	Open call-in
12:30 p.m. to 4:30 p.m.	16 – 33	49 – 66	82 – 99	

Eastern Time

For example, jobless workers with Social Security numbers ending in 55 file their unemployment claims by telephone on Tuesday between 12:30 and 4:30 p.m.

Once callers complete the process of applying by telephone, which takes about 30 minutes, they will hear a confirmation number, which means their information has been received, and the claim will be processed. Within 10 days, callers should receive information by mail about their claims.

Information needed when filing an unemployment claim

When filing unemployment claims, callers will need the following information:

- Social Security number
- A PIN used to call MARVIN for an existing claim or previous claim, or a driver license or state ID number. (A PIN is desired but not required when filing by telephone.)
- Complete mailing address with zip code
- A telephone number

Fact Sheet

- County of residence
- For non-U.S. citizens or nationals, an alien registration number and the expiration date for the work authorization, and
- For each employer they have had over the last 18 months:
 - Employer’s name and address
 - Last day of work with each employer, and
 - Earnings for each calendar quarter during the last 18 months

Certify through MARVIN

After the claim is filed, jobless workers must remember to certify about their eligibility for benefits once every two weeks by contacting the agency’s MARVIN system on their appointed day and time. Workers can contact MARVIN either by dialing the system’s toll-free telephone number:

1-866-638-3993

Or by using MARVIN online, which is located at the UIA website:

www.michigan.gov/uia

To use MARVIN online, unemployed workers need to create a free online web account with the agency. To establish their online account, unemployed workers should click on either “UIA Online Services for Unemployed Workers” or “Certify with MARVIN Online” at www.michigan.gov/uia.

Questions?

If you have questions about or problems with your unemployment claim and have filed your claim either by telephone or Internet, you can inquire about your claim by calling UIA at **1-866-500-0017** for assistance on weekdays from 8:00 a.m. to 4:30 p.m. (Eastern Time).

If you have general questions about unemployment insurance in Michigan, visit the Unemployment Insurance Agency’s website at www.michigan.gov/uia.



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