

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?

- Register for work before your first certification.
- Actively search for work.
- Every two weeks 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.

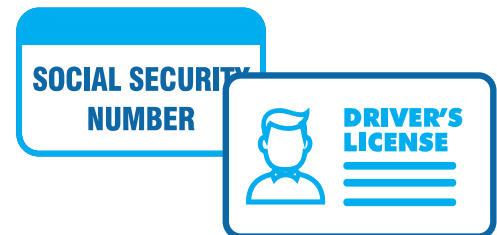
Payment posts within 2-3 business days from the date you report. Saturdays, Sundays, and holidays are not considered a business day.

There are two options for payment

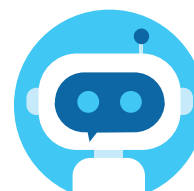
- Direct deposit through your bank or credit union - You will need your routing number and account number.
- UIA U.S. Bank debit card.

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.



MIWAM
OR
MARVIN



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