

BUREAU OF WORKERS' & UNEMPLOYMENT COMPENSATION

Bureau of Workers' and Unemployment Compensation (BWUC) pays unemployment (monetary) benefits to eligible workers if jobs cannot be found. The benefit cost is paid by employers. There is no deduction from your paycheck for these benefits.

In order to be eligible for UC Benefits, you must meet the specific established criteria.

*As of January 15, 2003, changes were made to the unemployment system to improve customer service. Three unemployment offices in southeastern Michigan were re-opened to assist customers with problems and questions regarding with applications and claims. These offices are:

Dearborn #007
2901 Gulley Rd
Dearborn, MI 48124
(313) 565-8300



[View Online Map](#)

Madison Heights #008
401 E 13 Mile Rd
Madison Heights, MI 48071
(248) 589-1600



[View Online Map](#)

Detroit Northwest #004
4321 Oakman Blvd
Detroit, MI 48204
(313) 934-0950



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In addition to the re-opening of the offices,

- More customer service personnel and phone lines will be added immediately. Former staff who took advantage of the state's early-out retirement program and who are appropriately trained in handling unemployment questions staff will be brought back on staff to handle incoming calls.
- Branch offices previously scheduled for closure will be kept open. Lease cancellation notices have been rescinded and all current branch offices will remain open for the immediate future.
- Hotline hours will be expanded immediately. Beginning January 13, 2003 the Claimant Customer Relations Hotline (1-800-638-3995) will now be open from 7 a.m. to 9 p.m. Monday through Friday. Overtime has been approved so that the system can be fully staffed at all times.
- Walk-in service will be provided at the Dearborn, Lansing, Saginaw, Detroit, Madison Heights and Grand Rapids branches. Staff will be able to provide face-to-face assistance at these locations by January 21, 2003. These full service locations will also allow workers to file unemployment claims in person.
- The phone system will be upgraded. Beginning January 27, customers who do not get through to customer relations staff will hear a useful recorded message instead of a busy signal.
- Customer Service Representatives will be placed in high-traffic local Michigan Works Agencies by February 18, 2003.

- Unemployed workers in Michigan can also file claims via the Internet. Both the claims by mail form and access to Internet filed claims are available on the BWUC website www.michigan.gov/bwuc.

Benefits

When you file a new claim (*Application for Unemployment Benefits*) to the BWUC you begin your Benefit Year. The Benefit Year means that your application will remain active with the BWUC for 52 weeks (1 year), starting on the Sunday of the same week in which you filed your application.

If you return to work before your benefit year is over and do not receive all your benefits and become laid off again within that benefit year, you can file for benefits again by mailing the *Additional Claim by Mail* form to the Remote Initial Claims (RIC) center that corresponds to your branch office number (see table under the *Filing for Benefits and What to Bring* section).

If you return to work for the rest of your benefit year and do not receive all your benefits, you cannot carry them over into another benefit year.

If you do not return to work and receive all your benefits before your benefit year is over, you cannot file for benefits again until your benefit year is over. However, sometimes when the unemployment rate is high, the BWUC has granted Extension Benefits for eligible claimants. Although Extended Benefit periods are usually announced through the news media, one can also inquire about these periods by contacting the Claimant Customer Relations by calling **1-800-638-3995** or visiting them on the web at www.michigan.gov/bwuc.

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Filing for Benefits and What to Bring

It is recommended that you mail your claim to the Remote Initial Claims (RIC) center corresponding to your branch office number or Internet file your claim by the Friday following your last week of work. See the table below to find your RIC center:

Detroit RIC Center	Grand Rapids RIC Center	Saginaw RIC Center
BWUC PO Box 11671 Detroit, MI 48211-0671 Fax: 313-456-2596	BWUC PO Box 169 Grand Rapids, MI 49501-0169 Fax: 616-356-0104	BWUC PO Box 5050 Saginaw, MI 48605-5050 Fax: 989-758-1986
Your Former Branch Office	Your Former Branch Office	Your Former Branch Office
03 Detroit 04 Detroit West 07 Dearborn 08 Madison Heights 13 Canton 15 Monroe 16 Mt Clemens 23 Sterling Heights 51 Adrian 66 Port Huron 98 Interstate	20 Reed City 21 Cadillac 24 Manistee 25 Muskegon 35 Fremont 43 Grand Rapids 45 Holland 46 Ionia 55 Jackson 71 Battle Creek 72 Benton Harbor 75 Kalamazoo 79 Sturgis	27 Petoskey 29 Traverse City 31 Alma 32 Alpena 33 Bay City 37 Saginaw 39 West Branch 56 Lansing 63 Flint 64 Lapeer 65 Bad Axe 81 L'Anse 82 Escanaba 83 Houghton 86 Ironwood 89 Marquette 96 Sault Ste. Marie

However, to ensure that your benefits begin on time, it may be best to mail or Internet file your claim the day after your last day of work.

When filing for unemployment benefits, it is recommended have to two pieces of identification:

1. Picture ID (Driver's License or State ID)
2. Legal proof of Social Security or some piece of identification that has both your name and social security number (passport, Social Security card, W-2 Form[s], or Insurance card)

In case the UC office does not have your wage information from your former employer(s), be prepared to provide evidence of the wages you

earned. Payroll check stub(s) or federal W-2 form(s) are the best source for this information. Bring your Employer's Account Number. This will help BWUC process the application more effectively. If you do not know your Employer's Account Number or your employer does not know their account number, your application will **STILL** be processed.

Your wage information and application will be used to determine whether you are eligible to receive unemployment benefits.

Application for Benefits

This application needs to be completed in order to qualify for benefits. The application is subject to change at any time.

If you are not a US Citizen or National, you need to also complete the *Alien Consent of Disclosure* form along with the application.

To ensure the best quality of service the BWUC suggests to (please note you may do some steps differently for Internet filed claims):

1. Fill out the application entirely
2. Use black ink
3. Print clearly
4. Do not write or type in shaded areas
5. Sign and date your application
6. Include your printed name, signature, Social Security number, and date on each sheet you submit
7. Double check the application to be sure all required areas are filled in and all requested information is included before mailing
8. Mail the *Application for Unemployment Benefits* and if you are a non-citizen, also include *Alien Consent of Disclosure*
9. MAIL IMMEDIATELY. If the application is not received by the Friday following the week containing your last week of work, your claim will be effective the week in which it is received.
10. Allow 5 days for delivery

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The UC office has the complete unemployment compensation guide with forms, application, and MARVIN procedures available at their community offices, Michigan Works! sites, or on their website www.michigan.gov/bwuc under forms. All the booklets and forms that are available on their website are written in Adobe Acrobat Reader format. In order to access these forms you will need to have the Adobe Acrobat Reader program installed on your computer. If you have it, you will be able to open these forms by clicking on them. If you do not have it, you can download the free Adobe Acrobat Reader 5.0 version from www.adobe.com.

If you have any questions about the application, a UC office employee will be able to assist you or you can call **1-800-638-3995**.

Monetary Determinations

Once the BWUC has determined that you are eligible for benefits, they will send you a Monetary Determination in the mail. If you filed by Internet, you will receive a confirmation number after you electronically submitting your claim and then you will receive a monetary determination by mail. A Monetary Determination is a formal statement indicating the number of weeks that you are eligible for benefits and the amount of benefits you will receive each week.

Monetary determinations are decided by reviewing your last 18 months of employment and how much you have earned in those 18 months coupled with individual circumstances such as:

1. How many dependents you have
2. Whether or not you are receiving severance, vacation, and sick pay from your former employer and for how long
3. Whether or not you are receiving retirement and pension benefits
4. Mandatory deductions for child support, alimony, and bankruptcy withholdings.

Depending on the above information, the number of weeks you may receive benefits will range from 14-26 weeks and the weekly benefit amount can range from \$0.00 to the maximum \$362.00.

For more information on severance, vacation, and sick pay, and receiving unemployment benefits, please refer to the *Earnings While Claiming Benefits* section of the Unemployment Guide.

MARVIN and Receiving your Benefit Checks

MARVIN is the Michigan Automated Response Voice Interactive Network. The number for MARVIN is **1-866-638-3993**. In order to receive your benefit checks, you have to certify with MARVIN.

You can only certify with MARVIN when you:

1. Have mailed in your completed *Application for Unemployment Benefits*
2. Have registered for work with the Michigan Works! Agency
3. Call on your specified day and time

In order to figure out your specified day and time to call MARVIN, take the last two digits of your Social Security and find them in the table below.

EASTERN TIME	MONDAY	TUESDAY	WEDNESDAY
8:00 – 9:00	00-01-02-03	34-35-36	67-68-69
9:00 – 10:00	04-05-06	37-38-39	70-71-72
10:00 – 11:00	07-08-09	40-41-42	73-74-75
11:00 – 12:00	10-11-12	43-44-45	76-77-78
12:00 – 1:00	13-14-15	46-47-48	79-80-81
1:00 – 2:00	16-17-18	49-50-51	82-83-84
2:00 – 3:00	19-20-21	52-53-54	85-86-87
3:00 – 4:00	22-23-24	55-56-57	88-89-90
4:00 – 5:00	25-26-27	58-59-60	91-92-93
5:00 – 6:00	28-29-30	61-62-63	94-95-96
6:00 – 7:00	31-32-33	64-65-66	97-98-99

After you have found the day and time, the next step is to determine the week that you will

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make your first call to MARVIN. That week will be two weeks after you filed your claim. You would wait one full calendar week (Sunday to Saturday) between applying and calling MARVIN. For example, using the calendar below, let's say you filed your claim during the week of the 5th and the last two digits of your social security number were 07, you would call MARVIN on Monday, January 20, 2003 between 10:00am and 11:00am.

When you call MARVIN for the first time, you will be required to create a four-digit Personal Identification Number (PIN) that is unique to you. This number will be used each time you call MARVIN to verify your identity. Keep this number safe and confidential.

When you call MARVIN you will only be able to claim two weeks of unemployment at a time. These weeks will always be weeks that end on Saturday. Marvin will ask you if you are claiming weeks ending Saturday, MM/DD/YY and Saturday, MM/DD/YY. Continuing with the example, you would claim weeks ending Saturday, January 11, 2003 and Saturday, January 18, 2003.

January 2003

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Make sure you answer all of MARVIN'S questions honestly and to the best of your ability; keep back ground noise to a minimum; only use cellular phones when no other means of communication are available, and make sure there is a good reception; and **DO NOT HANG UP BEFORE MARVIN SAYS GOODBYE.** If you follow these instructions and your former employer is not disputing your claim, you should receive your check shortly after you call

MARVIN. If you do not receive your check, call **1-800-638-3995.**

After you call MARVIN for the first time you will call back every other week on your specific day and/or time to claim unemployment benefits as long as you are eligible.

If you miss your day and/or time to call, you can call MARVIN back on Thursday or Friday of that week between 8:00am – 7:00pm. Please keep in mind that if you miss your day and/or time to call you may not receive your check on time. It is strongly recommended that you review the Marvin guide prior to the first time you call. The complete MARVIN guide is available at the Michigan Works! sites, or on www.michigan.gov/bwuc under forms.

Reapplying for Benefits

If you return to work before your benefit year is over and do not receive all your benefits and become laid off again within that benefit year, you can file for benefits again by mailing the *Additional Claim by Mail* form to your RIC center. However, if you become laid off again after your benefit year is over, you will need to file a new claim (*Application for Unemployment Benefits*).

Return to Work

Sometimes people return to work part-time while collecting benefits. If you return to work and you do not earn 1½ times your weekly benefit amount, you can claim for those weeks you work. Your check amount will be adjusted to reflect your earnings. In other words, your weekly benefit amount will be less for that week because you had earnings. If you make a claim for a week you worked and receive benefits, you will not receive additional benefit weeks. For more information, please refer to the *Return to Work and Earnings While Claiming Benefits* section of the Unemployment Guide.

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Future Perspectives

Currently, the BWUC is under a reconstruction. According to the BWUC they have been consolidating staff in order to convert to a new system of providing unemployment insurance electronically and over the telephone. The ultimate goal is to offer internet and telephones claims. This will provide people with a fast, secure and convenient way to apply for unemployment benefits.