

# TEAMMATE SERVICES

**WHAT:** Texas – Filing an unemployment claim

**WHEN:** May 18, 2020

**WHO:** Teammates in Texas

The Texas Workforce Commission (TWC) operates the state's Unemployment Insurance (UI) program. UI benefits are not only for those individuals who unfortunately find themselves without work, the program also covers workers whose hours have been reduced for business reasons. If your hours have been reduced and you are struggling financially to keep up with expenses, please explore the option of applying for partial UI benefits.

Effective immediately, TWC asks that Texans use their area code to find their proposed call and access times listed below. See below chart for recommended call and access times:

## **Recommended Call and Access Times:**

- Area Code of Applicant Suggested Call Time
- Area Codes Beginning with 9 - Mon-Wed-Fri 8:00 a.m.-Noon
- Area Codes Beginning with 3, 4, 5,6 - Mon-Wed-Fri 1:00 p.m. - 5:00 p.m.
- Area codes Beginning with 7, 8 - Tues -Thurs-Sat 8:00 a.m. - Noon
- Area codes Beginning with 2 - Tues-Thurs-Sat 1:00 p.m. -5:00 p.m.

Texans will not be penalized for a delay due to call or user volume. Claims for individuals affected by COVID-19 are eligible to be backdated. Staggering claims will provide help to reduce frustrations for many Texans and provide better access to needed services.

## **What you need to apply:**

- Last employer's business name and address
- First and last dates (month, day and year) you worked for your last employer
- Number of hours worked and pay rate if you worked this week (including Sunday)
- Information related to your normal wage
- Alien Registration Number (if not a U.S. citizen or national)

## **How to apply:**

An individual may apply for benefits or check the status of their existing claim online at [ui.texasworkforce.org](https://ui.texasworkforce.org) any time 24/7 which will allow us to more quickly handle their claim needs. If they do not have internet access, they may call 1-800-939-6631 M-F 8 am to 6 pm CST and Saturday 8 am to 5 pm CST.

<https://apps.twc.state.tx.us/UBS/security/logon.do>

You will not receive payment for your first payable week, the “waiting week,” until you have been paid two times your weekly benefit amount and have returned to full-time work or exhausted your benefits.

**You must:**

- Register for work within three business days of applying for benefits. Texas Workforce Commission will send you a letter specifying how many work search activities you must complete each week.
- Search for work and keep a record of your work search
- Request payment on time
- Be physically and mentally able to work
- Be available for full-time work

**Benefit payments for Unemployment Insurance made using the Reliacard Debit Card or Direct Deposit.**

- **If you have a Reliacard and need support, you can contact them through the website [www.usbankreliacard.com](http://www.usbankreliacard.com) or at 800-657-6343**

**Resources:**

Step by Step guide to filing an unemployment claim

<https://www.twc.texas.gov/files/jobseekers/tutorial-apply-for-benefits-online-twc.pdf>

Unemployment Insurance Benefit estimation:

<https://www.twc.texas.gov/jobseekers/eligibility-benefit-amounts>

FAQs regarding Unemployment Claims:

<https://apps.twc.state.tx.us/UBS/changeLocale.do?language=en&country=US&page=/portalfaq.do>