Select Your Payment Option

Log on to ui.texasworkforce.org and select **Payment Option** or call **Tele-Serv** and select **option 5** for direct deposit or payment by debit card.

Direct Deposit. For direct deposit, enter your bank or credit union's nine-digit routing number and your checking or savings account number. Find these numbers on a check (not a deposit slip). TWC sends your account information to your financial institution for verification. This takes eight days, so select direct deposit immediately after applying for benefits.

Debit Card. If you do NOT sign up for direct deposit, TWC pays benefits by debit card. Expect your TWC UI debit card within seven days after we process your first payment. Read the information on fees and activate your card immediately.

Reminder

You must complete your job seeker registration at WorkInTexas.com within three business days of applying for benefits, or register at any Workforce Solutions Office. If you live out of state, register in the state where you reside.

Pay What You Owe

Overpayment. If you have an overpayment from a prior claim in Texas or another state, we can pay you benefits only after you repay the overpayment. We apply your weekly benefits to pay down what you owe until the overpayment is paid. Any remaining overpayment not recovered from benefits must be repaid directly to TWC.

TEXAS WORKFORCE SOLUTIONS

Contact Us

Tele-Center (to speak with a staff member):
800-939-6631, weekdays, 8 A.M. – 6 P.M.

Tele-Serv (automated telephone system):
800-558-8321, for general information 24 hours a day. Check your claim status or request a payment, and other options daily, 7 A.M. – 6 P.M.

Fraud Is a Serious Crime

Unemployment fraud is a serious crime that TWC aggressively pursues. If you commit fraud, you lose all remaining benefits on your claim and must repay the benefits you were not entitled to receive, and pay a 15 percent penalty on benefits you fraudulently received. If convicted of fraud, you face fines or jail time, or both.

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities. Deaf or hearing-impaired individuals should dial 711 for Relay Texas.

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TEXAS WORKFORCE COMMISSION

ui.texasworkforce.org

B-35E (9/15, rev. 11/15) Inv. No. 508431

Texas Workforce Commission

Unemployment Benefits

At a Glance



ui.texasworkforce.org



Before You Apply for Benefits

Apply for unemployment benefits on ui.texasworkforce.org or by calling a Tele-Center. Be sure you have:

- your last employer's name and mailing address
- start and end dates of your last job
- your alien registration number, if you are not a U.S. citizen.

If you were part of a mass layoff, your employer provides the Texas Workforce Commission (TWC) with information for part of your claim. Your employer will notify you if they use the TWC Mass Claim process, and TWC will then send you instructions on how to complete your benefit application.

Eligibility Requirements

- **Past Wages.** You must have earned enough wages in the first four of the last five completed calendar quarters before the effective date of your claim.
- **Job Separation.** You must be unemployed or partially unemployed through no fault of your own.
- **Able and Available.** You must be able and available for full-time work.
- **Work Search.** Unless TWC exempts you from this requirement, you must look for work, keep a detailed record of your work search activities and accept suitable full-time work.

After You Apply for Benefits

It can take approximately four weeks after you apply to determine whether you are eligible for benefits.

While we review your claim:

1. Complete your job seeker registration within three business days at WorkInTexas.com., or register at any public Workforce Solutions Office. If you live out of state, you must register at a public workforce office in the state where you live.
2. Look for work each week and keep a log of your work search activities.
3. Set up your four-digit Personal Identification Number (PIN). You need a PIN to request benefits and get information on your claim. Do not share your PIN with anyone.
4. Read the *Unemployment Benefits Handbook* and the benefit statement we send you. The benefit statement includes the wages we used to calculate your benefits and the benefit amount you many receive.
5. Request benefit payments.

Request Benefit Payments

You must request payment to receive benefits. Use ui.texasworkforce.org or call Tele-Serv ,our automated telephone system, at 800-558-8321. We will send you payment request instructions.

If you worked during your claim week, you must report your gross earnings when you request payment even if you have not been paid yet.





Other Issues

- **Eligibility.** If you qualify and request payment, we pay you benefits. If you do not qualify, we notify you by mail with instructions on how to appeal.
- **Waiting Week.** Texas law requires us to hold your benefits for the first payable week as the "waiting week." You will be paid for the waiting week after you have received two times your weekly benefit amount ***and***:
  - returned to full-time work

  OR
  - exhausted your unemployment benefits.

  To report you returned to full-time work:
  - Log on to ui.texasworkforce.org and select Request your Waiting Week, or
  - Call Tele-Serv and select Option 2, then Option 4, or
  - Call a TeleCenter at 800-939-6631 to speak to customer service staff.
- **Additional payment.** You may not receive benefits for the weeks you received an additional payment, such as severance pay or wages instead of notice of layoff. However, you should apply for benefits. You get no money during this period, but you will have served your waiting week.
- **Pensions.** Some pensions, retirement pay, and annuities may reduce your benefits.