

# TEXAS WORKFORCE COMMISSION

## Unemployment Benefits Claim Help & Resources



### Links, Numbers, and QR Codes

Apply for Unemployment Benefits

[twc.texas.gov/services/apply-benefits](https://twc.texas.gov/services/apply-benefits)

Unemployment Benefits Services (UBS)

[apps.twc.texas.gov/UBS/security/login.do](https://apps.twc.texas.gov/UBS/security/login.do)

Tele-Center

800-939-6631

Tele-Serv

800-558-8321

UI Contact Request

[apps.twc.texas.gov/EXTCBK/ecrs/contactInfo](https://apps.twc.texas.gov/EXTCBK/ecrs/contactInfo)

Help Desk

[twc.zendesk.com/hc/en-us](https://twc.zendesk.com/hc/en-us)

Scan the QR codes below to visit the corresponding webpages.

ONLY visit [twc.texas.gov](https://twc.texas.gov) webpages and [workintexas.com](https://workintexas.com).

Apply for Benefits



Unemployment Benefits Services (UBS)



Appeals



### Unemployment Benefits Claim Self-Service

#### Apply for Unemployment Benefits

Apply for benefits online 24 hours a day and seven days a week at [Unemployment Benefits Services](https://twc.texas.gov/services/apply-benefits) (UBS) or call our Tele-Center during regular business hours.

#### Choose a Payment Method

You can get benefit payments either on a debit card or by direct deposit. Benefit payments default to debit card.

For more information visit: [twc.texas.gov/programs/unemployment-benefits/receiving-benefit-payments-debit-card](https://twc.texas.gov/programs/unemployment-benefits/receiving-benefit-payments-debit-card) or [twc.texas.gov/directdeposit](https://twc.texas.gov/directdeposit)

#### After Applying

Review your Statement of Potential Benefits to see your weekly benefit amount and maximum benefit amount. Review your Work Search Notification to see your required number of weekly work searches.

For more information visit: [twc.texas.gov/programs/unemployment-benefits/work-search-requirements](https://twc.texas.gov/programs/unemployment-benefits/work-search-requirements)

#### Request Benefit Payment

Request payment every two weeks, on your filing day, online or by phone. Do not wait for TWC to determine your eligibility.

#### Benefits are Taxable

Benefits are taxable income and must be reported on your federal income tax return. You can choose to have taxes deducted from your benefit payments when you apply for benefits. You can also change your tax withholding through your [UBS](https://twc.texas.gov/UBS) account. For more information visit: [twc.texas.gov/programs/unemployment-benefits/federal-income-taxes](https://twc.texas.gov/programs/unemployment-benefits/federal-income-taxes)

#### Please Be Patient

Although we process claims as quickly as possible, it can take at least four weeks for TWC to determine whether you are eligible for benefits. To find out your claim status, log in to [UBS](https://twc.texas.gov/UBS) and select Claim and Payment Status from Quick Links on your My Home page or call Tele-Serv and select Option 2.

#### Appeals

You can appeal a decision about your benefits you disagree with. Scan the Appeals QR code for more information.

#### Need Help? Call 2-1-1

If you are experiencing financial hardship or need health assistance, call 2-1-1 or visit [211.org](https://211.org) to get the help you need.

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.