

What to do next

after your Employer files a UI Claim



After your employer files a mass claim for Unemployment Insurance (UI) Benefits, the Texas Workforce Commission (TWC) mails a packet of information to you. Please follow the instructions in the packet to receive your UI benefits payment.

1. Verify that your address is listed correctly. If your address is incorrect, please correct your address immediately. Change your address at ui.texasworkforce.org by logging on and selecting Contact Information. Or call the TeleCenter at 1-800-939-6631.
2. Set up your Personal Identification Number (PIN) on Tele-Serv, our automated voice response system, at 1-800-558-8321, if you did not already do so when you filed your claim. Follow the instructions on the Requesting Benefit Payments form to set up your PIN. Your PIN allows you to request payment over the Internet or by calling Tele-Serv.
3. Follow your Requesting Benefit Payment Instructions to request payment of benefits. Request payment online

by going to: ui.texasworkforce.org, then selecting “Payment Request.” Follow the Logon instructions. Internet payment request is available anytime (24/7) during the week of your filing date, as listed on your Requesting Benefit Payment form. You can also request payment by calling Tele-Serv at 1-800-558-8321 on your scheduled filing day. Tele-Serv is busiest from 7 a.m. to 11 a.m. For quicker service, wait to request payment until after 11 a.m. on your filing day.

Unemployment Benefits Services

You can request payment and get the status of your claim 24 hours a day, 7 days a week by logging on to ui.texasworkforce.org

Other online services include:

- IRS 1099 Information
- Payment Option
- Appeal Status