

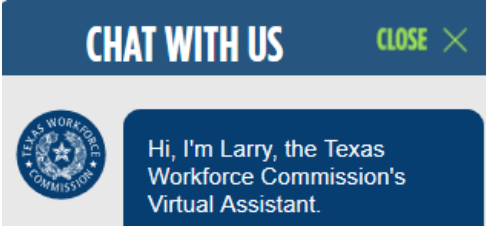
Unemployment Contact Information

How to apply:

Online:

<https://www.twc.texas.gov/jobseekers/unemployment-benefits-services>

Virtual assistant



Tele-Center Phone Number & Hours

To speak with a customer service representative. Business hours are Monday - Friday, 8:00 a.m. to 6:00 p.m. and Saturday 8:00 a.m. to 5:00 p.m. Central Time.

Call: **1 800-939-6631**
1 (800) 558-8321

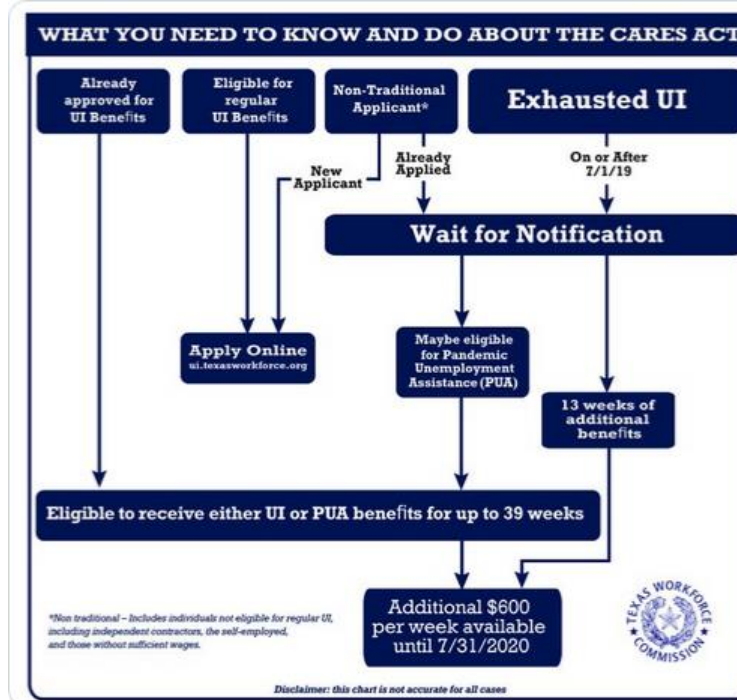
4/4/2020-Effective immediately, TWC asks that Texans use their area code to find their proposed call and access times listed below. See below chart for recommended call and access times:

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.

Previously Ineligible for Unemployment Benefits due to insufficient wages? You may still qualify. You will need to reapply the week of April 5, 2020. To do so, use the same information to log into the TWC unemployment Benefits Service Portal --> <http://ui.texasworkforce.org>

4/7/2020



Tele-Serv Phone Number & Hours

Tele-Serv, TWC's automated telephone system.

- To request payment for weeks of unemployment,
- get payment information or the status of your claim,
- get general information about unemployment benefits,
- establish or change your PIN

- General information is available anytime

Call: **1 800-558-8321**

Claim status and payment request options are available daily, 7:00 a.m. to 6:00 p.m. Central Time

*Do NOT refer to 512-997-4900 this number is Austin Unemployment Tax field office for employers

TIP:

Having trouble filing an unemployment claim online?

Our Unemployment Benefit System online **portal is available 24 hours** a day but is experiencing a high volume of visitors. We are seeing lower volume on the online **portal between 10:00p.m. and 8 a.m.** You may want to try back during those hours to file your claim or check the status of your claim

Email

- Laborinfo@twc.state.tx.us
- Customers@twc.state.tx.us

YouTube Videos

TWC created informational video

- https://www.youtube.com/watch?v=76JFACNrx_A

Resetting PIN Video



Resetting Your
PIN(revised).mp4

- <https://www.youtube.com/watch?v=GcaRZalkIB4>

For Employers

Texas Employer Hotline
1-800-832-9394

512-997-4900 this number is Austin
Unemployment Tax field office

Mass claims 512-463-2999

Email:
Employerinfo@twc.state.tx.us