

## Select Your Payment Option

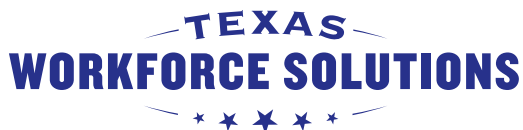
Log on to [ui.texasworkforce.org](http://ui.texasworkforce.org) and select **Payment Option** or call **Tele-Serv** and select **option 5** for direct deposit or payment by debit card.

**For direct deposit**, enter your bank or credit union's 9-digit routing number and your checking or savings account number. Find these numbers on a blank check (not a deposit slip). TWC sends your account information to your financial institution for verification. This takes 8 days, so you should select **direct deposit immediately** after applying for benefits.

**If you do NOT select direct deposit, TWC will pay benefits by debit card.** Expect your TWC UI Visa® debit card from Chase Bank within 7 days after we send your first payment to Chase. **Read the information on fees and activate your card immediately.**

**Reminder:** Complete your work search application within 3 business days of applying for benefits. Follow the instructions at [www.WorkInTexas.com](http://www.WorkInTexas.com) (click **logon as job seeker**), or register at any Workforce Solutions office. Registering for work search with TWC is different from filing a UI claim.

[www.texasworkforce.org](http://www.texasworkforce.org)



**Tele-Center** (customer service):  
1-800-939-6631 Monday-Friday, 8 a.m.-5 p.m.

**Tele-Serv** (automated services):  
1-800-558-8321 Sun-Fri, 7 a.m. to 6 p.m.

**Relay Texas, English:** (TDD) 1-800-735-2989  
(Voice) 1-800-735-2988

**Relay Texas, español:** (TDD) 1-800-662-4954

### Pay what you owe

If you have an overpayment from a previous UI claim in Texas or another state, we can pay you new benefits only after you repay the overpayment. We apply the new benefits to pay down the overpayment until it is paid.

### Fraud is a serious crime

TWC takes fraud seriously. If you knowingly commit fraud, you lose your benefits and must repay any benefits we paid you. If we report your crime to a prosecutor, you could face fines or jail time, or both.

**Equal Opportunity Employer/Services**

B-35E (0810) Inv. No. 508431

# Unemployment Benefits at a Glance



## Before You Apply for Benefits

Apply for Unemployment Insurance (UI) benefits on [ui.texasworkforce.org](http://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. Then we send you instructions on how to complete your application.

### UI 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.
- **Last work:** You must be unemployed or partially unemployed through no fault of your own.
- **Able and available:** You must be able and available for work. Unless TWC exempts you, you must look for work and keep a detailed record of your work search activities

## After You Apply for Benefits

It can take about four weeks after you apply for TWC to determine if you are eligible to receive benefits. While we are reviewing your claim:

1. **Complete your work search application** within three business days of applying for benefits. Follow the instructions at [www.WorkInTexas.com](http://www.WorkInTexas.com). Click **logon as job seeker**. Or, register at any Workforce Solutions office.
2. **Look for work** each week and keep a log of your work search activities.
3. **Set up your 4-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 your benefit statement**  
TWC sends you a letter that includes:
  - the four calendar quarters used to calculate your benefits;
  - wages your employer(s) reported paying you during each quarter;
  - whether you earned enough wages to receive benefits; and
  - the amount of benefits you may receive.
5. **Request benefit payments**  
See next column for instructions.

## Request Benefit Payments

You must request payment to receive benefits. **(See next page for information on selecting a payment option.)**

Use [ui.texasworkforce.org](http://ui.texasworkforce.org) or Tele-Serv, our automated telephone system. We send you instructions on how and when to request payment.

- **If you worked** during your claim week, you must report those wages as instructed when you request payment.

### Other Issues

- **Eligibility: If you qualify** for benefits and have requested payment, we will begin depositing benefits to your account. **If you do not qualify**, we will notify you by mail and you may appeal the decision.
- **Waiting Week:** We hold your benefits for the first payable week as the waiting week. TWC pays the waiting week after we pay you three times your weekly amount.
- **Wages for notice:** If you received wages instead of notice of layoff, you do not receive benefits for the weeks covered by those wages. However, you should apply for benefits and request payment. 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.