



# Unemployment Benefit Claim Help & Resources

## Unemployment Benefit Claim Self-Service

### Apply for Benefits

- Online 24 hours a day, seven days a week using Unemployment Benefits Services (UBS) at [ui.texasworkforce.org](https://ui.texasworkforce.org)
- Call our Tele-Center at 800-939-6631 from 8 a.m.-6 p.m. Central Time Monday through Friday.

When our Tele-Center phone lines are experiencing high call volumes and long wait times, handle your claim needs quickly using UBS. To get your TWC communications online, sign up for Electronic Correspondence on UBS.

### Choose a Payment Method

Choose either debit card or direct deposit.

- Debit Card: TWC's default option is the ReliaCard® debit card, provided by U.S. Bank. For more information: <https://twc.texas.gov/receiving-benefit-payments-debit-card>.
- Direct Deposit: Have your benefit payments deposited directly into your personal checking or savings account at any United States bank or credit union. For more information: <https://twc.texas.gov/jobseekers/receiving-benefit-payments-direct-deposit>.

Change your payment option online or by phone:

- Log on to UBS at: [ui.texasworkforce.org](https://ui.texasworkforce.org) and select Change Payment Option from the Quick Links menu.
- Call our automated phone system, Tele-Serv, at 800-558-8321 from 7 a.m. to 6 p.m. daily and select option 5.

### Request Benefit Payment

Request payment every two weeks online or by phone. Do not wait for TWC to determine your eligibility:

- Log on to UBS ([ui.texasworkforce.org](https://ui.texasworkforce.org)) and select Request a Payment.
- Call Tele-Serv at 800-558-8321 from 7 a.m. to 6 p.m. daily and select Option 1. For more information: <https://twc.texas.gov/jobseekers/request-benefit-payments>.

### 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 on to UBS ([ui.texasworkforce.org](https://ui.texasworkforce.org)) and select Claim and Payment Status.
- Call Tele-Serv at 800-558-8321 from 7 a.m. to 6 p.m. daily and select Option 2.

### Appeals Notice

An appeal is your written notice that you disagree with a TWC decision and want your case decided through the appeal process. Our appeals hearings are proceeding as scheduled. Please follow the directions on the Hearing Notice.

- For more information: <https://twc.texas.gov/jobseekers/introduction-unemployment-benefits-appeal-process>.

### Need More Unemployment Claims Information?

Visit our Unemployment Benefits webpage at: <https://twc.texas.gov/jobseekers/unemployment-benefits>.

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

If you are experiencing financial hardship or need health assistance because of COVID-19, call **2-1-1**, the Texas Social Services Hotline, to get the help you need.