



# Unemployment Benefit Claims Help & Resources for Employers

## Unemployment Benefit Claim Self-Service

### Manage Claims and Claim Responses Online

- **Online:** Manage claims online 24 hours a day, seven days a week by using TWC's online unemployment portal, Employer Benefits Services (EBS) at: <https://twc.texas.gov/businesses/employer-benefits-services>.
- **Phone:** Call TWC's Tele-Center at 866-274-1722 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 EBS. To get your TWC communications online, sign up for Electronic Correspondence on EBS. If you are new to EBS, you will need to create a TWC EBS Administrator account first. TWC will then review and approve you as an administrator. You can also use EBS to:

- **Respond to a Notice of Maximum Potential Chargeback.** Chargebacks concern claims where you were not the claimant's last employer, but that may affect your tax rate.
- **Designate an Address for Mailed Correspondence.** Choose one mailing address to receive your unemployment insurance notices at a single location, even if you have multiple locations
- **Appeal Online and View Appeal Status.** An appeal is your written notice that you disagree with a TWC decision and want your case decided through the appeal process.

### Facing Layoffs? Check out TWC's Mass Claims Program

If you have to close your business either temporarily or permanently and need to lay off employees, submit a mass claim for unemployment benefits using EBS. For more information, see: <https://twc.texas.gov/businesses/mass-claims-unemployment-benefits> or contact TWC's Mass Claims Coordinator at 512-463-2999.

### Need to Reduce Employee Hours? Check out TWC's Shared Work Program

If your business has slowed and you need to reduce employee working hours, avoid layoffs by submitting a shared work plan on EBS. Shared Work allows employers to supplement lost wages with partial unemployment benefits. For more information, see TWC's Shared Work web page at <https://twc.texas.gov/businesses/shared-work>, or contact the Shared Work Department at 512-340-4337.

### Respond to a Notice of Application for Unemployment Benefits

When an individual submits a claim naming your company as the last employer, TWC sends you a Notice of Application for Unemployment Benefits (<https://twc.texas.gov/businesses/employer-unemployment-benefit-chargebacks>). When you respond, make sure to inform us if your business was impacted by a pandemic or disaster. Respond online using our Unemployment Insurance Employer Response portal: <https://apps.twc.state.tx.us/EMPRESP/security/logon.jsp>.

### 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>.

### TWC Tax Department

Access our online [Unemployment Tax Services](https://twc.texas.gov/businesses/unemployment-tax-services) (<https://twc.texas.gov/businesses/unemployment-tax-services>) 24 hours a day, seven days a week, and submit your state unemployment tax reports, make payments, change your on-file mailing address, close your account, adjust previous reports, and more. To contact TWC's Tax Department, see our Unemployment Tax Contact Information webpage at: <https://twc.texas.gov/unemployment-tax-contact-information>.