

Unemployment Benefits Mass Claims Procedures



Submit your Mass Claim Request online 24/7!
Log on to Employer Benefits Services (EBS) at:
<https://twc.texas.gov/ebs>

For more information about
the Mass Claims program, visit the TWC website:
<http://www.twc.state.tx.us/ui/bnfts/massinfo.html>



Unemployment Benefits Mass Claims Procedure

The Texas Workforce Commission has an exciting Mass Claims program to help employers better manage a mass layoff. This program provides quality customer service to the employer and those workers affected by the layoff. The Mass Claims program streamlines the unemployment benefits claims process for employers faced with layoffs (permanent or temporary). Employers can submit basic worker information on behalf of their employees to initiate claims for unemployment benefits.

The advantages of using the Mass Claims program are many. Using this procedure, employers:

- can submit their layoff information prior to the layoff, which ensures a smooth transition for both employer and worker.
- can establish claims more efficiently than when workers submit their own claims, which helps employees receive timely benefit payments.
- can submit the worker's final week of earnings, helping to ensure proper payment.
- can submit wages in lieu of advance notice of layoff information, reducing subsequent contact by TWC.
- are not inundated with a written application for **each** individual who files a claim for unemployment benefits.
- automatically become a party of interest to each claim filed.

To apply for TWC's Mass Claims Program, log on to Employer Benefits Services (EBS) at: <https://twc.texas.gov/ebs> and submit your Mass Claim Request online. EBS online is fast, easy, secure, and available 24/7.

1. Submit your Mass Claims Request **at least five (5) working days before the layoff**.
2. For each laid-off worker, enter the employee's name, Social Security number, home address and other required information.
3. You can either upload a .csv (Comma Separated Values) file with all the employee data or enter the data manually. Once loaded, you can edit your list or add and delete affected employees as needed.
4. The online Mass Claims program will confirm receipt of your information.

If you have questions, email the Mass Claims coordinator at ui.massclaims@twc.state.tx.us or by phone at **512-463-2999** (toll-free at **888-741-0446**).

Frequently Asked Questions

How can I help employees start the unemployment benefits process before a layoff?

Immediately notify your employees that your company will start the unemployment benefits process by submitting information to TWC. If your workers are not aware you are starting the process, they may submit their own claim. Duplicate claims could slow the process.

How can TWC help before a layoff?

Once we receive information from you about the potential claimants, we will create inactive benefits claim for your employees and mail them instructions on how to activate their claim once they are laid off. Also, TWC provides an employee information sheet for your company to give your workers before the layoff.

What if we cannot provide all of the requested employee information?

Contact the Mass Claims Coordinator at 512-463-2999. Some information is more crucial than others, and the coordinator can determine what action to take.

What day does the claim week begin?

The claim week begins on Sunday. **Which** Sunday depends on the last day the affected employees worked. Generally, if an employee's last work day was:

- Monday, Tuesday, or Wednesday, the claim will begin on the previous Sunday.
- Thursday or Friday, the claim will begin the following Sunday.

Please discuss the claim date with the Mass Claims Coordinator, who will give you a definite date. This may clear up any questions you might have with regard to the Claim Week Earnings entry on online Mass Claims application.

When will our employees begin receiving their benefits?

Usually within two or three weeks after the initial claim is made. **However**, if your employees were paid wages instead of advance notice of the layoff, they are **not eligible** for benefits during the period covered by these wages.

How do claimants activate their claim?

After the layoff, claimants activate their claim by [Requesting Payment](#) through TWC's online Unemployment Benefits Services at ui.texasworkforce.org, or by calling [Tele-Serv](#), TWC's interactive voice response system, at 800-558-8321, from 7 a.m. to 6 p.m., Central Time. If a potential claimant does not request payment, TWC does not activate the claim and the claimant does not receive unemployment benefit payments.

What other information can TWC provide employers and employees about unemployment benefits?

[Unemployment Insurance Information](#) provides you and your employees with detailed information on the unemployment benefits program and work search requirements. When your employees submit a claim for unemployment benefits, TWC mails them a booklet called the [Unemployment Insurance Benefits Handbook](#) (PDF) and a [Work Search Log](#), if the employees must search for other employment. **Encourage your employees to read the entire booklet** so they will be aware of their rights and responsibilities when filing for unemployment benefits.

IMPORTANT: If your employee has an [overpayment balance](#) with TWC, TWC will apply current benefit payments to the balance until the full amount is recovered.

TWC Mass Claims Contacts

Phone: 512-463-2999
or: 888-741-0446 Toll-Free

Fax: 512-936-3250

Email: ui.massclaims@twc.state.tx.us

Submit an Online Mass Claims Request:
Employer Benefits Services (EBS)
<https://twc.texas.gov/ebs>

Information Website:
<http://www.twc.state.tx.us/ui/bnfts/massinfo.html>

Address:
Texas Workforce Commission
Attn: Mass Layoff Coordinator
P.O. Box 149137
Austin, TX 78714-9137

Mass Claims Check List For Employers

Employers can use TWC's online Mass Claims process to set up unemployment claims for either temporary or permanent layoffs. To apply for TWC's Mass Claims Program, log on to Employer Benefits Services (EBS) at: <https://twc.texas.gov/ebs> and submit your Mass Claim Request online. EBS online is fast, easy, secure, and available 24/7.

- _____ 1. Submit your Mass Claims Request **at least five (5) working days before the layoff**.
- _____ 2. For each laid-off worker, enter the employee's name, Social Security number, home address and other required information.
- _____ 3. You can either upload a .csv (Comma Separated Values) file with all the employee data or enter the data manually. Once loaded, you can edit your list or add and delete affected employees as needed.
- _____ 4. The online Mass Claims program will confirm receipt of your information.

If you have any questions, contact the Mass Claims Coordinator by email at ui.massclaims@twc.state.tx.us or by phone at **512-463-2999** (or toll-free at **888-741-0446**).

If you send information directly to a UI Mass Claims representative, also send a copy to ui.massclaims@twc.state.tx.us. If you cannot reach an individual Mass Claims representative on their direct phone line, please call 512-463-2999 (or toll-free, **888-741-0446**) and follow the prompts to UI Mass Claims.

Center-Specific Toll-Free Numbers for Employers

Austin	888-876-6107
El Paso	888-204-4098
McAllen	888-657-8749
North Texas	888-657-8742
San Antonio	888-657-8750



Types of Layoffs and Comparisons No Mass Layoff

Mass Claims Program

- Employer files claim for you and TWC sends you instructions
- Must call Tele-Serv and establish PIN number
- Call Tele-Serv or go online every two weeks to request benefit payment(s)
- Waiting week applies
- If temporary layoff, report all wages from any type of work, holiday or vacation pay
- If permanent layoff, report all wages from any type of work.
- If required by TWC, register to work and perform weekly job searches.

Temporary Layoff With A Call-Back Date

- Call TWC or go online to establish claim
- Must call Tele-Serv and establish PIN number
- Call Tele-Serv or go online every two weeks to request benefit payment(s)
- Waiting week applies
- Report all wages from any type of work, holiday or vacation pay
- If layoff is more than 12 weeks, you must register to work within 3 business days of filing a claim and perform weekly job searches.

Permanent Layoffs

- Call TWC or go online to establish claim
- Must call Tele-Serv and establish PIN number
- Call Tele-Serv or go online every two weeks to request benefit payment(s)
- Waiting week applies
- Report all wages from any type of work
- Must register for work within 3 business days of filing a claim and perform weekly job searches.

For more information on Unemployment Services, visit TWC online at: www.texasworkforce.org