

## Unemployment Benefit Claim Self-Service for Employers

If your business has been affected by the coronavirus (COVID-19), TWC can help you manage layoffs and unemployment benefit claims. You can manage claims online at any time by using TWC's online unemployment portal, [Employer Benefits Services](#), or by calling TWC's Tele-Center employers' line at 866-274-1722 from 8 a.m.-6 p.m. Central Time Monday through Friday.

When an individual submits a claim naming your company as the last employer, TWC sends you a [Notice of Application for Unemployment Benefits](#). When you respond to this notice, be sure to include information if your business was impacted by COVID-19. Respond online using our Unemployment Insurance Employer Response portal: <https://apps.twc.state.tx.us/EMPRESP/security/logon.jsp>.

TWC is experiencing an increase in call volumes and hold times on our Tele-Center phone lines. You are encouraged to use TWC's online unemployment portal, [Employer Benefits Services](#), to handle your claim needs quickly. EBS is available 24 hours a day, seven days a week. We also encourage you to sign up for [Electronic Correspondence](#) so you can receive your TWC communications online as soon as possible. If you are new to EBS, you will need to create a [TWC EBS Administrator account](#) when you first log on.

[Log on](#) to EBS to:

- Manage access to your online account by setting up an [EBS Administrator Account](#)
- Sign up for [Electronic Correspondence](#) so you can receive your TWC communications online as soon as possible
- [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
- [Submit a Shared Work Plan](#): Find out how to avoid laying off workers by reducing the hours of some employees, who can also receive a partial unemployment benefit payment
- [Submit a Mass Claim Request](#): Streamline the unemployment benefits claims process if faced with layoffs by taking advantage of our mass claims process
- [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
- [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

TWC will investigate why your former employee lost their job and mail a decision explaining whether they are eligible for unemployment benefits. TWC has waived the work search requirement for all claimants at this time.