Chamber EDC

Handling General Potential Unemployment Insurance Inquiries related to Coronavirus/COVID-19

Employers

1. Can an employee take a sick day due to fear and not illness? Would an employer be required to cover that?

   Policies related to paid sick leave are between employers and employees. The Texas Workforce Commission does not have jurisdiction or enforcement of qualifying paid sick leave.

   If your employee has been affected by the coronavirus (COVID-19) and is not receiving payment while away from work, they may apply for benefits either online at any time using Unemployment Benefits Services or by calling TWC's Tele-Center at 800-939-6631 from 8 a.m.-6 p.m. Central Time Mondays through Fridays.

2. What if I must close my business temporarily or permanently?
   a. If you have to close your business either temporarily or permanently and need to lay off employees, you may be able to submit a mass claim for unemployment benefits on their behalf. The Mass Claims program streamlines the unemployment benefit claims process for employers faced with either temporary or permanent layoffs. Employers can submit basic worker information on behalf of their employees to initiate claims for unemployment benefits. You can submit a mass claim request on Employer Benefits Services 24 hours a day, seven days a week.
   b. For more information, see: Mass Claims for Unemployment Benefits at www.texasworkforce.org or contact TWC's Mass Claims Coordinator at 512-463-2999.

3. What if my business has slowed down?
   a. If your business has slowed down due to the pandemic and you need to reduce employee working hours, you may be able to avoid laying off employees by submitting a shared work plan. How to Apply for a Shared Work Plan. Log on to Employer Benefits Services (EBS) to submit your Shared Work Plan online. EBS online is fast, easy, secure, and available 24/7.
   b. If you have any questions, please email: ui.sharedwork@twc.state.tx.us. If you are unable to get online contact TWC's Shared Work Department by phone: 512-340-4337 or 888-741-0446.

4. What if I have questions about an unemployment claim that was filed?
   a. EMPLOYERS should contact us online at uicentral.twc.state.tx.us. If they do not have Internet they may call the Tele-Center at 800-939-6631. They are open from 8 a.m.-6 p.m. Central Time Monday through Friday.

For Tax questions please go to:

Employer Registration questions:

Tax Status Section tax.statussection@twc.state.tx.us

Employer Rate Questions:

Tax Experience Rating taxexperience.rating@twc.state.tx.us

Employer Account Maintenance:

Tax Central Operations TaxCentralOperations@twc.state.tx.us

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