



WS 14-08 - Revised
October 27, 2014
Basic Service
Expires: Continuing

To: All Contractors

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SUBJECT: Requests for Customer Benefits or Wage Data

Purpose

To provide updated guidance on requests for customer unemployment insurance benefits or wage data.

Background

Workforce Solutions offices may sometimes receive requests for customer unemployment insurance benefits or wage data. Individuals or entities requesting information may include the customer, employers, the media, private sector entities such as banks and schools, law enforcement, and other government agencies.

Additionally, staff may receive requests from claimants to complete or sign various documents regarding student loan deferments, insurance for a period of unemployment, or inquiries from a creditor.

In certain cases, staff may receive requests from the Texas Workforce Commission to verify the identity of a customer who has recently applied for unemployment insurance.

- ✓ **In all cases with the exception of a request by TWC to verify an unemployment insurance claimant's identity, follow procedures listed in A. below.**

Procedures

A. Requests from customers for unemployment insurance related data or wage records

1. Advise a customer or other individual asking for unemployment insurance benefits or wage record data to send a written request to the Texas Workforce Commission.

2. Staff may help a customer send a request to the TWC Open Records Department.
3. Direct all requests for information to:

For a Copy of Your Wage History	For a Copy of Your UI Benefits Information
<p>Mail a signed written request to:</p> <p>Texas Workforce Commission Revenue and Trust Management P.O. Box 877 Austin, TX 78767</p> <p>Include the following:</p> <ul style="list-style-type: none"> • Information you're requesting • Name and contact information • Mailing address • Social Security number • Copy of a valid state-issued photo ID • \$10.00 money order or check* <p>*Waived for medical emergencies and evictions. For more information, call the Open Records Department at (512) 463-2422.</p>	<p>Fax, email or mail a signed written request to:</p> <p>Texas Workforce Commission Open Records Department 101 East 15th Street Austin, Texas 78778-0001 FAX: (512) 463-2990 open.records@twc.state.tx.us</p> <p>Include the following:</p> <ul style="list-style-type: none"> • Information you're requesting • Name and contact information • Mailing address • Social Security number • Copy of a valid state-issued photo ID <p>For more information, email or call the Open Records Department at (512) 463-2422.</p>

B. Requests from the Texas Workforce Commission to verify a customer's identity for unemployment insurance claimants

1. TWC may ask a customer to visit a Workforce Solutions career office to verify his or her identity before processing an unemployment insurance claim.
2. TWC will ask the customer to show us a Social Security card and either a current Texas driver's license or other valid photo identification.
3. After speaking to the customer and viewing the documentation, staff will call the TWC UI Tele-Center Hotline Number at (956) 984-4764, speak to an agent, and report what we have seen. **Do not release this number to our customers. This number is strictly for Workforce Solutions staff to use when reporting that we have seen the documents.**
4. The customer's identity can only be verified when a TWC Tele-Center agent speaks to a Workforce Solutions staff person.

Action

1. Make sure all staff - including Greeters and Resource Specialists – is aware of these procedures.
2. Implement this issuance immediately.

Questions

Staff should ask questions of their supervisors first. Direct questions for Board staff through the [Issuance](#) Q&A.