



Do you have questions about your workers' compensation claim but you aren't sure where to turn to for help? If so, the Office of Injured Employee Counsel has Customer Service Representatives for that very reason – to help you, the injured employee.

Customer Service Representatives will work **with you and for you**. Their expertise and guidance will provide you with the answers you need from the time you are injured and throughout your claim.

1-866-EZE-OIEC
(1-866-393-6432)

www.oiec.state.tx.us
OIECInbox@oiec.state.tx.us

Office of Injured Employee Counsel Central Office
7551 Metro Center Drive, Suite 100, MS-50
Austin, TX 78744-1609

Local Field Offices exist throughout
the State of Texas and are staffed to assist you.



The statutory authority for the
Office of Injured Employee Counsel
is found in the Texas Labor Code, Chapter 404.

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OFFICE OF INJURED EMPLOYEE COUNSEL

CUSTOMER SERVICE



How can Office of Injured Employee Counsel Customer Service Representatives help me?

OIEC Customer Service Representatives have the training and experience to:

- Answer questions about your workers' compensation claim;
- Assist you with completing various claim forms;
- Explain options for early return to work;
- Refer you to local, state, and federal agencies that may be able to provide rehabilitation and social services; and
- Identify and attempt to resolve problems with your claim.

OIEC Customer Service Representatives are dedicated to help you with any questions you may have about your workers' compensation claim.



This includes referring certain actions to the Division of Workers' Compensation, the regulatory agency for workers' compensation.

Additionally, if there is a problem in your claim that needs additional attention, you will be assigned an Office of Injured Employee Counsel Ombudsman to personally assist you with resolving that problem.

How can I speak with an Office of Injured Employee Counsel Customer Service Representative?

OIEC Customer Service Representatives are located throughout the state to help you with your workers' compensation claim. There are two easy ways to reach them:



Call the Office of Injured Employee Counsel Customer Service Helpline.

You can call OIEC's toll-free telephone number, 1-866-EZE-OIEC (1-866-393-6432), and ask to speak with the Office of Injured Employee Counsel.

Call or visit the local workers' compensation field office handling your claim.

Office of Injured Employee Counsel local field offices are co-located with the Division of Workers' Compensation. When you call or visit, please ask to speak with an Office of Injured Employee Counsel Customer Service Representative.



There is no cost for assistance from the Office of Injured Employee Counsel.