

Fast Facts:

To file for UI benefits, go to www.texasworkforce.org and click on "Apply for Benefits."

You also may apply by calling a TWC Tele-Center:

Austin	(512) 340-4300
Dallas	(972) 339-6200
El Paso	(915) 832-6400
Fort Worth	(817) 420-1600
Houston	(281) 983-1100
McAllen	(956) 984-4700
San Antonio	(210) 258-6600
Others call toll free	1-800-939-6631
Relay Texas:	1-800-735-2989 (TDD) 1-800-735-2988 (Voice)

After you apply for benefits and if you are not exempt from work search, you must register for work at www.WorkInTexas.com or a local Workforce Center.

Eligible claimants can request benefit payments every two weeks at www.texasworkforce.org. Select "Payment Request." You must have a Tele-Serv PIN before you can set up an Internet password. You will receive instructions on creating a Tele-Serv PIN when you apply for UI benefits.

Or request benefit payments by calling Tele-Serv, our automated voice response system:

Austin	(512) 477-0999
Dallas	(972) 206-7890
El Paso	(915) 533-5259
Fort Worth	(817) 334-0360
Houston	(281) 933-9393
McAllen	(956) 668-0788
San Antonio	(210) 227-7939
Others call toll free	1-800-558-8321
Relay Texas:	1-800-735-2989 (TDD) 1-800-735-2988 (Voice)



Texas Workforce Commission, Equal Opportunity Employer/Services
Auxiliary aids and services are available, upon request, to individuals with disabilities. | Relay Texas: 1-800-735-2989 (TDD) | 1-800-735-2988 (Voice)
Relay Texas, Español: 1-800-662-4954 (TDD)

**TEXAS WORKFORCE COMMISSION
UNEMPLOYMENT INSURANCE
DEBIT CARD**



The safe and easy way to receive Unemployment Insurance benefit payments.

Now there is a better way to get your Unemployment Insurance (UI) benefit payments. The Texas Workforce Commission (TWC) has replaced paper UI checks with the TWC UI Debit Card. TWC provides the Visa® debit card through Chase Bank. If you qualify for UI benefits, you will have the safety and convenience of a Visa debit card with the customer support services of Chase Bank. Claimants who qualify for UI benefits will receive their Visa debit cards directly from Chase Bank.

Easy Access to Funds

- **Activate your card:** After you qualify for UI benefits and request payment for the first time, you will receive a welcome packet from Chase Bank that contains your TWC UI Debit Card and information on how to use it. Activate the card for convenient and secure access to your funds 24 hours a day, seven days a week.
- **Retail purchases:** Your TWC UI Debit Card works the same as cash at any retail outlet that accepts Visa debit cards, including grocery stores, gas stations, convenience stores, and thousands of other merchants.
- **Cash-back option:** Choose to get cash back with no fees when you use your debit card and Personal Identification Number (PIN) for retail purchases. You will get instructions on how to get a debit card PIN after you receive your debit card.
- **Chase ATM access:** Use Chase ATMs to avoid bank fees and surcharges (ATM owner charges). Chase Bank has more than 7,000 ATMs nationwide.
- **Chase or Visa Bank:** Use bank teller service for one free cash withdrawal per deposit.
- **Balance inquiries available on the Chase Web site:** After you activate your card and receive UI benefit payments, you can review your debit card account statements without fees online at www.myaccount.chase.com.

This site gives you free access to your account and lets you review balances and transactions, change your PIN, and contact Chase customer service. Or, call Chase toll free at 1-866-865-1273 to review your account. You can request paper statements free of charge by contacting Chase customer service online or at the number above.

Avoiding Fees

1. **Use your card** anywhere that accepts Visa debit cards instead of using cash.
2. **Cash-back option:** Point-of-sale withdrawals let you withdraw money without having to pay surcharges and fees. Simply tell the store clerk you choose the cash-back option and enter your PIN.
3. **Use Chase ATMs** to avoid bank transaction fees and surcharges on withdrawals.
4. **If no Chase ATM** is available, use ATMs with the Allpoint logo to avoid paying ATM surcharges.

5. **If no Chase or Allpoint ATM** is available, you may make one free cash withdrawal transaction per deposit; \$1.50 per transaction thereafter. Surcharges may apply.
6. **Use any Chase or Visa bank teller service for one free cash withdrawal per deposit:**
 - entire card balance
 - large dollar amounts that exceed ATM withdrawal limits
 - small dollar amounts not allowed at ATMs
7. **Read the chart** below for fees and surcharges.

The best way to avoid fees and surcharges is to make purchases with your card at Visa retail outlets, withdraw cash from Chase ATMs, and keep track of your account balance. Use the Chase Bank Web site at www.myaccount.chase.com or call Chase toll free at 1-866-865-1273.



Cost Schedule Service	Fee
Retail Purchases	No bank transaction fee ever
Cash-back Option	No bank transaction fee ever
Chase ATM Withdrawals	No bank transaction fee or surcharge ever
AllPoint ATM Withdrawals	One free ATM withdrawal transaction per deposit; \$1.50 per transaction thereafter. Never a surcharge.
Other ATM Withdrawals	One free ATM withdrawal transaction per deposit; \$1.50 per transaction thereafter. Surcharges may apply.
ATM Balance Inquiry at a Chase ATM	No bank transaction fee ever
ATM Balance Inquiry at AllPoint and other ATMs	\$0.50 per transaction
Denied Transaction	\$1.00 per transaction
Cash Withdrawal at any Chase or Visa Member Bank	One free cash withdrawal transaction per deposit; \$5.00 per transaction thereafter
Card Replacement	One free card replaced per year; \$7.50 per card replaced thereafter