

Texas Workforce Commission

AUSTIN – The Texas Workforce Commission (TWC) advises those applying for Unemployment Insurance (UI) benefits that individuals misrepresenting TWC may capitalize on the uncertainty surrounding COVID-19 and attempt to secure sensitive, personal information through deceit.

TWC is reminding all UI claimants and unemployed workers to practice caution when providing people with personally identifiable information. Unfortunately, in situations such as the one we are experiencing because of COVID-19, there can be unemployment insurance scams and fraudulent phone calls.

Below are some indications that you may be a victim of an attempted scam by someone pretending to be a TWC Specialist:

- The individual asks for a credit card number.
- The individual says there is a fee for processing the claim.
- The individual asks for more than the last four digits of your bank account and routing number.

When you are contacted by a legitimate TWC Specialist they will need to confirm your identity and will ask for your Social Security Number and date of birth. However, a TWC Specialist will never ask for a credit card number or state that there is any kind of fee associated with your claim. There is no fee for filing for UI and a TWC Specialist cannot change banking information, so the full number is unnecessary.

If you sent TWC an email, left a message, or reached out using social media, you should expect a phone call from a TWC Specialist. You may receive calls from TWC on other issues concerning your claim, but always be vigilant when providing personal information. When in doubt, hang up.

If you encounter anyone who's identity you are not sure of, do not give out your:

- Phone Number
- Address
- Social Security Number
- Personal Identification Number (PIN)

Impersonating a public servant and identity theft are crimes punishable by law. If you believe you have been the victim of identity theft visit <https://www.identitytheft.gov/>.