

# Assisting Individuals with Wage Record and UI Benefits Data Requests



## A. Wage Record Requests

1. Workforce Solutions staff must verify the identity of an individual requesting a copy of their wage record by:
  - a) Reviewing the individual's state- or government-issued photo ID such as driver's license, identification or passport;
  - b) Requesting that the individual provides their Social Security number (SSN) via keypad/number pad, in writing, or verbally (individuals who choose to provide their SSN verbally should do so in a secure location);
  - c) Verifying the photo on the ID matches the physical characteristics of the individual requesting the wage records; and
  - d) Confirming the individual's name on the ID card/license matches the name on the wage record.
2. Sign on to the Texas Workforce Commission (TWC) mainframe and access the Wage Record Inquiry Report (WRIR) screen to:
  - a) Verify that the SSN provided matches the SSN on record, and
  - b) Check that there are no wages listed for a name that is not the individual's name.

Wages listed under an individual's maiden or married name are acceptable. In this case, tell the individual there is another name on the wage record and ask them if there are other names by which they are known. If the individual responds with another name listed on the record and states the source of the other name (i.e., maiden name, married name), staff can provide the printout to them.

3. If there are no anomalies on the wage record, print the screen and provide the wage record to the requesting individual.
4. If there **are** wage record anomalies—that is, there are wages listed on the record for a person who is not the individual requesting the data—do not provide records that include wages belonging to another person. Wage information reported under another name is considered personally identifiable information (PII) and cannot be released, even if the wages are incorrectly reported under the wrong SSN. Explain to the individual that the other wages are most likely due to a reporting error by an employer and that you cannot provide the data at this time.
5. Staff can assist in correcting a wage record. To correct a record, staff must:
  - a) Verify the individual's identity by:
    - Reviewing their state-or government-issued ID to verify the photo matches the physical characteristics of the individual; and reviewing their

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Social Security card or other correspondence from the Social Security Administration reflecting the individual's name and full SSN (*a verbal identification is not acceptable*) to confirm the name and SSN match the name and SSN on the wage record.

- b) Send an **encrypted** email to [TaxWageRecordCorrection@twc.texas.gov](mailto:TaxWageRecordCorrection@twc.texas.gov) with:
- ***A completed [TWC Wage Change Request Form](#)***
  - ***The staff member's name and job title***
  - The individual's name and SSN
  - A statement detailing which wages the individual is requesting to have corrected or removed from association with the SSN
  - A statement from staff indicating that staff confirmed the individual's name on the Social Security card and state- or government-issued ID matches the photo on the ID and the individual requesting the information
  - ***A copy of the individual's identification documents:***
    - ***SSN card***
    - ***Driver's license, or other government ID card***
    - ***TWC screen shot showing wages (do not redact information).***
- c) Advise the individual that the Tax Department will require a police report involving identity theft if a request is made to alter wages that match the requestor's name.
- d) Instruct the individual to return after seven days for an updated record. Staff will follow the same procedures listed in 1. and 2. above to access the updated wage record.
- e) If the individual's need is urgent (for example, to prevent eviction or to qualify for public assistance medical treatment), indicate the urgency in the wage record correction email and the *Additional Information* section on the [TWC Wage Change Request Form](#), and request to be notified when the correction has been made. When the corrected wage record is ready, staff must notify the individual via phone or email and provide a copy of the corrected wage record.

### B. Unemployment Insurance Benefit Information

1. Unemployment Insurance (UI) claimants can access information relating to their UI claim, such as benefit amounts, remaining balance, and payment information, by logging into the [UI Benefits System](#).
2. Staff may assist individuals with logging into the TWC UI Benefits System, being mindful to protect their PII.

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3. Staff can instruct individuals to call the UI Tele-Center at 800-939-6631 or email [ui\\_info@twc.state.tx.us](mailto:ui_info@twc.state.tx.us) to make a request if they cannot find the UI information they need using the online search options. Emails must include the individual's full name, address, phone number, and last 4-digits of their SSN.

### C. Requests from the Texas Workforce Commission to verify an individual's identity for unemployment insurance claimants

*TWC may direct an individual to the Texas Workforce Commission's landing page on the ID.me website:*

- *For English:* <https://hosted-pages.id.me/texas-twc-identity-proofing>
- *For Spanish:* <https://hosted-pages.id.me/texas-twc-identity-proofing-spanish>

*ID.me is a federally certified online identity network that specializes in digital identity verification and protection and is a trusted partner of the Texas Workforce Commission (TWC).*

*Note: An individual can also access ID.me from the TWC website by going to <https://twc.texas.gov/reporting-fraud>, selecting Identity Theft Fraud and then selecting ID.me.*

*Individuals with limited access to a computer may utilize a Workforce Solutions office to access the ID.me website to verify their identity.*

### D. All Other Requests

Individuals requesting information not covered above or employers, private organizations such as banks or schools, law enforcement, or other public entities requesting wage or unemployment insurance data for individuals should submit an Open Records Request.

1. Requests for public information should be submitted in writing to the Texas Workforce Commission (TWC) Open Records Coordinator by the requestor to:
  - In person or mail:  
Texas Workforce Commission  
Open Records Department  
101 East 15<sup>th</sup> Street  
Austin, Texas 78778-0001
  - FAX: (512) 463-2990
  - Email: [open.records@twc.state.tx.us](mailto:open.records@twc.state.tx.us) (Caution individuals to encrypt confidential documents)
2. A written request can be submitted in any format that can be read, including fax, email, letter, memo, or hand-written note. Requests must include the following:
  - Information requested

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- Name and contact information
  - Mailing address
  - Social Security number
  - Copy of a valid state-issued photo ID
3. An [open records request form and instructions](#) are available online.
  4. Charges may apply to a request for records.

