

Request to Provide Identity Information

Date: January 31, 2022

The Texas Workforce Commission (TWC) warns individuals to be careful about giving out their personal identifying information, such as their Social Security number (SSN), date of birth, driver license, or state-issued ID number. In January 2022, TWC received information from two individuals who indicated they received a letter showing an unemployment claim was filed using their name. The letter instructed the individual to call and leave a voicemail with their SSN and other personal information. A review of TWC records show there was no claim filed and TWC did not send any correspondence to the individuals.

When TWC needs to verify an individual filed an unemployment claim, we send a letter asking the individual to do one of the following actions:

1. If the individual filed the claim, they should verify identity through the [ID.me](#), which shows a URL of hosted-pages.id.me/texas-twc-identity-proofing. OR
2. If the individual did not file the claim, they should report the ID theft using TWC's [UI Fraud Submission portal](#), which shows a URL of apps.twc.state.tx.us/UiFraudSubmission/uifs/uifraud.

For more information on this process, see [Unemployment Benefits Identity Theft](#).

Fraudsters use a variety of methods to get your personal information. Don't give your personal or financial information in response to a request you didn't expect. If you get an email, text, or phone call that you did not expect, it's best not to click on any links or call a number they gave you. Instead, contact the business using a website you know is trustworthy.

TWC official website: twc.texas.gov

Unemployment Benefits Identity Theft webpage: twc.texas.gov/UI-ID-theft

[Unemployment Benefits Contact Information](#): Tele-Center phone number – 800-939-6631