

# Tips for requesting Unemployment back pay

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I would recommend trying to speak to a TWC agent on the phone. TWC doesn't put information on how to receive backpay online; instead, you have to talk to an agent and explain your situation to them. Reaching an agent can be really difficult because the line is often busy and hangs up on you. But if you keep trying, you should be able to get through eventually, and there are also some strategies for reaching them.

Here's what I would recommend:

1. Call 1-800-939-6631 and press 1 to apply for unemployment benefits.
2. As the automated system asks questions, press 2 for "no" each time. This will make the system see the claim as "complicated" which makes them more likely to transfer you to a real person.
3. At the end of the questions, the system will either put you on hold to talk to a real person or hang up on you due to high call volume. If it does hang up on you, repeat the process until you get put on hold. (I just tested this system because I haven't done it in a couple months and wanted to make sure it still works. I was put on hold-- victory!-- after 5 tries).
4. When you get through to a person, tell them you are not applying, but you've been trying for months to get back pay from TWC and you must speak with someone who can help.
5. They will transfer you to someone who can help. You may be on hold again for a long time (1-3 hours) but stay on the line-- getting to this point is a win and you don't want to have to repeat all those steps again!
6. When someone picks up, explain your situation with dates of back pay you are due. Be ready with dates and your social security number, and have your TWC unemployment account open online as well so you can check for any other information they might ask you for.
7. The agent may be able to get you some pay within a few days. Or, they will mail you a form you must fill out citing the weeks they owe you backpay. You must fax this form to the number on the form and wait for it to be processed.

It can be really overwhelming to deal with TWC's system, but I would absolutely encourage people to keep trying-- if you are owed backpay, that's YOUR money, and they need to give it to you. I hope this is helpful!