

## **Important Information for Texas Employers Regarding Designated Addresses for Unemployment Insurance Documents**

The Texas Workforce Commission offers Texas employers the option of designating a single mailing address for receiving notices of unemployment insurance claims filed and determinations made on those claims. The 75<sup>th</sup> Legislature extended this right to all employers effective September 1, 1997. This means that employers with multiple locations can receive claim notices and determinations at a central location of their choosing; it will no longer be necessary to forward claims correspondence from the location where the claimant worked to an internal central office. The designated address can be a service agent if the employer chooses to handle unemployment claims in this way. Of course, multiple-location employers who prefer to have unemployment claims handled by their local job site managers may continue to do so. If an employer does not designate an address for claims purposes, the law requires that we continue to send notices of claims to the addresses where the former employees last worked.

There are several important points to consider as you determine whether a designated claims address will work for you. You should be aware that only one designated claims address can be established for each TWC account number. If you choose to designate a claims address, you may want to begin making preparations now to ensure that knowledgeable staff can continue responding to TWC notices in a timely manner. This will protect your interests regarding unemployment benefit claims. Staff who respond to claim notices should have access to information relating to job separations that occur within your organization so that they may provide TWC with detailed facts with which to make appropriate decisions regarding payment of unemployment benefits. When claim decisions are received at the designated address, staff familiar with TWC regulations regarding unemployment benefits may also decide if your company should appeal any adverse decisions.

Your designated address can be the same as your address of record with the TWC Tax Department or it can be another address you prefer. If you now use a service agent to respond to notices of unemployment insurance claims, you may designate that agent's address to receive notices of those claims. Provided that you have a general power of attorney for that service agent on file with the TWC. Either you or your authorized service agent may request a designated claims address.

You continue to have the separate option of establishing a designated address for chargeback notices. Chargeback notices provide you the opportunity to verify wage credits used to establish unemployment insurance claims and to provide separation information used to determine if benefits paid to the claimant will impact your unemployment tax rate. Individuals within your organization who respond to chargeback notices should have access to both wage and separation information to ensure that TWC receives the information necessary to determine if charges should be applied to your account. Chargeback notices are mailed to your address of record with the TWC Tax Department unless a special chargeback address has been requested. Designating an address for notices of claims and determinations will not change your chargeback address.

If you wish to designate a claims and/or chargeback address please complete the attached form and return to:

**UI Support Services- Attention Chargeback  
Texas Workforce Commission  
101 East 15<sup>th</sup> Street, Room 354  
Austin, TX 78778-0001**

Or Fax to: **UI Support Services - Attention Chargeback – (512) 305-8998**