

# Resources for those financially impacted by COVID-19

## UNEMPLOYMENT:

1. If your employment has been affected by the coronavirus (COVID-19), apply for benefits either online at any time using [Unemployment Benefits Services](#) or by calling TWC's Tele-Center at 800-939-6631 from 8 a.m.-6 p.m. Central Time Monday through Friday.

TWC is experiencing an increase in call volumes and hold times on our Tele-Center phone lines. You are encouraged to use our online claim portal, [Unemployment Benefits Services](#) (UBS), to handle your claim needs quickly. UBS is available 24 hours a day, seven days a week. We also encourage you to sign up for [Electronic Correspondence](#) so you can receive your TWC communications online as soon as possible.

TWC will investigate why you lost your job and mail a decision explaining whether you are eligible for unemployment benefits.

## HOME INTERNET ACCESS

1. If you do not have internet access at home, or cannot afford to maintain it, but need internet for work or school, there are several options available through providers:
  - [Comcast Internet Essentials](https://www.internetessentials.com/covid19), (<https://www.internetessentials.com/covid19>) a low-cost home internet package for qualifying individuals and households, is now available for free for the first two months.
  - [Charter Communication's Spectrum](#) unit has decided to offer assistance to families specifically with those students in mind. The Internet provider has announced that, for 60 days, it will offer free Spectrum broadband and Wi-Fi access to households with K-12 and/or college students who don't already have a Spectrum broadband subscription. Moreover, that free package extends to any service level up to 100 Mbps. All you have to do to enroll is call **1-844-488-8395**, and installation fees will be waived for new student households.

On a related note, a number of wireless carriers in the US last week signed on to the FCC's Keep Americans Connected Pledge, which includes several dozen major wireless carriers like AT&T as well as Internet service providers like Comcast. The idea is to commit to maintaining service and waiving late fees for customers who have trouble paying because of the coronavirus crisis. If you have questions or concerns about your internet connection, contact your provider or visit their website for more information.

## FOOD:

1. **Link for information about free meals at local school districts:**  
<https://www.ksat.com/news/local/2020/03/14/san-antonio-school-districts-providing-free-curbside-meal-service-for-students-during-closure/>
2. **San Antonio Food Bank – Corona Relief Campaign.** This website lists daily locations for mobile food trucks and lunch and dinner distribution sites for those in need including low income and elderly. <https://safoodbank.org/cvrelief/> **If you are in need of assistance call: 210-431-8326**

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4. **Catholic Charities: Open** to serve all people. Volunteers are crisis ready at our Food Pantries and through our Mobile Relief Unit. If you are in need, please call **(210) 226-6178** to be screened to receive basic needs.
5. HEB is offering **free** next day Curbside pickup at all our stores that currently offer the service as well as \$5 Home Delivery. We understand that timeslots for these services are filling up fast and may be booked several days out. To meet demand, we're working as quickly as possible to increase our capacity and build new time slots, and our Partners are working around the clock on innovative options to get all customers the products they need, when and where they need them. <https://www.heb.com/>

**EMERGENCY FINANCIAL RELIEF:** Service members and families who have been affected financially as a result of travel restrictions, closures and other events from the coronavirus can check with their service relief organization to see if emergency help is available. Go to your service relief organization's website to learn more about eligibility and how to apply for aid:

Army Emergency Relief - <https://www.armyemergencyrelief.org/>

Navy-Marine Corps Relief Society - <https://www.nmcrs.org/>

Air Force Aid Society - <https://afas.org/>

### HOUSING:

#### List of banks offering mortgage relief because of coronavirus:

<https://www.kxan.com/news/coronavirus/list-of-banks-offering-mortgage-relief-because-of-coronavirus/>

**Bexar County courts are temporarily halting evictions** to prevent people from losing their homes amid the coronavirus pandemic. Through April 16, Bexar County's four justice of the peace courts won't hear eviction cases or force people out of their homes through the writ of possession process, the courts said Monday. Because the public health crisis is changing so quickly, court officials could decide to change or extend that period. San Antonio Express news.

### UTILITIES:

**San Antonio Water System:** Customers are encouraged to pay online at MyAccount.saws.org, or pay by phone at 210-704-SAWS. Additionally, SAWS has temporarily suspended account disconnections in recognition of any customer financial hardship during the current COVID-19 challenges, though charges will continue to accrue on customer accounts. <https://www.saws.org/news/>

**CPS Energy:** "CPS Energy stands ready to help any customer in need. Our **People First** philosophy is about being there for our customers when they need us. To support all our customers, in partnership with San Antonio's Mayor and City Council as listed below, effective immediately, we will suspend energy disconnects while our community bands together to find our path forward." <https://newsroom.cpsenergy.com/march-11-2020-statement-from-cps-energy-update-regarding-covid-19/>

**MILITARY ONE SOURCE ARTICLES AND INFORMATION FOR MILITARY FAMILIES REGARDING CORONAVIRUS:** <https://www.militaryonesource.mil/coronavirus>

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### PARENTING TIPS:

1. This link will provide several websites to help keep your kids busy and 'smart' while home on break. <https://www.ksat.com/news/2020/03/17/20-websites-to-help-keep-kids-busy-and-smart/>
2. **Guidance on how to talk to children about coronavirus:**  
<https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/talking-with-children.html>

### CREDIT:

MILITARY STAR® cardholders affected by the COVID-19 pandemic can email [MilitaryStar@aafes.com](mailto:MilitaryStar@aafes.com) for assistance with their accounts or send correspondence to:

Exchange Credit Program  
P.O. Box 650410  
Dallas, TX 75265-0410