

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS**

68-0157 (9-06) - 3091078 - EI

**MICHEALENE GOOSMANN**  
Claimant

**APPEAL NO. 08A-UI-03372-NT**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**ALORICA**  
Employer

**OC: 03/02/08 R: 01  
Claimant: Appellant (2)**

Section 96.5-1 – Voluntary Quit  
Section 96.4-3 – Able and Available for Work

**STATEMENT OF THE CASE:**

The claimant filed an appeal from a representative's decision dated March 27, 2008, reference 01, which denied benefits based upon her separation from Alorica. After due notice was issued, a hearing was held by telephone on April 21, 2008. Ms. Goosmann participated personally. The employer, although duly notified, failed to respond to the hearing notice and did not participate.

**ISSUES:**

The issues in this matter are whether the claimant quit for good cause attributable to the employer and whether the claimant is able and available for work.

**FINDINGS OF FACT:**

The administrative law judge, having heard the testimony and considered all of the evidence in the record, finds: The claimant worked for this employer from February 11, 2008 until March 3, 2008 as a full-time customer service representative trainee.

Ms. Goosmann left her employment with Alorica when she reasonably concluded that insurance benefits offered by the company had not been correctly represented to her. At the time of hire the claimant was informed that the company offered health insurance. Subsequently the claimant determined that the company did not offer major medical coverage. Because the claimant's need for full coverage medical insurance was a primary factor in her choosing employment with the company, Ms. Goosmann left her work with Alorica when she determined that the company, in fact, was not offering medical insurance as represented.

**REASONING AND CONCLUSIONS OF LAW:**

The administrative law judge concludes based upon the evidence in the record that the claimant has established that she left her employment with good cause for reasons that were attributable to the employer. The evidence in the record establishes that the claimant reasonably concluded

based upon statements made to her by a company representative that the company was offering employees medical insurance. Subsequently the claimant was informed that major medical coverage was not, in fact, being offered. The claimant left employment as this was a primary reason for her accepting employment with the company.

Iowa Code section 96.5-1 provides:

An individual shall be disqualified for benefits:

1. Voluntary quitting. If the individual has left work voluntarily without good cause attributable to the individual's employer, if so found by the department.

The administrative law judge concludes based upon the evidence in the record that the claimant is able and available for work and actively seeking employment by contacting perspective employers each week that she claims benefits.

**DECISION:**

The representative's decision dated March 27, 2008, reference 01, is hereby reversed. The claimant left employment with good cause for reasons attributable to the employer. Unemployment insurance benefits are allowed, providing the claimant meets all other eligibility requirements of Iowa law.

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Terence P. Nice  
Administrative Law Judge

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Decision Dated and Mailed

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