

# Debrief

## AFA Debrief – July 26, 2022

Call Wait Times  
Group Universal Life (GUL) Auto Enrollment  
Welcome Class 2221

### Call Wait Times

“We are experiencing higher-than-normal call volumes.”

If you’ve attempted to contact the company any time in the past year, you’re surely familiar with that line. You’re also presumably familiar that more times than not it may take hours until you are connected to a company representative. And by hours, we have reports of some calls exceeding four hours and higher.

A few weeks ago, with your support, we began tracking call wait times by requesting you provide us with your actual times on hold including pictures for documentation. Being on hold for over four hours or even an hour when you need to conduct basic schedule and other needs is excessive.

In addition to the hold times for scheduling, we continue to receive reports of our Members arriving at their layover destination without lodging, facing long wait times for hotel rooms, and again, extensive hold times for crew lodging support. As a reminder, per our Contract, Flight Attendants are reimbursed for actual lodging expenses including transportation and phone charges when we have to [find hotel rooms ourselves](#).

While it’s reasonable to attribute some of the scheduling issues we’re experiencing to the company’s current tightly packed flight schedules and the occasional weather-related incident, management’s response to us, the internal customer, is completely within their ability to fix. It’s time for management to address the many issues that affect Flight Attendant quality

of life and working conditions. As dedicated Flight Attendants, each of us consistently focuses on doing the things that help bring United's passengers back for another flight.

Last week, we reported on the delivery of a letter to John Slater letting him know how you feel about current quality of life and working conditions. One of the ways we show management how serious the problem has become is by showing them irrefutable data. The more data we have, the harder it is for the company to make excuses. The reports you help generate is yet another way for management to see us standing together as a unified workgroup.

We need you to continue to report on call wait times. Report on any of the excessive call wait times to get through to crew scheduling, and the Flight Attendant Service Center to conduct routine tasks such as calling off sick leave, obtaining hotel information, changes to reserve assignments and the list goes on. Please fill out [the Call Wait Times \(CWT\) Report Form](#).

United's internal reporting system is not always accurately reflecting what Flight attendants are experiencing, for instance if you get disconnected or hang up. Only your reports can push this issue into the light where management will have to address it. United Flight Attendants are waiting way too long in their attempts to get through to current management to accomplish the basic functions of their jobs.

Enough is Enough. Focus on Us!

## **Group Universal Life (GUL) Auto Enrollment**

Group Universal Life Insurance (GUL) is the voluntary life insurance product for all Flight Attendants negotiated by AFA and agreed to by the company for the benefit of Flight Attendants.

For Flight Attendants returning from Leaves of Absence (LOA), including those returning from Special COLAs, auto-enrollment in Group Universal Life Coverage (GUL), administered by Securian, will occur for those who did not elect to maintain coverage while on Leave or who had not previously elected this coverage. These individuals will be enrolled in Group Universal

Life Coverage under the same conditions as a new hire Flight Attendant. With no requirement to provide Evidence of Insurability (EOI), Flight Attendants are automatically provided coverage at four (4) times their annual salary and \$30,000 coverage for a spouse/domestic partner.

Additionally, if the Flight Attendant reduced her/his coverage below the default coverage limits, the auto-enrollment feature will “bump up” the coverage back up to four times the annual salary for the employee and \$30,000 for the spouse or domestic partner. It is important that everyone understand, the coverage is automatic unless you act to decline the coverage during the first 45 days following your return to work.

Auto-enrollment will happen upon every return from leave regardless of previous adjustments or cancellations. If you wish to amend your enrollment/ coverage, contact Securian at the dedicate United Airlines Service line at 1-866-887-1043. By calling this number, Securian representatives can assist you in providing a DocuSign document that will provide you will the ability to efficiently “surrender” any policy coverage for which you are auto-enrolled.

Note: There is no refund for premiums paid until the cancellation of coverage is processed and a cancellation certificate, signed by the Flight Attendant, is returned, and received by Securian. This must be completed during the 45-day window following return to duty. You can obtain the cancellation certificate by contacting Securian directly.

## **Class of 2221!**

We are excited to welcome our newest flying partners from class 2221 as part of our Flight Attendant community. Our newest flying partners will begin their careers at bases in BOS, EWR, IAD, ORD, and SFO.

We encourage you to welcome each of them as we work through the peak of the summer season, help them learn from your experience, and get them started on a path to success and adventure in their new career.

Please remember that our newest Members are on probation. To ensure that they receive the most accurate information to support them, direct them to their Local Council for assistance on Contractual issues.

And if you would like to become an AFA Buddy, reach out to your Local Council to learn how you can become part of this vital link to their success.

## **Reminders:**

**AUG 01 - eFAOM/eFAAB Revision #40**