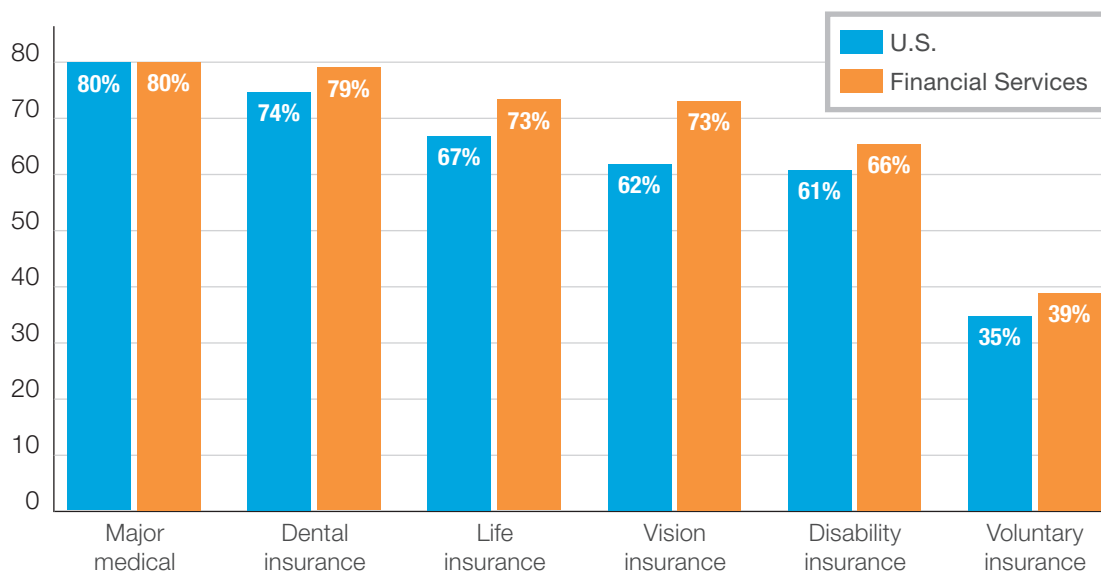


## Financial services industry trends

### 2014 Aflac WorkForces Report results for benefits decision-makers and employees from the financial services industry

#### Financial services industry company benefits offerings

The percentages of companies from the financial services industry offering benefits by type compared to all U.S. companies.



#### The importance of benefits:

##### Businesses believe benefits are extremely or very influential on:

- Job satisfaction – 57 percent.
- Loyalty to employer – 48 percent.
- Willingness to refer friends – 36 percent.
- Work productivity – 44 percent.
- Decision to leave company – 40 percent.

##### Yet, employees believe benefits are extremely or very important to:

- Job satisfaction – 77 percent.
- Loyalty to employer – 63 percent.
- Willingness to refer a friend – 52 percent.
- Work productivity – 63 percent.
- Decision to leave company – 61 percent.

## Key employer findings

### Benefits offerings

	Percent of responses
Offer voluntary insurance to their employees	39%
Moved employees to private exchanges in 2013	6%
Plan to move employees to private exchanges in 2014	6%
Expect to offer employees stipends in 2014 to purchase health care coverage on their own, instead of offering company-provided benefits	9%
Decreased employee hours from full- to part-time in 2013	14%
Plan to decrease employee hours from full- to part-time in in 2014	15%
<i>Of the companies who are decreasing employee hours from full- to part-time, they're doing so to avoid penalties associated with health care reform*</i>	24%
Expect to eliminate or reduce benefits in 2014	15%
Use a broker or benefits consultant to select their employees' benefits options	64%

### Hiring and compensation

	Percent of responses
In 2013, awarded employees smaller raises than in previous years	36%
Expect to award smaller raises in 2014	22%
Hired full-time workers in 2013	58%
Expect to hire full-time workers in 2014	48%
Hired part-time workers in 2013	44%
Expect to hire part-time workers in 2014	34%

### Benefits communications

	Percent of responses
Strongly or somewhat agree they effectively communicate the value of their benefits to employees	57%
Communicated about benefits three or more times in the past year	49%

## The most common benefits-communication channels



Email  
**71%**



Face to face  
**44%**



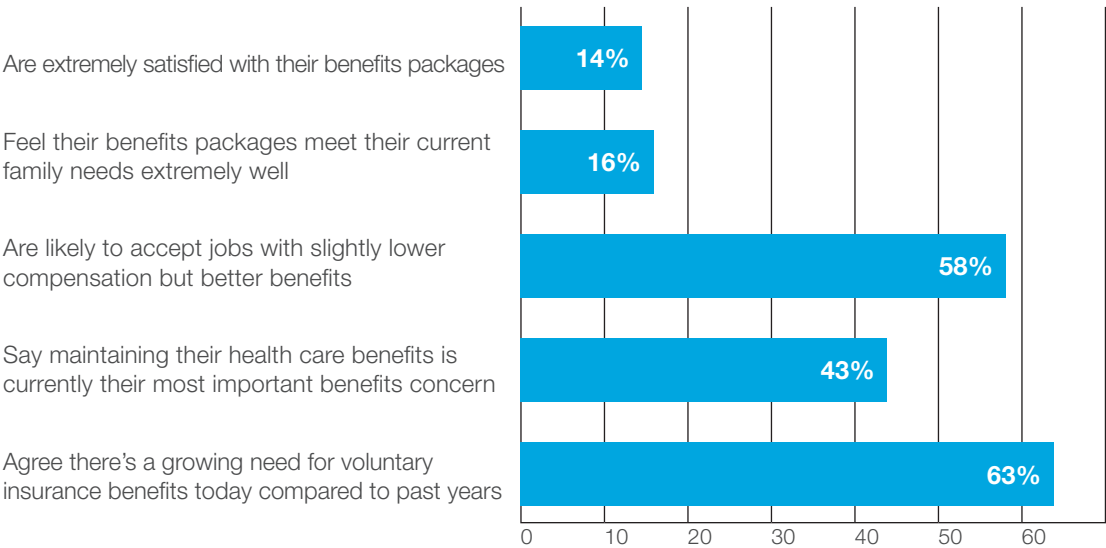
Employee-benefit booklet  
**44%**

# Key employee findings

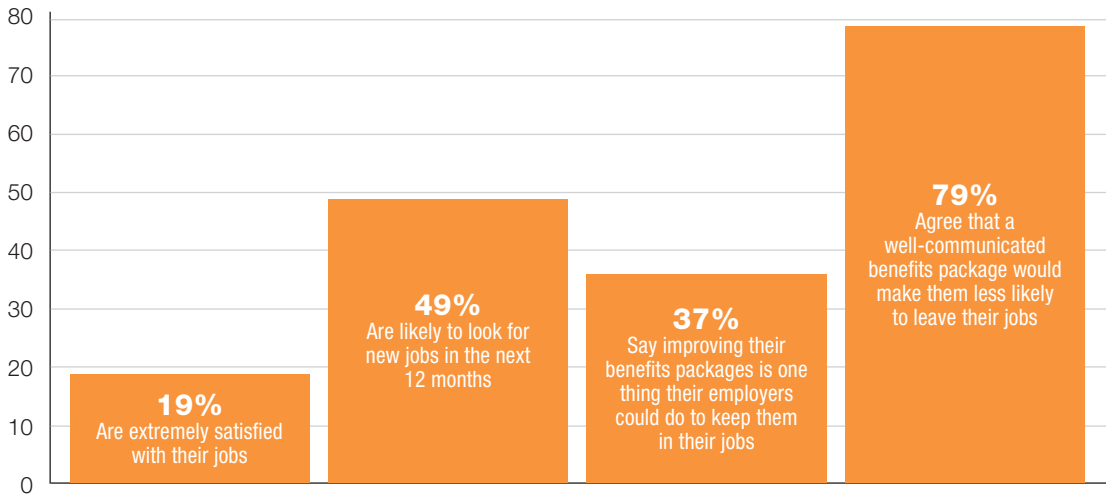
## Financial preparedness

	Percent of responses
Would not be able to adjust to the large financial costs associated with a serious injury or illness	63%
Completely or strongly agree their families are financially prepared for an unexpected emergency	24%
Have less than \$1,000 to pay for unexpected out-of-pocket medical expenses	37%
Have less than \$500 to pay for unexpected out-of-pocket medical expenses	17%
Would need to borrow from a 401(k) and/or use a credit card to cover unexpected medical costs	53%
Say their credit scores have been affected by high medical costs	6%
Have been contacted by a collection agency about outstanding medical bills	9%

## Benefits engagement



## Job satisfaction



## The impact of health care reform

	Percent of responses
Employees think health care reform is too complicated to understand	78%
Employees believe their employers will educate them about changes to their health care coverage as a result of health care reform	72%
Employees think their medical costs will increase	88%
Employers feel extremely or very prepared to address changes to the health care system in 2014	49%
Employers will rely on brokers or insurance companies to suggest changes to their benefits packages due to the changing health care environment	46%
Employees think their HR departments communicated extremely effectively about health care reform and any subsequent changes to their benefits	8%
Employees completely agree their employer has prepared them well for the impact of health care reform	3%
Employees say the frequency of their employers' benefits communication increased compared to last year	23%
Employees agree they are very or extremely knowledgeable about federal and state exchanges	9%

### About the study

The 2014 Aflac WorkForces Report is the fourth annual Aflac employee-benefits study examining benefits trends and attitudes. The study, conducted in January 2014 by Research Now, captures responses from 1,856 benefits decision-makers and 5,209 employees from across the United States. As part of the fourth annual Aflac WorkForces Report, 158 benefits decision-makers and 306 employees from the financial services industry shared their opinions on a variety of workplace-benefits topics.

To learn more about the Aflac WorkForces Report, visit [AflacWorkForcesReport.com](http://AflacWorkForcesReport.com).

*\*Small base size, <50*

