

# EMPLOYEES FEEL GOOD ABOUT THEIR BENEFITS, BUT MANY ADMIT ENROLLMENT IS SOMEWHAT OF A MAZE.

Employees are generally happy with their workplace benefits, but many don't know much about them. The 2018 Aflac WorkForces Report reveals that employees need more information about their options – and many trust insurance experts to do the explaining.



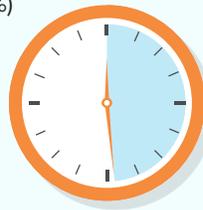
**30%** need more information about their benefits options, such as out-of-pocket costs and in-network physicians.

**45%** are more likely to buy insurance if it's recommended by a benefits professional.

The advice of a friend is a motivator for 41%, while 25% are influenced by friends and 22% by their employers.



More than half (56%) spend less than **30 minutes** researching their options.



**Nearly 1 in 5 (19%) do not feel confident they understood**

everything they signed up for during their last enrollment.



**16%** said an **easily accessible benefits advisor** – in person, by phone or by online chat – is the one thing that would help improve the way they enroll in benefits.



**43%** prefer to communicate with an insurance agent by email



**20%** prefer to meet in person



**18%** prefer over-the-phone conversations.

Slightly more than **40%** of employees would rather do something uncomfortable or unpleasant – such as three hours of hot yoga or clean up after their dog – than research benefits during open enrollment.



Filing claims online, by email or by using an app is preferred over non-digital channels by a



## ABOUT THE STUDY

The 2018 Aflac WorkForces Report is the eighth annual Aflac employee benefits study examining benefits trends and attitudes. The study captured responses from 2,000 employees across the United States in various industries. The 2018 Aflac WorkForces Report survey was conducted by Lightspeed on behalf of Aflac. For more information, visit [AflacWorkForcesReport.com](http://AflacWorkForcesReport.com).

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