

Aflac WorkForces Report

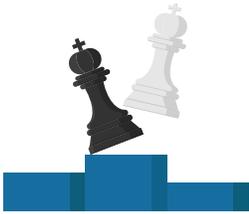
Top 10 key attitudes and trends



The **2019-2020 Aflac WorkForces Report** was conducted between Sept. 25 and Oct. 17, 2019. Therefore, data does not reflect the COVID-19 crisis and its effect on the workforce.

Health insurance, benefits programs and financial security continue to be important to both employers and their employees. This survey includes insight into issues that, while always relevant, are perhaps even more so in the current pandemic environment – the rising cost of health care, influence of paid family leave and rising out-of-pocket expenses.

It is in this spirit that we share the data included in the ninth annual Aflac WorkForces Report.



Benefits meet diverse business needs

Approximately **1 in 4** employers say the most important objectives for their benefits program are increasing productivity, increasing employee satisfaction, remaining competitive or retaining employees.



Health care costs continue to shift to employees

While gold health plans that pay an average of **80%** for covered benefits remain the most popular employer option, silver- and bronze-level plans are increasing in popularity.



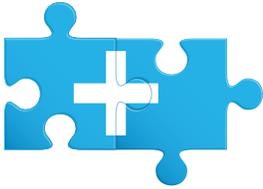
Pay and benefits top employees' concerns

Employees consistently say improving their benefits is the one thing their employers can do to keep them in their jobs — second only to pay.



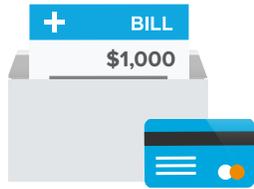
Wellness programs help employers keep insurance premiums down

Of the **53%** of employers surveyed who offered wellness programs, **73%** said doing so reduced their insurance premiums.



Employees feel confident about their benefits enrollments but less certain about their benefits coverage and costs

Although **78%** are confident they understood all they signed up for during their last enrollments, far less (**46%**) solidly understand their total annual cost of health care and coverage.



Most American workers still struggle with medical costs

More than half (**52%**) would not be able to cover unexpected out-of-pocket medical costs of \$1,000 or more.



Employees enrolled in supplemental insurance are happier with their overall benefits packages

Satisfaction increased from **43%** to **59%** when employers offered supplemental insurance and to **66%** among employees who enrolled. Paid family leave programs have a similar effect.



Employers attribute having better benefits packages to their benefits consultants

Nearly three-fourths (**72%**) who use a broker or other benefits consultant say they can offer a better benefits packages as a result.



Cost is the biggest barrier to offering benefits for small businesses

Sixty-eight percent of small businesses not offering benefits say they cannot sustain a benefits program for their workforce.



Gen Zers and millennials stress about health care benefits

A full **68%** of Gen Zers and **64%** of millennials said selecting health care benefits is stressful.

The **2019-2020 Aflac WorkForces Report** is the ninth annual Aflac employee benefits study examining benefits trends and attitudes. Conducted by Kantar on behalf of Aflac, the study captured responses from 2,000 employees and 1,200 employers across the United States in various industries.

For more information, visit [AflacWorkForcesReport.com](https://www.aflac.com/workforces-report).