

## Portrait of American Workers at Small Companies: (3-99 employees)

### Overall Satisfaction with Benefits Package

- ◆ 71% of employees at small companies say their employers offer insurance benefits.
- ◆ The benefits package for employees at small companies includes:

Benefit		Benefit	
Major Medical	62%	Disability Insurance	30%
Life Insurance	38%	Voluntary Insurance	27%
Critical Illness	9%	Flex Spending Plan	17%
Dental Insurance	42%	401k or pension	45%
Vision Insurance	26%	Flex Work Options	26%

- ◆ Employees at small companies are less satisfied than those at large and medium companies when it comes to their benefits packages. Just 37% are very/extremely satisfied with their overall package and 19% are not very/not at all satisfied.
- ◆ About 43% of workers at small companies say their current benefits packages meet their families' needs extremely/very well, while 17% say their needs are not very/not at all well met. The satisfaction percentage is the smallest among companies of all sizes.
- ◆ 52% of workers at small companies feel protected by their current insurance coverage — a smaller percentage than workers at medium and large companies.
- ◆ 50% of employees strongly agree they would be more informed about health insurance choices if an insurance consultant were present during enrollment.

### Benefits Communications

- ◆ 39% of employees strongly agree that a well-communicated benefits program would make them less likely to leave their jobs.
- ◆ 46% of employees at small companies say their HR departments communicate too little about employee benefits.
- ◆ The majority of workers (62%) get their insurance advice/information from colleagues, friends and family.
- ◆ Employees at small companies are the least likely to get their information/advice about employee benefits from their companies' HR professionals (39%).

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## Effectiveness/Engagement in Benefits

- ◆ 38% of employees strongly agree they need to be more engaged in making decisions about their health insurance coverage.
- ◆ One-quarter (25%) of employees say they are not very/not at all informed about benefits offered at their companies; 38% say they are extremely/very informed.
- ◆ 53% of employees agree they are taking full advantage of their employee benefits, the least among workers at companies of all sizes.
- ◆ 61% of employees strongly agree they would be more likely to take advantage of benefits packages tailored to their personal situations.
- ◆ On average, employees say 16% of work productivity is lost due to personal issues.

## Level of Protection, Preparedness

- ◆ 52% of employees at small companies describe themselves as not very/not at all prepared to pay out-of-pocket expenses that aren't covered by major medical insurance.
- ◆ One-third of employees at small firms have less than \$500 available to cover out-of-pocket expenses associated with an unexpected serious illness or accident.
- ◆ 38% of workers are currently experiencing personal issues that have affected their ability to get work done.
- ◆ 44% of them said adequate insurance coverage would have a significant effect on their ability to cope with those issues.

## Role of Voluntary Benefits

- ◆ 29% of employees say they are offered voluntary benefits and 13% are enrolled.
- ◆ 17% of employees describe the availability of additional voluntary benefits as important because "it offers more options when it comes to health care coverage."
- ◆ 14% say the availability of additional voluntary options would allow them to meet their needs; 10% say it would give them more comprehensive insurance coverage.
- ◆ 57% of employees say they would be likely to purchase voluntary insurance benefits offered by their employers.
- ◆ 24% of employees say their HR departments are not very/not at all knowledgeable about voluntary benefits, and 37% describe their HR teams as extremely/very knowledgeable.

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say they are not very/  
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about benefits offered

**38%**  
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*\*2011 Aflac Workforces Report, a study conducted by Harris Interactive for Aflac, September 2010.*