

2021-2022

Aflac WorkForces Report

Retail industry insights

DID YOU KNOW?

More than 3 in 5 retail employees (62%) say they would not be able to pay out-of-pocket expenses of \$1,000 or more if they experienced an unexpected serious illness or accident – **well above the national average of 46%**. This further illustrates the importance of offering health insurance and supplemental benefits in the retail sector.

HEALTH, WELLNESS + THE POWER OF BENEFITS



31% of retail employees state their personal mental health negatively affected their job performances last year. **All industries: 34%**.



42% of employees say taking paid time off is viewed as positive at their company. **All industries: 50%**.

35% say taking a leave of absence is viewed in a positive light. **All industries: 39%**.



62% of employees say they couldn't pay \$1,000 or more in out-of-pocket costs. **All industries: 46%**.

76% of employers believe their employees can financially meet their health care obligations. **All industries: 81%**.



50% of retail workers have high anxiety about health care costs beyond what their insurance covers. **All industries: 51%**.

THE STATE OF WORKPLACE BENEFITS



39% of retail workers purchased at least one new benefit as a result of the pandemic, with life, critical illness and mental health resources topping the list. **All industries: 44%**.



40% of employees are highly interested in purchasing supplemental insurance to help cover the financial costs related to COVID-19 and other pandemics.
All industries: 45%.



83% of employers are highly satisfied with their organization's COVID-19 response.
All industries: 84%.

54% of employees are highly satisfied with their employer's response.
All industries: 67%.



57% of employers experienced an increase in benefits costs in the past year.
All industries: 60%.

BENEFITS ENROLLMENT + THE INFORMED BENEFITS CONSUMER



75% of retail employers think employees understand costs well.
All industries: 72%.

53% of employees say they do. **All industries: 59%.**



47% of the workforce say they prefer working with a benefits advisor in person.
All industries: 53%.

20% prefer a video meeting.
All industries: 31%.

25% prefer online chat.
All industries: 30%.



48% of employees say medical bill negotiation is stressful, followed by trying to understand what insurance or benefits they need. **All industries: 58%.**



85% of employers say their benefits providers demonstrated care for their workforces during the pandemic. **All industries: 84%.**

56% of employees agree their benefits company cares for them. **All industries: 65%.**



The 2021-2022 Aflac WorkForces Report is the 11th annual Aflac study examining benefits trends and attitudes. Conducted by Kantar on behalf of Aflac, the employer survey was conducted online June 28-July 14, 2021, and the employee survey was conducted online June 28-July 16, 2021. The surveys captured responses from 1,200 employers and 2,000 employees across the United States in various industries. For more information visit aflac.com/awr.
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