

2021-2022

Aflac WorkForces Report

Top workplace benefits trends and insights

HEALTH, WELLNESS + THE POWER OF BENEFITS



1/3 of American workers state their personal mental health negatively affected their job performances last year.



50% of employees say taking paid time off is viewed as positive at their company.
39% say taking a leave of absence is viewed in a positive light.



46% of employees say they couldn't pay \$1,000 or more in out-of-pocket costs. Meanwhile, **81% of employers** believe their employees can financially meet their health care obligations.



50% of American workers have high anxiety about health care costs beyond what their insurance covers.

THE STATE OF WORKPLACE BENEFITS



63% of millennials purchased at least one new benefit as a result of the pandemic, with life, critical illness and mental health resources topping the list.



1/3 of employees believe supplemental insurance is more important now than they did before the pandemic.

45% of all employees – 63% of millennials – are highly interested in purchasing supplemental insurance to help cover the financial costs related to COVID-19 or other pandemics.



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

67% of employees are highly satisfied with their employer's response.



60% of employers experienced an increase in benefits costs in the past year.

BENEFITS ENROLLMENT + THE INFORMED BENEFITS CONSUMER



72% of employers think employees understand total health care costs well.

However, just **59% of employees** say they actually do.



53% of employees – especially millennials – say they prefer working with a benefits advisor in person.

31% prefer a video meeting.

30% prefer online chat.



58% of employees say medical bill negotiation is stressful, followed by trying to understand what insurance or benefits they need (53%).



77% of employees say it is extremely or very important that their benefits providers show they care about them – higher for the younger generations.

87% for millennials.

84% for Gen Z.



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.

Aflac includes Aflac and/or Aflac New York and/or Continental American Insurance Company and/or Continental American Life Insurance Company.
Aflac WWHQ | 1932 Wynnton Road | Columbus, GA 31999