

Pandemic Underlines Open Enrollment Decisions

The **COVID-19 pandemic** may be the impetus for American workers to take a closer look at benefits during open enrollment, but growing concerns about financial security and challenges with health care choices still remain.



The **2020-2021 Aflac WorkForces Report*** found that for employers, these challenges will come to the forefront during open enrollment, as employees expect more from their benefits packages.



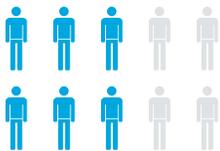
A large majority of employees, **92%**, choose the same benefits year after year and on average spend 33 minutes on the task.

Half of employees surveyed said the pandemic has been a wake-up call to invest more time researching and selecting the best coverage options for their situation.



33%

One-third of employees (**33%**) either do not feel confident or are unsure if their health benefits will protect them or their family in the event they are affected by COVID-19.

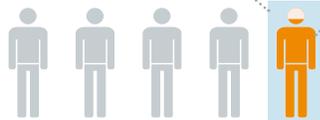


Six out of 10 employees believe their share of medical costs will increase in the next year.

54%

More than half (**54%**) of employees surveyed experienced some anxiety about health care costs that are not covered by their health insurance.

One in five employees (22%) reported they or an immediate family member suffered a major health event or accident in the past year ...



... and of those, **92%** experienced at least one surprise cost, and a growing share report that they missed a paycheck (59%) or took a leave of absence (69%).



51%

of employees could not go more than one month without a paycheck, and **63%** would have difficulty going more than two months without a paycheck before relying on credit.

63%

Expect at least one expanded benefit such as supplemental insurance or telemedicine options as a result of COVID-19.

45%

Expressed great interest in pandemic insurance to help protect their income.

35%

Say improving their benefits package is the one thing their employer could do to keep them in their jobs – second only to increasing their pay.

61%

of employees ranked health benefits as one of the top-three factors when looking for a new job.

***2020-2021 Aflac WorkForces Report.** The employer survey, conducted by Kantar on behalf of Aflac, took place online between June 8 and July 1, 2020. The survey captured responses from 1,200 employers across the United States in various industries. For more, visit aflac.com/awr.

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