



Workplace benefits trends

EXECUTIVE SUMMARY

2022-2023

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Each year for more than a decade, the Aflac WorkForces Report has asked American workers and their employers about health care — what they need, what they have and what it means for their lives. Unsurprisingly, in the last two years, responses largely reflected the historic period of volatility driven by the COVID-19 pandemic. Earlier this year, with COVID-19 on the decline and the economy seemingly making a comeback, things appeared to be looking up. But then inflation began to rise, and economic pundits everywhere began whispering about a looming worldwide recession.

This year's responses reflect both trends with initial optimism emerging from the pandemic, tempered by pessimism of skyrocketing inflation and what that might mean for the future.

Perhaps one of the most permeating themes is the need for mental health care and resources. Stress and uncertainty continue to rise, making mental health care a big priority. Employees are demanding it in higher numbers than ever before, and employers are searching for new ways to provide it. Burnout is also surging and having a measurable impact on workers' health, well-being and productivity. As a result, employers are faced with retention concerns. Employers want to better understand what causes burnout and how they can offer benefits packages that help prevent it.

It is also clear that rising costs are putting pressure on employers to find new ways to provide their employees with the benefits they need. Rather than cutting benefits, they are turning to supplemental insurance to help fill this need. Young people are more vulnerable than ever.

With less cash in their savings accounts and lower salaries, they fear unexpected medical costs not covered by their benefits packages and how those could affect them — adding to the stress, uncertainty and need to help fill in the gaps that health insurance doesn't cover.

The COVID-19 pandemic brought about sweeping changes to the workplace, the workforce, and benefits enrollment and management, while also spurring a period of innovation in the benefits space. However, even with advancements in key areas such as telehealth and other online resources, employees made it clear in 2022 that they value the human side of their benefits packages just as much. Offering robust mental health resources, flexible work schedules and one-on-one support rise to the top this year as ways for employers to help attract and retain top talent in today's competitive work environment.



Section 1

The state of workplace benefits and enrollment



Unstable conditions and the rising cost of health care have changed the way employers approach benefits selection

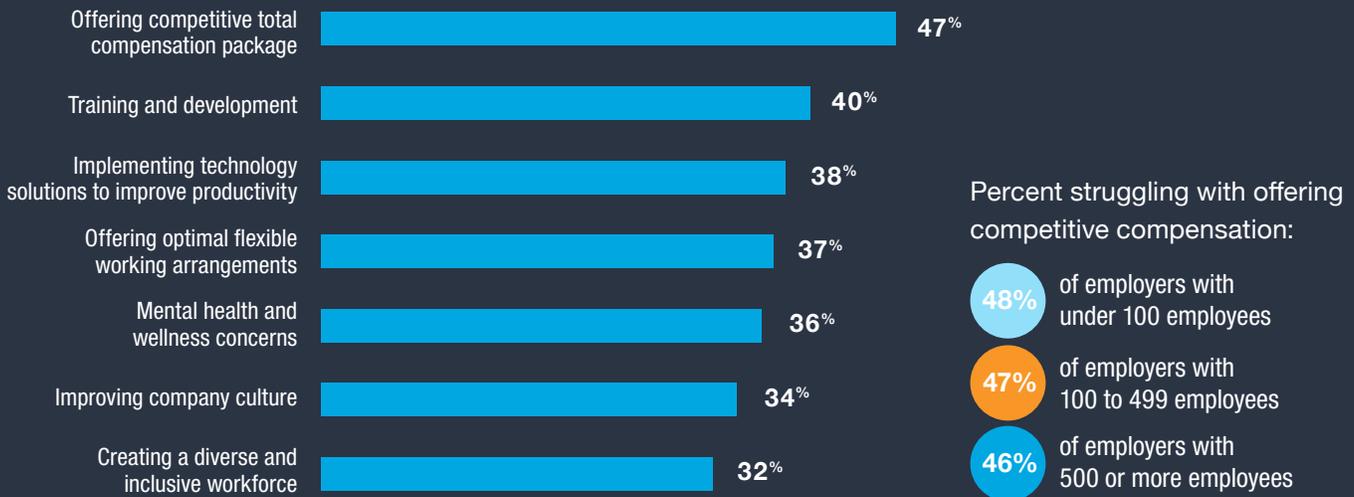
Employers faced many challenges this year as they worked to deliver top-quality benefits to their employees. Rising costs and the remnants of the pandemic continued to exacerbate already challenging conditions. For their part, employees sought both a deeper understanding of their benefits as well as more comprehensive benefits packages that specifically addressed their evolving needs.

The top challenge employers faced in 2022 was maintaining a competitive total compensation package with benefits as a core component. Meeting this challenge was more difficult, as benefits costs and claims continued to rise. Nearly 3 in 4 employers indicated their benefits costs went up in the last year, primarily blaming increased costs of prescription drugs and increased need for mental health care and medical care appointments, likely due to delayed visits during the COVID-19 pandemic. Small businesses were particularly hard-hit by rising benefits costs — 76% of small businesses reported cost increases, compared to just 67% of large businesses — making cost one of the main factors decision-makers consider when choosing a benefits provider.



Nearly half (47%) of all employers state that remaining competitive with their total compensation package is one of their biggest challenges — a sentiment that is shared across organizations of all sizes.

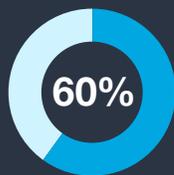
Question: When it comes to employee engagement and satisfaction, what are your organization's biggest challenges?



Most employers indicate that benefits costs have increased in the last year, a significant uptick from 2021.

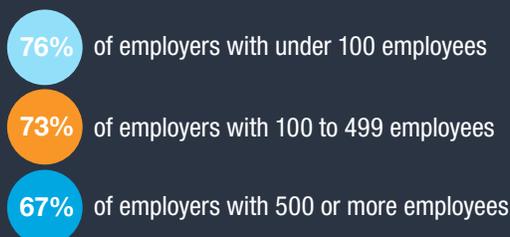


72% of employers in 2022 state that their benefits costs increased in the past year ...



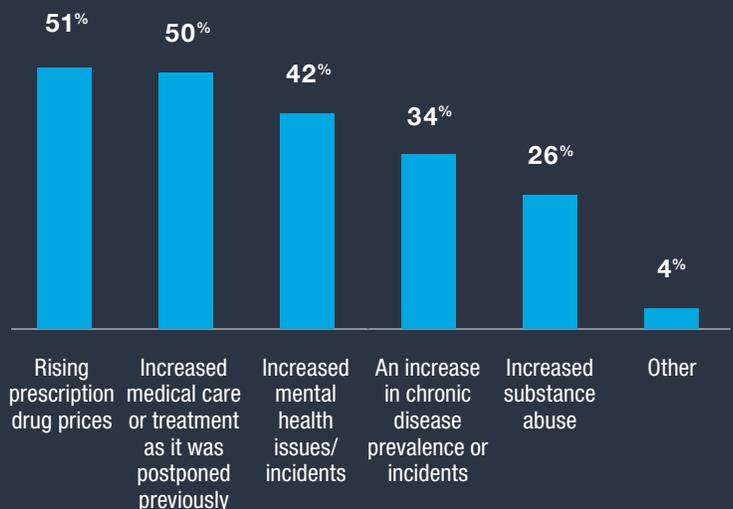
compared to only 60% who said the same in 2021.

Percent saying benefits costs have increased:



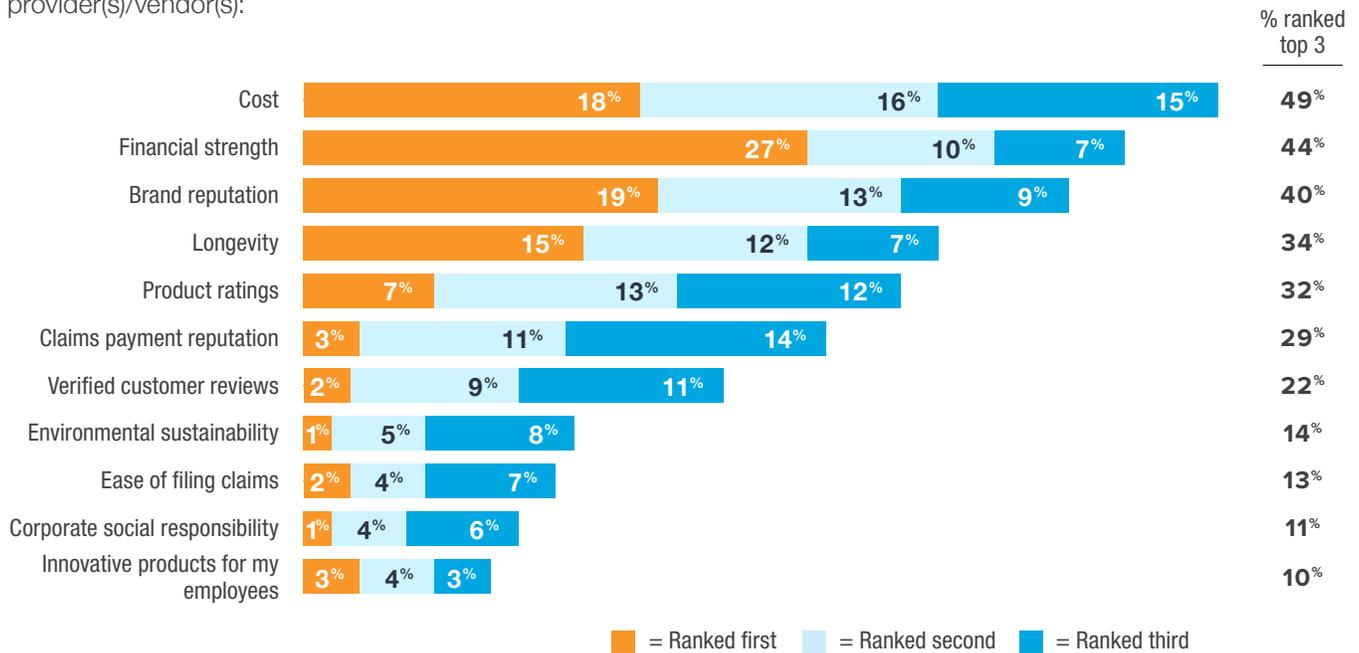
Rising costs for prescription drugs and the impact of delayed medical care are the main culprits, along with an increase in mental health care incidents.

Question: You mentioned that your organization's benefits costs or claims increased in the last year. Which, if any, of the following best describes why?



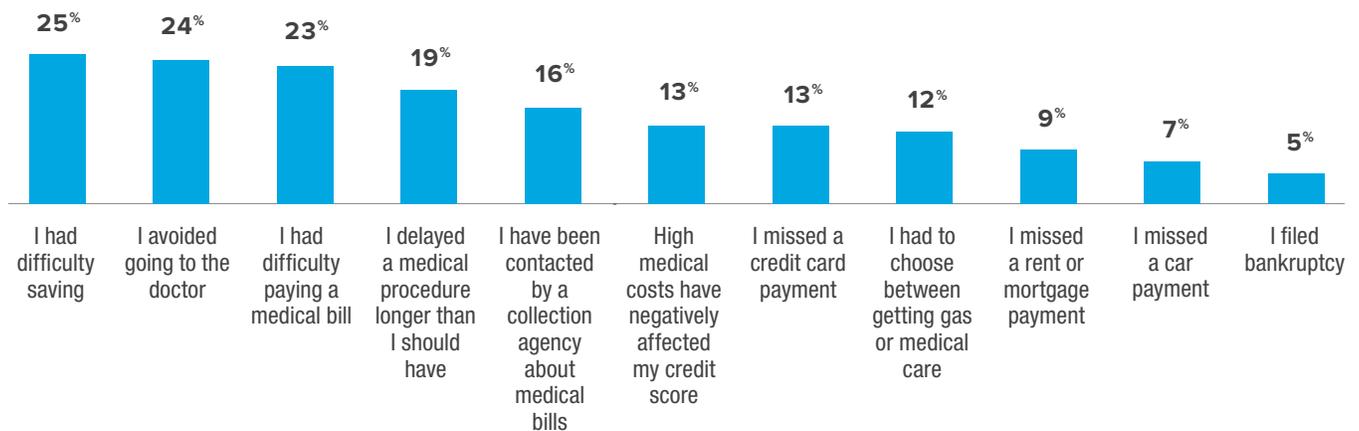
Nearly half (49%) of decision-makers indicate that cost is in their top three considerations when choosing benefits providers. However, they are also seeking stability, indicating they are highly likely to choose a benefits provider based on financial strength.

Question: Rank the following attributes by importance when choosing your organization's benefits provider(s)/vendor(s):



Most employees have experienced at least one negative financial impact due to high medical costs. Fully 1 in 3 (35%) have put off critical health care by avoiding the doctor or delaying a procedure, a behavior that is more common among younger generations than their older counterparts and can actually add to the costs of health care.

Question: Which of the following have ever happened to you personally because of high medical costs?



Percent who have avoided or delayed medical treatment due to high costs:



With costs rising alongside employees' demands for care, supplemental insurance remains an important part of a comprehensive benefits package for employers and employees alike

Supplemental insurance helps provide an additional layer of financial protection, helping employees cover not just the out-of-pocket medical costs associated with health care expenses not covered by major medical plans, but can also help with the associated everyday costs.



About half (47%) of all American workers view supplemental benefits as a core component of a comprehensive benefits program.



9 in 10 employees believe the need for supplemental insurance is increasing.



More than half of employees are interested in purchasing at least one supplemental insurance plan, with dental, hospital, mental health, accident and infectious disease as the most popular.



Only 1 in 3 employers (34%) indicate they offer supplemental insurance options to their employees.



The most common supplemental benefits selected by employees are **dental, life and vision insurance**.



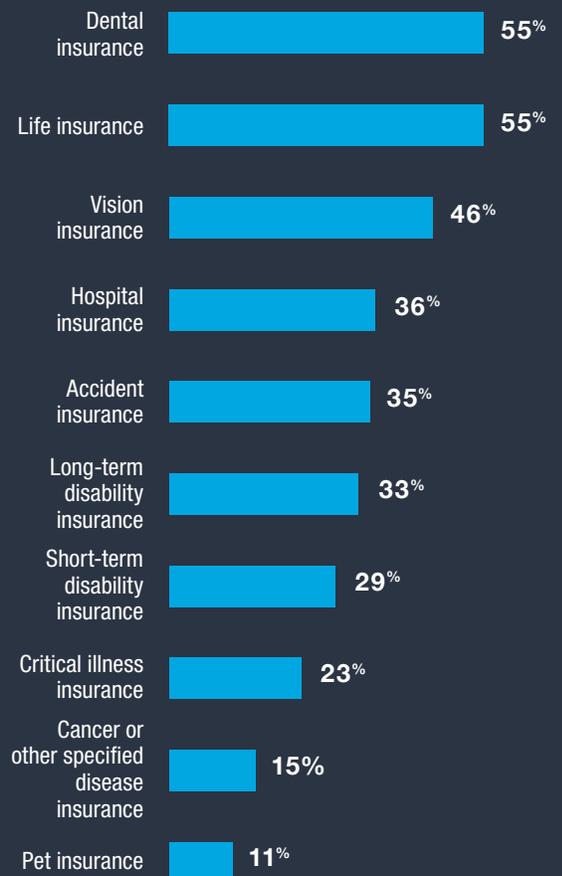
Over three-quarters of employers (77%) who offer supplemental insurance believe these benefits help with employee recruitment, and 80% say it helps with employee retention.



Pro tip: Employers should provide education on — and access to — benefits offerings to help ease their employees' financial stress when benefits plans don't have everything the employees need. Adding supplemental insurance can help provide peace of mind that employees won't be hit by an unexpected medical cost they can't cover. Supplemental insurance also can help employers keep costs down since most plans are employee-funded.



Question: Which of the following supplemental benefits are you enrolled in through your employer?



Employers have an opportunity to meet employees where they are by providing additional guidance and support during the benefits enrollment process

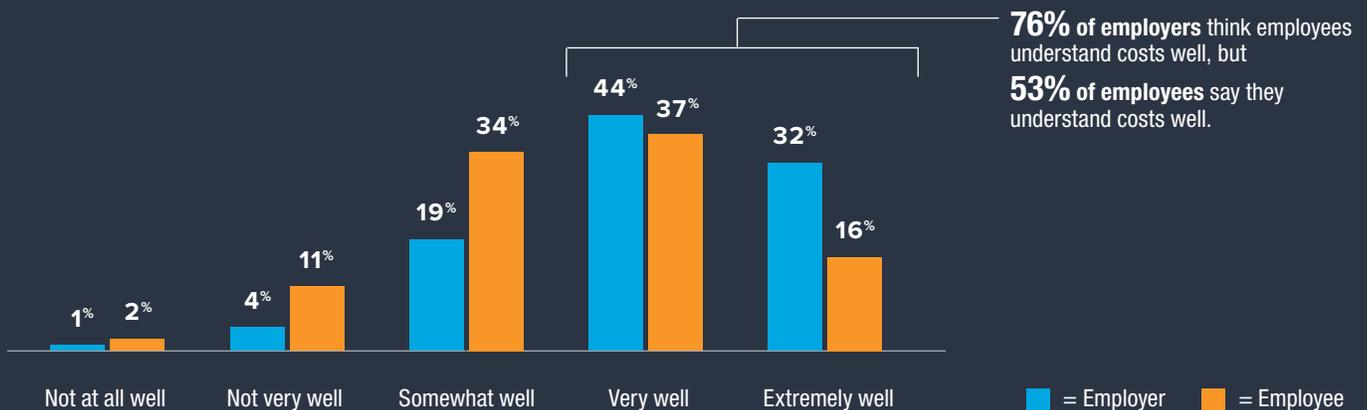
This year, a disconnect continued to exist between employers' and employees' understanding of health care costs: 76% of employers thought their employees understood their costs, while just 52% of employees agreed. As health care grew to be more complicated, employee understanding of costs fell, and the knowledge gap between employers and employees grew. In 2022, employees were significantly less likely to state they understood their health care costs well (52%) versus last year (59%).



Employers believe employees have a better understanding of their health care costs than they actually do.

Employer Question: Thinking about health care-related expenses, how well do you think your employees understand their total annual costs for health care?

Employee Question: Thinking about all your health care-related expenses for you and your family, how well do you understand your total annual costs for health care?

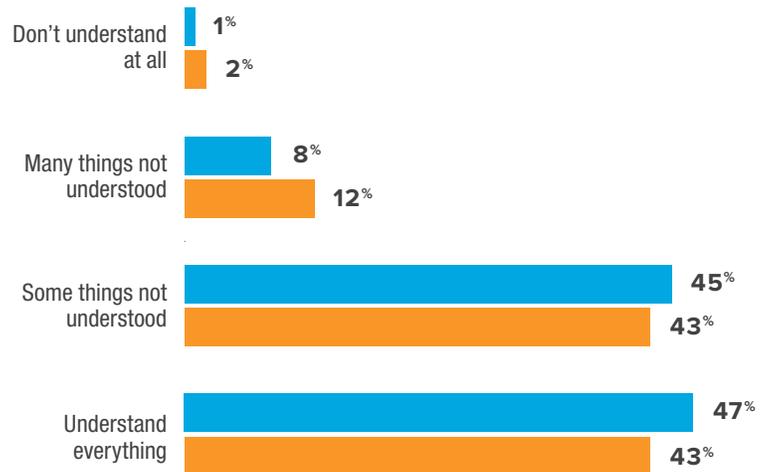


There is a clear opportunity to better educate employees by arming them with the information they need to make informed health care and benefits decisions. In 2022, less than half of all employees were confident they understood everything about their health insurance policies. The biggest challenge could lie in changing employees' tendency to leave their benefits decisions on autopilot. The overwhelming majority of employees reported they tended to choose the same benefits year after year.

Only 43% of employees are confident that they understand everything about their insurance policies.

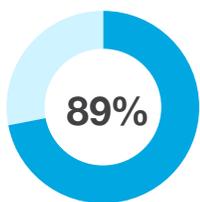
Employer Question: Thinking about your current health insurance coverage, how well do you think your employees understand your overall policy?

Employee Question: Thinking about your current health insurance coverage, how well do you understand your overall policy?



■ = Employer ■ = Employee

Most employees choose the same benefits each year. This behavior is consistent across age groups, despite Gen Z and millennials being the most likely to experience life changes that might require a change to benefits (marriage, birth of a child, etc.).



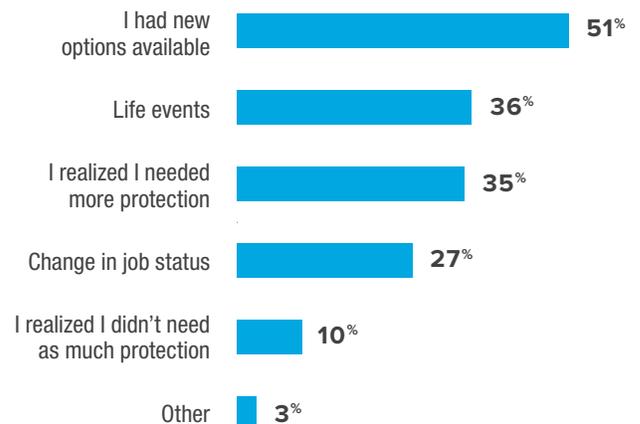
Most employees (89%) in 2022 stated that they tend to choose the same benefits each year.

Percent saying they choose the same benefits each year:



Among the small group of employees who do make changes to their benefits, the top reason is the availability of new options. Highlighting newly available options can help employees select the coverage that's right for them.

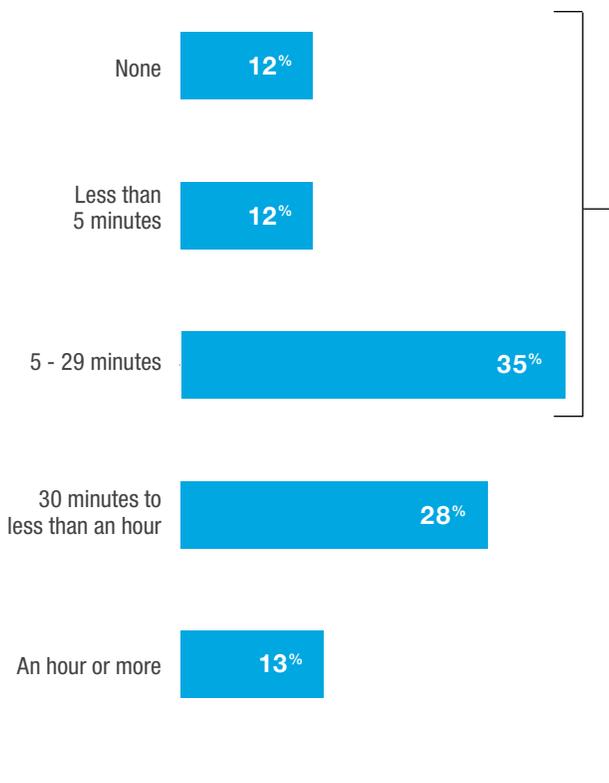
Question: What events caused you to make a change to your benefits selections?



Because they tend to leave coverage decisions on autopilot, employees do not spend much time researching their benefits during open enrollment. In fact, most spend less than 30 minutes exploring their options, yet they want more guidance than they are currently getting: Nearly two-thirds state it is very important to have access to a benefits advisor during the enrollment period, a significant increase since 2021. In addition, most (81%) employers state that working with their brokers has improved their benefits package.

Nearly 3 in 5 employees spend less than 30 minutes researching their benefits.

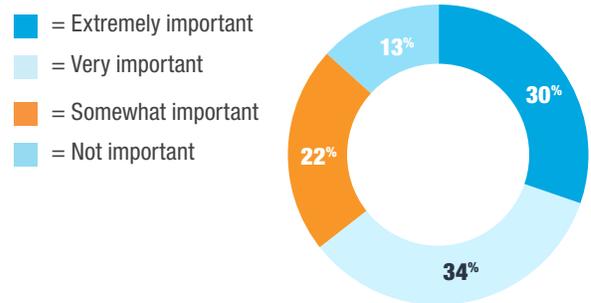
Question: How much time did you spend researching your benefits options during your last open enrollment?



59% of employees spent less than 30 minutes researching their benefits options.

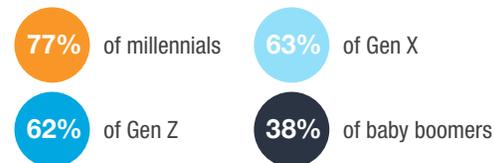
The majority believe it is important to have the option to work with a benefits consultant, a significant increase from last year.

Question: How important is it that you have access to a benefits advisor when making your benefits selections?



Millennials are the most likely to want to work with an advisor, because this group is the most likely to be going through major life changes — such as marriage, having a child, and/or going through a divorce — that could impact their benefits decisions.

Percent who think it is very or extremely important to be able to access a benefits advisor:



Pro tip: Keep it simple. To help employees select the right benefits and get the most out of them on a year-round basis, employers can do three simple things: 1) offer comprehensive year-round education to help employees understand their benefits; 2) make benefits advisors available for one-on-one consultations with employees on a regular basis; 3) create robust, intuitive digital training kits employees can easily reference.

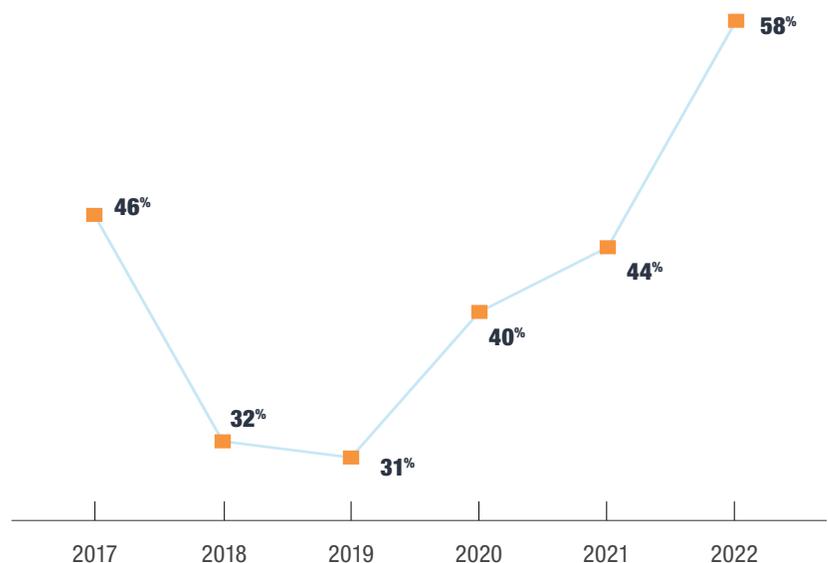


Employees and employers continue to differ in their perceptions of the quality of the benefits offered

Employers are concerned about turnover because the cost of benefits they offer are at an all-time high, almost doubling since before the COVID-19 pandemic (31% in 2019; 58% in 2022). Yet, they remain surprisingly confident their benefits packages are delivering what their employees want. This report finds that this confidence may be misplaced. Employers have a more positive view of their employees' satisfaction with their benefits packages than what employees actually report. In fact, there is a 22% gap between employers' perceptions of employee satisfaction and employees' self-reported satisfaction. This gap has widened significantly in the last year, up from a 14% difference in 2021.

More than ever before, employers are anxious about their employees trading off salary for more robust benefits.

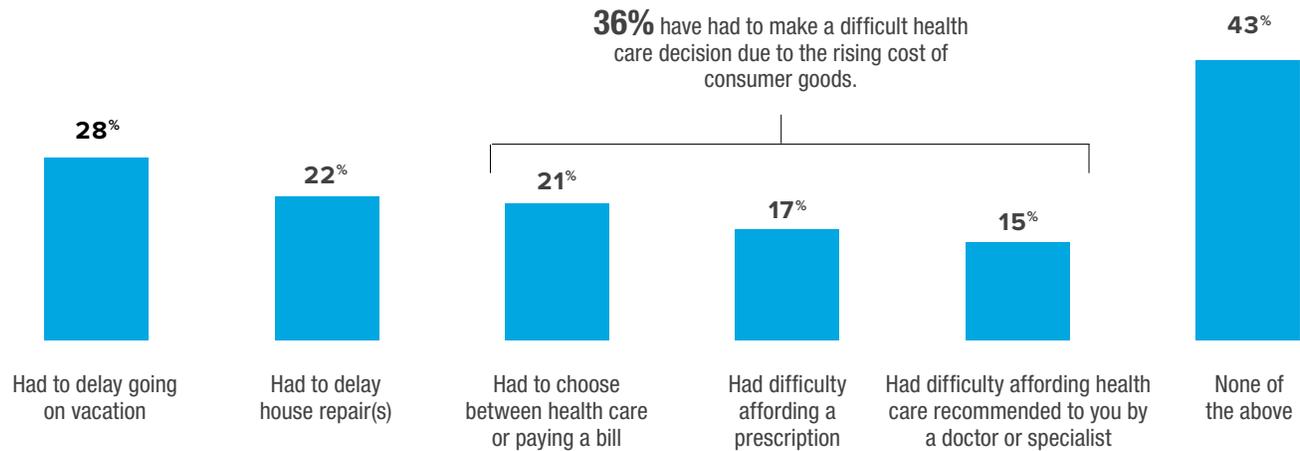
Question: How likely do you think your employees would be to take a job with lower pay but more robust benefits?





Due to rising costs of consumer goods, more than a third of all American workers have had to make a difficult health care decision in the past year – whether being able to afford a treatment or prescription, or choosing between paying medical or other bills.

Question: In the past 12 months, have you experienced any of the following due to rising costs (groceries, gasoline, etc.)?



Gen Z and millennials are particularly hard-hit by inflation, with nearly half indicating that rising costs have affected their ability to afford treatment or forced them to choose between paying medical or other bills.

Percent who have had to make a difficult health care decision due to the rising cost of consumer goods:

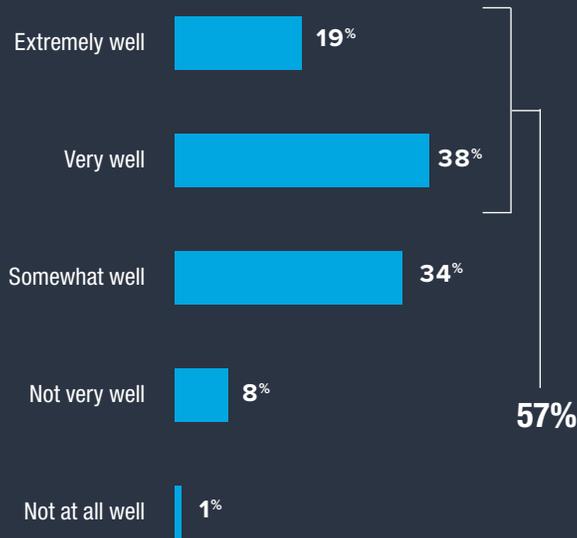


Furthermore, employees have concerns about their benefits. Not only do they experience significant anxiety about high medical costs, but fewer than 3 in 5 (57%) are confident they will be very well covered in the event of a serious illness. Even more concerning, only 1 in 5 believe they will be covered extremely well.

Although benefits are critically important to employees' overall physical, financial and emotional health, most employees experience substantial pain points when navigating health care and their benefits. Negotiating medical billing is particularly stressful for many employees (57%), which could be one reason why more than a quarter (28%) overpaid for health care in the past 12 months. More than half (55%) of all employees also experience stress when trying to understand what insurance or benefits they need, which further highlights the importance of providing educational support and one-on-one access to a benefits consultant during the enrollment period.

Employees express some degree of skepticism they would be well covered in the event of a serious illness or other major medical event.

Question: How well do your benefits cover you and your family if you were to come down with a serious illness?



The majority of employees believe it is important to have the option to work with a benefits advisor, a significant increase from last year.

Question: How stressful is ...



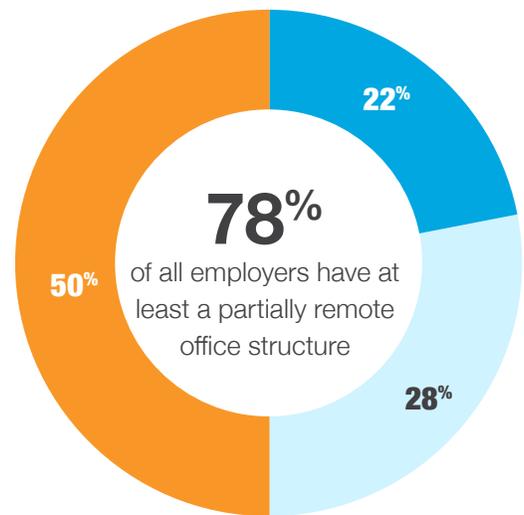
■ = Very stressful ■ = Somewhat stressful

A key way employers can help meet employees' growing health care demands is to offer a seamless digital experience to understand, enroll in and manage their benefits

Remote and hybrid work have become more entrenched in American work culture. The adoption of these new work environments has surpassed employer expectations from the prior year. This year, more than 3 in 4 employers report they have had at least a partially remote work structure in the past year. As remote work becomes the norm rather than the exception, a robust digital experience and year-round support are more important than ever before. In fact, 40% of all employees enrolled in their 2022 benefits from home — a number that we expect to increase in the coming years, as fully remote workers are the most likely to report they enrolled from home.

A year ago, 68% of employers believed they would have a remote or hybrid work structure in the coming year, yet remote and hybrid work has become much more common.

Question: Which of the following best describes your organization's working arrangement over the last 12 months?

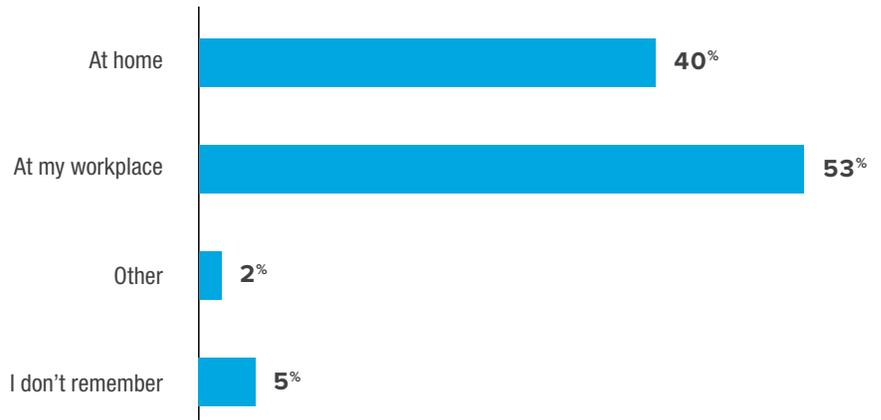
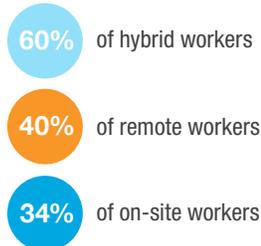


■ = Fully in-person workforce
 ■ = Fully remote workforce
 ■ = Partially remote or hybrid workforce

During last open enrollment, more than a third (40%) of all employees enrolled in their benefits from home.

Question: Where were you when you enrolled in your benefits for 2022?

Percent enrolling from home:



Most employers agreed it is important that their benefits provider be a leader in digital technology, and a similar proportion of employees indicated it is very important that they be able to manage their benefits online. While digital-as-default is clearly the preferred method for benefits enrollment for employees, more than 1 in 3 employers do not offer it.



8 in 10 employees state that it is very important for their benefits provider to innovate by leading in digital technology.



Most employees (82%) stress the importance of being able to manage benefits online.



More than one-third of employers (37%) do not offer the ability to enroll in benefits online.

Although employees clearly gravitate online for benefits enrollment and management, they continue to prefer to work with benefits advisors one-on-one, in person. With a growing remote workforce and an increasing need for employees to work with benefits advisors to understand the benefits plans that will best meet their needs, employers will have to be flexible. This will allow employers to provide employees with access to these advisors — not just making advisors available via multiple platforms, but also helping employees grow confident in working with advisors remotely.



Pro tip: Interacting with benefits digitally should be as seamless as online shopping. Employees demand the same digital experience from their health care benefits application today as they get when they shop online or check email. Insurers are increasingly taking their digital offerings to the level of other complex industries such as finance, education and real estate, whose flagship applications deliver seamless, intuitive customer interfaces that consumers have come to expect.





Section 2

Employee well-being and mental health

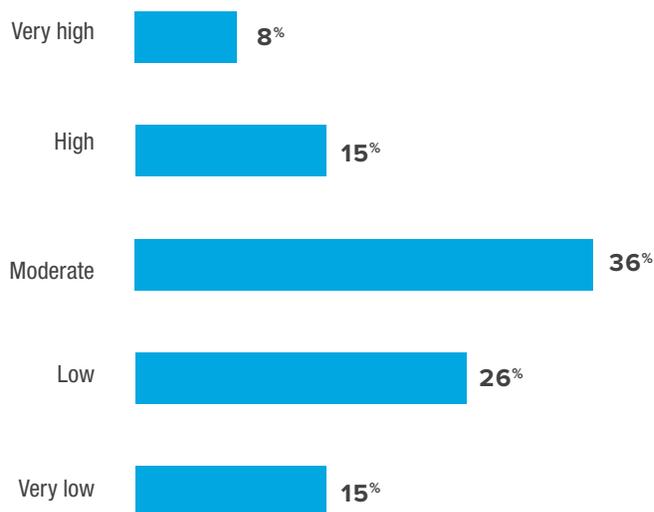


Burnout is real and has a negative effect not only on mental health, but also on job performance

More than half of American workers report they are currently experiencing at least moderate levels of burnout. Particularly concerning is that this level of burnout is significantly higher than what was reported in 2021 and on par with the levels reported in 2020 at the height of the COVID-19 pandemic. The most financially fragile populations — younger workers, Hispanics, women and those working multiple jobs — are, unsurprisingly, particularly hard-hit by burnout.

More than half (59%) of all American workers are experiencing at least moderate levels of burnout. This is 9 percentage points higher than what was self-reported in 2021 and 2 percentage points higher than in August 2020 at the height of the COVID-19 pandemic.

Question: How would you rate your current level of burnout?

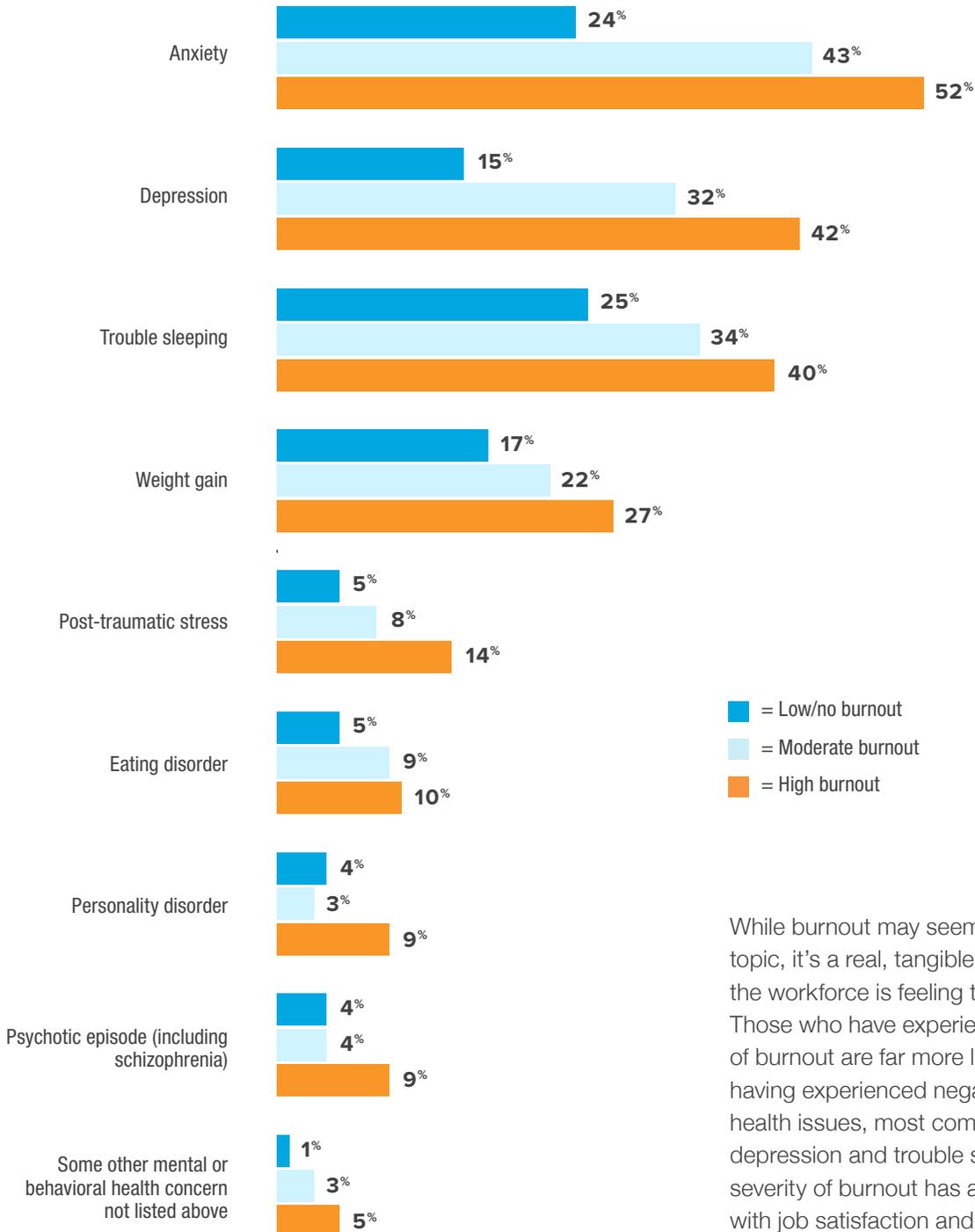


Percent currently experiencing at least moderate levels of burnout:

- 71%** of Gen Z
- 69%** of Hispanics
- 65%** of millennials
- 57%** of Gen X
- 38%** of baby boomers
- 62%** of women
- 57%** of men
- 66%** of those working more than one job
- 56%** of those working just one job

The overwhelming majority (86%) of employees who report high levels of burnout also have suffered other mental health challenges in the past year – most commonly anxiety, depression and trouble sleeping.

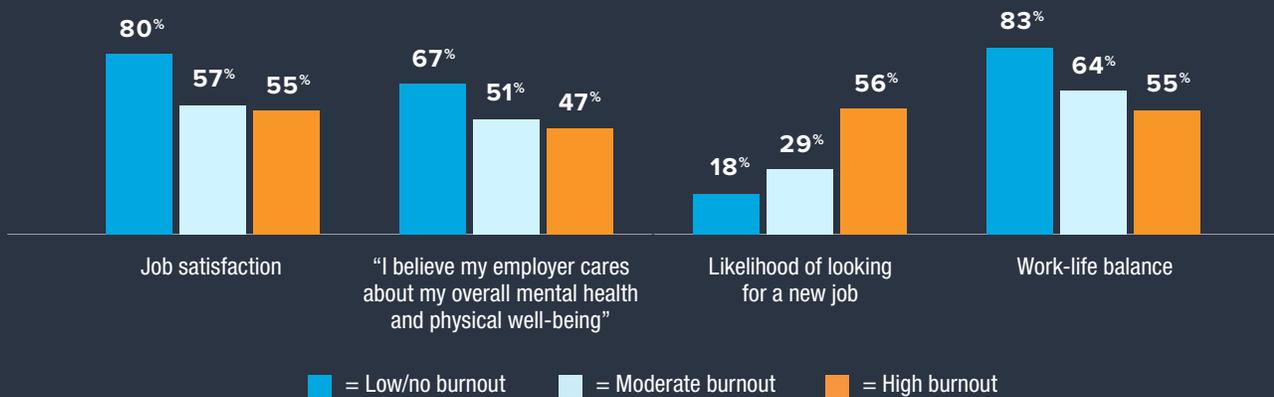
Question: Have you experienced any of the following in the past 12 months?



■ = Low/no burnout
 ■ = Moderate burnout
 ■ = High burnout

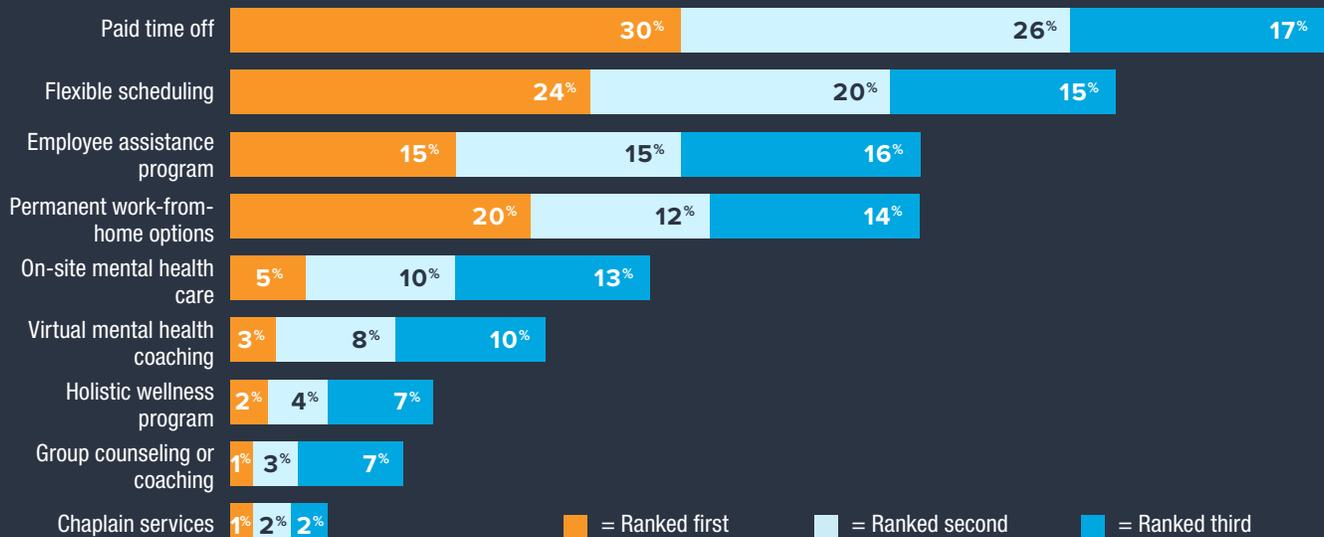
While burnout may seem like a trendy topic, it's a real, tangible concern, and the workforce is feeling the impact. Those who have experienced high levels of burnout are far more likely to report having experienced negative mental health issues, most commonly anxiety, depression and trouble sleeping. Further, severity of burnout has a high correlation with job satisfaction and job loyalty, as well as forming employees' opinions of whether or not their organizations care for them.

Employees who suffer from high levels of burnout also report lower job satisfaction, lower confidence that their employers care about them, negative perceptions of work-life balance and a higher likelihood of seeking another job in the next year.



Employees facing burnout are looking for more time, whether that comes in the form of flexibility or paid time off.

Question: How helpful would each of these be in helping you deal with burnout? Please rank from most to least helpful.



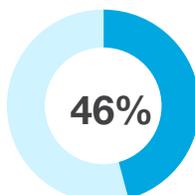
Pro tip: Help employees battle burnout. Organizations that want to help their employees deal with feelings of burnout and fatigue can take these three critical first steps to address it: 1) set up an online resource to provide access to self-care; 2) establish a corporate culture in which on-demand work outside of office hours is discouraged; 3) encourage time off for employees to do a wellness activity such as going for a walk, volunteering or engaging in a social activity.



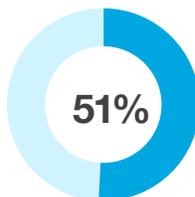
Employees are facing a mental health crisis, and employers are feeling the impact

Nearly half of all workers indicate their personal mental health has negatively affected their productivity in the past year — a reality that is not lost on their employers. In fact, a similar proportion of employers report that their organizations have been impacted by their employees' poor mental health. While not a panacea, it does appear that human connection and a collaborative work environment may help stave off the detrimental effects of mental health challenges on job performance.

About 3 in 5 employers indicate that benefits claims have increased in the last year.



In 2022, **46% of employees** reported their mental health has negatively affected job performance.

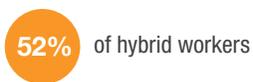


More than half of employers (51%) indicated that employee mental health has impacted their organizations.

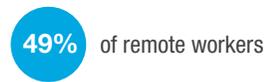
Remote and hybrid employees are far more likely than on-site employees to have felt the negative impact of mental health on their job performance, perhaps because they may be more isolated from their colleagues and may have a harder time separating work and home life.

Question: Has your personal mental health had a negative influence on your work or your ability to get work done over the last 12 months?

Percent saying their mental health has negatively influenced their work over the past year:



of hybrid workers



of remote workers



of on-site workers

There is a gap to fill when it comes to offering the right benefits to adequately address mental health care

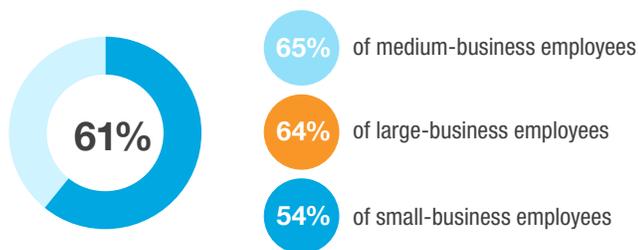
There is a meaningful disconnect between employees and their employers when it comes to benefits that address mental health and well-being. While employers are confident they are providing the right care and benefits, rising burnout among employees — coupled with employees’ strong desire for more comprehensive mental health care offerings — tells a different story. The overwhelming majority of employees agree that mental health coverage is as important as major medical coverage, yet only 61% of employees have access to mental health care as part of their benefits package. Mental health care is particularly lacking for small-business employees, among whom only 54% report having access to mental health coverage.

4 in 5 employees agree that mental health coverage is as important as, if not more important than, physical health coverage.



There are many employees who are lacking the mental health coverage they need, with only 61% reporting their plans include mental health.

Question: As part of your current insurance coverage, do you have coverage for mental health resources?

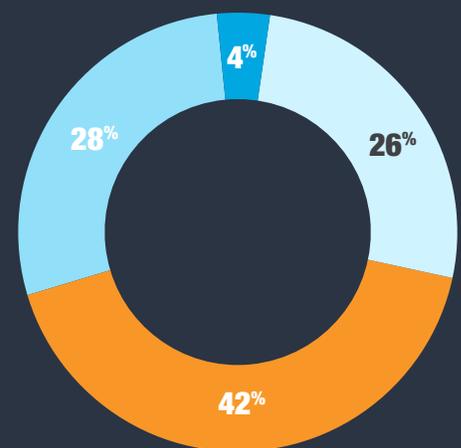


Pro tip: Employers should ask benefits providers about their mental health coverage options. With employees’ demand for mental health care increasing, any considered benefits partners should have a strong point of view and strategy for providing a comprehensive plan.

Despite increased self-reports of burnout and a significant gap between employees’ interest in and access to mental health coverage, the majority of employers say their organizations’ efforts to address mental health have improved in the last year. This claim, paired with the recognition that employee mental health has negatively affected their businesses, suggests that organizations have not yet fully understood the mental health crisis and what may be silently affecting a large portion of their workforce.

This is supported by the alarming fact that more than a third (37%) of employees state that they have delayed treatment for a mental health concern because they don’t know if it is covered by their health insurance plan. This further highlights the importance of benefits education, particularly regarding mental health coverage and support within organizations to normalize seeking mental health treatment.

Employer perceptions of their organization’s efforts regarding mental health compared to last year:

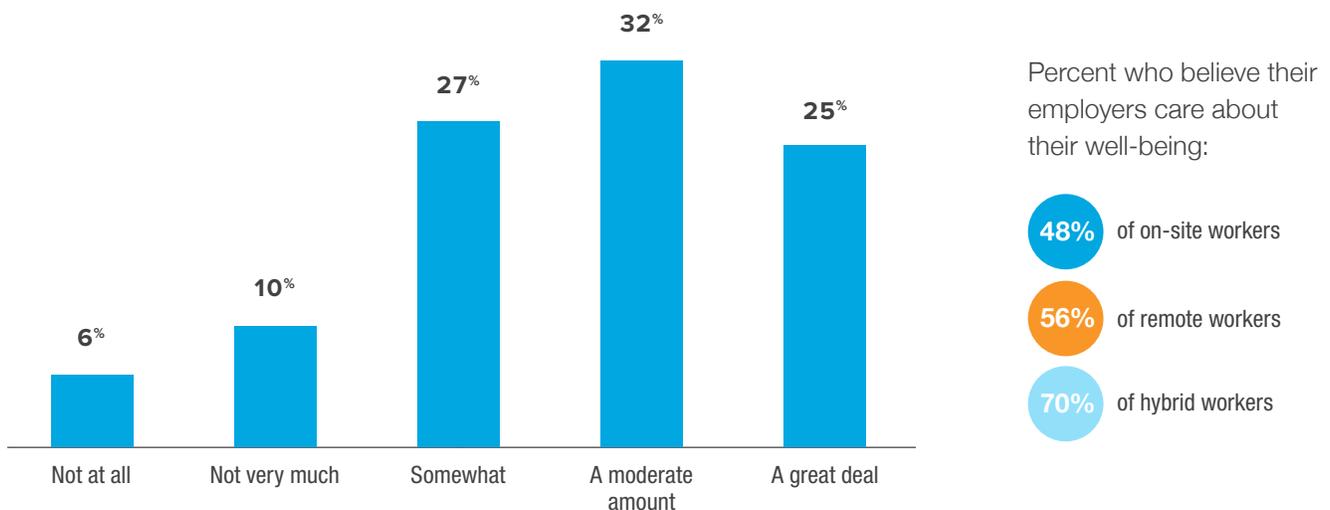


- = Much better
- = Somewhat better
- = About the same
- = Worse



The positive news is that more than half (57%) of employees believe their organizations care about their overall well-being at least a moderate amount, which is a strong foundation of goodwill for employers to build upon. This sentiment is strongest among those with a hybrid work environment.

Question: How much do you believe your employer cares about your overall mental health and physical well-being?





Section 3

Employee financial instability

The economic downturn is putting greater financial stress on employees, especially younger generations

Every day brings another headline about inflation, the rising costs of consumer goods or the lingering effects of a global pandemic. These aren't just headlines, but concerns that have a measurable impact on employees' financial well-being. Younger generations are approaching questions about benefits differently than their parents did. Rather than trying to play "catch up," they're finding new ways to protect themselves in terms of both their physical and mental health, which is influencing the benefits they both expect and select. Younger generations today have already experienced more trauma than their parents did in their entire lives — multiple recessions, a global pandemic and sweeping technological changes that have dramatically altered their jobs and personal lives. These events have made them bold in charting a new course and when it comes to the benefits they need, they are looking for ways to both insulate themselves from change and recover quickly when it does negatively impact them.

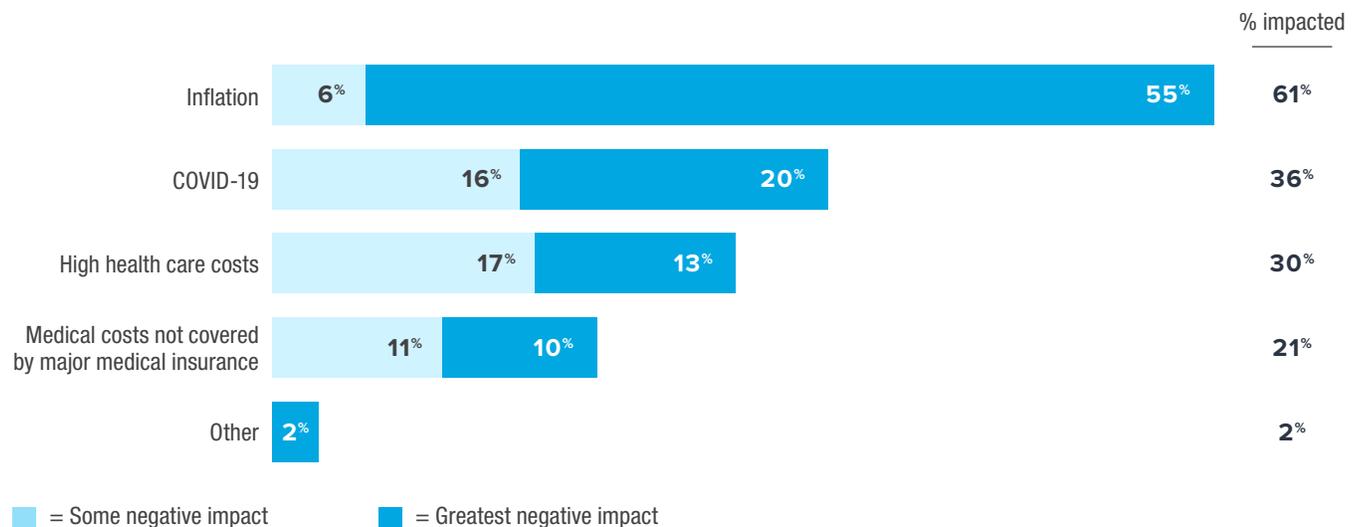
The economic downturn has made nearly everyone struggle more than usual, making them more vulnerable than ever to the effects of an unexpected medical event. Younger workers, women, Hispanics and those working multiple jobs are, unsurprisingly, the most financially fragile.

Millennials and Gen Z (roughly anyone under the age of 42) who graduated high school, college or graduate school about 10 to 15 years ago entered the workforce during the worst recession since the Great Depression. Additionally, they've had to endure the worst global pandemic since the Spanish Flu of 1918. As a result, they own a mere 6% of the country's wealth, compared to nearly 48% held by baby boomers when they were at the same age, according to the Federal Reserve. To get back on track, they are forging a new way and helping protect themselves from the unexpected, because accidents and illness will happen. They need access to financial education and support, benefits packages that offer comprehensive care, and greater empathy, compassion and help from the companies for which they work.

Most workers have seen a negative financial impact from inflation, and a meaningful proportion also have been specifically affected by high health care costs and medical costs not covered by insurance.

Question: What, if anything, affected your finances negatively in the past 12 months?

Question: Which of the following have had the greatest negative effect on your finances?



Employers are confident in their employees' satisfaction with the benefits offered. There is a significant gap between employers' beliefs about their employees' satisfaction with their overall benefits package and employees' actual self-reported satisfaction.

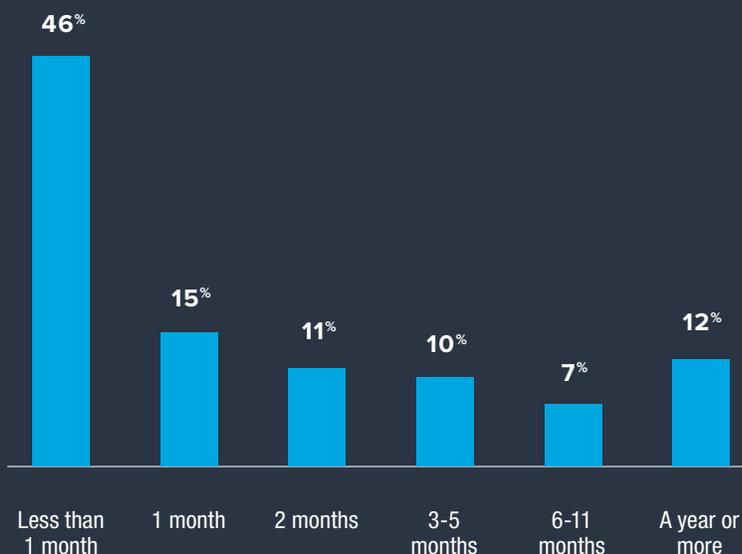
Employer Question: How satisfied do you think your employees are with the overall benefits package your organization offers them at this time?

Employee Question: How satisfied are you with the overall benefits package offered to you at this time?



Nearly half (46%) could not survive for more than one month without a paycheck, a 10% increase over last year (36%), with a high degree of financial fragility.

Question: How long could you go without a paycheck?



This financial fragility is, unsurprisingly, most common among Gen Z and millennials, though it represents a struggle for Gen X as well.

Percent who could not go more than one month without a paycheck:



Myths about employees' financial well-being persist among their employers

Most employers said they believed their employees had enough resources to cover their health care needs, yet more than half of employees surveyed said they couldn't cover an out-of-pocket expense of \$1,000 or more. Of significant concern is the year-over-year increase in the number of employees who could not cover \$1,000 or more in unexpected expenses (an alarming 12% increase compared to 2021). With consumer prices and inflation rising, employees have less cash on hand to cover such an expense. Employees this year are far less likely to be able to rely on cash reserves and more likely than last year to borrow from a friend or family member, withdraw money from a retirement account or get a second job to cover an unexpected expense.

Nearly 4 in 5 employers are confident their workforce would be able to meet any financial health care obligations ...

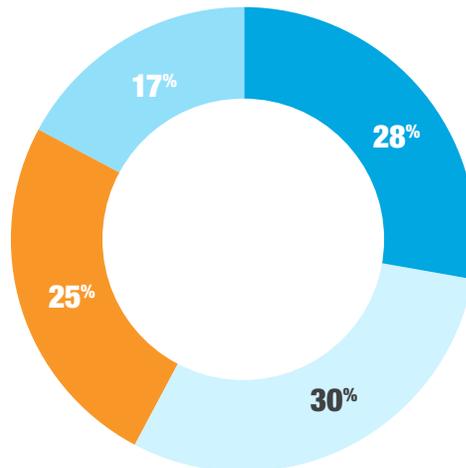
Question: Do you believe your organization's employees have enough options readily available to help them meet their health care financial obligations (funded HSAs, adequate personal savings)?



Yet, more than half of all employees indicate they would not be able to cover out-of-pocket expenses more than \$1,000.

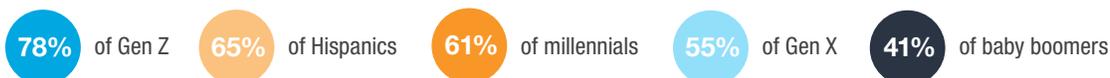
Question: How much would you be able to pay for out-of-pocket expenses if an unexpected serious illness or accident occurred today?

- = Less than \$500
- = Between \$500 and \$900
- = Between \$1,000 and \$4,999
- = \$5,000 or more



Financial risk is highest for the younger generations who have faced roadblocks in building up sufficient savings for an emergency.

Percent who cannot afford \$1,000 in out-of-pocket expenses:





In 2022, employees were less likely to be able to pull from checking, savings or investment accounts to cover high medical costs, and they are more likely to indicate they would have to resort to measures that can alter their current and future security by withdrawing money from their retirement accounts, borrowing from friends and family and working a second job.

Question: How would you pay for high out-of-pocket expenses associated with an unexpected serious illness or accident?

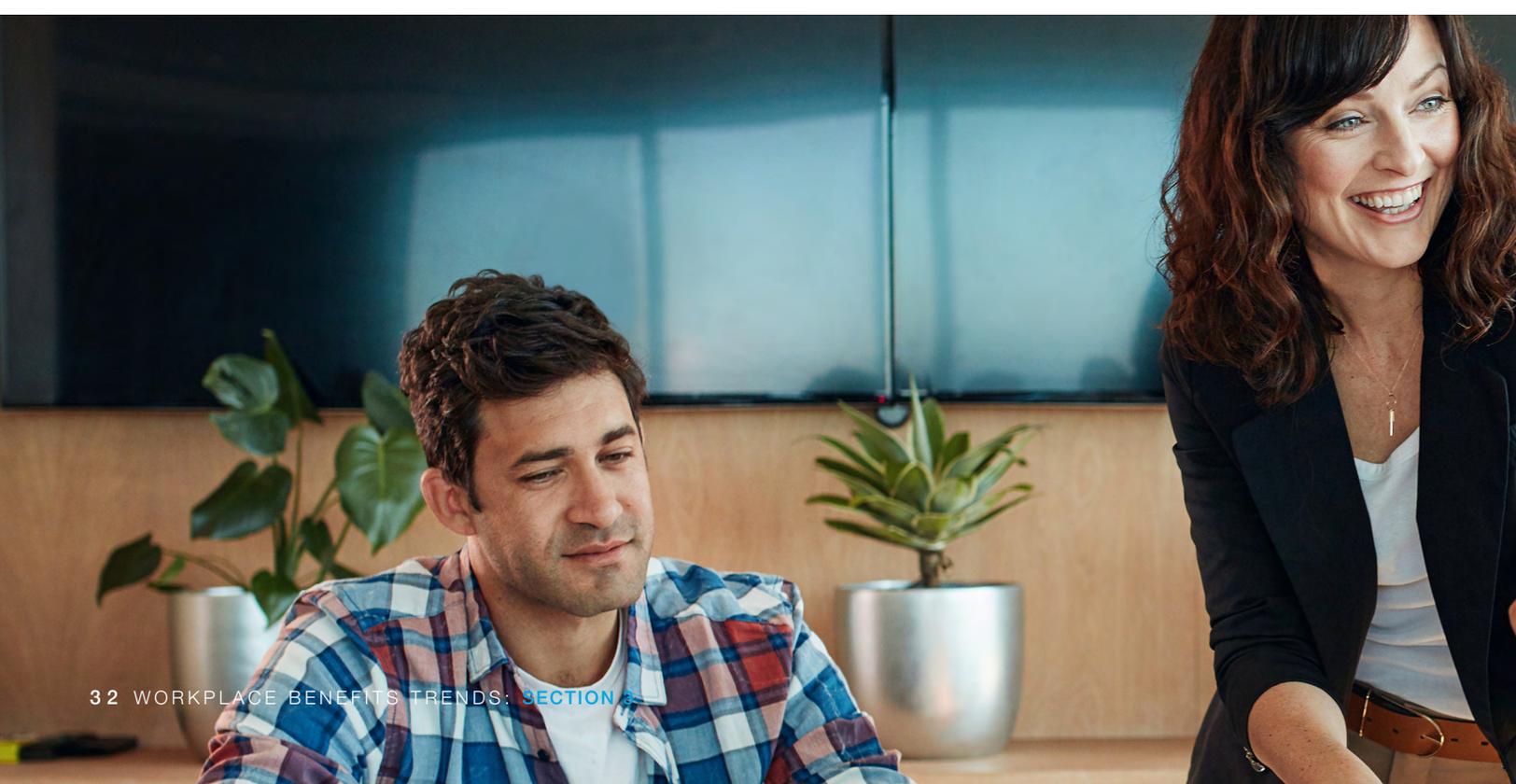
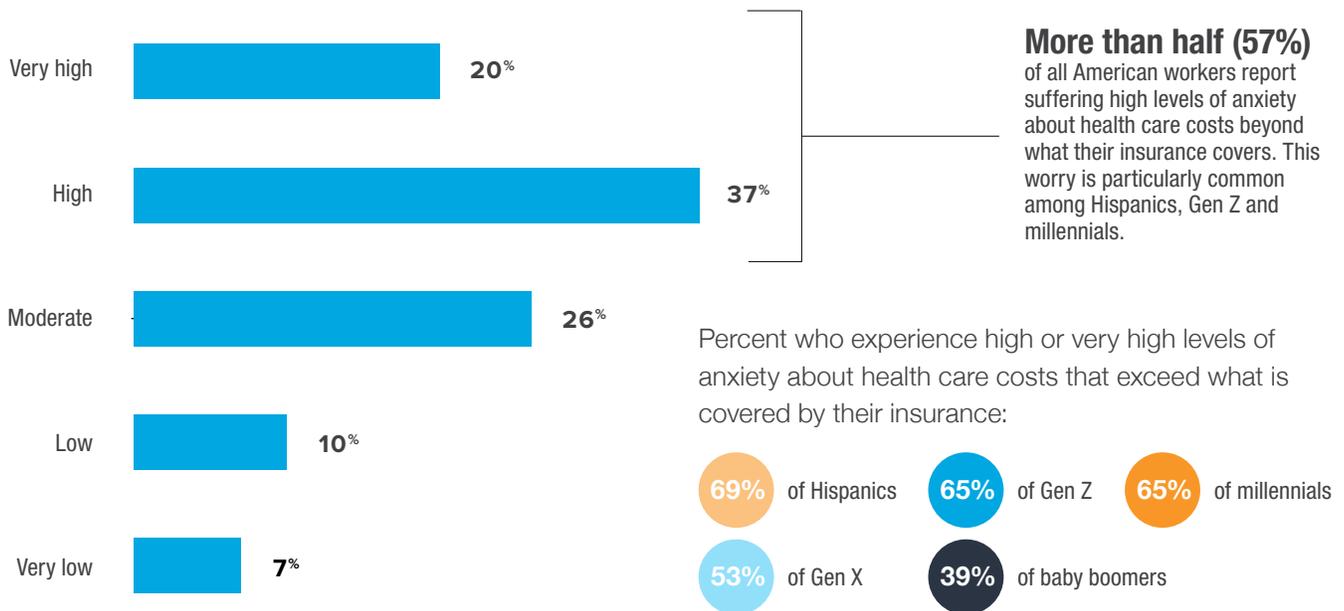
↓	54%	45%	Pull from checking or savings account
=	40%	40%	Put it on a credit card
↑	22%	27%	Borrow from friends and family
↓	22%	19%	Pull from an investment account/ sell stocks or bonds
↓	21%	20%	HSA, FSA or HRA
↑	18%	22%	Withdraw money from my 401(k) or other retirement account
↑	17%	20%	Get a second job
=	9%	9%	Set up a crowdfunding page
↑	8%	9%	Take out a second mortgage/home equity loan
=	7%	7%	Not sure how I would pay for out- of-pocket expenses

■ = 2021 employees ■ = 2022 employees

Cost increases have a financial and emotional effect on employees, as well as their employers

Rising health care costs, confusion about health insurance policies and growing health care needs have contributed to employees' anxieties about their insurance coverage. Also, the link between financial stability and health care decisions is undeniable: A majority of American workers report their financial situation deteriorated due to high medical costs, and many have avoided medical care they needed due to the cost. Hispanics and younger generations are particularly hard-hit by these anxieties because they tend to earn less income and have less savings than their older counterparts.

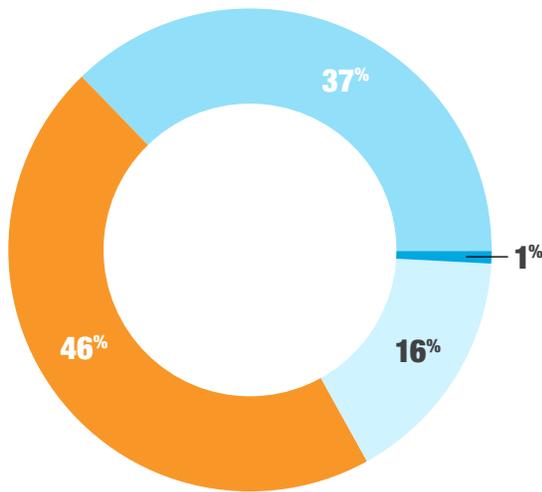
Question: How much anxiety do you feel about health care costs beyond what is covered by your health insurance?



Helping employees cope with financial stress is a win-win for businesses

Employers strongly believe that financial stability is a key contributor to job performance. As health care costs continue to rise and more employees experience financial vulnerability, employers have a key role to play in supporting the physical, emotional and financial well-being of their workforce.

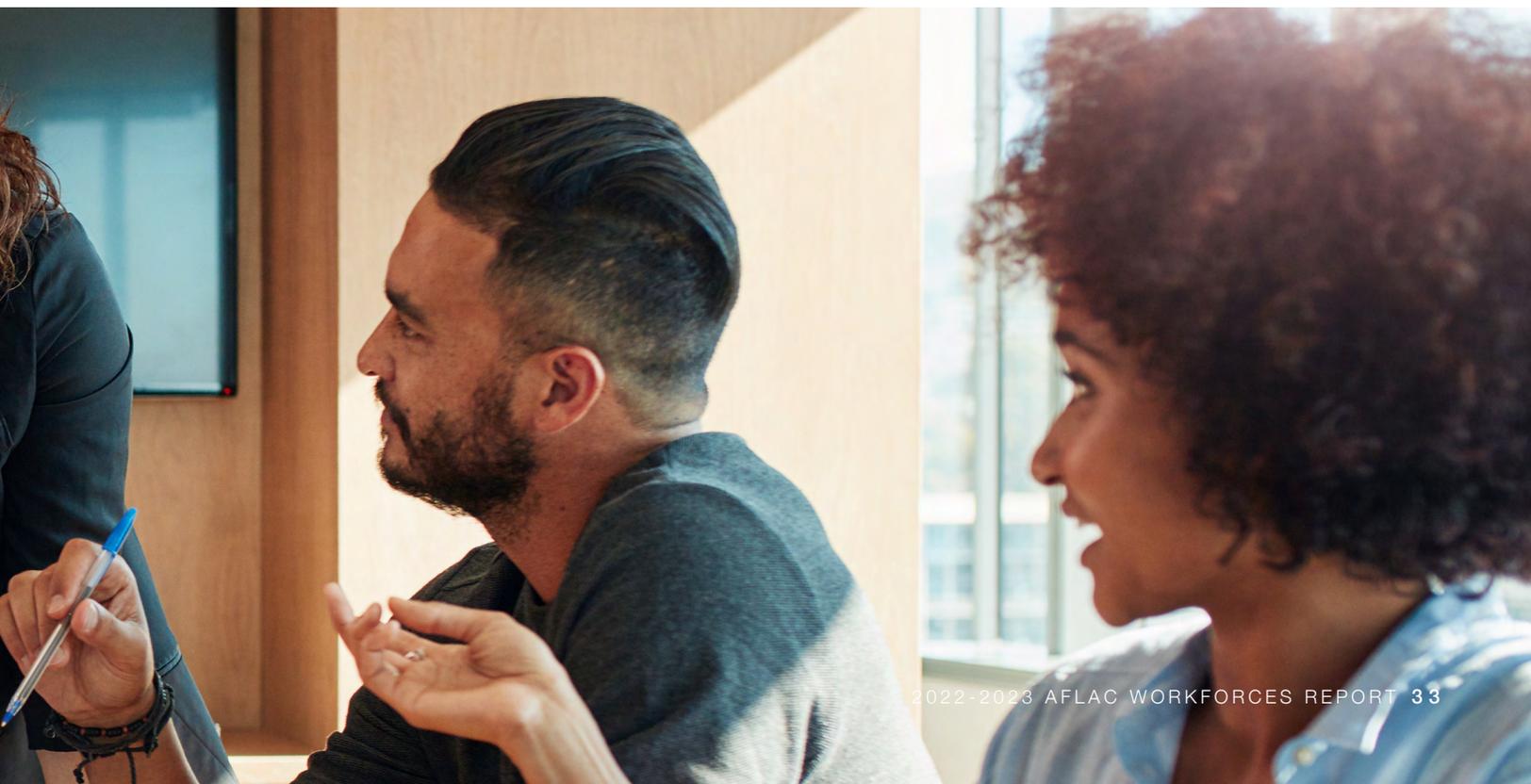
Employer perceptions of the degree of influence of an employee's financial security on job performance:



- = Not influential
- = Somewhat influential
- = Very influential
- = Extremely influential

No matter where they are in their careers, employees everywhere are dealing with some kind of financial stress right now. But employers are not empty-handed when it comes to helping them cope. The study finds employers can help employees cope in trying times by:

1. Offering seamless digital benefits solutions for benefits enrollment.
2. Empowering employees to understand the tools, resources and professionals available when making their benefits decisions.
3. Giving employees access to comprehensive benefits options, including core and supplemental benefits that can help cover the costs of an unexpected accident, illness and injury.
4. Recognizing mental and emotional health are core components to overall health and integrate benefits, flexible working strategies and paid time off to help employees navigate the complexities of the current economic and workplace conditions.



About the study

The 2022-2023 Aflac WorkForces Report is the 12th annual Aflac employee study examining benefits trends and attitudes. Conducted by Kantar on behalf of Aflac, the employee survey took place online between Aug. 31, 2022, and Sept. 20, 2022, and the employer survey took place online between Sept. 7, 2022, and Sept. 22, 2022. Throughout this report, some percentages may not add up to 100% due to rounding. The surveys captured responses from 1,200 employers and 2,001 employees across the United States.

For more information, visit aflacworkforcesreport.com.

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