

Portrait of America's Workers at Medium Companies: (100-499 employees)

Overall Satisfaction with Benefits Package

- ◆ 96% of employees at medium-sized companies say their employers offer insurance benefits.
- ◆ The average benefits package for employees at medium companies:

Benefit		Benefit	
Major Medical	93%	Disability Insurance	62%
Life Insurance	75%	Voluntary Insurance	44%
Critical Illness	19%	Flex Spending Plan	49%
Dental Insurance	88%	401(k) or Pension	81%
Vision Insurance	65%	Flex Work Options	18%

- ◆ 47% of employees are very/extremely satisfied with their overall benefits packages, compared to 37% at small companies and 49% at large companies; 13% are not very/not at all satisfied.
- ◆ 52% say their current benefits packages meet their families' needs (compared to 43% at small companies and 53% at large companies); 14% say their needs are met not very/not at all well.
- ◆ 20% say their overall benefits packages are significantly/slightly less competitive than packages their peers receive from competitors (compared to 32% at small companies and 18% at large companies).
- ◆ Half of employees at medium-sized companies strongly agree they would be more informed about health insurance choices if they sat with an insurance consultant during enrollment.

Benefits Communication

- ◆ 42% strongly agree that a well-communicated benefits program would make them less likely to leave their jobs.
- ◆ 36% say their HR departments communicate too little about employee benefits.
- ◆ 18% say their HR departments communicate with them about employee benefits twice per year, the most infrequently among companies of all sizes; 52% say those communications are timed to open enrollment or new-hire enrollment.
- ◆ 61% receive their benefits advice/information from word of mouth from colleagues, friends and family.

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- ◆ 18% believe their HR departments communicate not very/not at all effectively about benefits offered by their employers (compared to 33% at small companies and 26% at large companies); 43% say their HR departments communicate effectively, the largest percentage among employee groups surveyed.
- ◆ 16% say they are not very/not at all informed about benefits offered at their companies, compared to 25% at small companies and 18% at large companies. Half of employees say they are extremely/very informed about benefits, the largest percentage among employee groups surveyed.

Effectiveness/Engagement in Benefits

- ◆ 41% strongly agree they need to be more engaged in making decisions about their health insurance coverage.
- ◆ 69% agree they are taking full advantage of their employee benefits, compared to 53% of employees at small companies and 63% at large companies.
- ◆ 69% strongly agree they would be more likely to take advantage of a benefits package tailored to their personal situations.
- ◆ Employees at medium-sized companies believe that 13% of work productivity on average is lost due to concern about personal issues.

Level of Protection, Preparedness

- ◆ 45% say they are not very/not at all prepared to pay out-of-pocket expenses that aren't covered by major medical/health insurance.
- ◆ 24% have less than \$500 on hand to pay out-of-pocket expenses associated with an unexpected serious illness or accident.
- ◆ 66% feel protected by their current insurance coverage, the largest percentage among employees of all company sizes (52% at small companies, 63% at large companies).
- ◆ 45% say they are experiencing a health issue that has affected their ability to get their work done.

- ◆ 53% of those currently experiencing a health issue say “adequate insurance coverage” would significantly affect their ability to cope with the issue.

Role of Voluntary Benefits

- ◆ 44% say they are offered voluntary benefits and 22% are enrolled.
- ◆ 18% say the addition of voluntary benefits to their employee insurance packages is important because it would “offer more options when it comes to health care coverage.” Thirteen percent say voluntary coverage would help them meet their needs; and another 13% say it would give them more comprehensive insurance coverage.
- ◆ 15%, the smallest percentage among companies of all sizes, say their HR departments are not very/not at all knowledgeable about voluntary benefits; 55% say their HR departments are extremely/very knowledgeable.

50%

of employees at medium-sized companies strongly agree they would be more informed about health insurance choices if they sat with an insurance consultant during enrollment.

2011 Aflac Workforces Report, conducted by Harris Interactive on behalf of Aflac, September 2010.