Aflac WorkForces Report 2011

Portrait of Workers at U.S. Educational Institutions

Overall Satisfaction with Benefits Packages

- 92% say they are offered insurance benefits.
- 43% are very/extremely satisfied with their overall benefits packages; 15% say they are not very/not at all satisfied.
- 52% say their current benefits packages meet their families' needs; 12% say their needs are not very/not at all well met.
- 18% say their overall benefits packages are significantly/slightly less competitive than packages their peers are receiving from competitors.
- 52% strongly agree they would be more informed about health insurance choices if an insurance consultant were present during enrollment.

Benefits Communications

- 38% strongly agree that a well-communicated benefits program would make them less likely to leave their jobs.
- 42% say their HR departments communicate too little about employee benefits.
- 71% get their advice/information about benefits by word of mouth from colleagues, friends and family.
- 31% believe their HR departments communicate extremely or very effectively about benefits offered by their employers; 24% rate the communication as not very/not at all effective.
- 15% say they are not very/not at all informed about benefits offered at their companies; 38% say they are extremely/very informed.
- 48% believe their HR departments are extremely/very knowledgeable about benefits; 13% say their HR representatives are not very/not at all knowledgeable.

Effectiveness/Engagement in Benefits

- 42% strongly agree they need to be more engaged in making decisions about health insurance coverage.
- 7 in 10 strongly agree they would be more likely to take advantage of benefits packages tailored to their personal situations.

Level of Protection, Preparedness

- 50% say they are not very/not at all prepared to pay out-of-pocket expenses that aren't covered by major medical/health insurance.
- 27% have less than $500 available to pay out-of-pocket expenses associated with a serious illness or accident.
- 37% are experiencing health issues that have affected their ability to get work done; 52% say having adequate insurance coverage would significantly affect their ability to cope with those issues.
- Employees estimate that, on average, 13% of work productivity is lost due to concerns about personal/health issues.

Role of Voluntary Benefits

- 42% say they are offered voluntary benefits and 16% are enrolled.
- 16% say the addition of voluntary insurance to their benefits packages would offer them more health care coverage options, 14% say the addition would help them meet their insurance needs and 13% say the addition would give them more comprehensive insurance coverage.
- 14% say their HR departments are not very/not at all knowledgeable about voluntary benefits; almost half (48%) rate their HR representatives as extremely/very knowledgeable.

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