

2023-2024

Aflac WorkForces Report

Retail industry insights

DID YOU KNOW?

Gap widens between employer perceptions and employee experiences.



Most (85%) retail employers think employees understand health care costs well, compared to 79% in 2022. However, 39% of employees say they do understand compared to 46% in 2022.

Employers also continue to have an inflated perception of employees' satisfaction with their overall benefits packages: 84% believe employees are satisfied, while only 56% of retail employees say they are satisfied.

HEALTH, WELLNESS + THE POWER OF BENEFITS



31% of employees state their personal mental health negatively affected their productivity last year. **All industries: 28%.**



68% of retail employees say they couldn't pay \$1,000 in out-of-pocket costs. **All industries: 50%.**

84% of employers believe their employees can financially meet their health care obligations. **All industries: 79%.**



52% of workers have high anxiety about health care costs beyond what their insurance covers. **All industries: 50%.**

THE STATE OF WORKPLACE BENEFITS



79% of employees say their supplemental insurance policy helps to protect their income. **All industries: 88%.**



87% of employers say working with their broker has improved their benefits packages. **All industries: 85%.**



77% of employers experienced an increase in benefits costs in the past year. **All industries: 75%.**

67% of employers report benefits claims increased; top selected reasons were rising prescription drug prices, medical care and mental health issues. **All industries: 61%.**

BENEFITS ENROLLMENT + THE INFORMED BENEFITS CONSUMER



44% of the workforce say it's important to have access to a benefits advisor. **All industries: 55%.**

- **43%** prefer in-person meetings. **All industries: 50%.**
 - **40%** prefer speaking on the phone. **All industries: 44%.**
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58% of employees say medical bill negotiation is stressful. **All industries: 59%.**

51% of employees say the same about trying to understand what insurance or benefits they need. **All industries: 56%.**



89% of employees see a growing need for supplemental insurance benefits. **All industries: 89%.**



About the Study

The 2023-2024 Aflac WorkForces Report is the 13th annual Aflac employee study examining benefits trends and attitudes. Conducted by Kantar on behalf of Aflac, the employer survey took place online between June 2 and June 25, 2023, and the employee survey took place online between June 2 and June 27, 2023. Throughout this report, some percentages may not add up to 100% due to rounding. The surveys captured responses from 1,201 employers and 2,000 employees across the United States. For more information, visit aflac.com/awr.

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