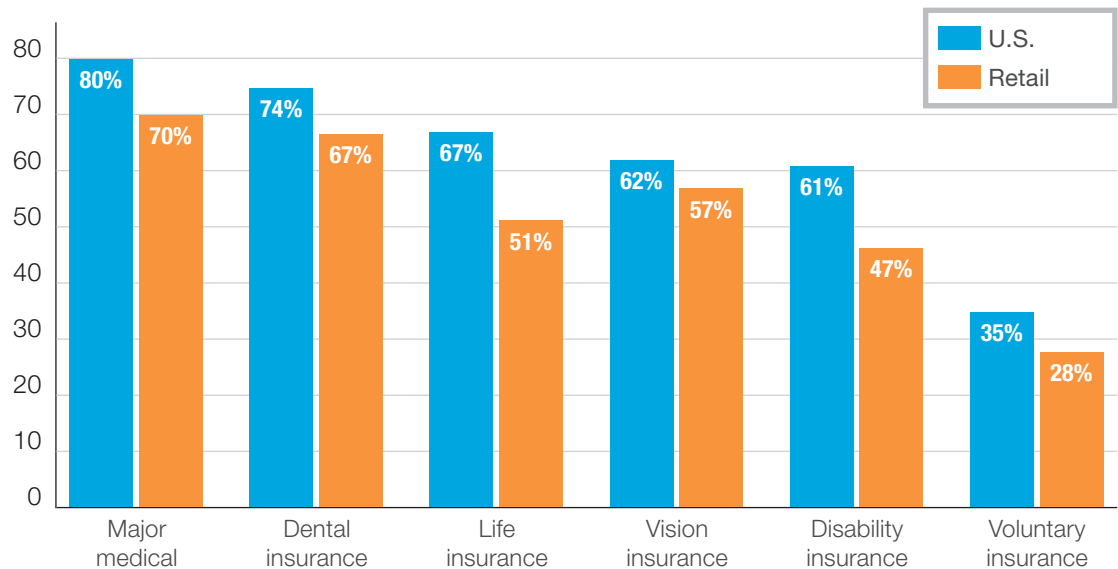


## Retail industry trends

### 2014 Aflac WorkForces Report results for benefits decision-makers and employees from the retail industry

#### Retail industry company benefits offerings

The percentages of companies from the retail industry offering benefits by type compared to all U.S. companies.



#### The importance of benefits:

##### Businesses believe benefits are extremely or very influential on:

- Job satisfaction – 46 percent.
- Loyalty to employer – 45 percent.
- Willingness to refer friends – 30 percent.
- Work productivity – 34 percent.
- Decision to leave company – 31 percent.

##### Yet, employees believe benefits are extremely or very important to:

- Job satisfaction – 81 percent.
- Loyalty to employer – 65 percent.
- Willingness to refer a friend – 43 percent.
- Work productivity – 70 percent.
- Decision to leave company – 42 percent.

# Key employer findings

## Benefits offerings

	Percent of responses
Offer voluntary insurance to their employees	28%
Moved employees to private exchanges in 2013	10%
Plan to move employees to private exchanges in 2014	10%
Expect to offer employees stipends in 2014 to purchase health care coverage on their own, instead of offering company-provided benefits	6%
Decreased employee hours from full- to part-time in 2013	15%
Plan to decrease employee hours from full- to part-time in 2014	11%
Expect to eliminate or reduce benefits in 2014	22%
Use a broker or benefits consultant to select their employees' benefits options	52%


## Hiring and compensation trends

	Percent of responses
In 2013, awarded employees smaller raises than in previous years	35%
Expect to award smaller raises in 2014	28%
Hired full-time workers in 2013	53%
Expect to hire full-time workers in 2014	47%
Hired part-time workers in 2013	56%
Expect to hire part-time workers in 2014	43%


## Benefits communications

	Percent of responses
Strongly or somewhat agree they effectively communicate the value of their benefits to employees	60%
Communicated about benefits three or more times in the past year	34%


## The most common benefits-communication channels



Email  
**52%**



Face to face  
**44%**



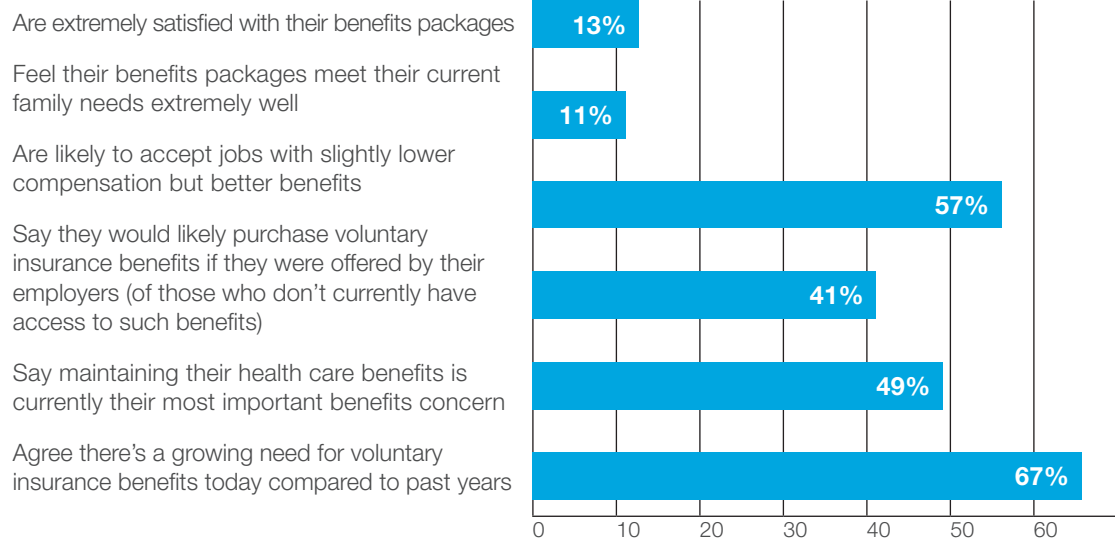
Employee-benefit booklet  
**40%**

## Key employee findings

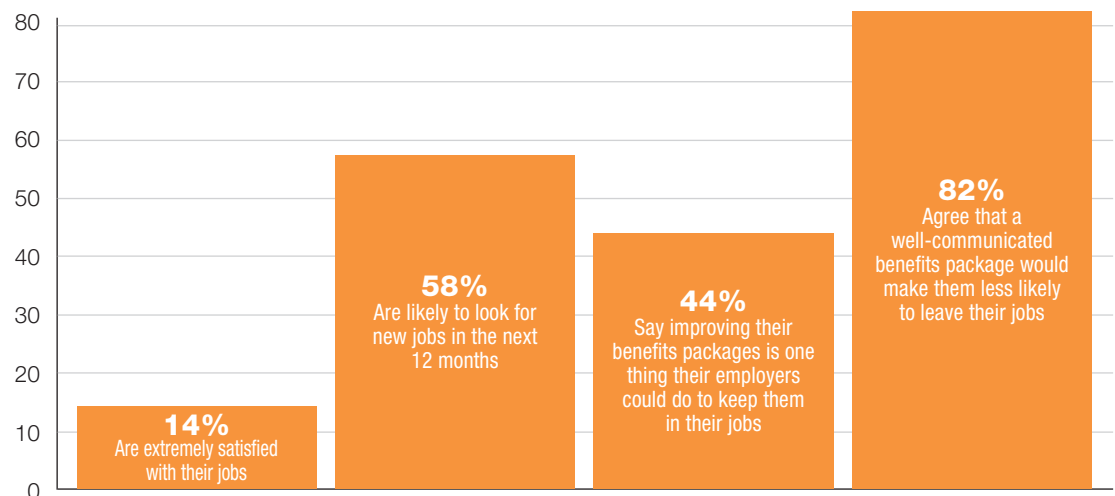
### Financial preparedness

	Percent of responses
Would not be able to adjust to the large financial costs associated with a serious injury or illness	67%
Completely or strongly agree their families are financially prepared for an unexpected emergency	20%
Have less than \$1,000 to pay for unexpected out-of-pocket medical expenses	70%
Have less than \$500 to pay for unexpected out-of-pocket medical expenses	43%
Would need to borrow from a 401(k) and/or use a credit card to cover unexpected medical costs	53%
Say their credit scores have been affected by high medical costs	23%
Have been contacted by a collection agency about outstanding medical bills	25%

### Benefits engagement



### Job satisfaction



## The impact of health care reform

	Percent of responses
Employees think health care reform is too complicated to understand	71%
Employees believe their employers will educate them about changes to their health care coverage as a result of health care reform	62%
Employees think their medical costs will increase	87%
Employers feel extremely or very prepared to address changes to the health care system in 2014	41%
Employers will rely on brokers or insurance companies to suggest changes to their benefits packages due to the changing health care environment	35%
Employees think their HR departments communicated extremely effectively about health care reform and any subsequent changes to their benefits	13%
Employees completely agree their employer has prepared them well for the impact of health care reform	2%
Employees say the frequency of their employers' benefits communication increased compared to last year	16%
Employees agree they are very or extremely knowledgeable about federal and state exchanges	11%

### About the study

The 2014 Aflac WorkForces Report is the fourth annual Aflac employee-benefits study examining benefits trends and attitudes. The study, conducted in January 2014 by Research Now, captures responses from 1,856 benefits decision-makers and 5,209 employees from across the United States. As part of the fourth annual Aflac WorkForces Report, 116 benefits decision-makers and 443 employees in the United States retail industry shared their opinions on a variety of workplace-benefits topics.

To learn more about the Aflac WorkForces Report, visit [AflacWorkForcesReport.com](http://AflacWorkForcesReport.com).

