



Insurance Brokers &
Consultants

PULSE SURVEY ADDITIONAL BENEFIT OFFERINGS

We are committed to understanding and anticipating our network's needs - especially during times of uncertainty.

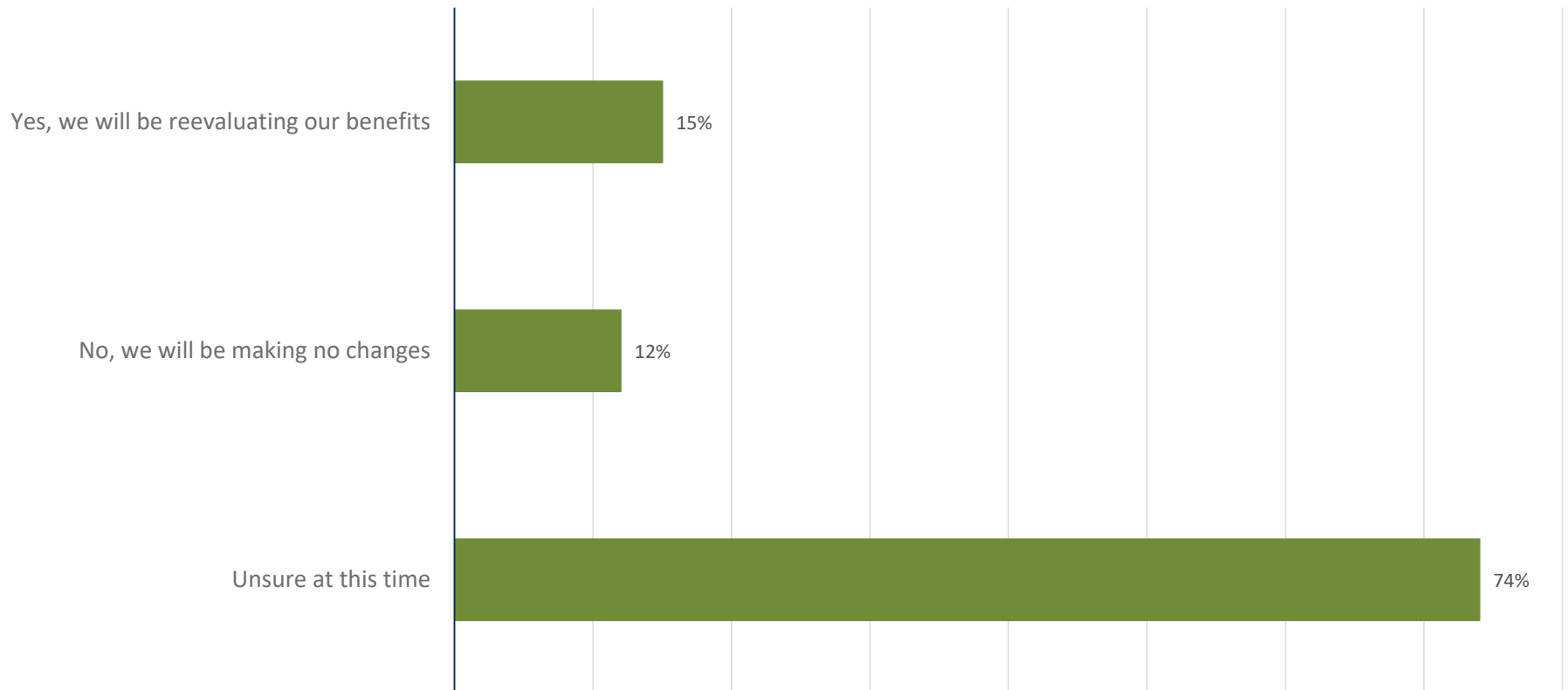
To help gauge observations, experiences and expectations surrounding the Coronavirus pandemic, we executed a Pulse Survey series.

This presentation presents results from the Additional Benefit Offerings pulse survey.

SURVEY RESPONSES

Has your organization considered adding any new benefits at your next annual enrollment that could assist employees' individual needs directly related to the pandemic?

Question Type: Single Select ● Answered: 34 ● Skipped: 0



All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

Does your organization currently offer voluntary/worksite type products?

Question Type: Single Select ● Answered: 34 ● Skipped: 0

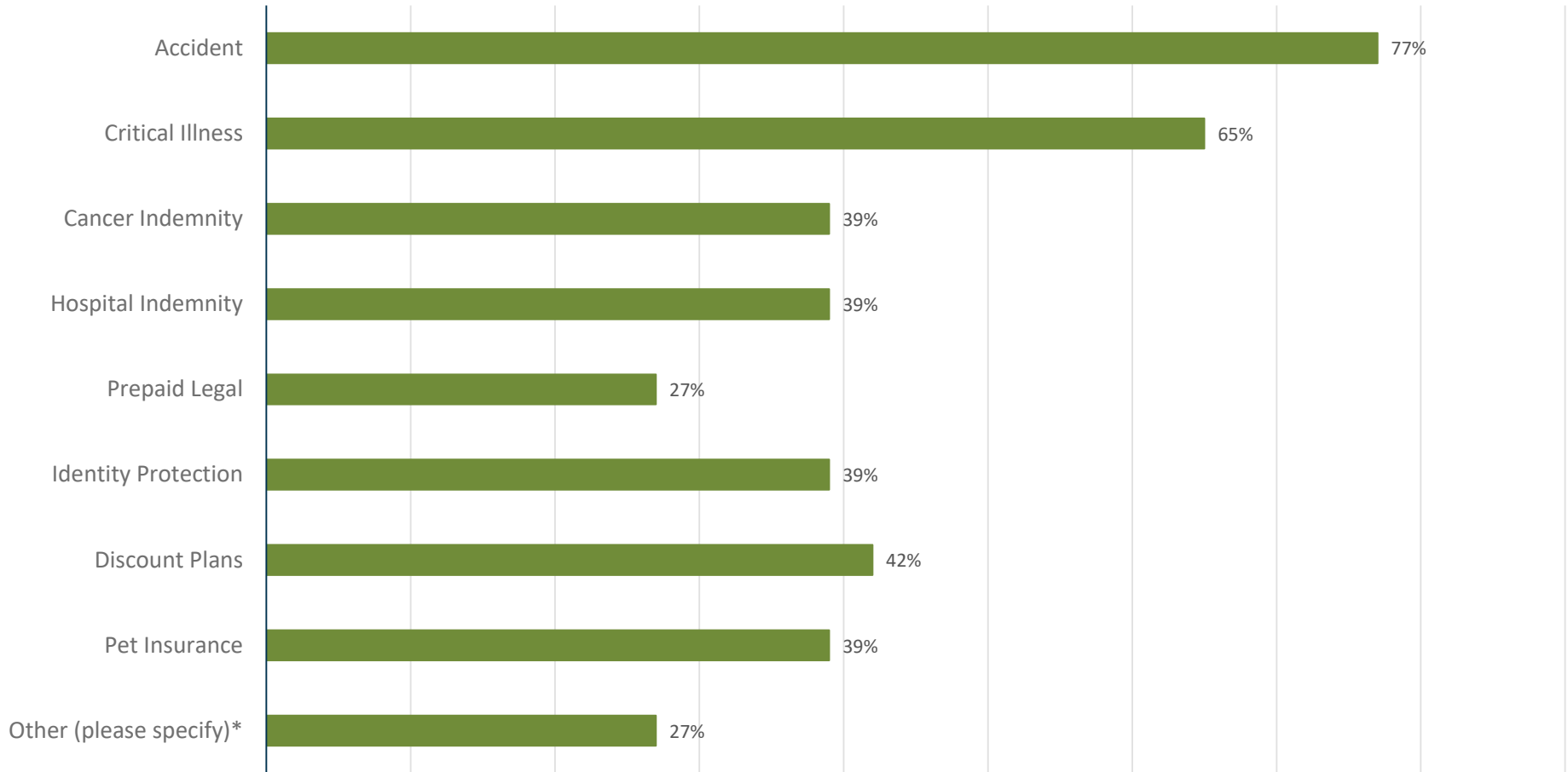


All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

Select all plans that are currently offered:

Question Type: Multi-Select ● Answered: 34 ● Skipped: 0

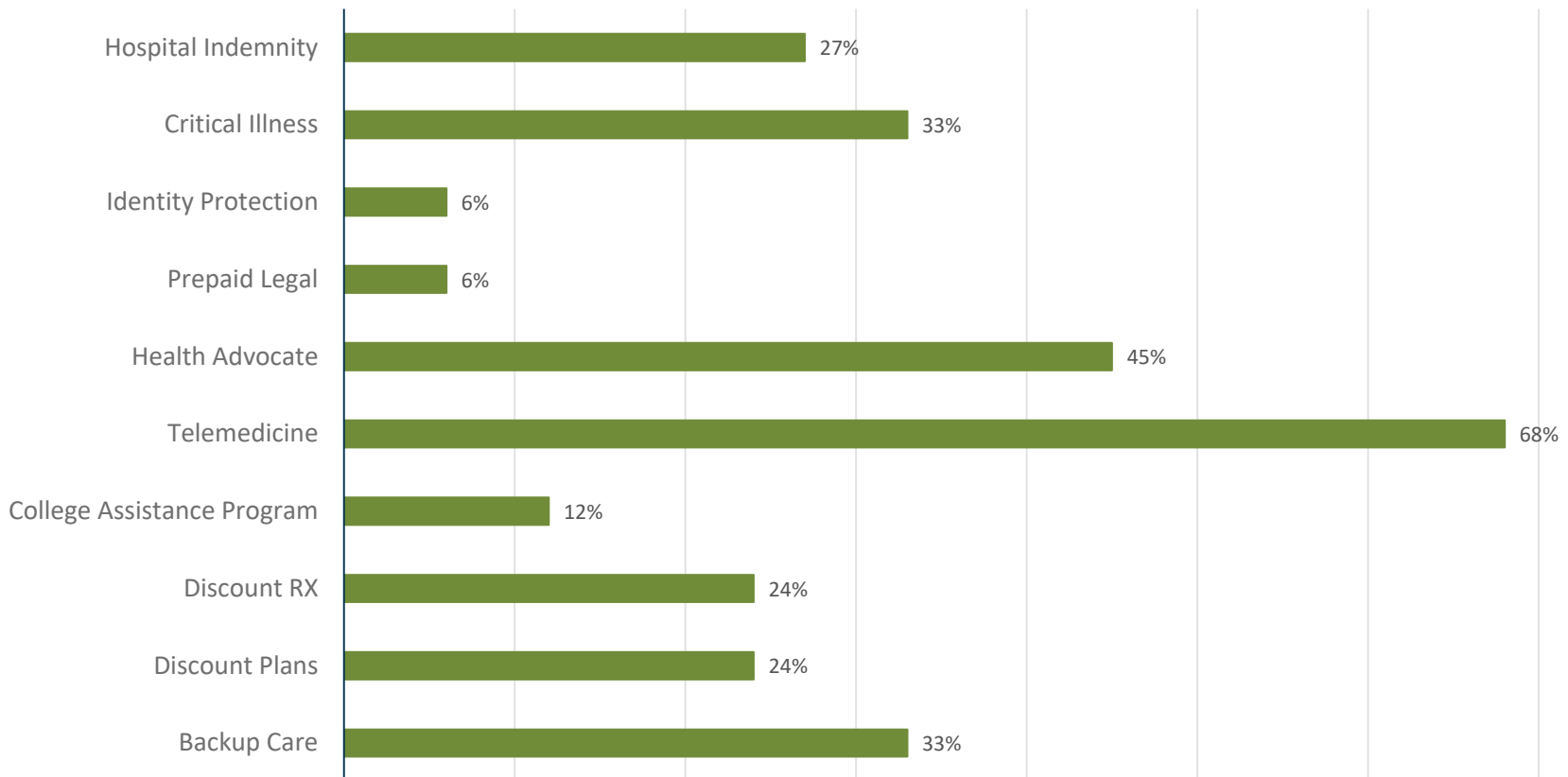


**See Appendix A for responses in the 'Other' category.*

SURVEY RESPONSES

Due to the pandemic, which of the following plans do you believe would have provided the most value to your employees?

Question Type: Multi-Select ● Answered: 34 ● Skipped: 0

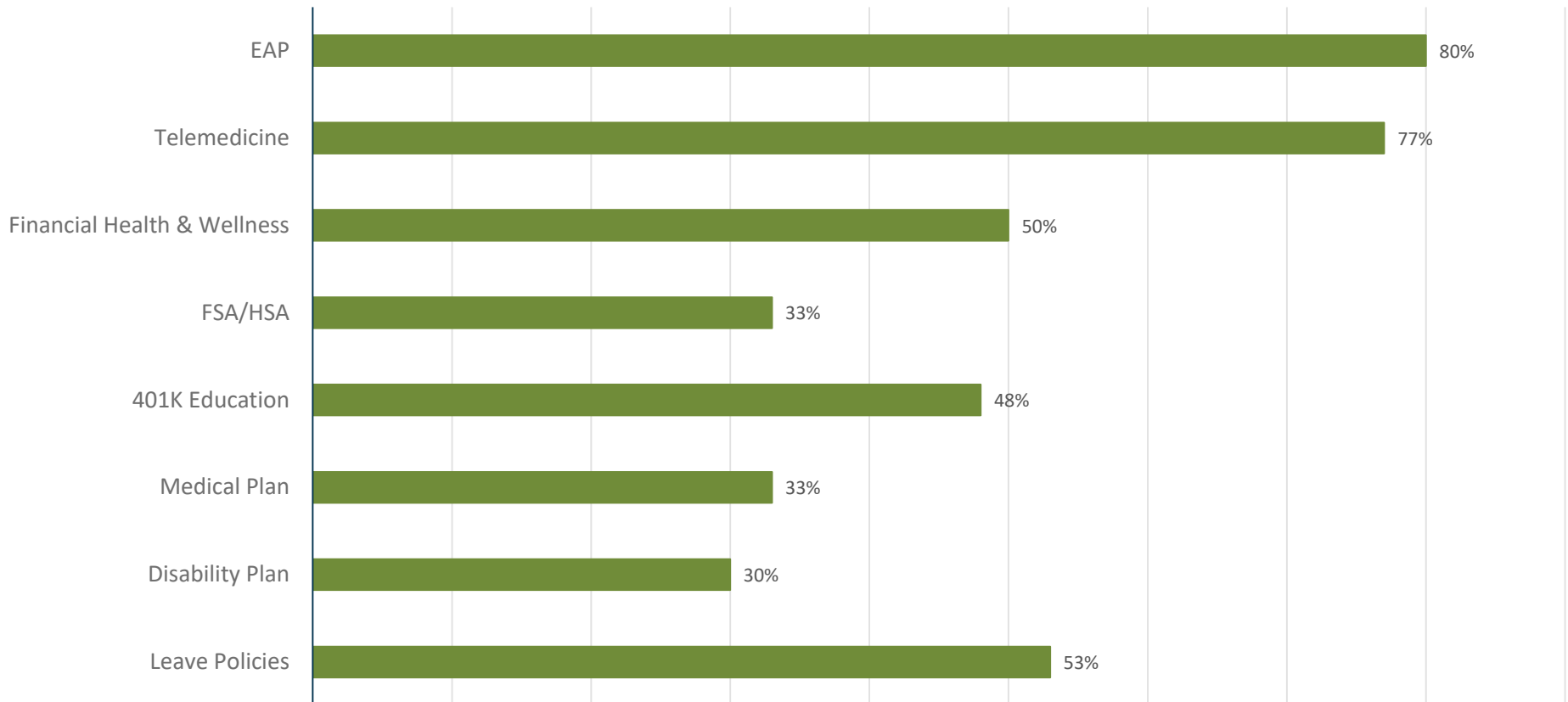


All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

Do you think that your employees could benefit from more education around the following benefits that could assist them moving forward?

Question Type: Multi-Select ● Answered: 34 ● Skipped: 0

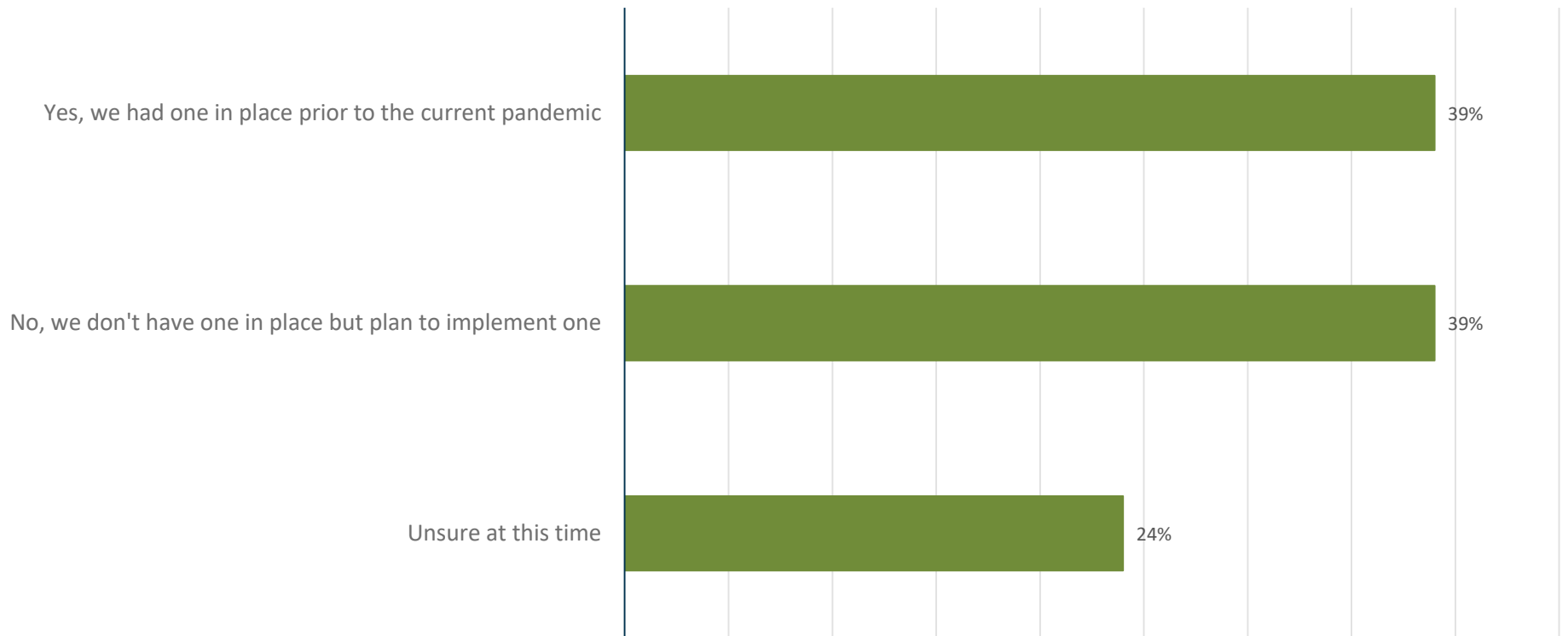


All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

Does your organization have a disruption management plan in place?
(e.g., Playbook that provides guidance/guidelines to respond to a catastrophic event)

Question Type: Single Select ● Answered: 34 ● Skipped: 0



All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

As a result of the pandemic, what new changes to your policy and procedures will your organization implement?

Question Type: Free Text • Answered: 27 • Skipped: 7

Key Takeaways

Most changes include distancing: 6 ft. apart, staggering workforce presence, and wearing masks

7 respondents are unsure of or have not made any changes to their policy and procedures

8 respondents expect greater work from home flexibility

SURVEY RESPONSES

What additional products and/or services may be of interest that we have not addressed?

Question Type: Free Text • Answered: 13 • Skipped: 21

Key Products/Services

Auto, Home Owners and Rental Insurance

Coaching Testing Services

Pandemic Insurance

Additional help for people working from home

SURVEY RESPONSES

What is your industry?

Question Type: Single Select • Answered: 34 • Skipped: 0

20+
Industries

Highest Responses:

Manufacturing (11.76%)

Education (8.82%)

Retail (8.82%)

Accounting
Advertising
Business/Professional Services
Business Services (Hotels, Lodging Places)
Computers (Hardware, Desktop Software)
Construction/Home Improvement
Education
Energy
Engineering/Architecture
Finance/Banking
Government/Military

Import/Export
Insurance
Internet
Legal
Manufacturing
Non-Profit
Real Estate
Retail
Telecommunications
Transportation/Distribution

SURVEY RESPONSES

Participating Companies

Question Type: Free Text • Answered: 34 • Skipped: 0



33
Companies
Represented

RESULTS SUMMARY

Important Considerations & Findings

Policy & Procedure Updates

- **8** respondents intend to incorporate work from home flexibility into policy and procedures.
- Additional respondents emphasized the importance of social distancing in the office setting.

Responding to a Crisis

- **50%** of respondents do not have a plan in place to respond to a crisis situation at this time, but are working to develop this procedure.
- **24%** are unsure of any planning at this time.

Benefit Planning for the Future

- **68%** of respondents believe that Telemedicine would have greatly benefited their employee population during the pandemic.
- There is a large trend around increased education of Telemedicine and Employee Assistance Program (EAP) benefits among respondents.



APPENDIX

APPENDIX A

- Telemedicine
- Employee Assistance Program (EAP)
- Back up care, Health Advocate
- Voluntary Life
- Short Term Disability
- Voluntary Long Term Disability
- Eligible Employee, Spouse, and Child Life