

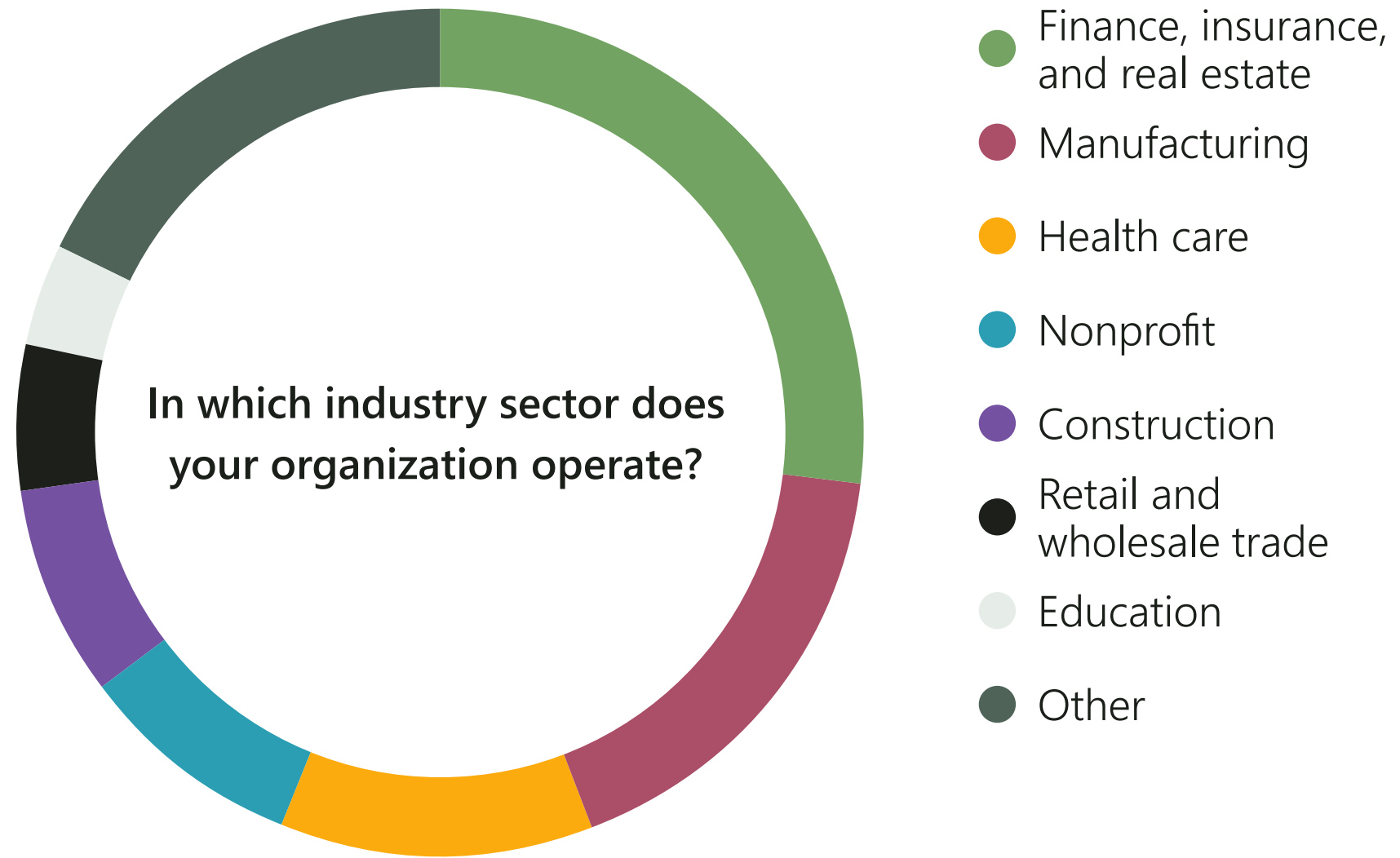


2023-24

Voluntary Benefits Benchmarking Overview

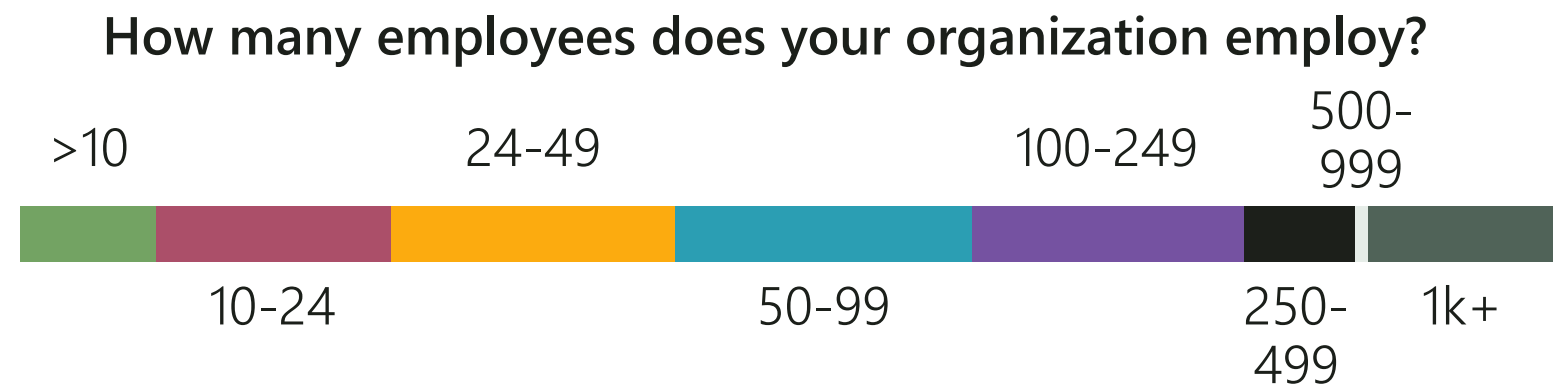
Introduction

In November 2023, Zywave conducted its 2023 Attraction and Retention Employee Pulse Survey to collect employers' insights into attraction and retention challenges, workplace strategies and voluntary benefits utilization. More than 130 employers responded to the nationwide survey from various industries, including finance, insurance and real estate (27.87%); manufacturing (14.75%); health care (12.3%); nonprofit (9.02%); construction (8.2%); and retail and wholesale trade (5.74%).



Demographics

This survey was completed by more than 130 respondents in all regions of the United States. These respondents employ workforces of sizes varying between fewer than 10 (8.87%) and over 1,000 (12.1%), with the largest category employing between 50 and 99 employees (19.35%).



Overview

This survey provides valuable insights into voluntary benefits trends and strategies. Key findings from the survey suggest that many employers view offering or expanding their voluntary benefits programs as an effective strategy to address their attraction and retention challenges in 2024, especially as many organizations struggle to meet their workers' demands for increased compensation.

This report compiles employer responses to the survey questions and provides general insights and takeaways regarding voluntary benefits.

I Voluntary Benefits

The 2023 Attraction and Retention Employee Pulse Survey asked employers their views on voluntary benefits. Their strategies around benefits were also surveyed, including which benefits and programs they're currently offering and which they're planning to offer in 2024, and whether such benefits are offered as part of a strategy to improve employee attraction and retention. This section compiles these responses and provides some general insights regarding voluntary benefits in 2024 and beyond.

Attraction and Retention Challenges' Impact on Employee Benefits

Attraction and retention challenges persisted throughout 2023 as employers struggled to find and keep workers. Zywave's 2023 Attraction and Retention Employer Pulse Survey found that the majority of survey respondents (**60.31%**) consider attracting and retaining employees a top-five business challenge for their organizations. Unfortunately, most of these employers expect their attraction and retention challenges to stay about the same in 2024 (**65.65%**). Organizations reported more difficulty attracting new workers (**55.38%**) than retaining existing ones (**46.56%**), as more workers have decided to remain in their current positions rather than test the labor market.

Compared to what employers have experienced since the beginning of the COVID-19 pandemic, labor markets are expected to remain competitive yet ease up in 2024. According to Zywave's survey, respondents identified matching workers' demands for compensation as their most significant attraction and retention challenge (**48.46%**). For employers unable to increase employee compensation to meet employee demands, voluntary benefits can offer a competitive solution without raising costs.

Voluntary Benefits Programs

Voluntary benefits supplement traditional benefits (e.g., health insurance). They consist of coverage and products made available to employees for elective purchase. Voluntary benefits have four key characteristics:



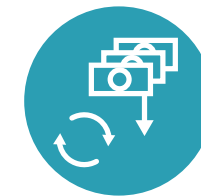
They are paid fully or partially by employees.



They are offered through an employer.



They are solicited and enrolled through a carrier or enrollment firm.



They are paid through automatic payroll deductions.

These perks have become more popular in recent years. Because of their cost efficiency and portability, as well as their contribution to employees' work-life balance, voluntary benefits are becoming a central component of many companies' overall benefits strategies.

Employers have expanded or are considering expanding voluntary benefits offerings for the following reasons:

- Employees have a strong emotional appeal towards these benefits and have come to expect them.
- Employers can offer voluntary benefits without any additional fees or costs.
- These benefits are easy to implement because most do not have legal and regulatory issues associated with insurance benefits.
- Voluntary benefits require little post-implementation administration or support from employers.

Offering voluntary benefits programs provides several advantages for employers. For example, these programs are often a cost-effective way to supplement any benefits cuts or reductions. They also provide employers with a way to control increased expenses in the face of rising benefits costs. Since employees want and have come to expect voluntary benefits as part of a competitive benefits package, these benefits are important tools for attracting and retaining key talent and a way for employers to differentiate themselves from their competitors.

Employees also reap rewards from voluntary benefits programs. These programs provide employees with:

Access a broader array of benefits	Freedom to choose benefits that best suit their needs	Affordable premiums (often deducted on a pre-tax basis)
Portable coverage	Easy enrollment process	More convenient and time-saving options than buying on their own
Convenience of payroll deduction	No medical exams	More lenient underwriting requirements

As such, more employers plan to expand their voluntary benefits offerings in 2024.

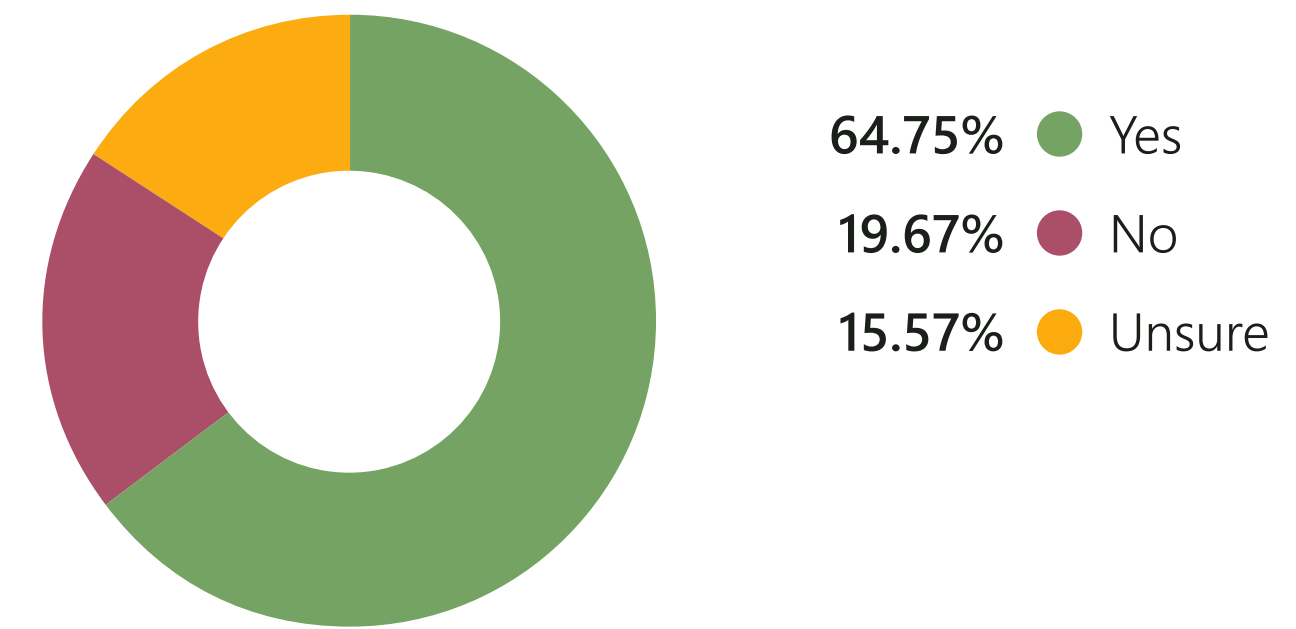


Employers Are Expanding Voluntary Benefits Programs in 2024

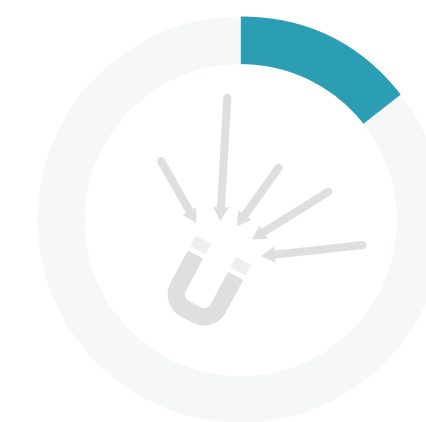
As health care costs continue to rise, so does the demand for voluntary benefits. Since many employers find it increasingly difficult to provide employees with competitive benefits packages, voluntary benefits have become an ideal solution. Zywave’s 2023 Attraction and Retention Employer Pulse Survey found that **27.69%** of survey respondents identified offering competitive health care benefits amid rising costs as one of their organization’s top three most significant attraction and retention challenges.

The vast majority of respondents (**83.19%**) indicated that they’re planning to offer the same voluntary benefits in 2024 as they did in 2023. Only a small percentage of respondents plan to expand voluntary benefits options in 2024 (**15.97%**). This is significant because it shows that over **99%** of respondents plan on offering the same or more voluntary benefits options in 2024, demonstrating that most employers believe voluntary benefits are essential in today’s competitive market and necessary to meet employee demands. In fact, the majority of respondents (**64.75%**) offer voluntary benefits as part of a strategy to improve employee attraction and retention. It’s likely that the majority of respondents aren’t planning on expanding their voluntary benefits offerings in 2024 because most organizations have been increasing their voluntary benefits programs over the last several years.

Does your organization offer voluntary benefits as part of a strategy to improve employee attraction and retention?



Offering new or expanding voluntary benefits options are among the most common strategies employers are exploring to improve their attraction and retention struggles. Consider the following survey results:



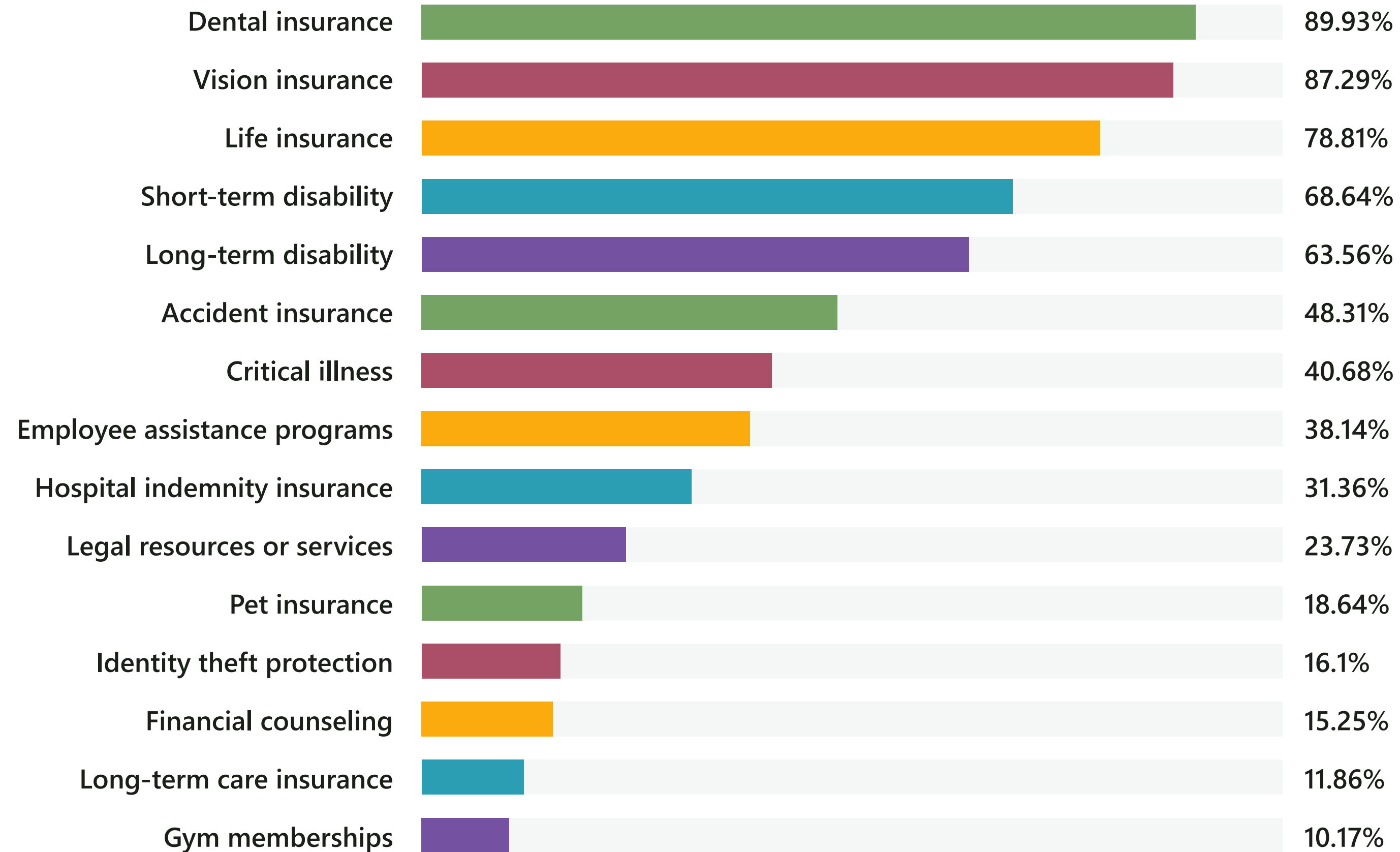
14.63% of respondents are exploring offering new or expanded voluntary benefits to improve attraction.



15.13% of respondents are exploring offering new or expanded voluntary benefits to improve retention.

Employers are currently offering a wide variety of voluntary benefits, according to survey respondents.

Which, if any, of these voluntary benefits or programs do you offer employees? Select all that apply.



Voluntary benefits, such as dental (**89.93%**), vision (**87.29%**) and life insurance (**78.81%**), are the most common options survey respondents currently offer their workers. This is unsurprising since most employees have come to expect their employers to offer these benefits. Organizations that decide not to provide these voluntary benefits likely experience greater difficulty attracting and retaining key talent.

In recent years, the pandemic, tight labor market and inflation have resulted in an increased demand for voluntary benefits to help employees protect themselves against unexpected health and other costs and improve their overall well-being. Consequently, certain voluntary benefits, including critical illness (**40.68%**), hospital indemnity insurance (**31.36%**), pet insurance (**18.64%**) and long-term care insurance (**11.86%**), have experienced substantial growth as employers have responded to employee demands and needs. Due to persistent inflation and recession concerns, more employers are expected to increasingly offer financial wellness benefits in 2024. According to survey respondents, **15.25%** are currently offering financial wellness benefits.

To better address attraction and retention struggles in 2024, employers can explore offering core voluntary benefits (e.g., dental, vision and life insurance; short- and long-term disability) if they don't already. They may also consider expanding to other options that are popular with employees, such as critical illness, hospital indemnity insurance and pet insurance. Surveying employees can offer a way to learn more about which voluntary benefits meet the desires of a specific workforce.

| Employer Takeaway

The responses to the 2023 Attraction and Retention Employer Pulse Survey suggest that even though the labor market may be softening, employers' attraction and retention struggles will continue through 2024. Since attracting and retaining talent continues to be a primary challenge for organizations, employers are searching for effective ways to address this issue while remaining competitive. As survey results reveal, many employers view offering or expanding voluntary benefits programs as an effective strategy for addressing attraction and retention struggles. Implementing impactful voluntary benefits programs that meet employee demands and needs may not only deliver valuable benefits to employees but also help employers stand out in today's competitive labor market.

Being aware of these survey results and their effects can empower savvy employers to differentiate themselves from their competition. The most effective voluntary benefits strategies will vary by organization; however, employers who take a proactive approach to their benefits programs will be better positioned to meet their employees' needs and find longer-term solutions to address their attraction and retention challenges.

Contact us for more employee benefits resources.

This 2023-24 Voluntary Benefits Benchmarking Overview is from the 2023 Attraction and Retention Employer Pulse Survey conducted by Zywave for informational purposes.

