

Everyone wants a better enrollment experience

But employers and employees aren't quite eye-to-eye about what that means



30% of employers don't offer online benefits management, but **83% of employees** say it's important to have.¹



75% of employers think their employees are fully on board with their benefits plan, but only **65% of employees** say they're highly satisfied with their benefits.¹



72% of employers say their employees understand the costs of health care, but only **54% of employees** say they do.¹

Communication is a key area of concern



Nearly half of employers say they communicate about benefits regularly, yet only a third of employees agree. This might be why we saw a seven-point decline in employee benefits understanding in 2025.³

Better benefits communication helps employees understand what they're choosing. Making sure everyone knows what's at stake can lead to improved enrollment participation and benefits utilization — and ultimately, more satisfied employees who want to stick around.

Start the conversation today. Contact your Aflac benefits advisor or visit [Aflac.com/business](https://www.aflac.com/business).



¹ Aflac. "Workplace benefits trends: executive summary 2025-2026." Published October 2025. [Accessed 3.10.26.](#)

² Mercer. "Building trust through benefits: Why communication matters more than ever." Published 2025. [Accessed 3.10.26.](#)

³ Aflac. "The state of workplace benefits + employee engagement." Published 2025. [Accessed 3.10.26.](#)

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