

2026-2027

Aflac WorkForces Report®

Government sector insights

GOOD NEWS, BAD NEWS: Financial confidence up, financial preparedness at risk

Employees are feeling more confident about both their healthcare understanding (36%) and their overall financial situation compared to last year (32%). Yet many in the government sector remain unprepared to absorb acute medical expenses with 42% reporting they couldn't cover $1,000 in unexpected health costs, causing 20% to delay or avoid treatment. Two in 5 U.S. workers feel they underestimate the total cost of an injury or illness (39%), and nearly half lack the financial resilience to manage unforeseen medical bills (47%).

KEY TAKEAWAY: Health insurance wasn't designed to help cover everything you may encounter during an illness or accident. The Aflac WorkForces Report reveals a growing demand for comprehensive health coverage and supplemental insurance as valuable components of a benefits package. These offerings can help with rising medical costs and provide employees with added peace of mind by helping to reduce financial stress when needed most.

HEALTH + WELLNESS + THE POWER OF BENEFITS

26% of employees state their personal mental health negatively affected their job performance last year. **All industries: 28%.**

42% of government employees say they couldn't pay $1,000 in out-of-pocket costs. **All industries: 47%.**

81% of employers believe their employees can financially meet their healthcare obligations. **All industries: 80%.**

42% of workers have high anxiety about healthcare costs beyond what their insurance covers. **All industries: 56%.**

Aflac® WorkForces Report

THE STATE OF WORKPLACE BENEFITS



96% of government employees say their supplemental insurance policy helps to protect their income. **All industries: 95%.**



63% of employers say working with their broker has improved their benefits packages. **All industries: 79%.**



78% of employers experienced an increase in benefits costs in the past year. **All industries: 66%.**

44% of employers report benefits claims increased; top selected reasons were rising prescription drug prices, increase in chronic disease and mental health issues. **All industries: 46%.**

BENEFITS ENROLLMENT + THE INFORMED BENEFITS CONSUMER



67% of the workforce say it's important to have access to a benefits advisor. **All industries: 74%.**

- **47%** prefer in-person meetings. **All industries: 58%.**
- **40%** prefer speaking on the phone. **All industries: 53%.**



51% of employees say medical bill negotiation is stressful. **All industries: 51%.**

45% of employees say the same about trying to understand what insurance or benefits they need. **All industries: 49%.**



53% of employees believe their organizations care about their overall mental health at least a moderate amount. **All industries: 58%.**

Aflac®
WorkForces Report

About the study

The 2026-2027 Aflac WorkForces Report is the 16th annual employee study examining benefits trends and attitudes. Conducted by Kantar on behalf of Aflac, the employer survey took place online between April 20 and May 10, 2026, and the employee survey took place online between April 20 and May 29, 2026. Throughout this report, some percentages may not add up to 100% due to rounding. The surveys captured responses from 1,000 employers and 2,000 employees across the United States. For more information, visit Aflac.com/AWR. **Aflac includes American Family Life Assurance Company of Columbus and/or American Family Life Assurance Company of New York and/or Continental American Insurance Company and/or Continental American Life Insurance Company.**

Z2600794 Aflac | WWHQ | 1932 Wynnton Road | Columbus, GA 31999 EXP 9/27