

The Importance of Disability Income Insurance in Supporting the Financial Stability of American Workers

May 2023

Washington, D.C

Methodology

- Global Strategy Group (GSG), on behalf of AHIP, conducted an online survey among 500 disability income (DI) insurance claimants who received income payments within the last 10 years.
- GSG fielded the survey from April 5th – April 12th, 2023. Sample sizes among key audiences include:
 - 319 who received benefits from short-term DI insurance offered through an employer
 - 174 who received benefits from short-term DI insurance purchased on their own
 - 207 who received benefits from long-term DI insurance offered through an employer
 - 160 who received benefits from long-term DI insurance purchased on their own
- The margin of error at the 95% confidence interval is +/- 4.4%. The margin of error on sub-samples is greater.
- GSG took care to ensure that the geographic and demographic divisions of this population were properly represented by the survey's respondents.

Key Findings

- Satisfaction with disability income (DI) insurance plans continues to remain high.
- Claimants are satisfied with the financial benefits they receive from their DI coverage and have positive feelings about their interactions with their insurers.
- By providing income while they were disabled, claimants say that DI insurance gave them peace of mind, provided them with short-term financial security, and ensured they could continue to take care of their family.
- DI insurance protected claimants' long-term financial stability and ensured they would not have to make damaging financial choices in order to cover their basic living expenses.
- DI insurance claimants support the establishment of paid leave programs and want to see private DI insurers play an active role in providing and managing such programs

The Highly Rated Disability Income Insurance Experience

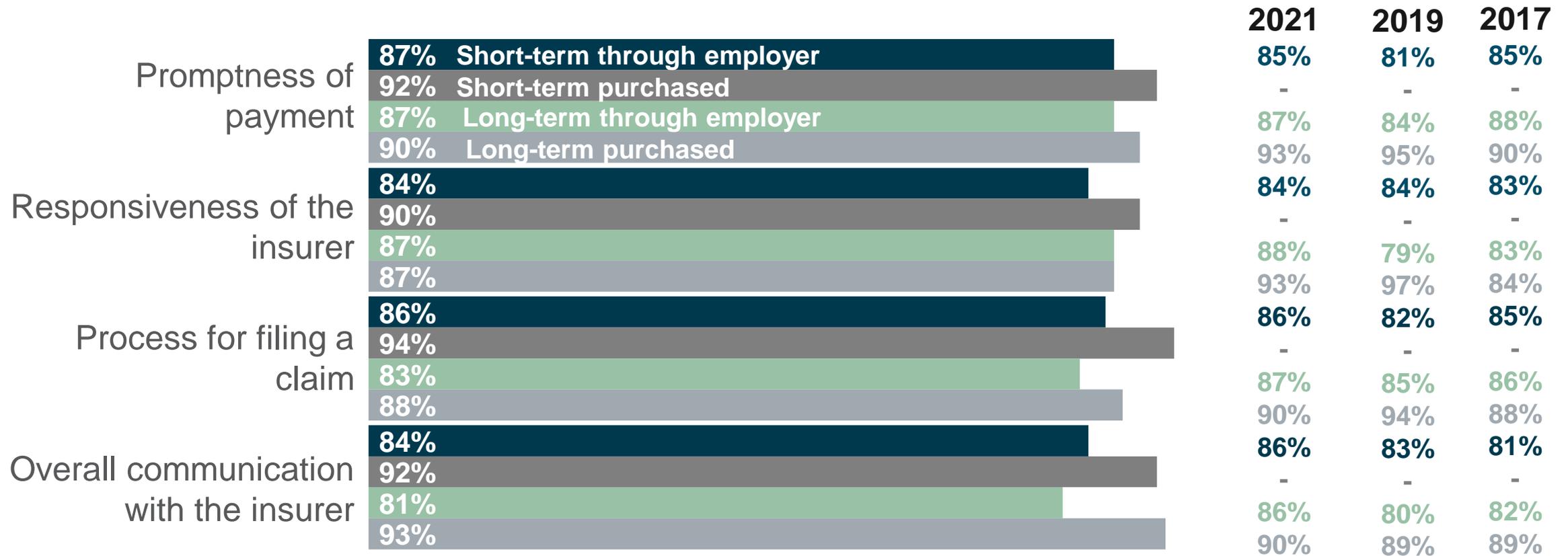
Satisfaction is high with all types of disability income (DI) plans

Overall, how would you rate your satisfaction with...

	% Satisfied	2021	2019	2017
Long-term DI through employer	94%	93%	88%	86%
Long-term DI purchased by individuals	93%	97%	93%	89%
Short-term DI through employer	92%	92%	89%	89%
Short-term DI purchased by individuals	92%	-	-	-

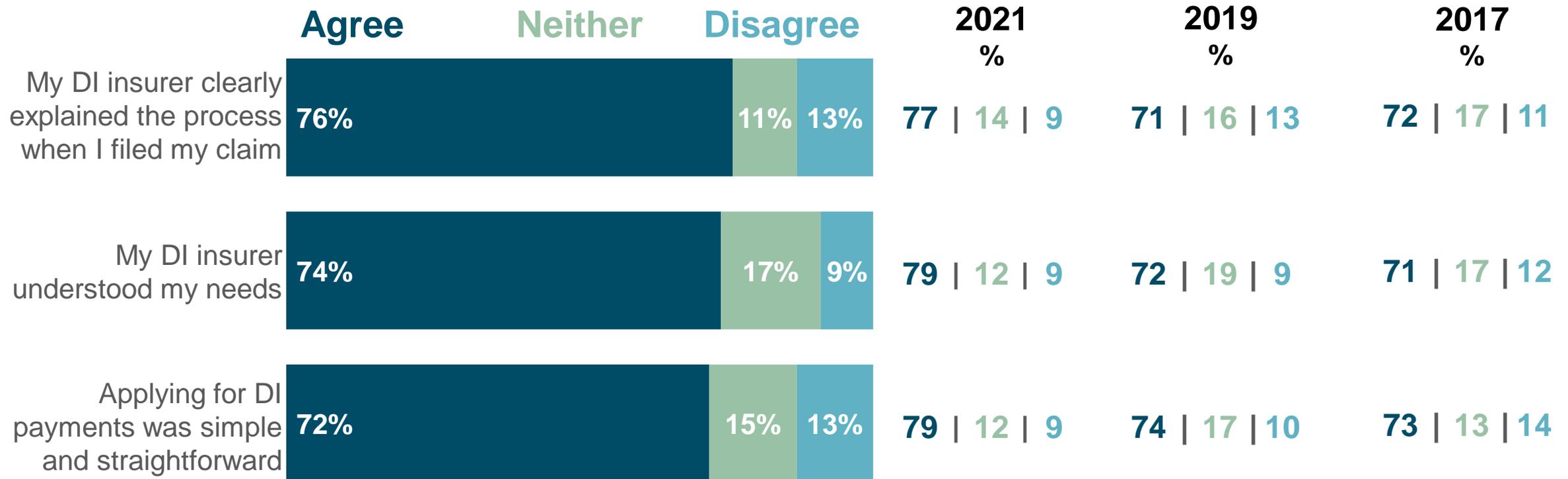
Claimants' high satisfaction extends to their interactions with their insurer

Please rate your satisfaction with each of the following (showing % satisfied)



Claimants largely believe their disability income (DI) insurer made the claims process clear and straightforward, and understood what they needed

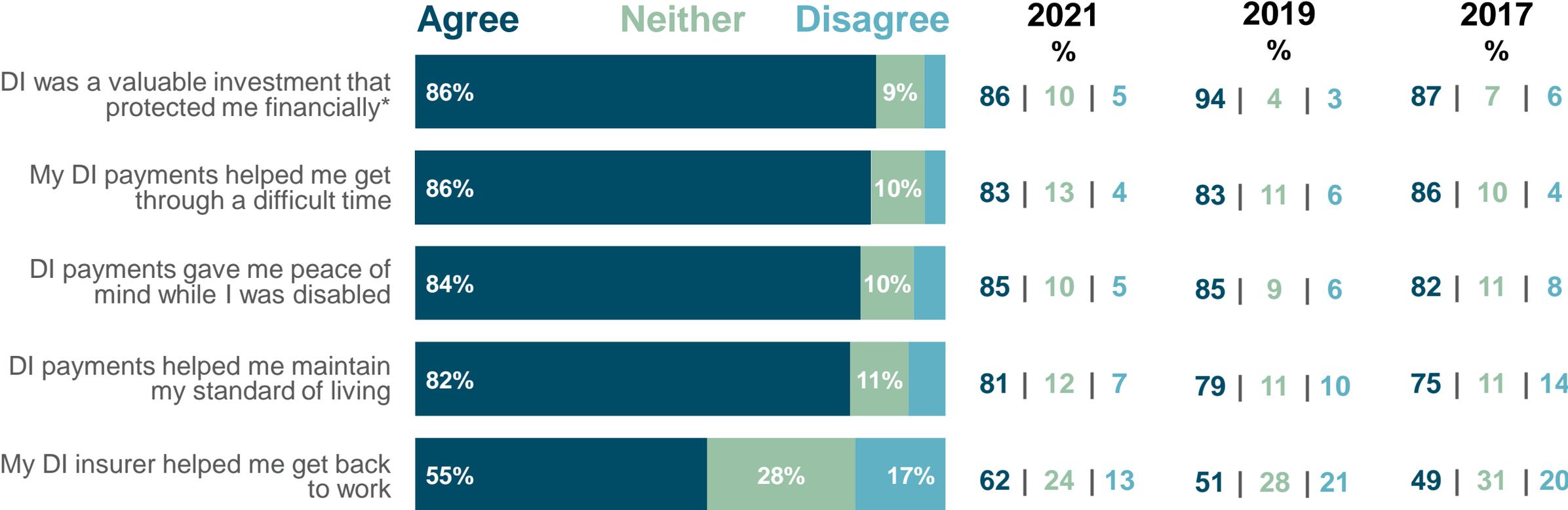
Please indicate whether you agree or disagree with each statement:



How Disability Income Insurance Safeguards Against Short-Term Financial Challenges

Disability income (DI) insurance claimants value the peace of mind and financial protection their policies provide

Please indicate whether you agree or disagree with each statement:



*This was only asked of those who had purchased long term DI insurance

Without their disability income insurance, most say they would have experienced financial hardship

How likely is it you would have experienced financial hardship without your DI payments?

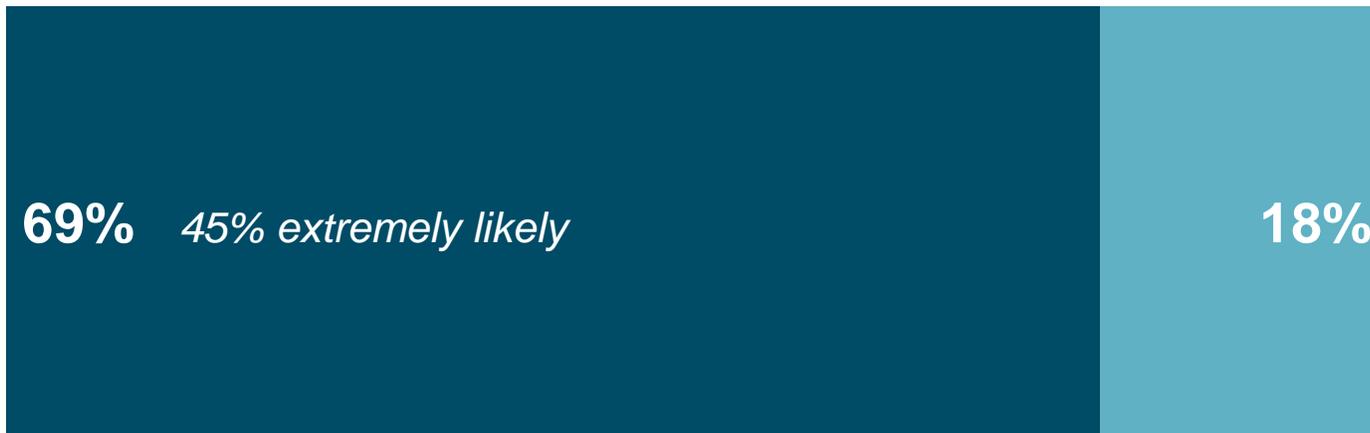
Likely

Not likely

2021

2019

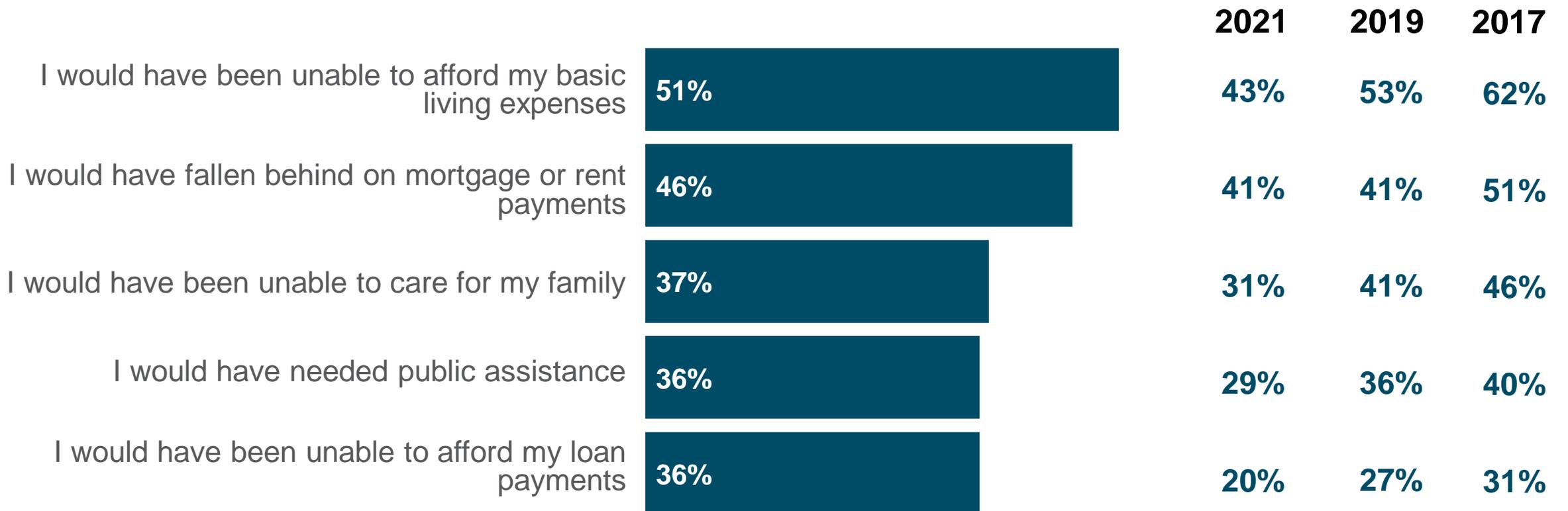
2017



63% | 26% 67% | 20% 69% | 18%

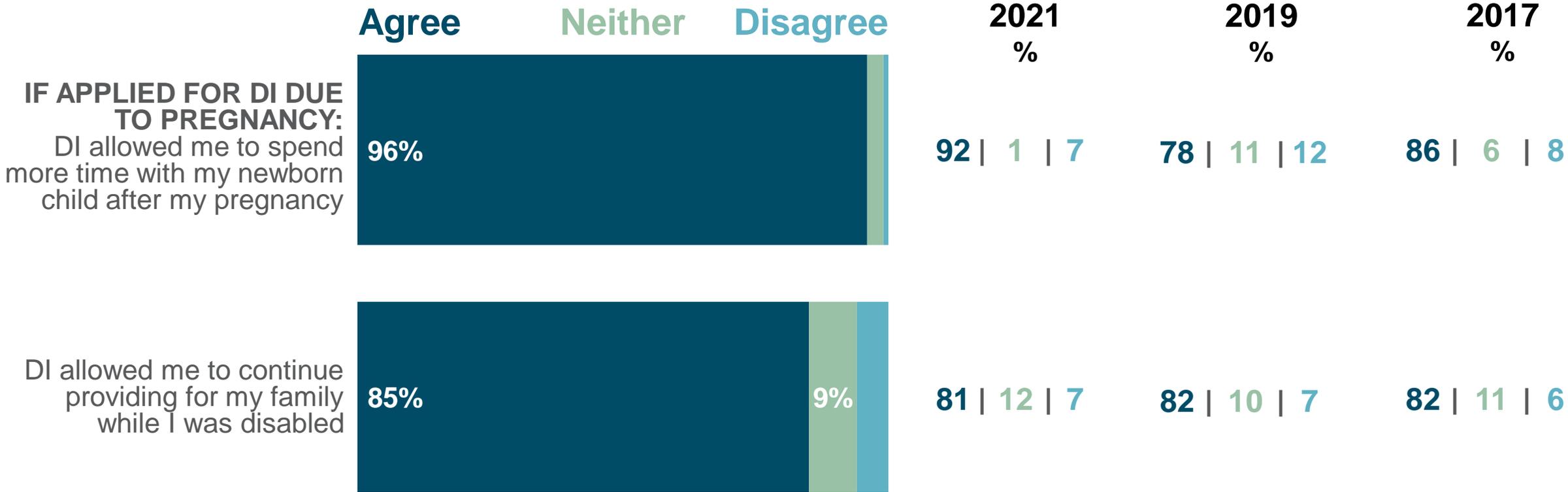
Without disability income insurance payments, many would have been unable to afford basic living expenses or would have fallen behind on their rent or mortgage

Which of the following do you think you would have likely experienced without your DI payments?



More than ever, claimants agree that disability income (DI) insurance coverage has allowed them to spend more time with, and provide for their families

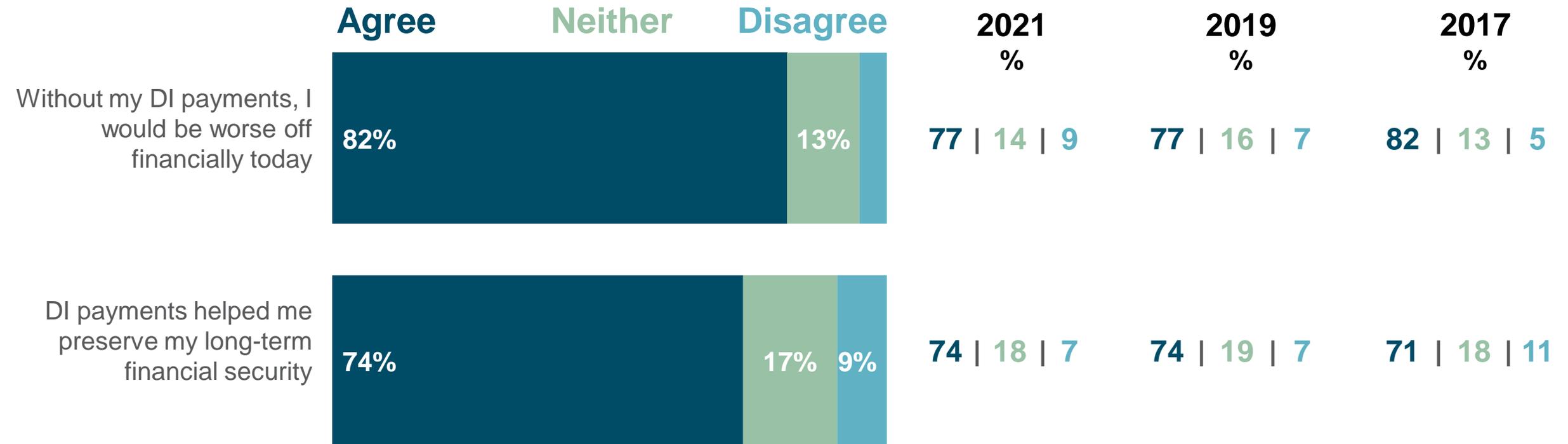
Please indicate whether you agree or disagree with each statement:



How Disability Income Insurance Preserves Long-Term Financial Security

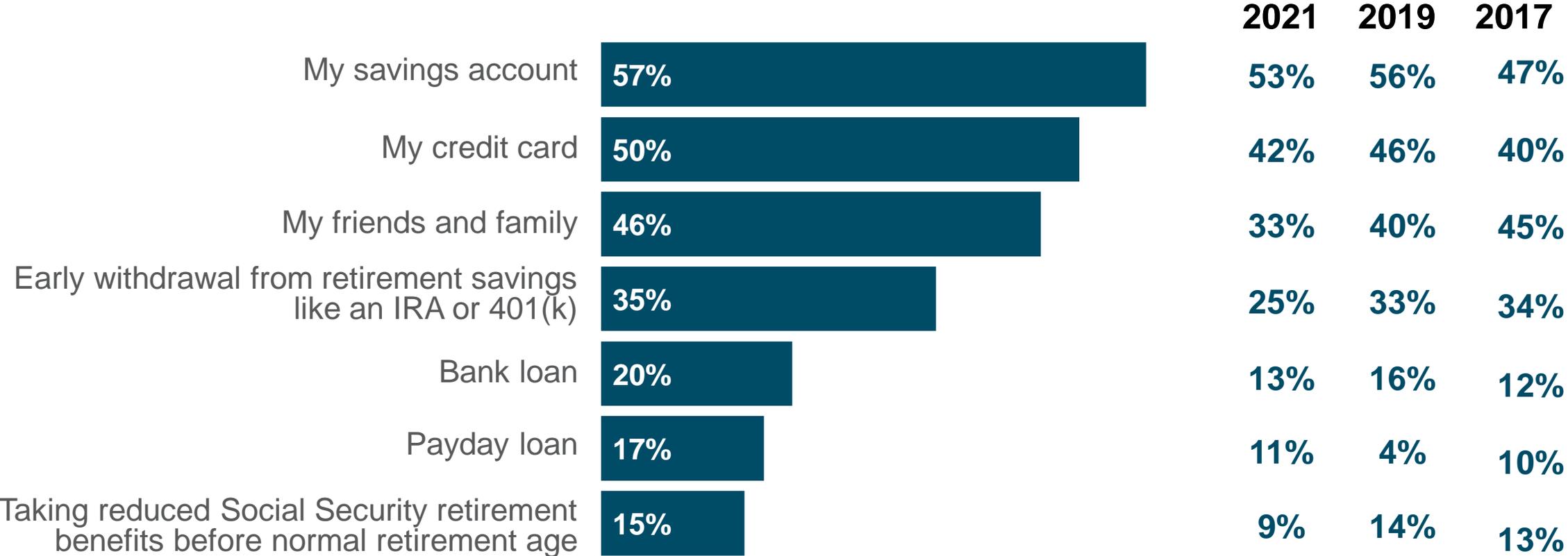
Recipients overwhelmingly agree that disability income (DI) insurance coverage helped preserve their long-term financial security

Please indicate whether you agree or disagree with each statement:



Disability income (DI) insurance ensured that claimants didn't have to make financially damaging choices or rely on friends and family to meet their living expenses

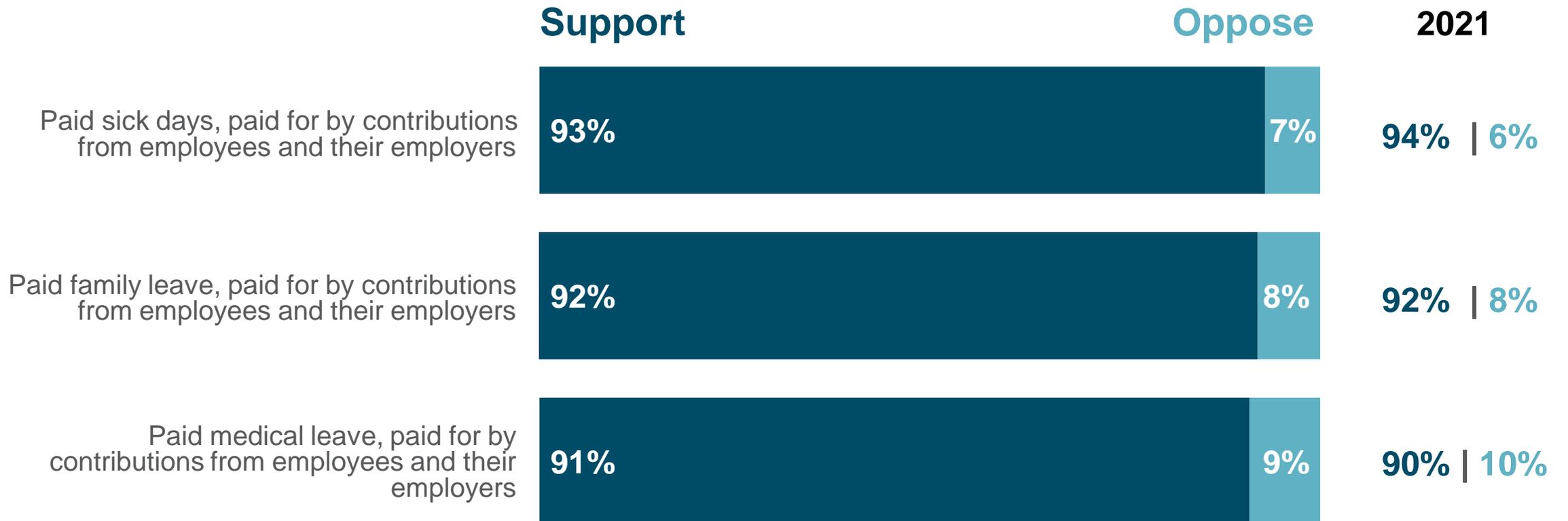
Would you have relied on any of the following to cover your living expenses if you had not been covered?



The Role of Disability Income Insurance Providers in Administering Paid Leave for American Workers

Disability income (DI) insurance claimants continue to support paid leave

Please indicate whether you support or oppose each based on what you know.



Claimants want an active role for disability income (DI) insurers in covering and managing paid leave programs

Please indicate whether you agree or disagree with each of the following.

