



MassMutual Workplace Financial Wellness Study

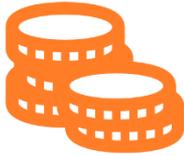
Background & Methodology

- This report presents the results of an online survey conducted by Greenwald & Associates on behalf of MassMutual. The purpose of this study was to learn more about financial wellness issues at the workplace through the eyes of employers.
- This survey represents the second phase of a two-phase study, the first of which was a series of one-on-one interviews with plan sponsors and plan advisors.
- Information for this study was gathered through an approximately 15-minute online survey with a total of 863 plan sponsors with retirement plan assets between \$1 million and \$75 million. All participants must have some decision-making responsibility for either their retirement plan or financial wellness program to participate.
- Respondents for the survey were recruited through OpinionRoute's online panel of B2B respondents. Online interviewing took place from August 21, 2019 through September 3, 2019.
- **Please note:** graphs may not add to 100% due to rounding and/or missing categories. All statistical testing was done at 95% and 99% significance levels. In a similar sized random sample, the maximum margin of sampling error for the total surveyed is 3.3% at the 95% confidence level.

The data represented was gathered by Greenwald & Associates and does not represent the opinion of MassMutual.

Key Findings: Need for Financial Wellness Programs

Plan Sponsors see a large need for financial wellness for their employees and think it's important for employers to offer that support.

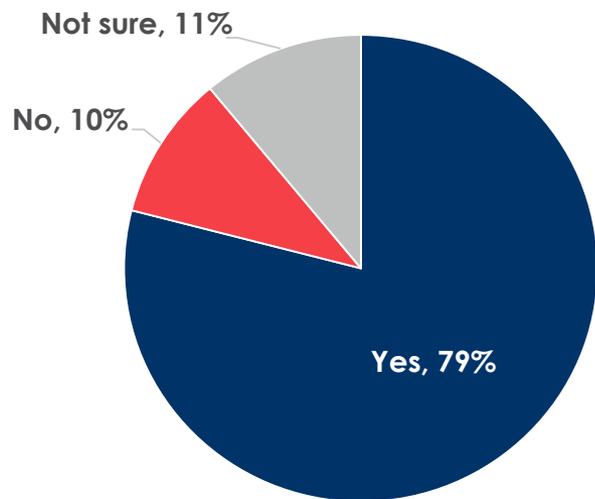


- Eight in ten plan sponsors believe their employees are struggling financially, and often in ways that are not addressed by their current benefits offering.
- Seven in ten believe their employees face financial challenges their current benefits do not address, like cost of living, debt management, lack of ability to save, and child and elder care.
- Plan sponsors are aware of such challenges because they hear their employees talking about them, they see lower retirement plan participation than they would like to see, their employees are taking on second jobs, or taking loans from their retirement plans.
- Nearly six in ten plan sponsors believe their employees are looking to them, their employer, for support.

Eight in ten plan sponsors believe their employees are struggling financially

Just over half think that more than a quarter of their employees are struggling, with that belief being lowest among the companies with the smallest asset category.

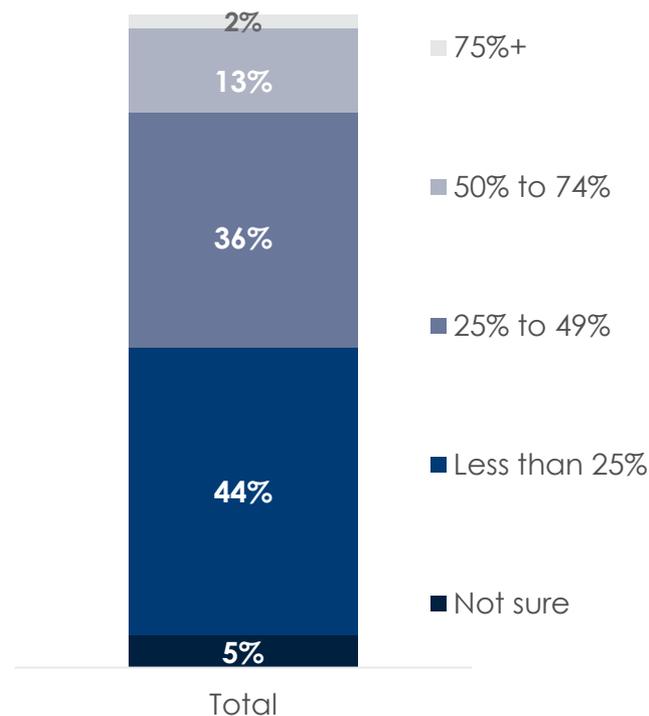
Are Employees Struggling Financially?



Asset Level	% YES
\$1MM-<\$5MM (n=250) (A)	76%
\$5MM-<\$15MM (n=212) (B)	87 ^A
\$15MM-<\$25MM (n=178) (C)	87 ^A
\$25MM-<\$75MM (n=223) (D)	89 ^A

Percent Employees Struggling Financially

(Among those who believe their employees struggle)



Do you think at least some of your employees are struggling financially? Total (n=863)

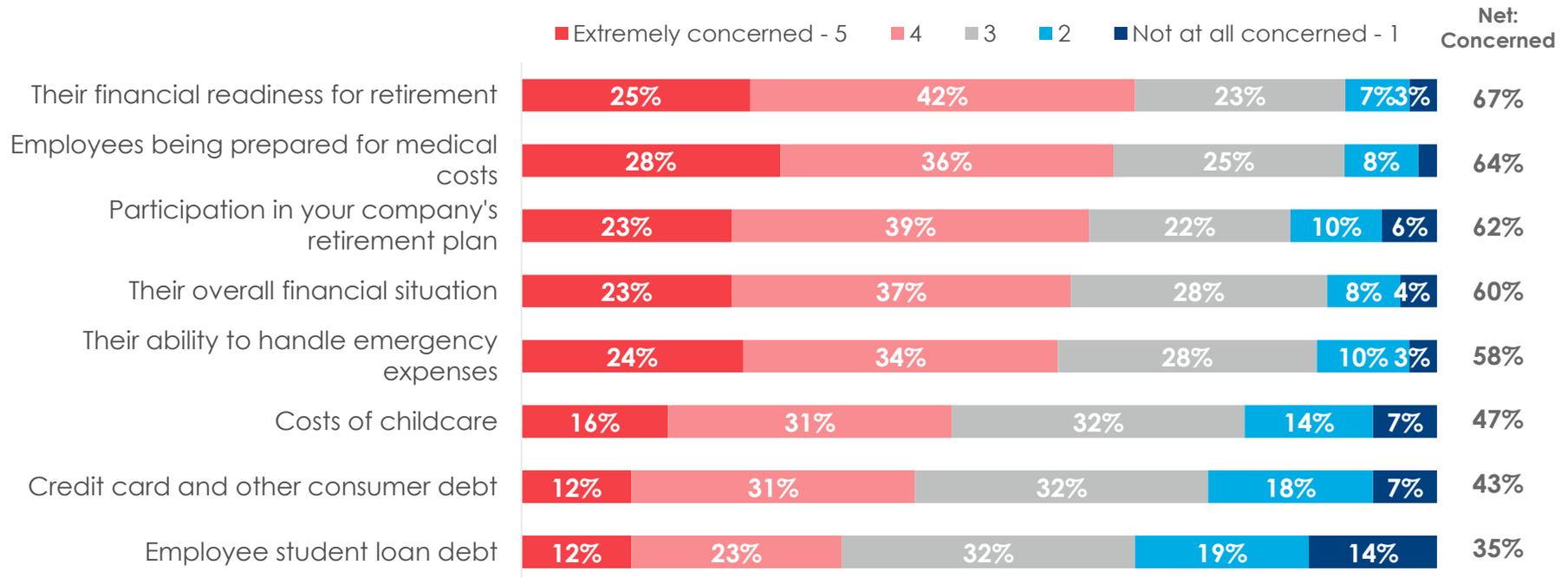
Approximately, what percentage of your employees do you think are struggling? Your best estimate is OK. If think employees struggle financially (n=728)

ABCD indicates result is significantly higher than the group specified at the 95% level of confidence.

Plan sponsors are most concerned about their employees being prepared for retirement and medical costs

Top employer concerns are financial readiness for retirement, preparation for medical costs and participation in retirement plan. Lesser concerns include consumer and student loan debt.

Concern about Employee Financial Struggles



Thinking about the employees who work for your company, how concerned are you about the following? Total (n=863)

Some interesting differences in concerns about employees emerge among subgroups

Plan sponsors with plan assets between \$15MM to <\$25MM are more concerned about some topics than other groups, particularly the \$1MM to <\$5MM asset group.

% Concerned (4/5 on 5 point scale where 5 = Extremely Concerned)	Net: Concern TOTAL (n=863)	\$1MM to <\$5MM (n=250) (A)	\$5MM to <\$15MM (n=212) (B)	\$15MM to <\$25MM (n=178) (C)	\$25MM to <\$75MM (n=223) (D)
Employees being prepared for medical costs	64%	63%	63%	74%^{AB}	67%
Credit card and other consumer debt	43	41	44	54^A	50^A
Employee student loan debt	35	33	39	47^A	47^A

And plan sponsors who have a majority of Millennial employees are more focused on retirement plan participation, childcare costs, and student loan debt than the average company.

% Concerned (4/5 on 5 point scale where 5 = Extremely Concerned)	Net: Concern TOTAL (n=863) (A)	Majority of Employees are Millennials (n=418) (B)
Participation in your company's retirement plan	62%	67%^A
Costs of childcare	47	51^A
Employee student loan debt	35	40^A

Thinking about the employees who work for your company, how concerned are you about the following? Total (n=863)

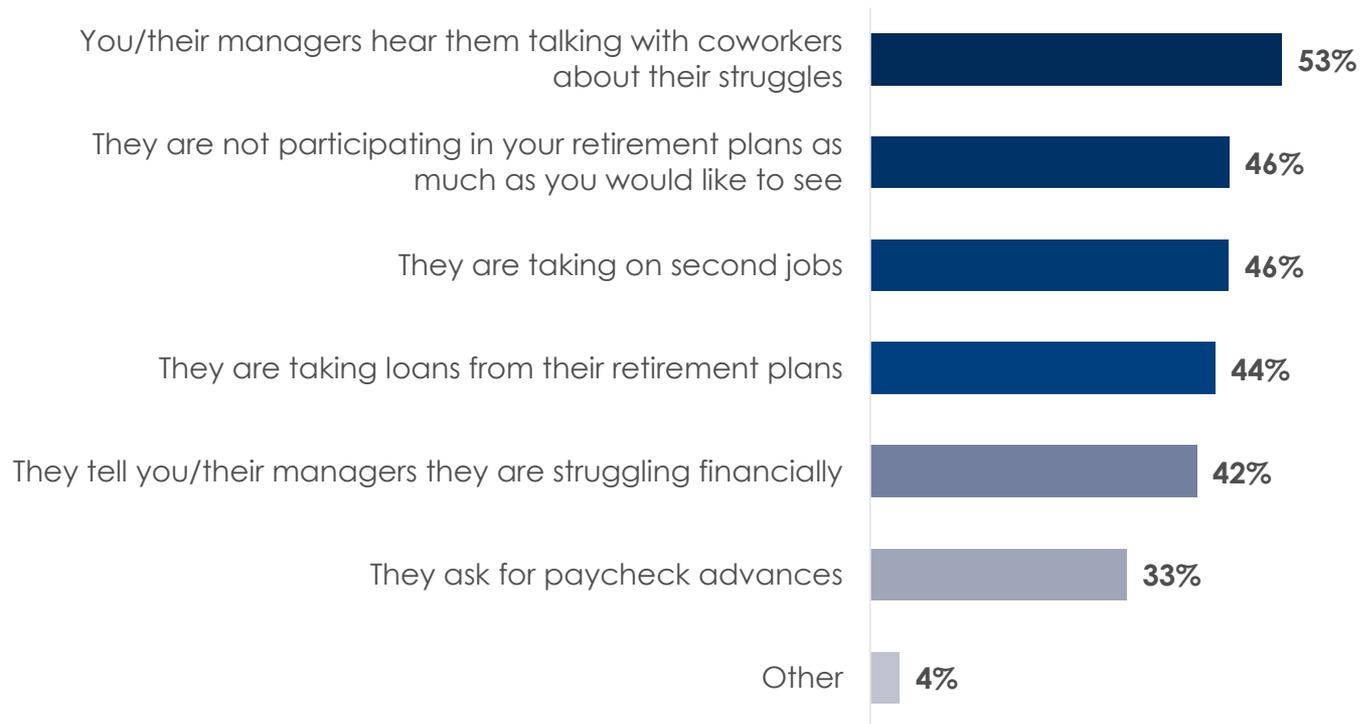
ABCD indicates result is significantly higher than the group specified at the 95% level of confidence or greater.



Among those who believe their employees are struggling, most believe so due to hearing them talk about it, retirement plan participation, or second jobs

Reasons Plan Sponsors Think Employees Struggle Financially

(Among those who believe their employees struggle)



What makes you believe your employees are struggling financially? Select all that apply. If think employees struggle financially (n=728)

Plan sponsors in the largest asset class cite some evidence of employee struggles more than those in the smaller asset groups

Reasons Plan Sponsors Think Employees Struggle Financially

(Among those who believe their employees struggle)

	\$1MM - <\$5MM (n=190) (A)	\$5MM - <\$15MM (n=184) (B)	\$15MM - <\$25MM (n=155) (C)	\$25MM - \$75MM (n=199) (D)
They are not participating in your retirement plans as much as you would like to see	44%	52%	49%	55% ^A
They are taking loans from their retirement plans	42	46	52	58 ^{AB}
They tell you/their managers they are struggling financially	42	38	46	49 ^B

What makes you believe your employees are struggling financially? *Select all that apply.* If think employees struggle financially (n=728)
 ABCD indicates result is significantly higher than the group specified at the 95% level of confidence.

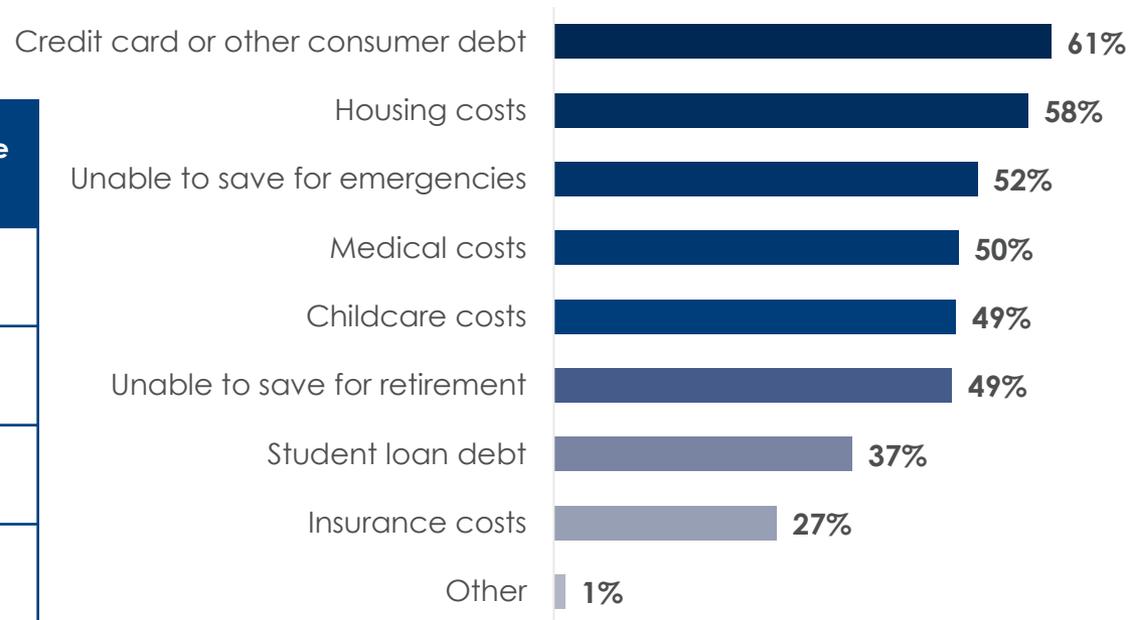
Credit card and other consumer debt, housing costs, inability to save are the top ways plan sponsors think their employees are struggling

Plan sponsors with assets in the \$15MM to less than \$25MM range are most likely to say they think their employees are struggling with childcare costs.

Ways Plan Sponsors See Employees Struggle Financially*

(Among those who believe their employees struggle)

Asset Level	% Childcare Costs
\$1MM-<\$5MM (n=190) (A)	48%
\$5MM-<\$15MM (n=184) (B)	51
\$15MM-<\$25MM (n=155) (C)	59 ^A
\$25MM-<\$75MM (n=199) (D)	49



In what way(s) are your employees struggling financially? *Select all that apply.* If think employees struggle financially (n=728)

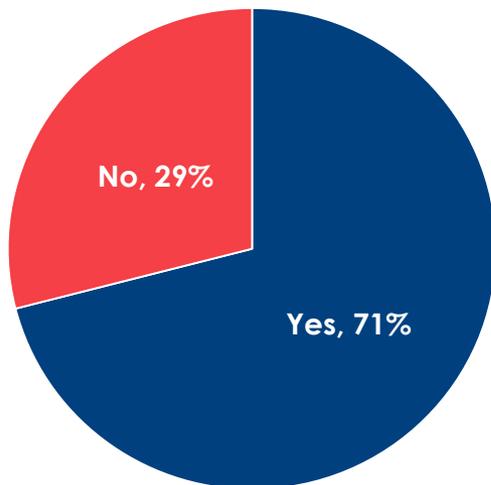
*Not sure responses not included.

ABCD indicates result is significantly higher than the group specified at the 95% level of confidence.

Seven in ten plan sponsors believe their employees face issues not addressed by their current benefits offering

The top unaddressed concern is overall financial stability/cost of living, followed by debt and difficulty saving.

Do Employees Face Financial Issues Not Addressed by Current Benefit Offerings?



Unaddressed Issues Employees Face*

(Among those who believe their employees face unaddressed issues)

28%	Cost of living/Housing/Financial stability/paycheck to paycheck
17%	Debt
16%	Not saving/planning for retirement or emergencies
15%	Child/Elder Care
11%	Medical issues/costs
10%	Budgeting/Managing Money/Spending
10%	Student loans
6%	Family problems/stress/mental health
5%	Low wages/Not enough pay
4%	Lack of insurance/benefits cost
1%	World/Political challenges
1%	Commute
12%	Other

Do you believe your employees face financial issues and stressors that are not addressed by your current benefits offerings? Total (n=863)

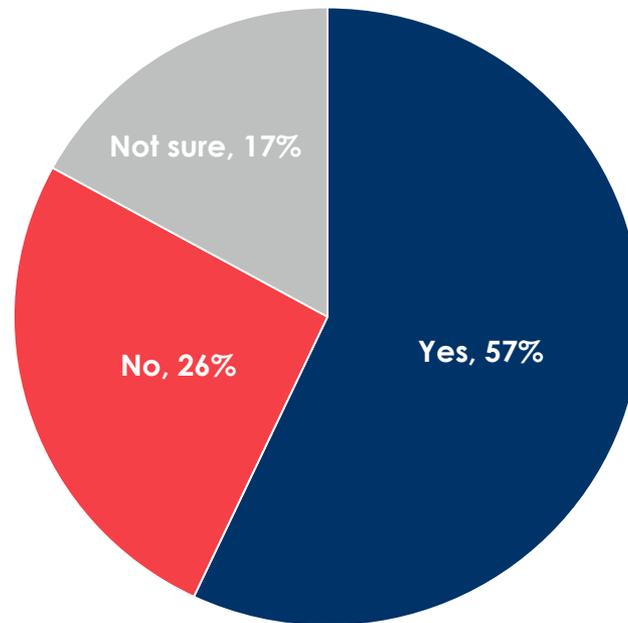
What issues do they face? If think employees face unaddressed issues (n=614)

*Nothing, Don't know, and Refused responses not included.

Nearly six in ten plan sponsors believe employees look to their employers for support to manage their finances

Plan Sponsors in the largest asset class are more likely than those in the smallest to agree employees are looking to their employers for help.

Do Employees Look to Employer for Financial Wellness?



Asset Level	% YES
\$1MM-<\$5MM (n=250) (A)	56%
\$5MM-<\$15MM (n=212) (B)	58
\$15MM-<\$25MM (n=178) (C)	63
\$25MM-<\$75MM (n=223) (D)	65 ^A

Are your employees looking to you, the employer, for support or education to help manager their finances? Total (n=863)
ABCD indicates result is significantly higher than the group specified at the 95% level of confidence.



Profile of Respondents

Profile of Respondents

	Total (n=863)
Type of Company	
A for-profit company	88%
A not-for-profit organization	12
Number of Benefits-Eligible Employees	
Less than 10 employees	3%
10 to 24 employees	11
25 to 49 employees	9
50 to 99 employees	13
100 to 149 employees	11
150 to 199 employees	8
200 to 249 employees	5
250 to 999 employees	23
1,000 to 2,499 employees	10
2,500 to 4,999 employees	4
5,000 or more employees	4
Age Bracket of Employees	
Under 40 (Millennials)	54%
40 to 54 (Gen X)	42
55+ (Baby Boomers)	5

	Total (n=863)
Benefits Offered (% Yes)	
Retirement plan	100%
Health insurance	96
Life insurance	81
Defined Benefit plan	47
Other Benefits Offered	
Dental insurance	85%
Vision insurance	81
Short-term disability insurance	60
Long-term disability insurance	58
Wellness programs	46
Accident insurance	43
An EAP (Employee Assistance Program)	38
Critical illness insurance	27
Retiree health insurance	21
Long-term care insurance	18
Cancer insurance	15

Profile of Respondents

	Total (n=863)		Total (n=863)
Retirement Plan Assets		Industry	
\$1MM to <\$5MM	75%	Professional and Business Services	19%
\$5MM to <\$15MM	11	Health Care/Social Assistance	13
\$15MM to <\$25MM	10	Construction	12
\$25MM to <\$5MM	4	Manufacturing	11
Years Retirement Plan Existed		Financial	11
1 to 4 years	28%	Information	7
5 to 9 years	37	Leisure/Hospitality	5
10 years or longer	35	Educational Services	3
Work with Plan Advisor		Trade, Transportation & Utilities	3
Yes	87%	Agriculture/Natural Resources/Mining	<0.5
No	13	Other	15
Type of Plan Advisor (if work with a plan advisor) (n=763)			
A financial advisor or planner	38%		
Benefits broker or consultant	22		
A retirement plan advisor	19		
An investment advisor or stock broker	12		
A TPA or third party administrator	9		
Some other type of financial professional	<0.5		

Profile of Respondents

	Total (n=863)
Role in Company	
Leadership: Owner, CEO, President, etc.	29%
Operations: COO, Managing Director, VP, etc.	19
Finance/Treasury: CFO, VP, Director, Manager, Specialist, etc.	10
Human Resources/Benefits: VP, Director, Manager, Specialist, etc.	42
Administrative: Office Manager, Assistant, etc.	--
Retirement Plan Decision-Maker	
You are a final decision-maker or make recommendations	62%
You have a lot of influence	35
Moderate to no influence	2
Financial Wellness Program Decision-Maker	
You are a final decision-maker or make recommendations	60%
You have a lot of influence	36
Moderate to no influence	3

