

The Critical Role Of Disability Income Insurance In The Lives of Working Americans

July 2021

Methodology

- Global Strategy Group (GSG), on behalf of AHIP, conducted an online survey among 504 disability income (DI) insurance claimants who received income payments within the last 10 years.
- GSG fielded the survey from April 29th – May 5th, 2021. Respondents broke out as follows:
 - 363 received benefits from short-term DI insurance offered through an employer
 - 220 received benefits from long-term DI insurance offered through an employer
 - 209 received benefits from long-term DI insurance purchased on their own
- 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 has increased over the years.
- 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 and provided them with short-term financial security. It even ensured they could take care of others.
- The majority of DI insurance claimants believe that the COVID-19 pandemic has reinforced and increased their appreciation of their coverage.
- DI insurance safeguarded claimants' financial stability and ensured they would not have to take damaging financial measures to stay afloat.
- DI insurance claimants support the establishment of paid leave programs and want to see private DI insurers play an active role in its administration.

The Highly Rated Disability Income Insurance Experience

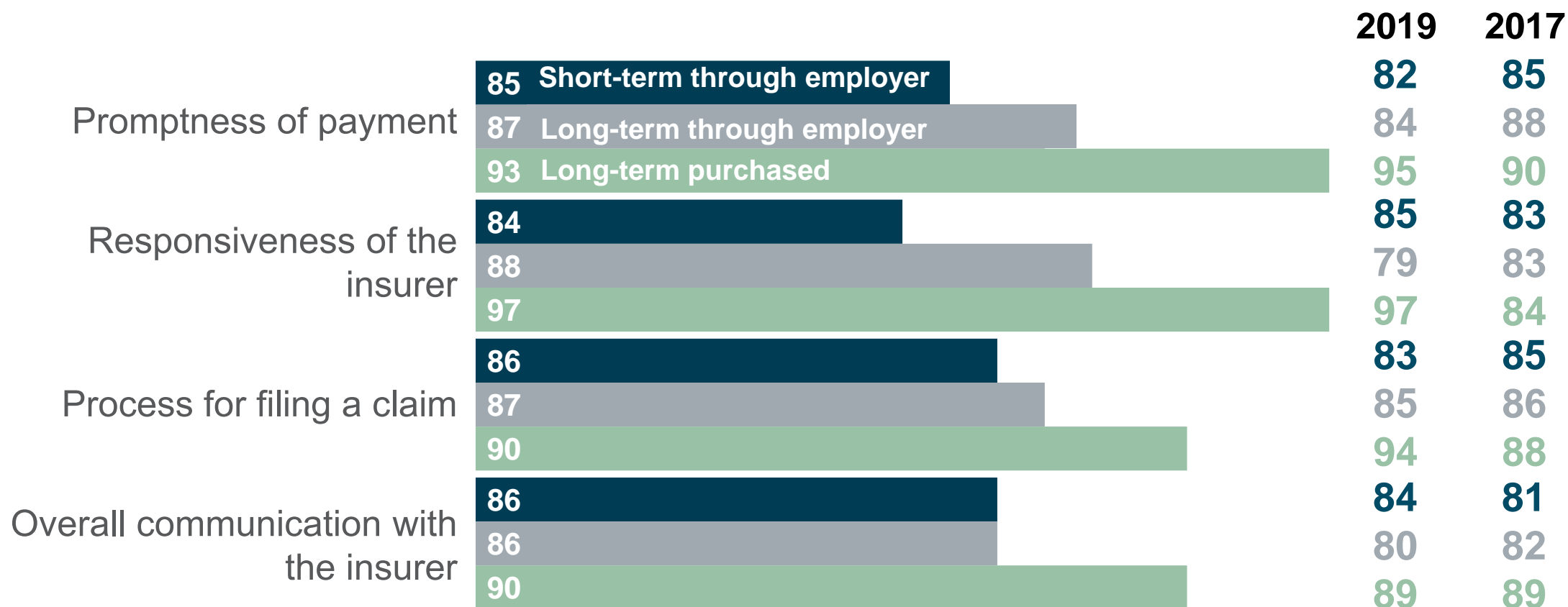
Satisfaction has increased, with self-purchased long-term disability income (DI) plans performing the best

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



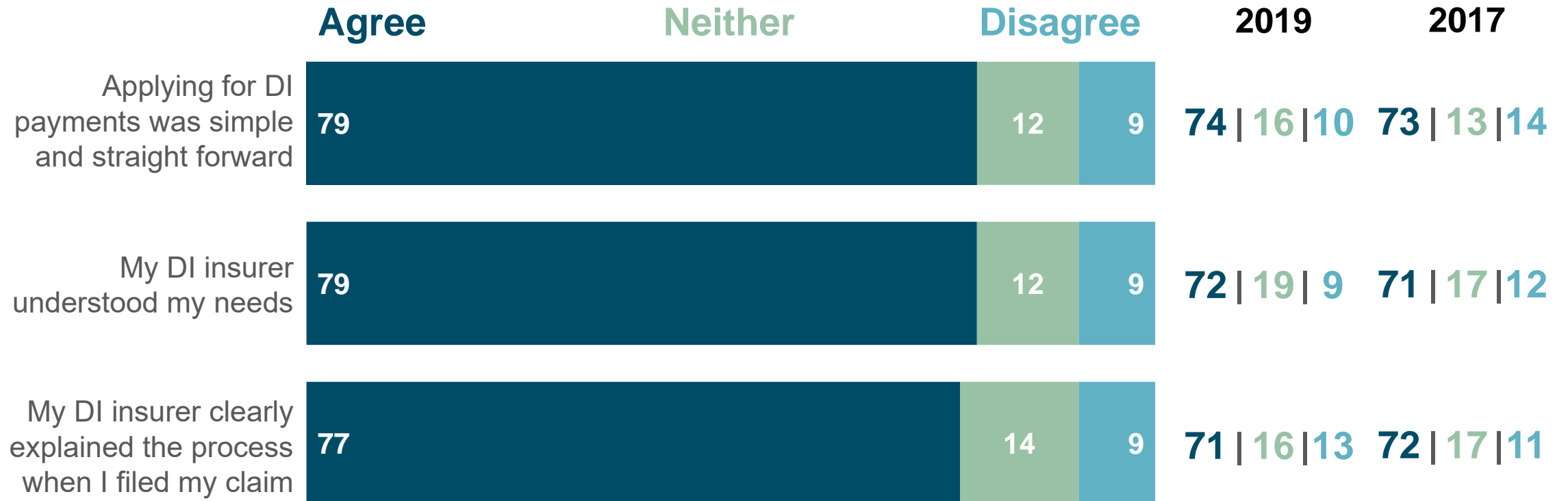
Claimants' high satisfaction extends to the specifics of their interactions with their insurer

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



Claimants are more likely to say their insurer made the claims process clear

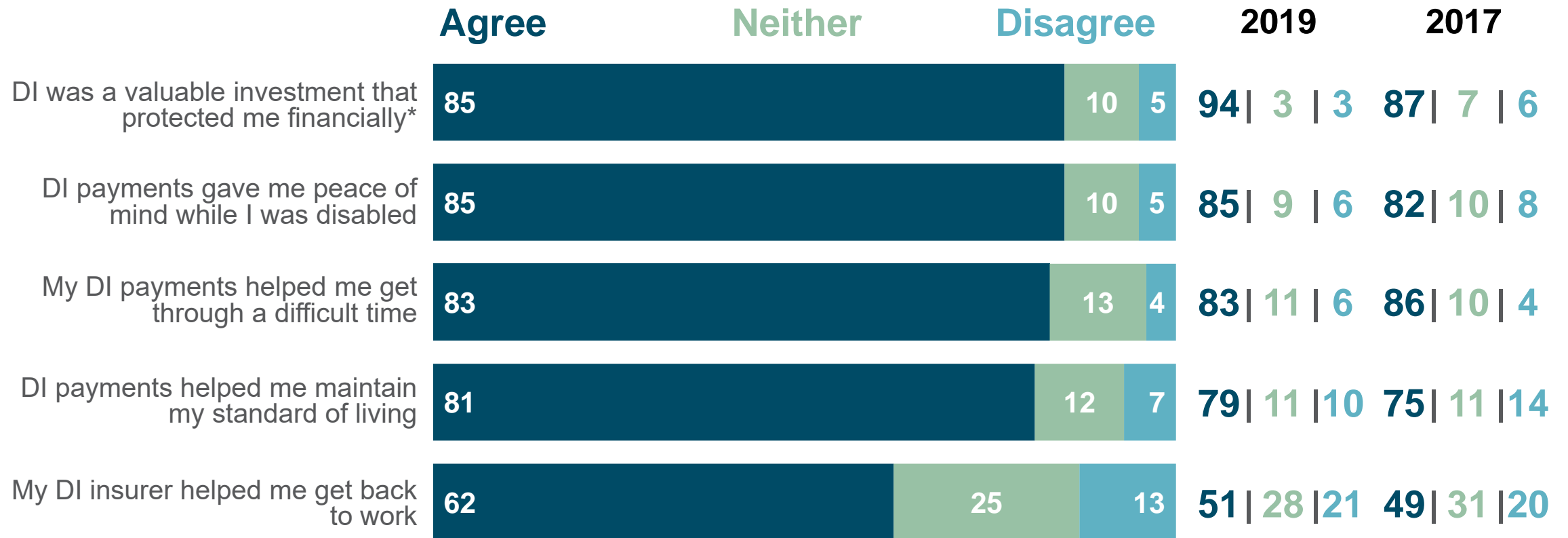
Please indicate whether you agree or disagree with each statement:



How Disability Income Insurance Safeguards Against Short-Term Shocks

Disability income (DI) insurance claimants value the financial protection it provides as well as its help in returning to the workforce

Please indicate whether you agree or disagree with each statement:



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

Most say that without their disability income insurance, they would have experienced financial hardship

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

Likely

Not likely

2019

2017

75 42% extremely likely

25 25

81 | 19

83 | 17

Disability income (DI) insurance coverage allowed claimants to take care of family

Please indicate whether you agree or disagree with each statement:



How Disability Income Insurance Preserves Long-Term Financial Security

Disability income (DI) insurance coverage helped preserve recipients' long-term financial security

Please indicate whether you agree or disagree with each statement:



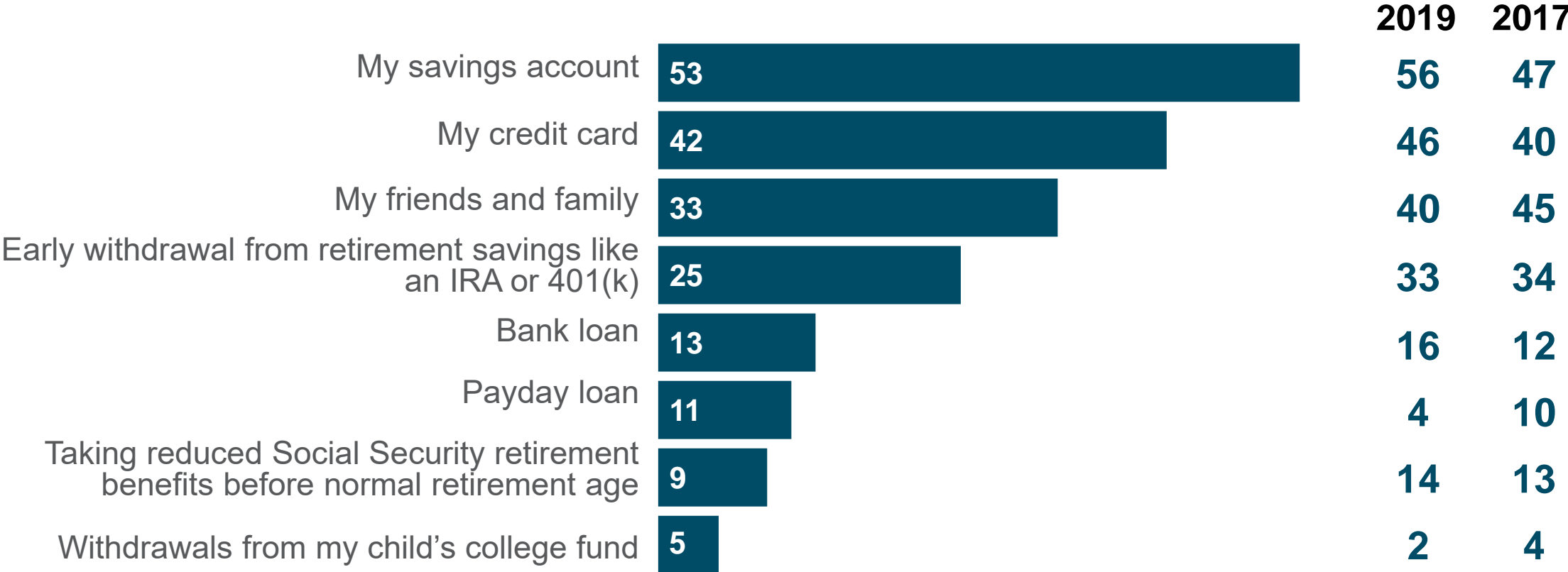
In particular, the COVID-19 pandemic has increased how much claimants value their coverage

Please indicate whether you agree or disagree with each statement:



Disability income insurance ensured that claimants didn't have to take financially damaging measures just to meet their living expenses

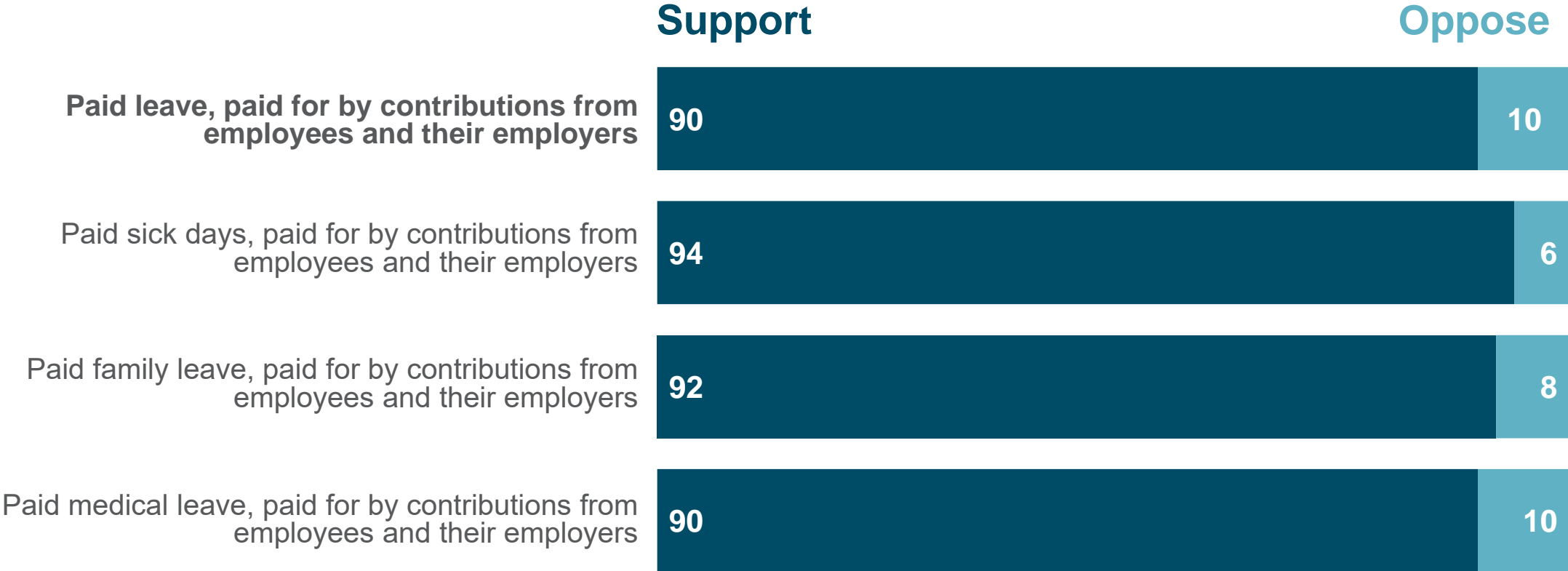
Would you have relied on any of the following to cover your living expenses if you had not been covered?



The Role of Disability Income Insurance In Enhancing Paid Leave For Working Americans

Disability income insurance claimants 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 administering paid leave programs

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

