



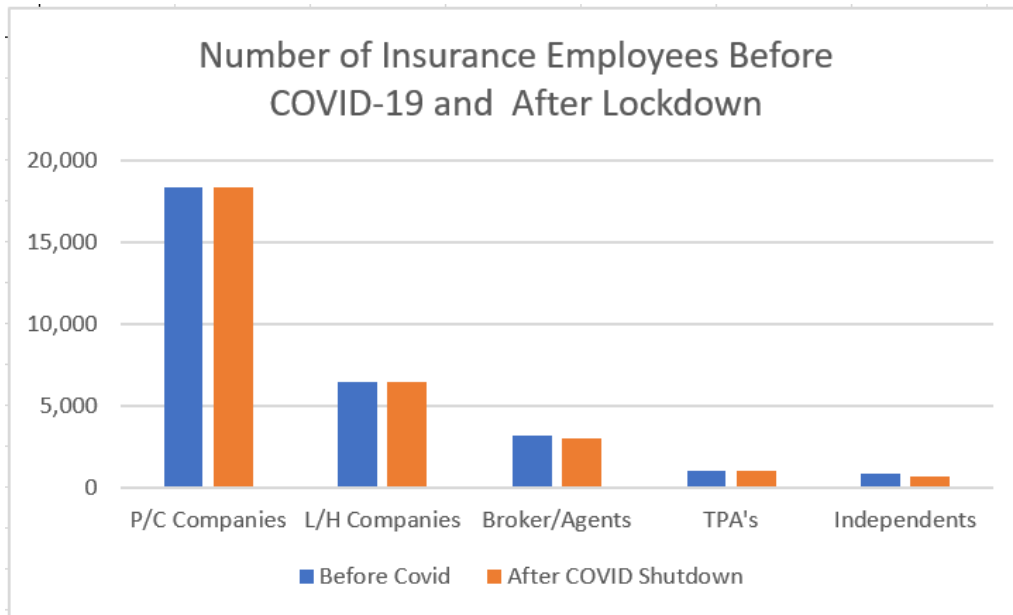
Insurance Industry Employers Hiring During COVID-19 Survey Results

(April 29, 2020)

Great Insurance Jobs surveyed insurance employers to find out how COVID-19 is affecting current hiring trends as well as asked them to voice their concerns once the virus is gone. Thirty-four insurance companies participated, and the results revealed COVID-19 is causing uncertainty in a stable industry that before COVID-19 had an unemployment rate of 1.6% (Feb/2020 BLS). We asked insurance talent acquisition leaders and human resource professionals to let us know how COVID-19 affected their current workforce with questions from current hiring needs to work at home policies. We also asked everyone their current frustrations as well as what will keep them up at night when COVID-19 passes.

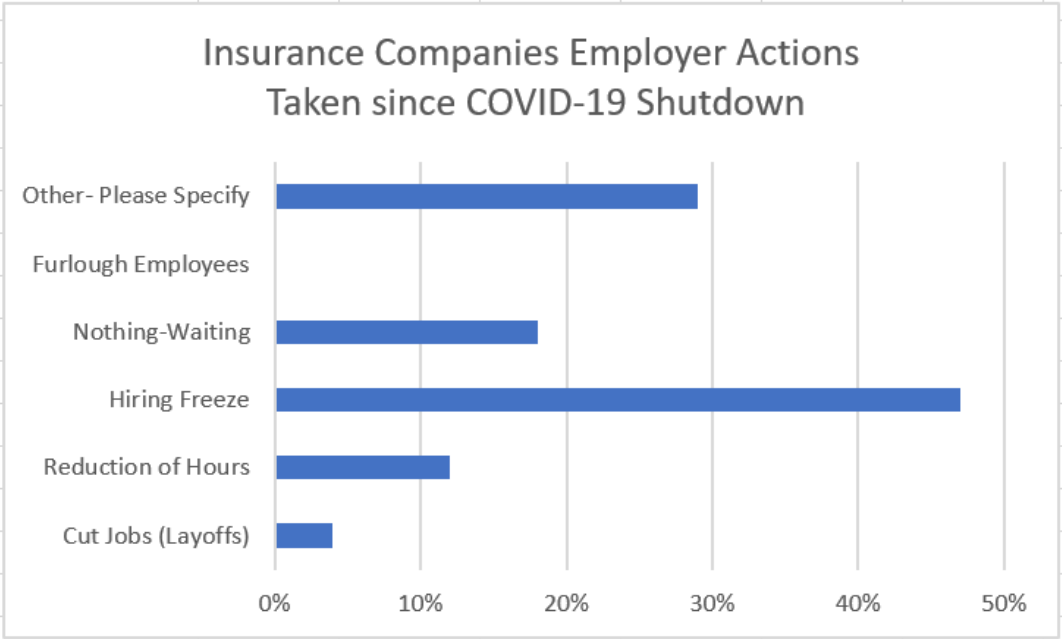
Survey Data: 34 Companies (17 P&C Companies, 8 Broker Agents, 2 Life & Health, 4 Independent Adjusting Firms, 2 Third Party Administrators)

1. How many employees did you have pre COVID-19 vs. now?



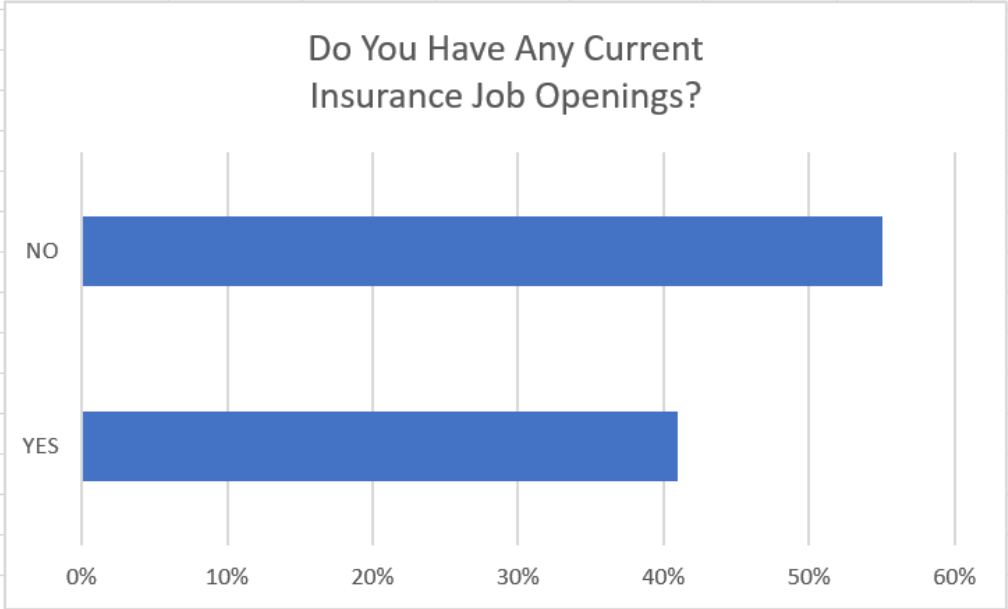
Except for Brokers and Agents (-242 employees), the insurance industry has seen very few layoffs due to COVID-19. It appears most insurance companies have a wait and see approach and will make business decisions once COVID-19 passes.

2. What employee actions have you taken since the onset of COVID-19?



Almost 50% of the surveyed companies went on a hiring freeze. What did not happen was massive layoffs or furloughs. Pre-COVID-19, insurance employers were struggling to find talent, and it appears they want to do anything to keep people in the short term.

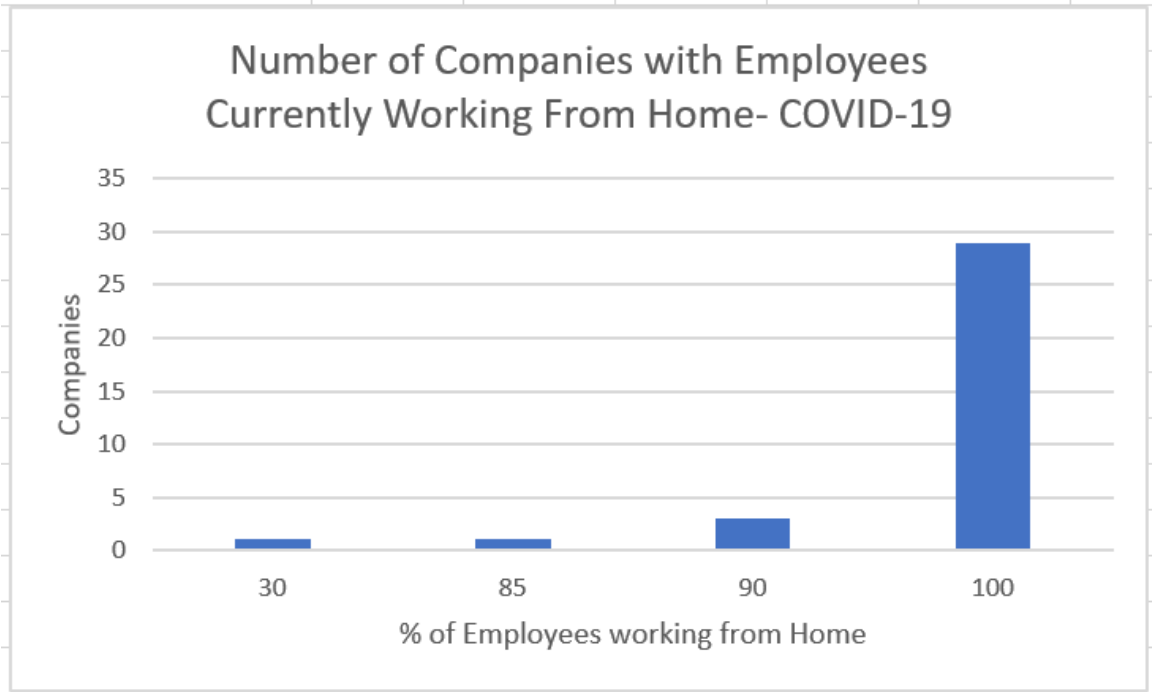
3. Do you have any current insurance job openings?



Insurance companies are hiring at a much slower rate during COVID-19 (41%). 91% of insurance employers stated they were hiring in February’s 2020 GIJ Employment Survey as a comparison. Companies hiring are looking for customer service specialists (P&C and L&H), producers, CSR’s, producers, underwriters, IT and account managers. (*GreatInsuranceJobs.com COVID-19 Virtual*

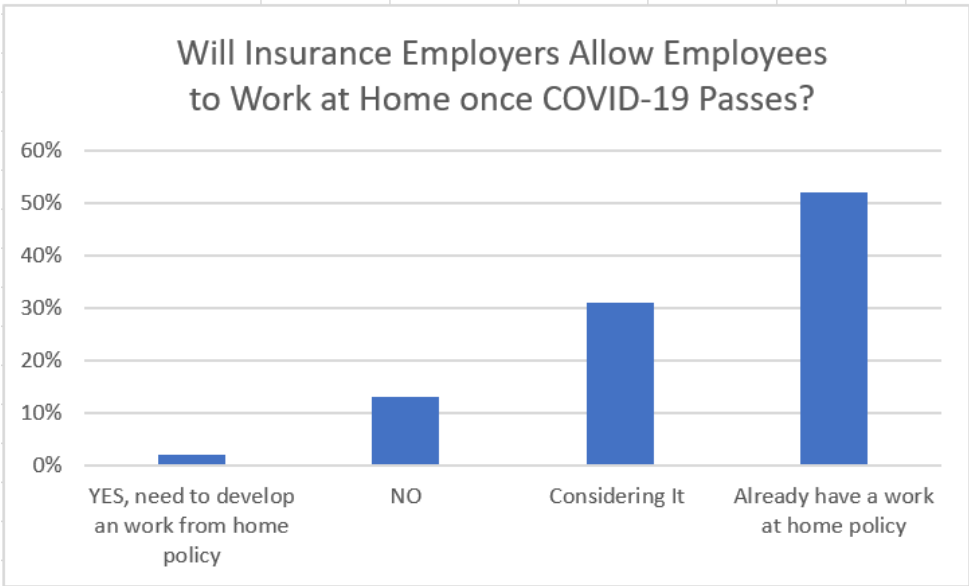
Hiring Job Fair for insurance employers hiring during COVID-19 has over 50 companies and 2,000 jobs and can be accessed here: GreatInsuranceJobs.com/jobfair)

4. What percentage of your workforce is working from home?



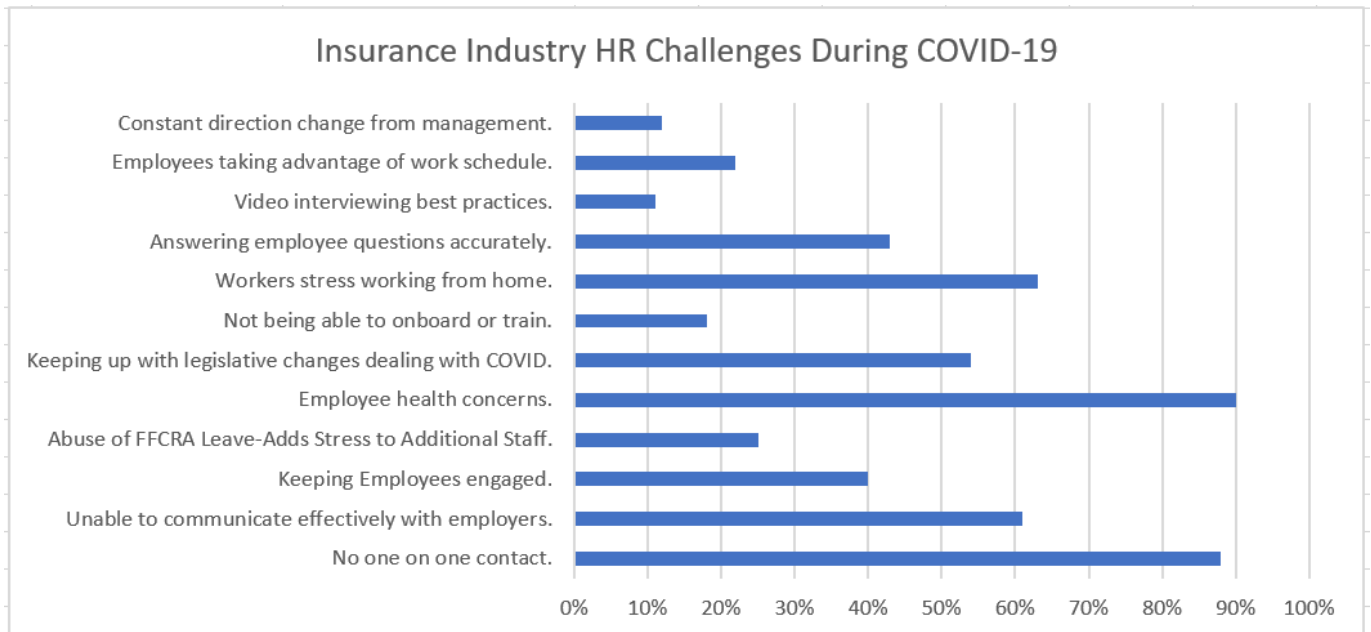
This chart sums up COVID-19 for most companies in all industries in the United States. Most sectors within the insurance sectors are deemed “non-essential” so most of the workforce is working from home.

5. After COVID-19 passes, will you allow employees to work from home?



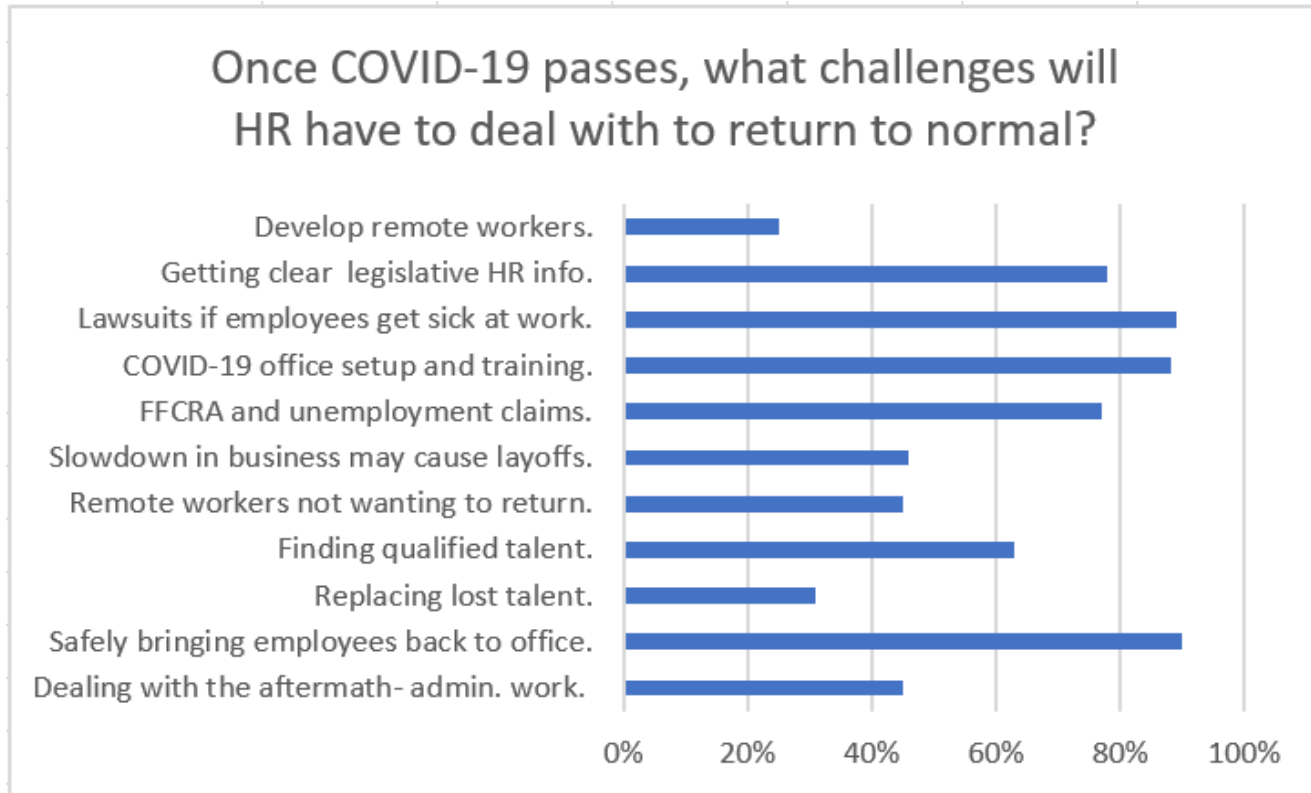
Over 30% of surveyed insurance employers are already thinking about letting employees work from home. COVID-19 may be known as the event that forced employers to trial remote workers. The next step for these employers to analyze the productivity of their staff to see if remote workers will add the same value as they would working onsite.

6. As a human resource professional/talent acquisition manager, what are some of the frustrations and situations that are challenging you when managing your workforce during COVID-19?



HR professionals and talent acquisition managers are working overtime during the COVID-19 outbreak. The data on this chart represents a common theme of all 34 insurance companies who participated in this survey. Employers want to make sure their staff is healthy, safe, and at the same time, productive. However, the main frustration is having to manage their teams virtually. Keeping employees engaged, answering their questions (especially about their livelihoods if the virus lingers), and daily management of their days in an unknown business climate is a challenge. Insurance employers are also having a hard time keeping up the changing regulations COVID-19 is causing that directly affects their workforce.

7. COVID-19 passes, what challenges will human resource professionals have to deal with to return to normal? (What keeps them up at night?)



Human resource and talent professionals working in the insurance industry are being asked to handle a lot of employee issues that just a few weeks ago were not part of the job description.

From our surveyed companies, 90% are thinking about the safety of their employees once they get back into the office and trying to forecast any repercussions if they do not do it correctly. This is an issue for all companies, and until there is a comfort level of internal safety, COVID-19 will continue to shake up business as usual.

The silver lining in COVID-19 may be in talent acquisition and the remote worker. With over thirty percent of the companies thinking about a remote workforce policy, this could help fill some of the hard to fill positions which hires can come from other states without anyone having to move.

Overall, unlike so many industries deemed non-essential and are entirely closing down, the insurance industry once again shows its stability in the worst event in over 100 years. We like to thank everyone who participated in this survey and give a huge thank you to all the human resource and talent professionals. Your perseverance and guidance do not go unnoticed, and it is why the insurance industry will return to normal well before many other industries.

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