



# The New Social Contract: Age-Friendly Employers

Aegon Retirement Readiness Survey 2020

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**Note:** Percentages are shown to zero decimal places. Rounding percentages to the nearest whole number may result in slight differences; for example, the percentages in some charts summing to slightly under or slightly over 100 percent.

# Foreword

In recent decades, the world has witnessed changes in the way people live, work, and retire. Increases in longevity and advances in medical science are enabling people to stay active and contribute to society longer than previous generations. Many people are now planning to work beyond traditional retirement age for both personal and financial reasons. At the same time, the concept of a “job for life” is becoming outdated and workers need greater flexibility. An individual’s ability to successfully work toward, financially prepare for, and transition to retirement is largely dependent on the support they receive from employers.

For years, retirement systems around the world have been undergoing severe financial strain, which has led to the transition from employer-sponsored defined benefit to defined contribution retirement plans and a call for reforms to government pensions. Individuals have become increasingly expected to self-fund a greater portion of their retirement income and many are not fully equipped to do so. Now, the COVID-19 pandemic and economic downturn have exacerbated this already tenuous situation.

Although its long-term impacts are yet to become clear, the pandemic has widely exposed the fragility of retirement systems and an opportunity for social partners to work together for the greater good and solve pressing problems. The world’s response to the pandemic has shown that, as people, we are dependent on each other and that our economic, health, and social security systems are interdependent.

**The New Social Contract: Age-Friendly Employers** explores the vital role of employers in helping workers successfully navigate their working lives and prepare for retirement, a role that has become even more crucial and precarious amid the pandemic. This report examines employer-sponsored retirement and other welfare benefits, flexible work arrangements, and workplace wellness programs. It discusses best practices and provides actionable recommendations for empowering workers. Indeed, while employers are a critical catalyst, they must be supported by public policy and individuals must engage in the programs offered. As the pandemic continues, it will test our strength and solidarity. We must remain steadfast in our resolve for positive change.



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# Introduction and executive summary

Long before the COVID-19 pandemic, retirement systems around the world had been undergoing severe financial strain as a result of increases in longevity, population aging, and the prolonged, low-interest-rate environment. Government benefits, such as social security, have been facing severe funding shortages and reforms are imminently needed. Traditional pension plans offered by employers have been replaced with employee-funded defined contribution plans, which may or may not be supplemented by employer contributions. As a result, individuals have become increasingly expected to self-fund a greater portion of their retirement income, but relatively few are equipped to do so. Consequently, the long-standing social contract has been crumbling.

Amid the COVID-19 pandemic, countries are now navigating the greatest public health crisis in more than a century, a crisis that has brought about a major economic downturn, steep declines in financial markets, business closures, and widespread unemployment. Now, more than ever before, a new social contract for retirement is urgently needed.

In 2018, in collaboration with nonprofits Instituto de Longevidade Mongeral Aegon and Transamerica Center for Retirement Studies, Aegon Center for Longevity and Retirement (ACLR) set forth a call to action in its report, [The New Social Contract: A Blueprint for Retirement in the 21st Century](#), which is based on solidarity and the premise that all individuals should have the ability to retire with dignity. In this report, ACLR calls for a collaboration among policymakers, industry, employers, nonprofits, and academics to modernize retirement systems in a way that is sustainable and adaptable for the future. The ACLR proposal comprises nine essential design features ranging from ensuring the sustainability of social security benefits to lifelong learning, longer working lives, and flexible retirement.

In 2020, **The New Social Contract: Age-Friendly Employers** is the fourth report in the series. It explores the evolving nature of the employer-employee relationship and it examines the vital role of employers in helping their employees achieve a financially secure retirement. It delves into topics such as offering of employee benefits including retirement benefits, creating an age-friendly culture in which employees of all ages have the ability to succeed, and promoting health and wellness in the workplace.

As a result of the pandemic, many employers are struggling to maintain their profitability and facing difficult decisions that may involve reductions in staffing, compensation, and/or benefits. Especially in these difficult times, it is important for employers to remember that they can help their employees in many ways — and that every little bit matters and can make a big difference in their lives.

## The 2020 Survey

The findings in this report are based on a survey of 14,400 workers and 1,600 retired people surveyed across 15 countries: Australia, Brazil, Canada, China, France, Germany, Hungary, India, Japan, the Netherlands, Poland, Spain, Turkey, the United Kingdom, and the United States. The survey was conducted online between January 28 and February 24, 2020. More information about the scope and methodology can be found in Appendix 1 or at: [aegon.com/thecenter](https://aegon.com/thecenter).

## Executive Summary

### Part 1. The changing retirement landscape

Faced with the impact of the COVID-19 pandemic and a stagnation in retirement readiness globally, the need for a new social contract among governments, employers, and individuals is more apparent than ever. Employers play a critical role in helping workers prepare for retirement; their influence extends beyond offering retirement plans and financial benefits, and includes skills development, education, and well-being.

- Retirement preparedness, as measured by the Aegon Retirement Readiness Index (ARRI), has plateaued. In 2020, the ARRI remains at six on a scale of 0 to 10, representing the lowest end of a medium score<sup>1</sup>.
- Workers expect 24 percent of their retirement income to come from employers through workplace retirement plans.

### Part 2. The changing world of work

The way people work today is being disrupted by the pandemic and megatrends in the global economy, such as advances in digital technology and aging demographics, as well as changes in family life and working patterns. The concept of a “job for life” is becoming a thing of the past, thereby increasing the need for more portability of employment and retirement benefits. In this changing world, if employers want to retain the best talent, they must support their employees in achieving their life goals. There is also a need for employers to create age-friendly workplaces that support employees throughout all life stages, and in particular those who may wish to extend their working lives beyond retirement age.

- Almost three in five workers (58 percent) “somewhat” or “strongly” agree that a “job for life” is becoming a thing of the past.
- Only 34 percent of workers envision immediately stopping work and entering retirement. Yet, one in three workers (33 percent) feel that their employer is not doing anything to facilitate a multigenerational workplace, which could help them continue working later in life.

### Part 3. Employment benefits that help workers prepare for retirement

The relationship between many workers and their employers goes beyond a paycheck. Many workers rely on their employers for benefits, such as medical insurance, life insurance, and retirement savings plans, that help protect them and their families. Employers can help workers save for retirement by offering a retirement savings plan, and providing information and guidance that allows them to plan for retirement.

- Encouragingly, over half (52 percent) of workers globally are offered a retirement plan with or without employer contributions.
- Forty-one percent of workers have been prompted to save for retirement by the actions of their employer, or an event related to their job or career.
- When asked about being automatically enrolled by their employer into a workplace plan that contributes a percentage of their paycheck via payroll deduction, the majority of workers (65 percent) found the idea appealing.
- Currently, 36 percent of workers say their employers or their retirement plan providers do not offer services that can help them prepare for retirement.

### Part 4. Planning and advice

Preparing for retirement is complex and depends on many factors such as earning power, retirement aspirations, and whether an individual is in the “accumulation” (working age) or “decumulation” stage (retirement age) of their life. As trusted partners, employers can play a role in providing guidance, support, and advice to their employees.

- Sixty-two percent of workers who receive financial advice as an employee benefit have well-developed personal retirement plans and 57 percent feel that they are saving enough for their retirement.
- Workers expect to need 67 percent (mean) of their current income in retirement; yet, only 25 percent feel they are on course to achieve the income they will need.
- Only 17 percent of workers are retirement “strategists”, meaning that they have a written strategy. And only 35 percent of workers have a backup plan in the event they are unable to continue working before they reach their planned retirement age.

## Part 5. Flexible work arrangements for all

Flexible work arrangements enable workers to achieve work-life balance and remain economically active at all stages of their lives. Employers can play a pivotal role by allowing flexibility for workers to attend to parenting, caregiving, or other personal responsibilities without giving up their employment. Moreover, this same degree of flexibility should be afforded to older workers who want and/or need to extend their working lives, and gradually phase into retirement.

- Fifty-seven percent of workers globally expect a phased transition into retirement and envision working in some capacity in retirement.
- Fifty-one percent of workers who envision working in retirement cite wanting to keep active/keep their brain alert as a reason for staying in the workforce.
- Only 28 percent of workers globally say that they have the option to move from full- to part-time work to help them phase into retirement, while only 24 percent feel their employer offers work suitable for older workers.

## Part 6. Workplace wellness programs

Employers can cultivate workplace environments that stimulate greater savings and healthier lifestyle choices among workers. Achieving one's retirement aspirations requires more than saving, investing, and planning; it depends on staying in good physical and mental health. By offering workplace wellness programs, employers can benefit from having healthier employees and avoiding loss of productivity.

- Fifty-three percent of people feel stressed about their current financial position at least once per month, while 41 percent feel stressed about their long-term financial planning for retirement during the same period.
- Only 59 percent of people eat healthily, 58 percent avoid harmful behaviors, and 52 percent of people say they exercise regularly.
- Thirty-five percent of workers say they would be interested in healthy snack options at work, and the same percent find exercise programs with onsite facilities or discounts for local gyms appealing.

## Part 7. Lifelong learning, training, and development

Employers support workers with their retirement planning, both in the traditional sense of helping them save for retirement and by facilitating access to professional financial advice. Furthermore, employers can support workers by providing access to opportunities for lifelong learning to help them keep their job skills up-to-date and become financially literate. By making an investment into the training and development of their workforce, employers can improve both productivity and employee retention.

- Over a quarter (26 percent) of workers do not receive any training from employers to keep their skills up-to-date.
- Only 28 percent of workers globally could answer all the “Big Three” financial literacy questions - developed by leading academic experts Drs. Annamaria Lusardi and Olivia Mitchell - that test knowledge of compounding interest, inflation, and risk diversification.

As a result of the pandemic, the world is changing and there are many uncertainties about what the “new normal” will be. At times like this, we can gain strength from the solidarity that comes from working together and confidence from having a plan and relying on proven strategies. **The New Social Contract: Age-Friendly Employers** builds on findings from nine years of Aegon's retirement research to develop actionable solutions employers can achieve with support from policymakers, industry, and individuals. Some specific examples for employers include:

- **Cultivating an age-friendly workplace that recognizes the value and contribution of workers of all ages.** Employers should investigate industry best practices such as including experienced workers in their recruitment plans and hiring targets, and surveying employees to provide insights into the corporate culture and discover what measures can be taken to make the workplace more age-friendly. Workplaces also benefit from multigenerational teams that encourage a collaborative work culture, as well as a review of diversity and inclusion business practices to include age among other demographic factors.
- **Offering workplace retirement benefits, matching contributions, and lifetime income solutions.** Implementing automatic enrollment and automatic escalation features enable workers to save for retirement through deductions from their paycheck. Offering professionally managed investments and investment services, including target date funds, target risk funds, and managed advice, allows plan participants to save in a manner that is consistent with their risk tolerance and years to retirement.
- **Offering professional advice services to help workers create a concrete retirement action plan and if feasible extending advice to all workers.** Partnering with retirement plan providers can help workers take action in developing a plan and saving for retirement. Offering incentives to consult with independent financial advisers can also help employees on their journey to achieving financial security in retirement.

The detailed set of recommendations can be found in the concluding chapter of this report.



# Part 1. The changing retirement landscape

As the world enters a new decade, the COVID-19 pandemic — the first pandemic in more than a century — is illuminating weaknesses in already fragile retirement systems and demonstrating the need for a new social contract. The immediate global response to COVID-19 is unprecedented. As of May 2020, an estimated USD 9 trillion of public funds, loans, equity injections, and guarantees have been pledged by governments globally to support public health systems, and provide financial support to households and businesses<sup>2</sup>. COVID-19 clearly shows how, when faced with challenges on a societal scale, the creation of a social contract based on shared responsibilities among governments, employers, and individuals has become more important than ever. Whether the challenge is a public health pandemic or funding future retirement, the central message remains the same: we are all in this together.

## The big picture

In 2018, the Aegon Center for Longevity and Retirement (ACLR) set out nine essential design features in [\*The New Social Contract: A Blueprint for Retirement in the 21st Century\*](#). The 2019 report [\*The New Social Contract: Empowering individuals in a transitioning world\*](#) confirmed that individuals are set to assume greater responsibility for building their wealth and protecting their health — but it made clear that retirement security can only be achieved with the widespread support of all social partners.

Events of early 2020 are further redrawing the lines of the social contract for retirement. COVID-19 has fundamentally shifted the relationship between the public and private sector. There is now the prospect of a larger role for the state. There are also additional pressures being placed on public finances. Employers too are facing extraordinary levels of economic and financial uncertainty. The relationship between employers and employees is being rapidly redrawn as millions of workers swap their offices for working from home. Millions more have experienced layoffs, furloughs, and other types of negative impacts in their working hours, pay rates, holiday entitlements, and benefits including retirement plan contributions. A key question to examine in 2021 will be the extent to which these "stopgap" changes have become permanent or whether they are a staging post as the world moves toward a new status quo.

Despite the challenges presented by the COVID-19 crisis, many retirement assumptions will continue to apply. The world's population of nearly 8 billion people continues to grow older. Average life expectancy increased globally by 5.5 years between 2000 and 2016<sup>3</sup>, and improvements in lifestyles, diet, and advances in medical science will likely see this trend continue in the long-term. Fundamentally, how future generations will plan for retirement is continuing to evolve. Not all governments have yet to adapt to this reality, but COVID-19 and the additional financial pressures it brings may provide added urgency to create the necessary reforms.

Central to the long-term success of the new social contract is sustainability, adaptability, and above all else, a sense of fairness and solidarity. The new social contract brings the opportunity to develop retirement systems based on these principles alongside the need for greater innovation. As outlined through the nine design features of the new social contract: a collective effort toward a common goal will enable every worker to prepare for their future retirement.

## Nine essential design features of the new social contract

1



### Sustainable social security benefits

Preserve this fundamental source of guaranteed retirement income for today's and tomorrow's retirees.

2



### Universal access to retirement savings arrangements

Ensure coverage for employed workers, the self-employed, and those with parenting, caregiving, or other responsibilities.

3



### Automatic savings and other applications of behavioral economics

Leverage automatic savings features and matching contributions to make it easier and more convenient for people to save and invest for retirement.

4



### Guaranteed lifetime income solutions

Educate people on how to strategically manage their savings to avoid running out of money. Raise awareness about ways to annuitize all or part of their savings.

5



### Financial education and literacy

Improve people's basic understanding of financial matters, starting in early childhood through adulthood, to help people make informed decisions.

6



### Lifelong learning, longer working lives, and flexible retirement

Provide people with tools and resources for reskilling and keeping skills up-to-date. Facilitate options for phased retirement so that people can remain economically active for longer and transition into retirement on their own terms.

7



### Accessible and affordable healthcare

Reinforce healthy aging through quality healthcare. Provide access to healthy work environments and workplace wellness programs at the employer level.

8



### A positive view of aging

Celebrate the value of older individuals and take full advantage of the gift of longevity.

9



### An age-friendly world

Enable people to "age in place" (in their own homes) and live in vibrant communities designed for people of all ages to promote vitality and economic growth.

## Building a collective solution to a shared challenge

The notion of a *social contract* is pivotal to retirement systems around the world. Traditionally, it has been an arrangement involving three pillars: government, employers, and individuals. ACLR calls for the inclusion of additional social partners in the third sector, reflecting the growing importance of academics and nonprofits in helping to provide sustainable retirement systems. Equally important has been the boundaries of each partner's responsibilities which have fundamentally changed since the early 20th century when the current albeit crumbling social contracts were implemented.

Today, individuals are expected to save and invest for an increasing proportion of their retirement income. However, many people find themselves ill-equipped to do so and will likely face further financial pressures in the wake of COVID-19. Defined contribution (DC) retirement plans are the prevalent vehicle for retirement saving in many countries, but they have not been fully implemented in all countries around the world. Further support is needed for individuals to adequately harness their true savings potential through access to savings products with tax advantages, and other incentives, planning tools, advice, and information. Significantly, in their current configuration, DC plans also place a great responsibility on individuals as they prepare to convert their retirement savings into a retirement income. This intricate decision-making process requires careful consideration with robust guidance and, for most pre-retirees, the support of a financial advisor.



## Retirement preparedness – the Aegon Retirement Readiness Index (ARRI)

The Aegon Retirement Readiness Survey is now in its ninth year of studying global attitudes and behaviors related to retirement planning and preparation. The Aegon Retirement Readiness Index (ARRI) provides a score based on responses to six questions: three attitudinal (questions 1, 2, and 3) and three behavioral (questions 4, 5, and 6). The ARRI ranks retirement readiness on a scale from 0 to 10. A high index score is between 8 and 10, a medium score is between 6 and 7.9, and a low score is less than 6.

### What factors shape the ARRI score?

**Income replacement**  
Do you think you will achieve the level of income you think you will need in retirement?

**Personal responsibility**  
To what extent do you feel personally responsible for making sure that you will have sufficient income in retirement?

**Financial preparedness**  
Thinking about how much you are putting aside to fund your retirement, are you saving enough?

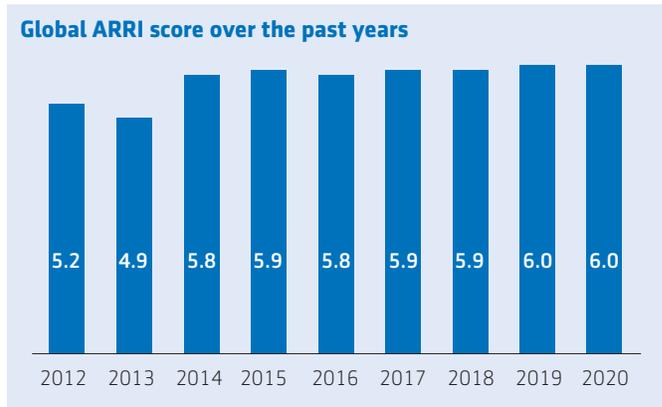
**Level of awareness**  
How would you rate your level of awareness on the need to plan financially for your retirement?

**Retirement planning**  
Thinking about your own personal retirement planning process, how well developed would say that your personal retirement plans currently are?

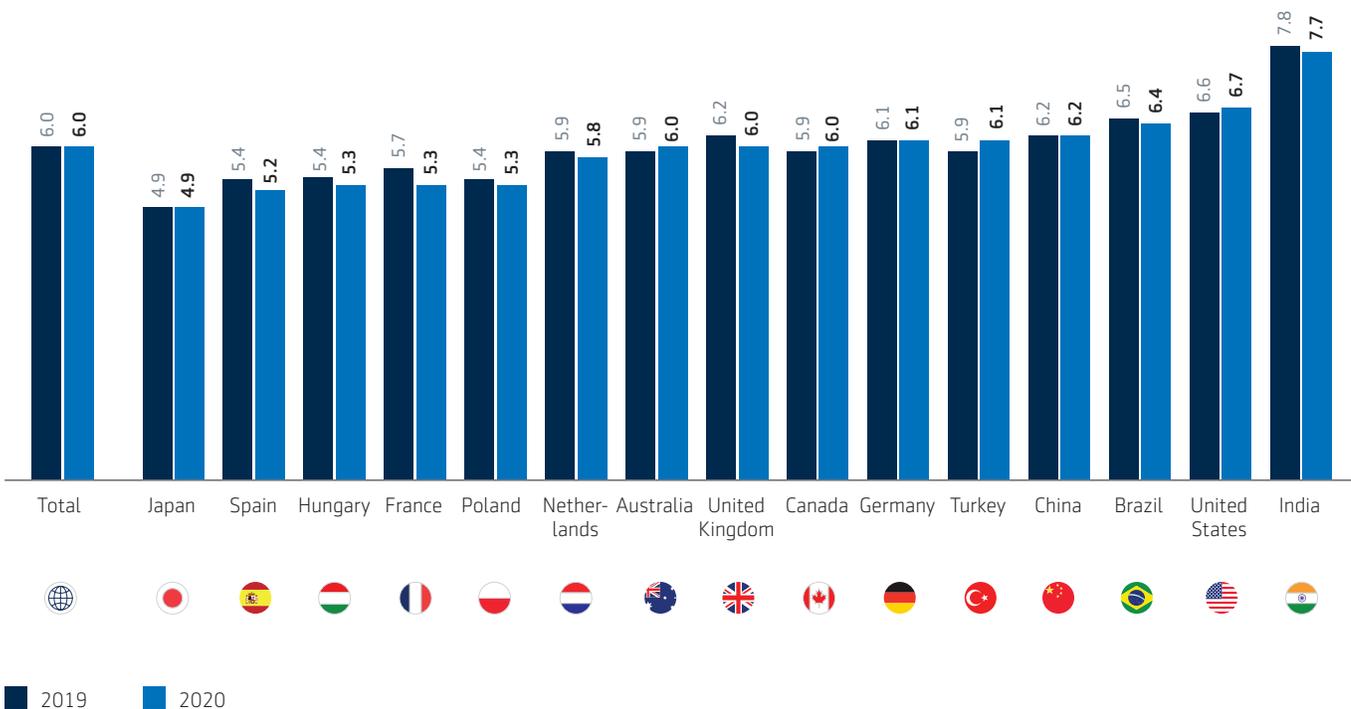
**Financial understanding**  
How able are you to understand financial matters when it comes to planning for your retirement?



The ARRI score globally has plateaued this year, remaining at 6.0, the same score observed in 2019. Importantly, it should be noted that the 2020 study was conducted during the early stages of the COVID-19 outbreak in China, before there was widespread contagion to other parts of the world, therefore the plateau can only partially be linked to the outbreak. Instead, the likely explanation for the plateau is the broader market conditions observed in the global economy throughout 2019. Global growth in 2019 was at its lowest levels since 2008-09, largely attributed to increased trade tensions between the US and China, resulting in a downturn in global manufacturing. Europe, in particular, has been hit by weakening global trade and Brexit uncertainties.



**Table 1: The Global ARRI score has stagnated to the same level observed in 2018**



Despite a global plateau, there are notable differences between countries. In 2020, India remains the top-ranked country with a score of 7.7, the US holds second place with a score of 6.7, and the UK's score dropped to 6.0 from the prior year and represents the biggest decline in rankings from fourth in 2019 to eighth in 2020.

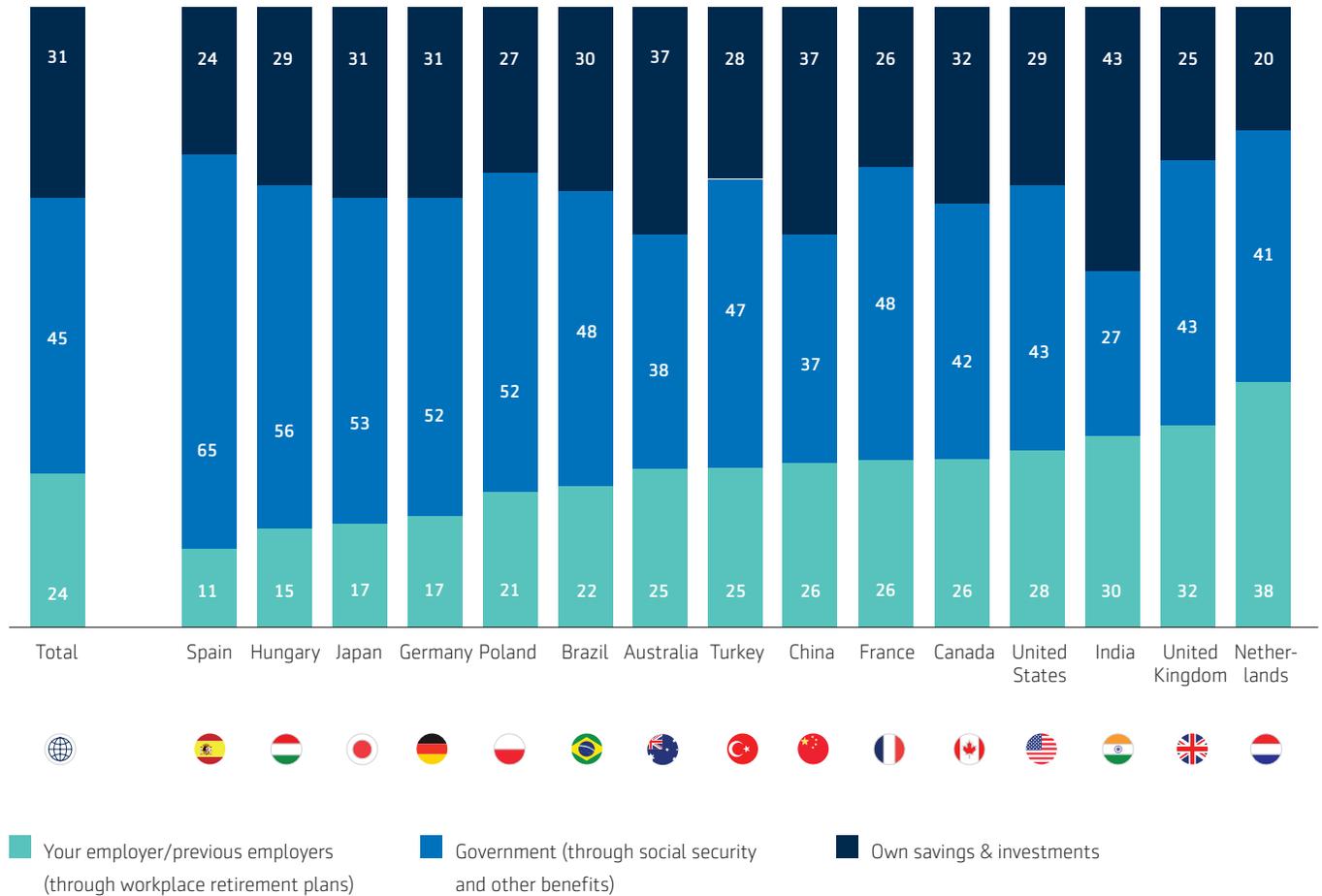
While the ARRI score is naturally correlated to macroeconomic conditions, individuals' attitudes and behaviors are the main drivers behind trends in retirement readiness. With the global economy now facing a recession, it becomes increasingly important that all social partners play their part in supporting positive attitudes and behaviors with respect to long-term retirement planning. Amid the intensity of the current economic situation, societies must also keep their eye on the long-term retirement challenges that households face.

ACLR has outlined the expectations and responsibilities in the new social contract over the past two years. Although the new social contract clearly places individual workers in the driving seat, there is a significant role for employers in providing a major source of retirement income, and access to savings vehicles, advice, and information for workers across all countries.

Even with traditional defined benefit (DB) (also known as career average or final salary) retirement plans becoming a relic of the past in many countries, in favor of more flexible DC plans, today's generation of workers anticipate almost a quarter (24 percent) of their retirement income will come from their employer.

However, the role of the employer goes beyond the scope of employer retirement plans, and other health and welfare-related benefits, and expands into skills development, education, and well-being. Their role involves providing continued access to employment (as economically feasible) and other support to help transform the transition into retirement from a sudden cliff-edge drop into a gentler glide path.

**Table 2: Almost a quarter of retirement income globally is expected to come from employers**





# Part 2. The changing world of work

How is the world of work changing and what are the implications for the way people prepare for their retirement? These questions pose significant challenges for all workers, as well as impacting greatly how employers and governments can best support workers by offering robust retirement plans.

Megatrends in the global economy, such as population aging, advances in digital technology, artificial intelligence, and robotics, impact the relationships individuals have with work and their employer. Workers will pass through multiple life stages during their career and, as they do, their needs will understandably also change.

For example, workers at the outset of their career may be more likely to prioritize starting a family or homeownership, but as they move through their working lives, focus may turn to providing care for family members or continuing education, all the while balancing life's unexpected events. As workers approach the end of their careers, retirement becomes the likely choice for many, but increasingly that retirement may come later than the "traditional retirement age" of 65 as people look to extend their working lives.

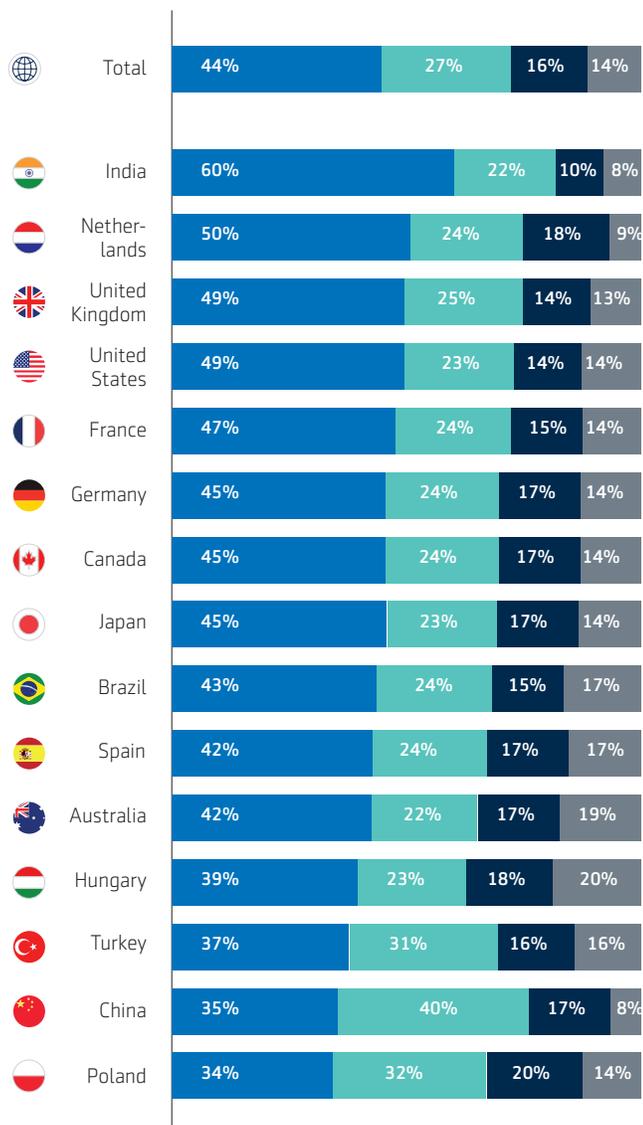
As such, there is renewed emphasis for employers to create age-friendly workplaces that support employees at all life stages and, in particular, support those who may wish to extend their working lives beyond retirement age. Understanding the nature of these macro changes, while placing them in the context of the life stages of an individual is vital to provide the best possible environment to help all workers save and prepare for their future retirement.

## A portrait of today's workforce

The temptation when talking about any group, not just workers, is to do so as if they are one homogenous group that share the same characteristics and behaviors. The reality is that the experiences of workers vary greatly depending on the type and size of organization they are employed by. [ACLR's 2017 report on the self-employed](#) illustrated that there has been a major shift since 2000 in many developed economies toward more people becoming self-employed, freelancers, contractors, or gig economy workers. This naturally impacts a worker's access to retirement planning through the workplace and comes with its own unique set of challenges.

The size of a business is a key factor with regards to the type and extent of benefits that it offers to its employees, both in helping them enjoy healthier, more prosperous lives today and preparing for their future. The survey findings show that, globally, 44 percent of workers are employed within large firms (250 or more employees), 27 percent work in medium firms (50-249 employees), and 30 percent are employed within small or micro-sized businesses (fewer than 50 employees). This differs by country, with 38 percent of workers in Hungary and 36 percent in Australia employed within small and micro-sized companies. Within India and China this proportion drops to 18 and 25 percent respectively.

**Table 3: Many workers are employed within large firms, but the profile differs within countries**



■ Large: 250+ Employees     ■ Small: 10-49 Employees  
■ Medium: 50-249 Employees     ■ Micro: 1-9 Employees

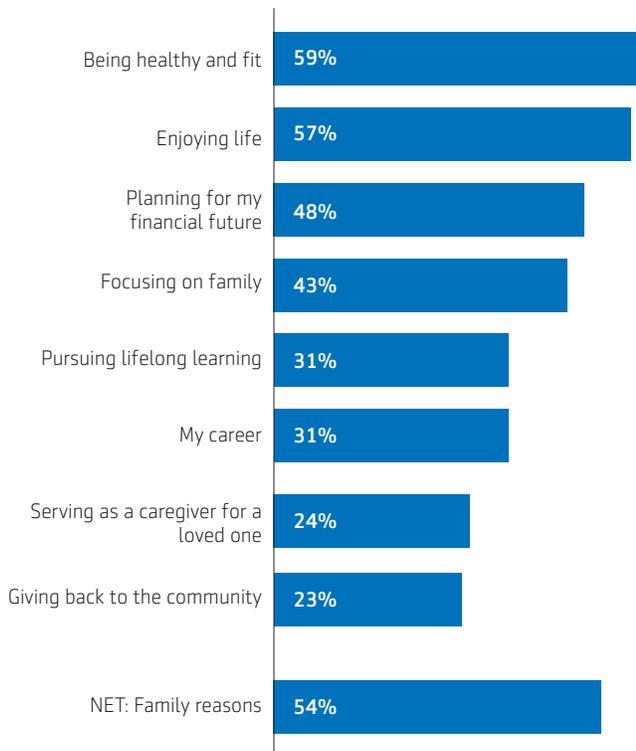


Understanding these differences matters. The COVID-19 crisis has shown how small and medium-sized businesses are particularly vulnerable to economic shocks, thus leaving employees similarly vulnerable. However, even in times of relative prosperity, small and medium-sized businesses typically face greater pressures in terms of working capital and cash reserves. These pressures impact the willingness and ability of businesses to offer their employees a wider range of benefits, which can leave some workers at a disadvantage in planning and saving for their retirement.

For many, the pressures of holding down a job or building a career can directly impact important life goals. The survey asked people about their top priorities in life. Globally, being fit and healthy (59 percent) and enjoying life (57 percent) are the two most often-cited priorities. Planning for their financial future is a priority for fewer than half of people (48 percent). Forty-three percent cite focusing on family. Globally, only 31 percent of people rank their careers as an important life priority.

If employers want to retain the best talent, then they must support their employees in achieving their life goals and priorities. They can do this by helping workers stay healthy and build their long-term wealth. With 31 percent of people globally prioritizing lifelong learning and 54 percent of people stating family reasons (either focusing on family or serving as a caregiver for a loved one) as a priority, it is clear everyone has different priorities. Employers should demonstrate an understanding for this and offer a flexible and supportive workforce.

**Table 4: People identify a range of personal, financial and workplace priorities**



Clearly, there is no one-size-fits-all approach. Employers have a better chance of success — both in terms of the success of their businesses and their employees — if they offer a suite of benefits and support for their employees that are flexible.

### The future of work

Relationships between people and their employers are becoming increasingly shorter-term in nature with almost three in five workers (58 percent) saying that they "somewhat" or "strongly" agree that the idea of a "job of life" is becoming a thing of the past. This trend may well accelerate, given the impact of COVID-19 in driving mass migration towards working from home and mass unemployment.

**58%**  
of workers "somewhat" or "strongly" agree that the idea of a "job for life" is a thing of the past.



At the same time, employment laws in countries around the world are also changing. The increase in "at-will" employment, and flexible and zero-hour contracts are giving employers greater rights to change working arrangements. For such workers, this has changed the dynamic of their relationship with their employer and does not necessarily afford them the same protections as workers employed on traditional working contracts that were more permanent in nature and offered workers greater employment security.

These issues have recently been brought to life due to the COVID-19 pandemic. With businesses of all sizes and across all industries fighting for survival, many workers are left feeling vulnerable. The United Nations International Labour Organization estimates that 1.6 billion workers in the informal economy could feel "massive damage" to their livelihoods, with it predicting the loss of 305 million full-time jobs in the second quarter of 2020<sup>4</sup>.

Some governments, such as Australia and the UK, have already started to introduce legislation to give workers on zero-hour contracts additional job security, to better allow for conversion to more permanent employment and address the downsides of a flexible job market, notably the lack of employment protection or access to workplace benefits<sup>5</sup>. The COVID-19 pandemic has shown how certain groups of workers are more exposed to unforeseen economic events and highlights the need for governments to take a stronger role to ensure "at risk" workers are not left behind in their efforts to prepare for retirement.

Regardless of what additional social protections may look like, today's generation of workers will continue to experience more frequent job changes than has been the case for previous generations of workers.

This increasing movement will have a direct impact on how workers save for their future, specifically meaning that the portability of employee benefits is increasingly important. This "portability" is becoming more commonplace with many types of DC plans – for example, in the US with a rollover Individual Retirement Account (IRA) which allows workers to move funds from an old employer-sponsored retirement plan into an IRA. Still, there are important legal impediments to exercising this portability, particularly, for example, with workers who move across international borders, even if they remain with the same employer.

"Portability of employment benefits is increasingly important in a changing world of work."



## The workplaces of the future need to be age-friendly

*The New Social Contract: Empowering individuals in a transitioning world* (2019) outlined how the aging population presents tremendous opportunities to re-envision retirement and radically rethink the contribution of older people to society. Future generations of retirees have the potential to live longer, work beyond current retirement age, and retire on their own terms.

To fully realize the potential benefits, all social partners need to ensure that being age-friendly is one of the guiding principles. This means creating workplaces that are inclusive — where all employees feel they can contribute regardless of their age. Employment should be based on skills, ability, and merit, and should be agnostic when it comes to a worker’s age or life phase. The age-friendly workplace allows for greater participation of working parents, as well as caregivers and people who want to work beyond what is considered the “traditional” retirement age.

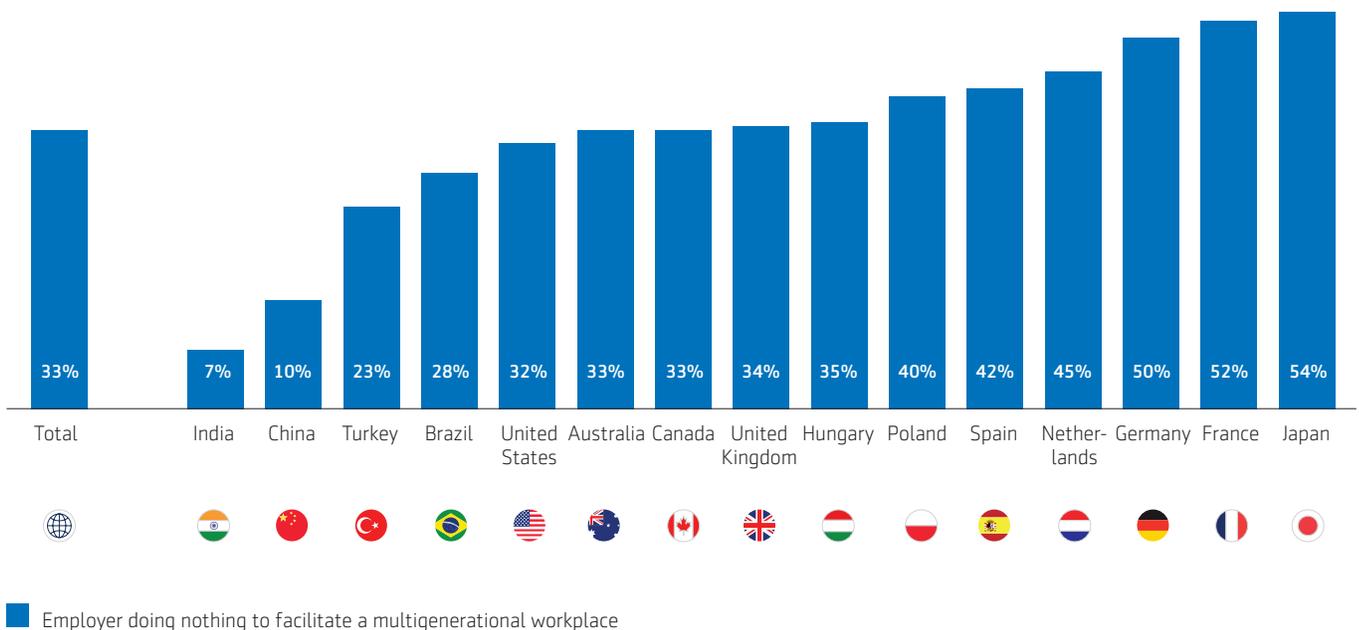
Workers today increasingly want a phased transition to retirement. Only 34 percent of workers envision immediately stopping work when entering retirement. In contrast, among those currently in full-time retirement, almost half (48 percent) immediately stopped working upon reaching retirement age.

Age-friendly workplaces are one of the ways to ensure more workers feel supported in taking this phased approach. This brings benefits for the employer as multigenerational workplaces facilitate the sharing of experience, mentorship, trust, and solidarity across generations by allowing people of all ages to contribute and stay economically active in the new social contract.

Despite the potential benefits of retaining older workers, one in three workers state that their employer offers no initiatives to encourage a multigenerational workforce. Furthermore, the key initiatives identified focus more on inclusive cultures (e.g., discouraging discrimination, offering equal access, and embracing contributions of all workers), with far fewer stating that their employers offer practical initiatives to support an age-friendly workplace (e.g., providing access to healthy lifestyle solutions, financial planning, or supportive caregiving).

That being the case, the findings differ drastically by country. Whereas, globally, one in three workers feel that their employer is not doing anything to facilitate a multigenerational workplace, this figure rises significantly in Japan (54 percent), France (52 percent), and Germany (50 percent). In comparison, the emerging markets show positive results with as few as seven percent in India and ten percent in China feeling the same way. Perhaps a reason for the high percentage of workers in Japan who feel that their employer is not doing anything is that until 2013 the retirement age was 60 years and employers still have no legal obligation to retain workers after they have reached retirement age of 65 years.

**Table 5: Half or more workers in Japan, France, and Germany state that their employer is doing nothing to facilitate a multigenerational workplace**



## In a changing world, we need greater financial resilience

When the world is changing around us and individuals are being asked to take on more personal responsibility for funding their retirement, they need the tools and skills to do so. The Five Fundamentals for Retirement Readiness define the steps people can, and should, take to help ensure that they are on track for a comfortable retirement.

1



### Start saving early and save habitually

Since the survey's introduction in 2012, the findings have repeatedly shown that the best route to retirement readiness comes from being a "habitual saver," defined as being someone who always makes sure that they are saving for retirement.

2



### Develop a written retirement strategy

Taking the time to set out a written plan helps people have more clarity about their priorities, retirement preparations and aspirations, and whether they are on track to meet their objectives. People who have a written plan are considered "retirement strategists" because they have taken the time to map out their strategy for funding retirement. Countries that have a greater proportion of these strategists also have higher ARRI scores.

3



### Create a backup plan for unforeseen events

Sound planning is not just about having a single plan in place. Even the best-laid plans can be derailed when unforeseen life events get in the way. The current COVID-19 pandemic reveals the dangers of poor financial resilience. For this reason, it is important that people create backup plans.

4



### Adopt a healthy lifestyle

Leading a healthy lifestyle is perhaps the best backup plan, and a significant factor in preparing for a comfortable and active retirement. By making good lifestyle choices today, people may be able to extend their lives, while improving the quality of their health and enjoyment of life now and as they age. This can also reduce the risk of having to retire early as a result of health issues.

5



### Embrace lifelong learning

Being able to act upon the fundamentals of retirement readiness requires equipping people of all ages with new life skills. Building support for lifelong learning involves providing access to vocational skills training and retraining to help workers adapt to a changing labor market and remain in the workforce as long as possible.

# Part 3. Employment benefits that help prepare workers for retirement

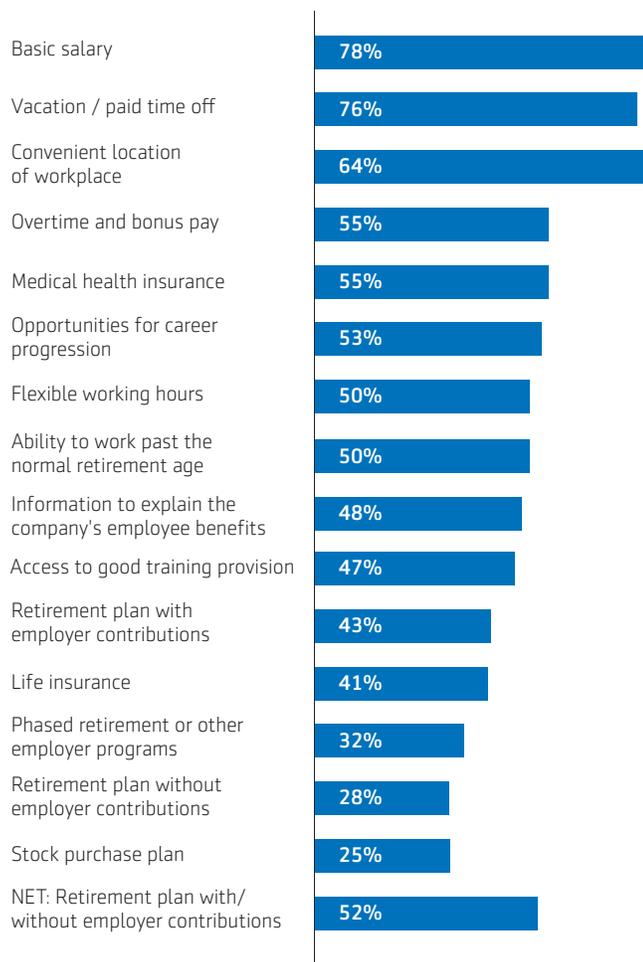
The relationship many workers have with their employers goes beyond the purely transactional. Working is not simply about having a paycheck. Many companies provide their employees other vital benefits, such as medical insurance, life insurance, and a retirement savings plan, all of which protect workers and their families both today and in the long-term. Provision of these wider benefits means that for many workers, their employer is pivotal to their personal and financial well-being. Therefore, what employers are providing to their workers through the form of workplace benefits should be regularly reviewed to ensure they are most effective in supporting the needs of their workers and are flexible to changing needs.

While a desire for flexible working and advances in technology in the last decade saw a substantial increase in the size of the gig economy globally – demonstrated by the 57 million gig economy workers in the US in 2019<sup>6</sup> – there is likely to be a reversal of this trend in the coming decade as a direct response to the COVID-19 pandemic. The advantages and security that structured employment provide have been evident during the crisis. Employment with a wider safety net of benefits may well become increasingly desirable for many workers who previously worked, or who planned to work, in the gig economy. If indeed this trend is set to be reversed and people are successful in gaining full-time employment, it could improve retirement readiness for many workers who would have increased access to a broad benefits package, in which a retirement plan and guidance may be included.

## A benefits package tool kit

Workers globally receive a variety of employee benefits from their employers. Encouragingly, over half (52 percent) are offered a retirement plan either with or without employer contributions. This clearly demonstrates the central role employers already play in contributing to retirement preparedness. However, employers should be doing more to promote the full array of benefits available to their workers, with just under a half of workers globally (48 percent) stating they have information to explain their company's employee benefits, the majority may be unaware of the full range of benefits available to them.

**Table 6: Over half of workers receive a retirement plan in some form as an employee benefit**

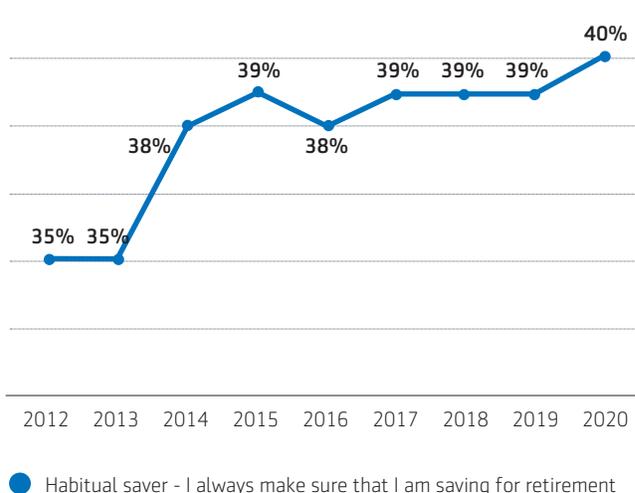


### Saving consistently to achieve long-term success

Ultimately, habitual saving is the gold standard when it comes to preparing for retirement and is the common goal that governments, employers, and individuals should be united in achieving. To follow the mantra of "starting to save early and saving habitually" is the best route to achieving retirement readiness. Having a basic salary and the opportunity to save into a retirement savings plan are key elements in empowering workers to become habitual savers.

Naturally, a vital driver in being able to save regularly is enjoying the security of a regular and dependable salary offered by employers. Two in five workers (40 percent) make sure that they are habitually saving for retirement and there has been a gentle increase in the number of habitual savers globally over the last nine years that the survey has been conducted. Individuals are more likely to become habitual savers as they grow older and those with a higher income are mostly likely to be habitually saving (57 percent among those with a higher personal income, compared with just 29 percent among those with a low personal income).

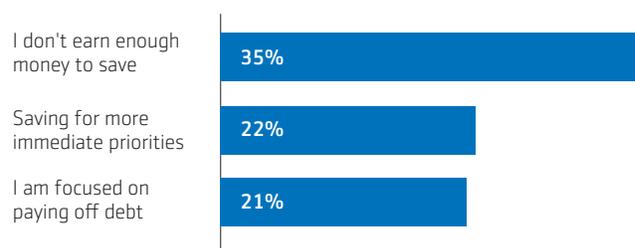
**Table 7: Levels of habitual saving have increased globally since 2012**



### Barriers to savings for retirement

Simply receiving an income from an employer or having a retirement savings plan available does not result in all workers being able to save habitually. In fact, workers face many barriers that prevent them from saving or saving more for retirement.

**Table 8: Over a third of workers feel like they don't earn enough to save**



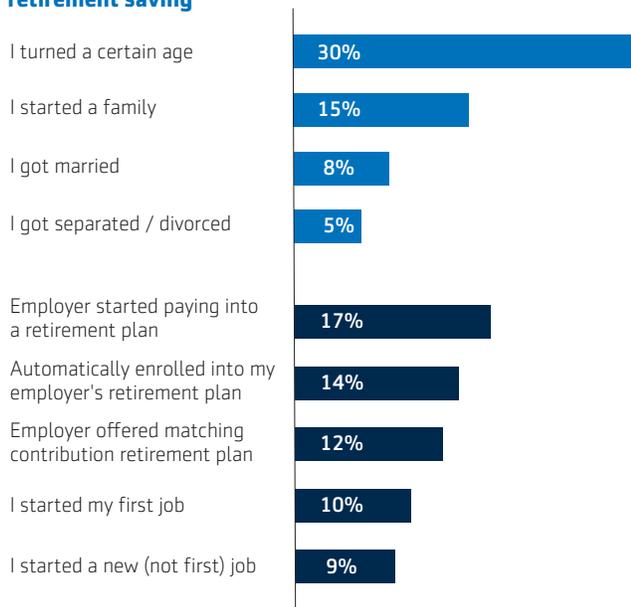
**NOTE:** Only the top three responses are shown. The complete list of responses can be found in Appendix 3.

"Not earning enough to save" is the most often-cited barrier for workers to start saving or saving more (35 percent). Short-term issues can also often obstruct longer-term saving, with more than one in five workers focusing on more immediate priorities like purchasing a home (22 percent) or paying off debt (21 percent). The challenge for all the social partners is to overcome these barriers to encourage more workers on the pathway to habitual saving. This could take the form of a simple nudge to ensure individuals optimally prioritize between immediate and short-term outgoings and longer-term saving. Employers can play a crucial role in encouraging this behavior in their workers.

Three in ten workers (30 percent) agree that turning a certain age prompted them to start saving for retirement. The second most influential catalyst was an employer paying into a retirement plan, and, overall, two in five (41 percent) have been prompted either by the actions of their employer or an event related to their job or career.

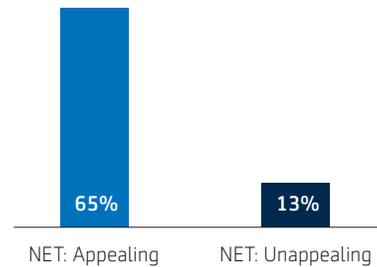
Globally, not all employers are in the position to financially contribute to their employees' retirement savings plan, especially smaller or newer businesses — even more so now during the pandemic. Yet, whether an employer makes contributions or not, automatically enrolling a worker in a retirement savings plan is a powerful tool to get people to save for the future, with 14 percent of workers stating that it was this action that prompted them to begin saving for retirement. Receiving a regular paycheck can be the starting point for a lifetime of retirement saving if the pension contributions are deducted directly from an employee's pay. Fundamentally, behavioral economics suggests that there are times when individuals are more open to nudges to start engaging in activities that will benefit them over the long term.

**Table 9: Employment reasons are almost as likely as life-stage reasons in prompting behavior changes towards retirement saving**



When asked specifically about being automatically enrolled by their employer via a workplace plan, almost two-thirds (65 percent) of workers globally deemed this an appealing prospect. However, there are significant differences between the countries within the study, with workers in India (85 percent) and Brazil (80 percent) more likely to consider this concept appealing. Those in Japan (37 percent) and Hungary (47 percent) consider it far less appealing, while those in Germany (54 percent) and France (55 percent) were also comparatively less likely.

**Table 10: Employers can make it easy to save by offering automatic enrollment**



Many countries have already taken steps to strengthen workplace retirement plans because of their effectiveness in building retirement security. For example, in the UK, auto-enrollment was introduced as compulsory for employers in 2012. Similarly, in the US, the Setting Every Community Up for Retirement Enhancement Act (SECURE Act), passed in 2019, extends tax breaks to small businesses that offer retirement plans.

Though countries differ between adopting a voluntary versus mandatory approach, any effort made by employers to offer (or automatically enroll) their workers into a retirement savings plan could be the nudge needed to transition more workers to save habitually and, ultimately, improve their retirement readiness. With DB pension plans historically offered by employers disappearing from existence, the efforts made by employers to provide savings opportunities in the workplace through DC plans are vital in filling a void; in this sense employers remain at the heart of helping people start to save early and habitually for their retirement.

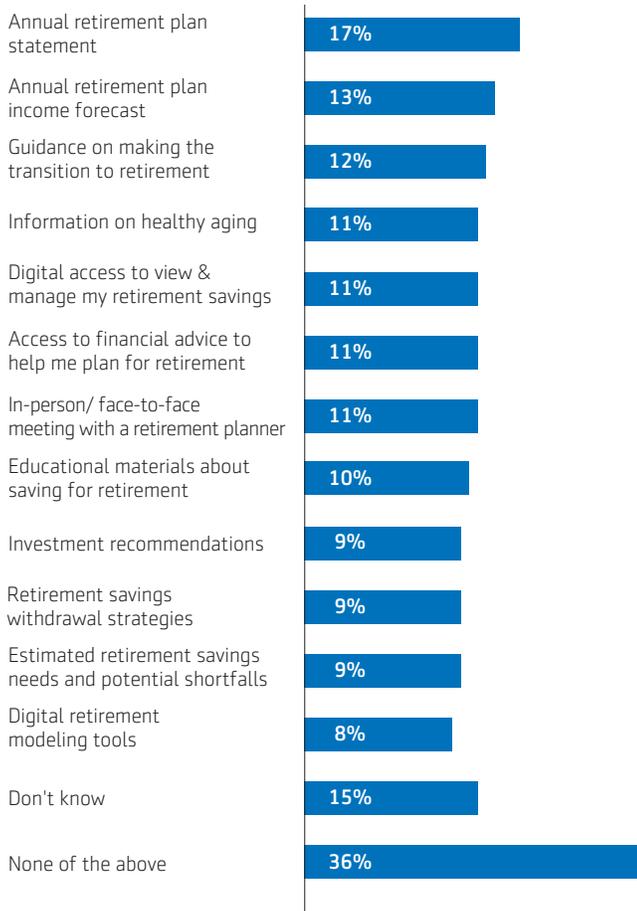
**Employment benefits to help workers' awareness of where they are on their journey to retirement**

In addition to providing workplace retirement plans, employers can provide information and guidance to help their employees plan and save for retirement. Currently, 36 percent of workers say their employers or their retirement plan providers do not offer services to help them prepare for retirement. In fact, only 17 percent of workers say they get an annual retirement plan statement from their employer. Employers are often required by regulation to provide an annual statement with clear information

# Tamo Junto: Valuing employees in all life stages

about what their retirement plans are worth. However, many workers are seemingly unaware that they receive it. The need to boost workplace communications is vital in ensuring that individuals can make the most of the DC pension opportunities.

**Table 11: Retirement advice services offered by employers such as statements that can help in developing a plan**



The benefits offered by employers are a powerful tool to aide their workers towards retirement preparedness, by nudging employees to become habitual savers, and when possible, encouraging habitual saving at source.

Employers should also raise awareness about the employment benefits they currently offer. Establishing workshops or consultations to talk about preparing for retirement is a practical and effective step that employers can take to bring these decisions to life for their workforce.

In February 2020, Mongeral Aegon Group announced the launch of the **Tamo Junto (We're Together)** benefit program as part of its broader benefits offerings. The program is offered to all its employees, spouses and dependents, interns, and apprentices in Brazil. Mongeral Aegon Group enacted this program to improve the quality of life for all employees and their families. It provides assistance in the finance, legal, psychological, and social areas.

The service is provided by **Optum Health & Technology Serviços do Brasil**, a company with over 20 years of experience in health and well-being. "Tamo Junto" is available 24/7 via phone and, before the coronavirus pandemic, in-person assistance was also available. The service is unlimited, without any grace period and with guaranteed confidentiality, and its use is voluntary.

"Tamo Junto" has services available for the entire family — from children's developmental issues to caregiving support for aging family members. It also reaches all sorts of needs: from help in real estate contracts to credit card interest rate consultation.

These important services are provided completely free to the users. As one recent user of the service commented, "Before Tamo Junto I had trouble dealing with my personal issues while at work, which certainly impacted my performance. It's nice to know I have the option of getting advice if any financial issues arise or even to get psychological help. It's only a call away."

The most requested services are:

- Depression, anxiety, and stress
- Challenges in personal or professional relationship
- Financial challenges or family planning
- Family matters
- Legal advice for divorce proceedings and real estate purchase
- Alcohol abuse and other substances
- Support in childcare and elderly care

Mongeral Aegon's Group health and well-being program preserves and connects the emotional and social balance of employees and their families, resulting in an improvement in quality of life. In the current pandemic crisis, with people confined in their homes, there is an increased need for mental and financial health services, and Tamo Junto is actively supporting the employees at their home offices.



# Part 4. Planning and advice

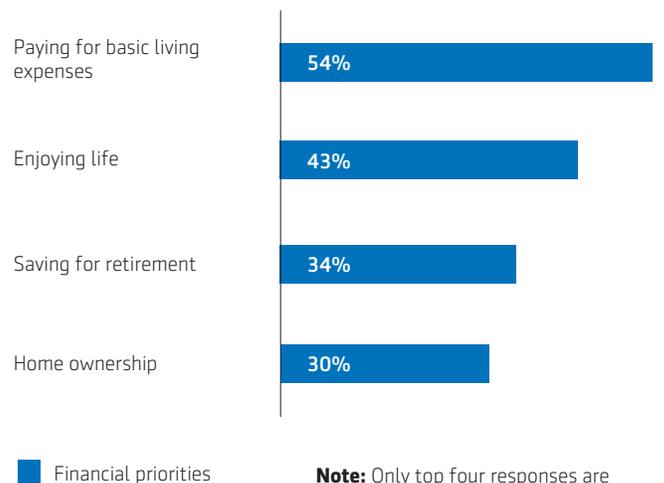
Retirement advice is complex, and it involves factors such as the earning power and aspirations for retirement of an individual, and whether the individual is at the “accumulation” (working age) or “decumulation” stage (retirement age) of their life. Given the many factors involved, it is logical that individuals need to consult multiple sources when choosing how to save for retirement. However, the volume of information available, coupled with the complexity of the information, means that employers can have a role in helping steer their employees towards what is most accurate and easy to understand.

As trusted partners, employers can play a central role in providing guidance, support, and advice to their employees. In this sense, helping workers to prepare for retirement is deeper than offering a retirement plan. By offering a wider support network of information and education, employers can provide a wraparound for the specific saving and retirement needs of their employees. Indeed, while employer contribution to a DC plan can at times be expensive, measures taken to provide simple signposting and facilitate where employees should go to obtain reliable advice could be more cost effective.

## Balancing financial priorities

In addition to retirement planning, workers also face many demands on their finances. Paying for basic living expenses (54 percent), enjoying life (43 percent), and saving for retirement (34 percent) are the most often-cited financial priorities for people.

**Table 12: People prioritize day-to-day expenses and enjoying life more than planning for the longer term**



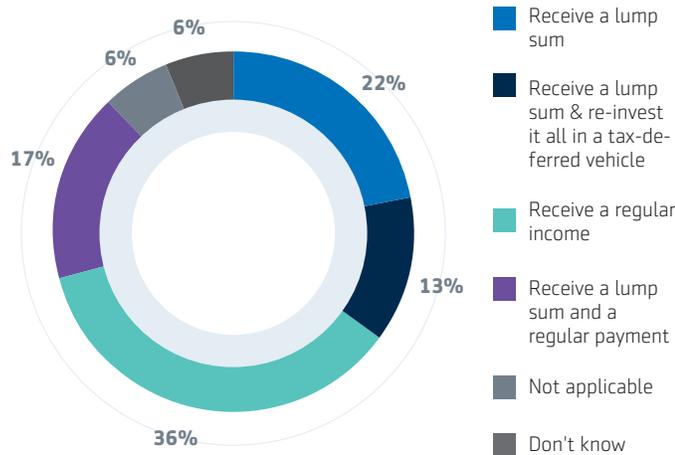
**Note:** Only top four responses are shown. The complete list of responses can be found in Appendix 3.

Balancing life's various pressures can make it difficult for individuals to stay on track throughout their working lives and remain focused on the bigger picture of saving for retirement. Setting out a plan and committing it to paper can help people maintain focus on their longer-term priorities and aspirations for retirement despite what life may throw at them.

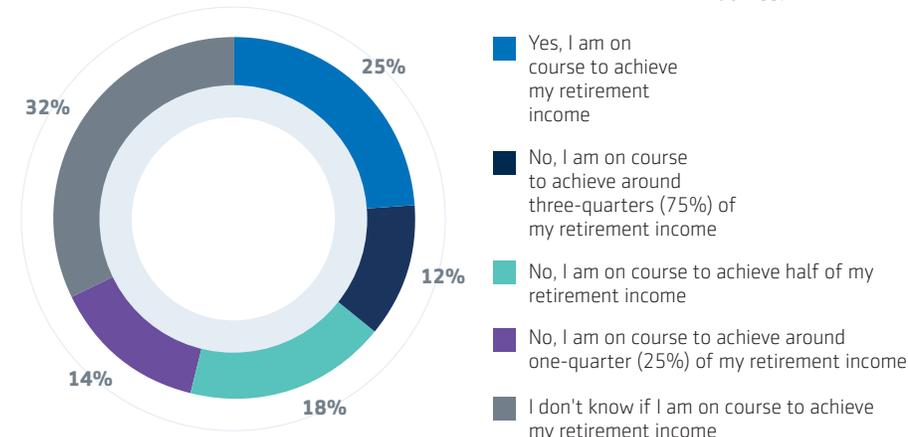
### Setting out expectations for retirement income

Globally, the retirement income that workers expect to need to live on equates to 67 percent (mean) of their current income. Yet, a quarter (25 percent) feel they are on course to achieve the income they need in retirement. More worryingly, 32 percent of workers say they do not know if they are on course to achieve their retirement income. This disparity clearly lays out the difficulty many workers are facing to adequately save for their retirement.

**Table 13: Regular income remains the preferred method for receiving retirement income, while over one in five would prefer to receive a lump sum**



**Table 14: A quarter of workers feel they are on track to achieve their desired income**



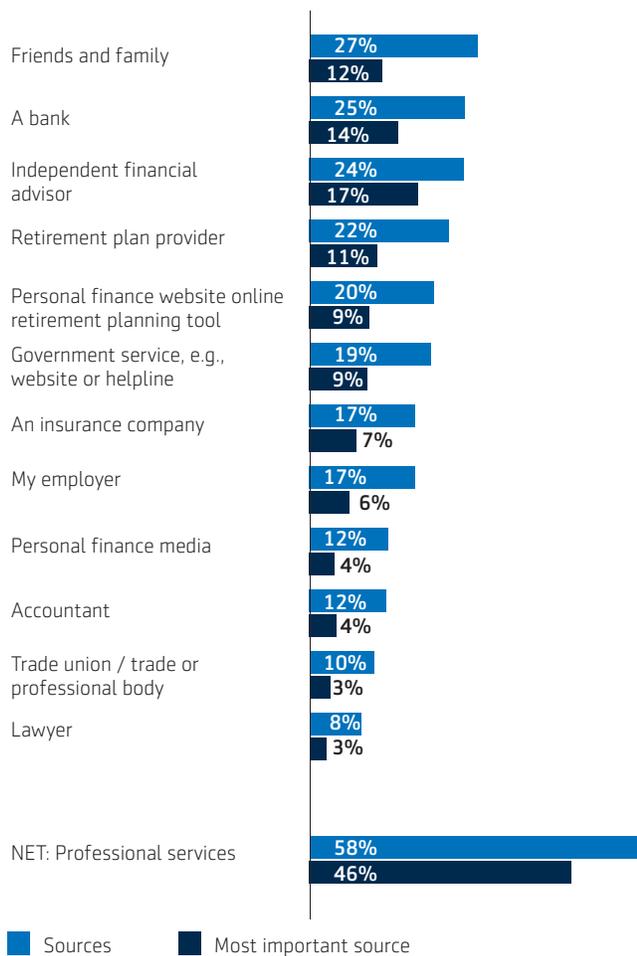
Over one-third (36 percent) of workers globally state that the security and stability of a regular income for the rest of their life, such as an annuity, is their preferred way of accessing their retirement savings. This contrasts with the 22 percent who indicate they would like to receive a lump sum for the entirety of their retirement income. Collectively, 52 percent of workers wish to receive a cash lump sum from their pension fund for at least part of their retirement income.

The desire for workers to receive their retirement income as a cash lump sum is representative of industry wide efforts to introduce product and service innovation into the pensions market globally to answer new challenges faced by increases in longevity. Taking a cash lump sum enables workers additional freedom to reinvest their pension in a wider variety of options while also exploring drawdown options. Some governments have introduced deregulation of the pension market to stimulate an environment for product innovation. However, this comes with increases in risk and uncertainty for many individuals. Transferring the ownership and control of pension assets to individual workers once more highlights the importance of providing those workers with access to sources of information and advice.

### Sources for retirement savings information and advice

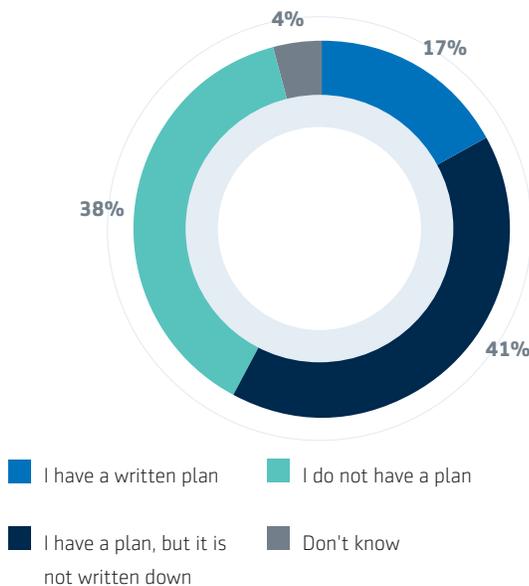
Globally, workers are most likely to turn to friends and family as a source for information (27 percent). This is perhaps unsurprising given levels of trust required when decisions are made. The next most popular information sources are a bank (25 percent) and an independent financial adviser (24 percent). Collectively, just under half (46 percent) of all workers see some form of professional service as their most important source when choosing how to save for retirement. Although this number is encouraging, converting retirement savings into an income stream is difficult for those who are not experienced; therefore, most people are still not accessing the advice they might need. Employers have an opportunity to help bridge this gap, and facilitate the provision of professional guidance and formal advice.

**Table 15: Only 46 percent of workers cite professional advice as their most important source of information and advice**



### Developing a robust plan

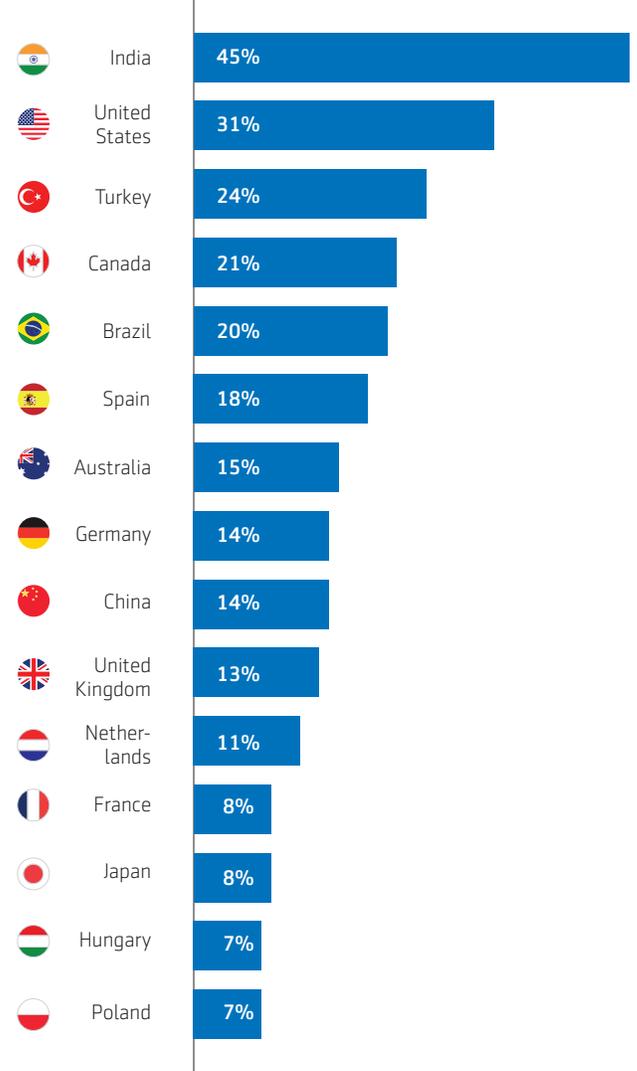
**Table 16: Only a small minority have a robust written plan**



Globally, only 17 percent of workers are "retirement strategists", meaning they have a written plan. While a further 41 percent have a plan, it is not written down. There is a strong link between those with written plans in place and retirement readiness. Almost four in five (79 percent) workers who save habitually have a written retirement savings plan and 30 percent of habitual savers have committed plans to paper, almost double the global average.

Furthermore, countries with the highest ARRI scores have the highest proportion of retirement strategists; almost half (45 percent) are retirement strategists in India, with that number standing at 31 percent in the US. Countries with the lowest ARRI scores such as Poland (7 Percent) and Hungary (7 percent) have a much lower proportion of retirement strategists. While there is country-by-country variation in the number of retirement strategists, the overall picture is that too few people have a robust written plan in place, which could leave them underprepared in the long-term.

**Table 17: India and the US have the highest proportion of strategists and also enjoy the strongest ARRI scores globally**



## Reinforcing retirement strategies with a backup plan

Of equal importance to having a plan, is having a backup plan in place to prepare for life's unforeseen events. While thinking negatively about the future is not something that most people like to do, the COVID-19 pandemic has highlighted the importance of "hoping for the best while planning for the worst." This maxim could be applied not just to retirement plans but for the everyday management of household finances.

Tragically, the pandemic has not only taken a great toll on public health, but it has also resulted in catastrophic economic and financial impacts on household finances and loss of livelihoods. As of May 2020, the US alone has seen 40 million workers apply for unemployment benefits as a result of COVID-19 (almost one in four American workers)<sup>7</sup>. There is a human story behind the headline grabbing statistics, with families worried about rent or mortgage payments, food and household bills, insurance payments, and repaying debt. For most, leaving the workforce early due to the unprecedented global pandemic not only includes the potential for lost earning power, but also lost retirement savings contributions and investment growth on those savings. People in such circumstances may also be forced to draw upon their retirement savings earlier than planned, which increases the likelihood that savings might run out during, or even well before, the onset of retirement. For all these reasons, it is important that people create backup plans that consider unexpected events.

Nevertheless, only 35 percent of workers globally have a backup plan in the event that they are unable to continue working before they reach their planned retirement age. Significantly, almost two in five (37 percent) retirees retired sooner than planned, with the most common reasons for an early retirement being ill health (33 percent) or job loss (23 percent). A backup plan could take a variety of forms such as insurance, emergency cash savings, or releasing equity from an asset, depending on the circumstances of the individual, but whatever form it takes, it can make a crucial difference in sustaining financial security before and during retirement.

Table 18: Almost two in five retired sooner than planned

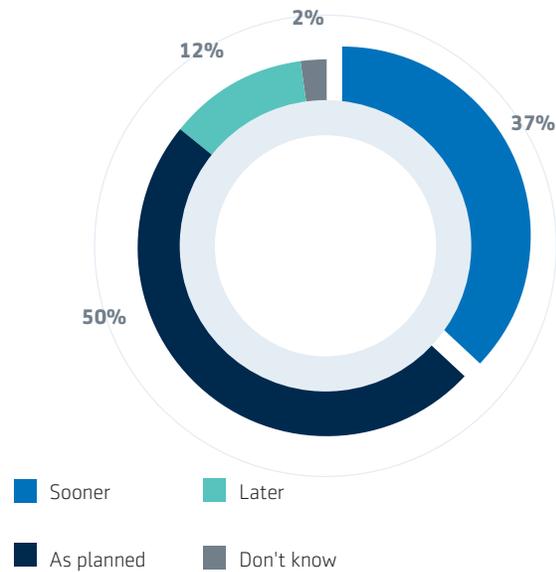
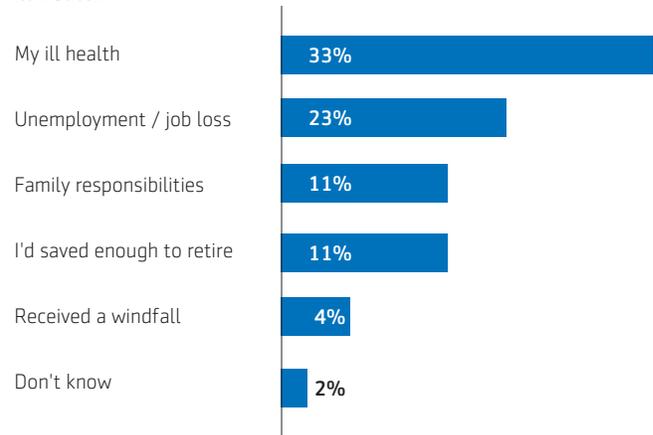


Table 19: A third of retirees had to stop working early due to ill health



**35%**

of workers have a backup plan



## The role of employers to facilitate advice

A critical success factor in establishing personal financial plans is attaining expert advice from the right source. Fewer than half of workers globally see professional financial advice as the most important source when it comes to their financial planning. While people may not need a professional to make all of their financial decisions, consulting a professional can play a key role in helping to set the right direction of travel and ensuring that all the essential bases are covered.

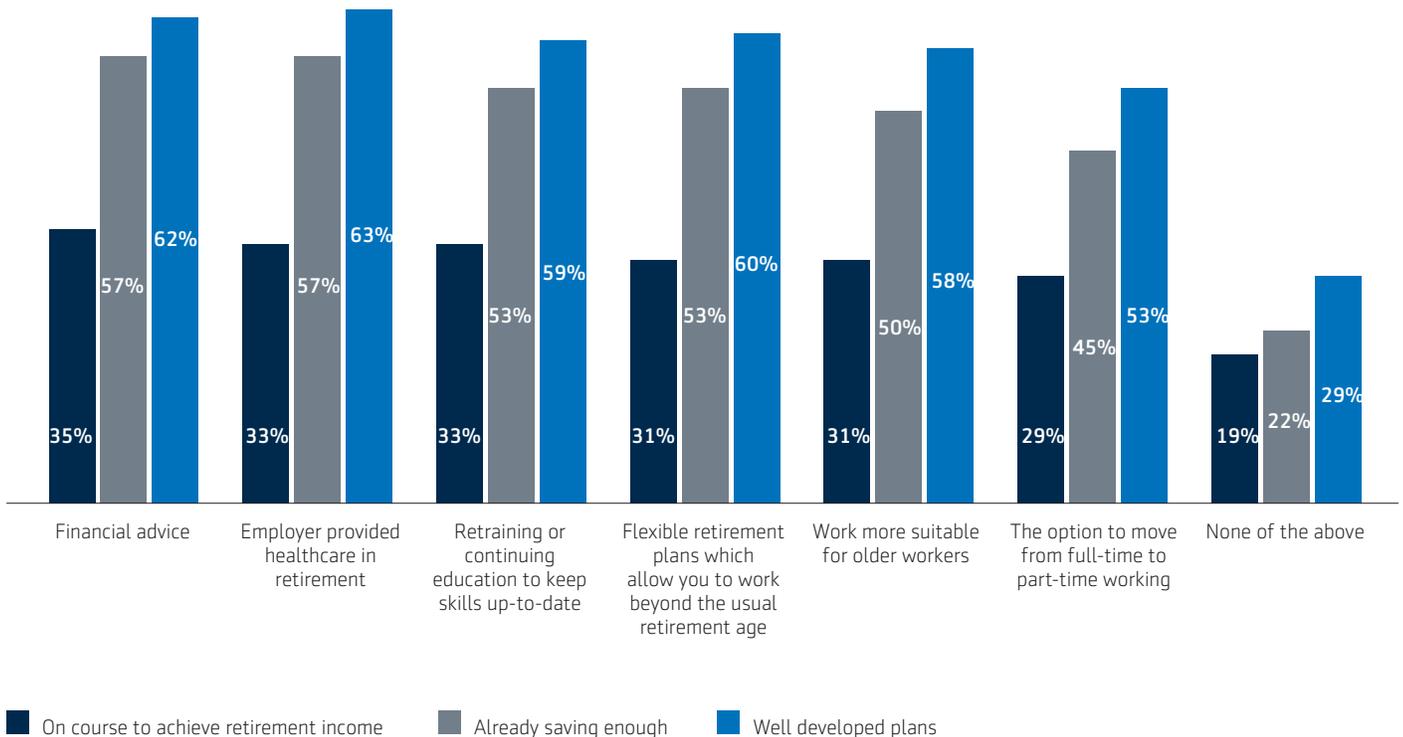
Employers can play a central role in facilitating access to financial advice. Of the services offered by employers to help employees phase into retirement, financial advice, and employer-provided healthcare in retirement have the strongest link with workers taking the best steps toward retirement readiness. Over three in five (62 percent) workers who receive financial advice as an employee benefit service have well-developed plans in place for their retirement savings and a comparable proportion (57 percent) feel as though they are now saving enough for their retirement. Similarly, 63 percent of workers who receive employer-provided healthcare in retirement have well-developed plans in place and 57 percent feel they are already saving enough for retirement.

Many workers have underdeveloped or incomplete plans for retirement, and even more do not have backup plans in place. Workers expect two-thirds (67 percent (mean)) of their current income in retirement, but only 25 percent expect to achieve it. Meanwhile, individuals look to informal sources such as friends and family for guidance, and are often side-tracked by shorter term financial pressures. All of which, in turn, resonates in many being potentially ill-prepared for their retirement.

Getting the right advice and plans in place are crucial to ensure workers are on the right trajectory to retirement readiness. Proactive steps from employers provide a clear solution for many workers who are currently underprepared. Employers should partner with retirement plan providers to raise awareness about the need to plan for retirement and open conversations with employees about how to do so.

Moreover, employers should clearly signpost where their workers can go for information and resources to help them prepare for retirement. For newer or smaller companies that may not have the infrastructure in place to facilitate the provision of advice and guidance with a retirement plan provider can direct workers to resources outside of the company, such as government programs or government-funded advice organizations such as the Money and Pensions Service (MaPS) in the UK.

**Table 20: Of services offered by employers to help their employees transition to retirement, financial advice and retiree healthcare have strongest links to retirement readiness**



# Communication and activation are key to getting employees engaged in making decisions about their pensions

*In October 2019, VodafoneZiggo switched pension providers and offered its employees a new defined contribution pension plan through Aegon Capital. The rewards managers, who oversee the benefits offered to employees at VodafoneZiggo, made a commitment to be very proactive in communicating and engaging with employees about the changes.*

*Well in advance of the implementation, VodafoneZiggo collaborated with their pension provider to organize webinars, information kiosks, and walk-in sessions at VodafoneZiggo's various locations to let employees know what was going to change and how it was going to impact them. Employees had the opportunity to ask questions and talk about the choices they needed to make in activating their new pension plan.*

*One of the choices employees had in the pension plan was whether they wanted to personally contribute to the plan. To make the choices more tangible and fun, at the in-person events prior to the switch, the options were translated into chocolate choices: a plain chocolate represented no employee contribution and a chocolate bar with a little extra, like salted caramel or nougat, represented an employee contribution to the retirement plan. This approach positively resonated with the employees; the chocolate helped*

*engage them in the discussion and the choice showed the benefit of making a personal contribution. As a result, 55 percent of the employees had already made an active choice about their employee contribution prior to the start of the new plan.*

*Another success factor was the creation of "pension ambassadors" within the company. VodafoneZiggo and their pension provider spent time with managers and HR staff to inform them in advance about the new pension plan. These ambassadors could then use this extra knowledge about the new pension plan to talk to fellow employees and answer questions at the workplace. This strategy helped to improve engagement among workers by creating the feeling everyone was learning from each other.*

*The transition to the new pension plan was a success due to the efforts of VodafoneZiggo in proactively communicating and partnering with their pension provider to improve activation. The end result was that all 3,500 employees were successfully transitioned to the new platform and more than half took active steps to invest in their financial future.*



## About VodafoneZiggo

VodafoneZiggo is a Dutch company that provides fixed, mobile, and integrated communication and entertainment services to consumers and businesses. VodafoneZiggo is a joint venture between Liberty Global, the largest international TV and broadband internet company, and Vodafone Group, one of the world's largest telecommunications companies.



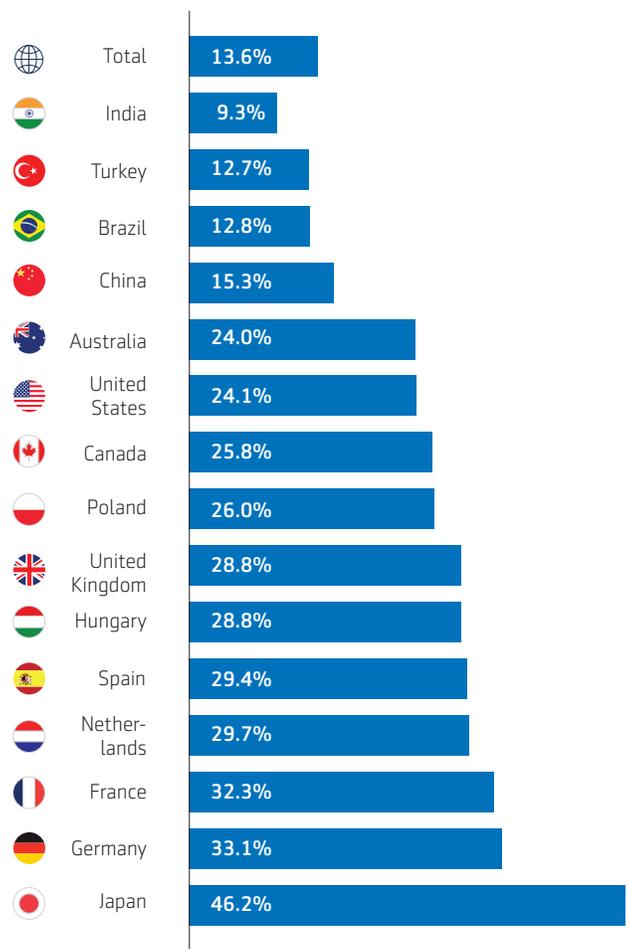
# Part 5. Flexible work arrangements for all

The dependency ratio measures the number of people aged 65 (the traditional retirement age) or over as a proportion of those aged between 15 and 64. The higher the ratio, the more pressure is being placed on the working age population to financially support the retired population. Since 2000, among the 15 countries in the survey, the dependency ratio has increased to 14 percent (reflecting a 25 percent increase), showing the growth in the number of people aged 65 or older around the world.

There is urgent societal need to address the situation and increase the number of people in the workforce to ensure that the population as a whole can adequately care for those in retirement. With people living longer, encouraging more people at or near retirement to stay in the workforce needs to be a priority for example, by increasing semi-retirement, where experienced employees work part-time to supplement pensions. Central to this is employers creating the right working conditions to allow workers to work for longer or phase into retirement.

The World Bank's global age dependency ratio<sup>8</sup> of 13.6 hides much starker figures for many of the surveyed countries. Indeed, seven of the 15 ARRI countries have a dependency ratio of more than double the global average with Japan, Germany, and France experiencing the oldest age profiles.

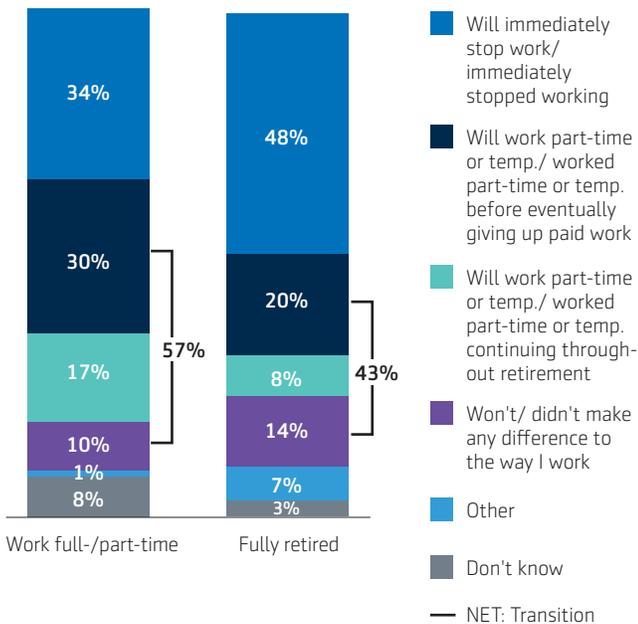
**Table 21: Age dependency ratio by ARRI countries<sup>9</sup>**



There are benefits for employers to extend working lives. Low birth rates over recent decades and an aging workforce have not only resulted in higher dependency ratios, but also may lead to labor shortages in the future. In the past few months, many countries have experienced historic changes in labor markets, going from record levels of employment prior to the pandemic to record levels of unemployment today. Some industries have been more heavily impacted than others. For firms operating in industries where there are skills shortages, there are benefits for employers in offering flexible work arrangements for workers of all ages. In addition, doing so gives employers an opportunity to change the balance between fixed labor contracts and more flexible work arrangements, allowing them to react more quickly to changes in the job market. From the workers' perspective, flexible work arrangements can allow them to stay economically active at all stages of their lives.

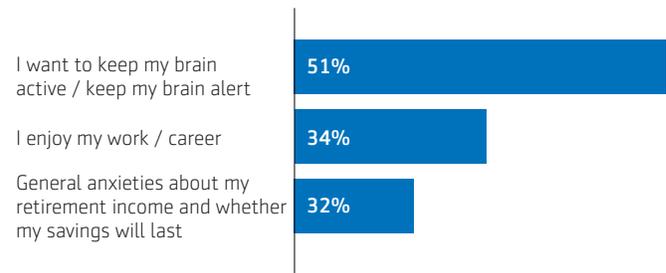
The survey shows that 57 percent of workers globally expect a phased transition into retirement and envision working in some capacity in retirement. Furthermore, 43 percent of current retirees globally phased into retirement or say that retiring meant no difference to them in how they worked.

**Table 22: Workers envision working in some capacity during their retirement**



Workers have generally positive reasons why they want to stay in the workforce, at least to some extent, in retirement, with 51 percent of workers who envision working in retirement globally saying they want to do so to stay active and keep their brain alert, or that they enjoy their career (34 percent). However, 32 percent of workers indicate they plan to continue working due to general anxieties about whether their retirement savings will last.

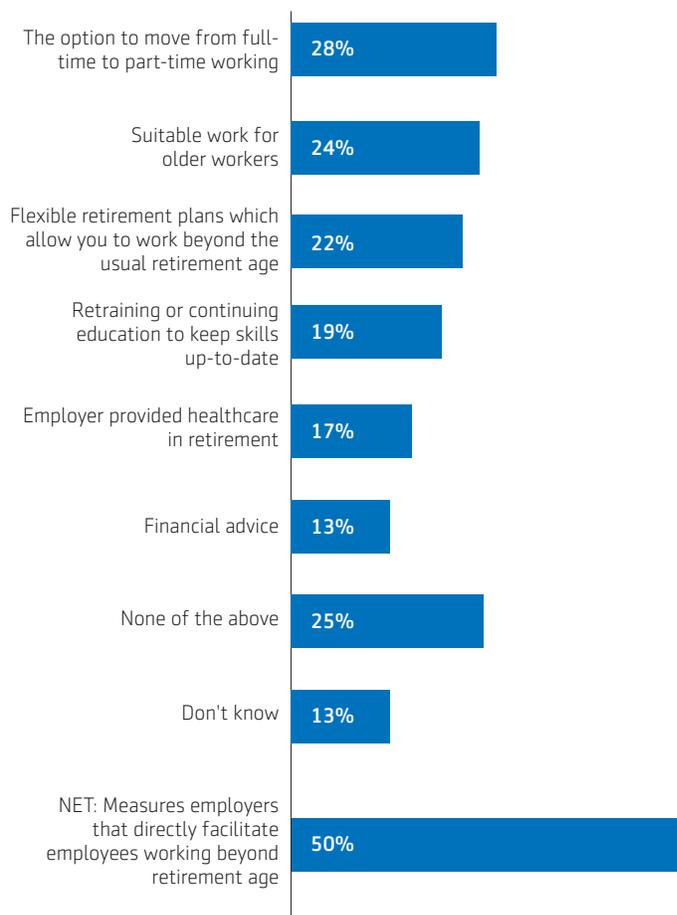
**Table 23: Reasons for continuing to work longer are generally positive**



**NOTE:** Only the top three responses are shown. The complete list of responses can be found in Appendix 3.

Employers should provide the right conditions and services to facilitate more employees phasing into retirement. One in four (25 percent) workers currently do not benefit from any employer support to phase their retirement. It is evident that employers could be doing more. Less than one in three workers globally (28 percent) state that they have the option to move from full- to part-time work to help them phase into retirement, while only one in four (24 percent) feel their employer offers work suitable for older workers.

**Table 24: Less than one-third of employers offer older workers the option to move from full-time to part-time working**



Most workers, at some point in their lives, have the need for flexibility from their employer. Part-time work, for example, is not simply a lifestyle choice for many people. Parenting responsibilities (17 percent), health issues (13 percent), and caregiving responsibilities (9 percent) are factors driving part-time workers into that choice.

The COVID-19 pandemic has shone a light on the need for flexibility in terms of how and where people choose to work. While this scenario is more the exception than the rule, the pandemic has demonstrated that many businesses have not sufficiently considered how certain employees and occupations can be handled more flexibly to allow workers to care for themselves and their families in trying circumstances. For some workers, a transition to working from home could warrant the need for educational resources, especially if working from home becomes more commonplace in the world after COVID-19.

The fact that some employees are unable to work from home or work flexibly has a direct impact on their ability to do their jobs and, ultimately, stay in work during times of stress.

In order to offer even further support to their flexible workforce – such as those working part-time or employed on zero-hours contracts – employers should consider ensuring that any workplace retirement or savings plans they have in place are extended to include all employees, regardless of their working status.



## Living, Learning and Earning Longer

*A learning collaborative among AARP, the World Economic Forum (WEF), and the Organisation for Economic Cooperation and Development (OECD) that is dedicated to identifying and sharing multigenerational, inclusive workforce practices. The objective of Living Learning and Earning Longer is to help employers build, support and sustain multigenerational workforces. The initiative will engage 50 global employers to refine the business case for age diversity and highlight best practices from around the world. The findings will surface standards, policies, and practices that reflect an age-diverse and inclusive workforce ecosystem.*

### Action to Be Taken

*Although governments can and should support the development of multigenerational, inclusive workforces, employers are best positioned to lead the charge. Success will benefit the economy, businesses, and employee growth and satisfaction. To do so, it is essential that employers:*

- *Ensure individuals remain employable throughout their lives with continued education and training,*
- *Enforce policies that prevent age discrimination, and adopt age-inclusive policies, and*
- *Provide opportunities for workers to remain and grow on the job.*

### Project Objectives

*The initiative will consider the complexity of the multigenerational workforce when evaluating an organization's recruitment and retention practices, flexible work and caregiving benefits, lifelong learning and training, and assessment procedures.*

*Three dimensions have been identified by which to examine inclusive employment:*

**Create:** *How does corporate culture and climate affect the quality of employment for all generations? Important areas include: access to meaningful work; a culture of respect, inclusion, and equity; employment security and predictability.*

**Invest:** *What are the standards, policies, and practices to support a well-functioning multigenerational workforce? Important areas include: recruitment, assessment and retention practices; compensation and benefits; lifelong learning; health and wellness benefits; caregiving services; physicality of the workspace; and options for phased retirement.*

**Prosper:** *How can employers and employees translate a more age-friendly environment into business and personal growth? Employers who can retain market-valued intellectual capital, raise the stability and engagement of highly skilled employees, and deliver products and services designed by a representative workforce stand to benefit. Employees with access to resources revitalizing skills can lead to greater personal financial security and self-fulfillment.*

*This work will culminate in a digital learning platform, to be launched at the 2021 World Economic Forum Annual Meeting in Davos, Switzerland. This interactive tool will serve as a guide for employers on the policies, practices, and business cases for supporting an age-diverse workforce. To learn more, visit [www.aarpinternational.org/initiatives/future-of-work/living-learning-and-earning-longer](http://www.aarpinternational.org/initiatives/future-of-work/living-learning-and-earning-longer)*

# Startup Plus: It's never too late to start a business

Starting a business can be a daunting undertaking for anybody, regardless of age and life stage. The common stereotype of an entrepreneur is of a young tech mogul who started a multi-billion dollar business in their parents' basement. However, today a new type of entrepreneur has been increasingly entering the startup scene – older entrepreneurs. Entrepreneurs over age 50 are shown to have a higher success rate than those in their 30s.<sup>1</sup> Furthermore, big names McDonalds, KFC and IBM were all founded by people aged 50 or older. With increases in longevity, people find themselves searching for ways to remain active and to continue purposeful contributions to society. Starting a business can be a great way to stay active during retirement, especially considering the higher success rates.

In 2019, Aegon, together with the Leyden Academy for Vitality and Ageing (LAVA), piloted “Startup Plus” – a program aimed to give people aged 50 and older an opportunity to live an active, flexible, and healthy lifestyle by encouraging entrepreneurship. **Startup Plus** is an eight-week online curriculum and coaching program, teaching participants basic concepts of the Lean-Startup method, which encourages innovation and iterative experimentation. It also covers everything from ideation and prototype creation to how to write a financial plan. The course culminates in a Grand Finale where participants pitch their idea to a panel of judges, with the winner receiving €10,000 as initial seed capital for their startup.

During the 2019 pilot, **Startup Plus** had 40 participants in the Netherlands ranging from ages 50 to 82. Every participant came with a unique idea, such as bamboo socks, a Caribbean food truck, a platform for caregivers, and healthy energy drinks. The winner was 82-year-old Han van Doorn. His app, “Are you OK today,” is based on artificial learning and helps people live independently longer by detecting behavior in one's home that is out of the norm and checking in with the person and/or their caregiver as needed. Han, along with all the participants, are inspiring examples of what reinventing retirement looks like, by staying active and developing a new purpose.

For the wider society, **Startup Plus** is a tangible example of how different social partners can work together to help people achieve a more flexible retirement and financially secure future. As a co-creator of this initiative, Aegon demonstrates its commitment to helping people achieve a lifetime of financial security and to be a leader in the field of healthy aging. The initiative also serves as a model for companies to engage in creating alternative solutions to support people's transition into a flexible and purposeful retirement.



**Start-up Plus**  
Finale 2019

<sup>1</sup> <https://www.kellogg.northwestern.edu/faculty/jones-ben/htm/Age%20and%20High%20Growth%20Entrepreneurship.pdf>

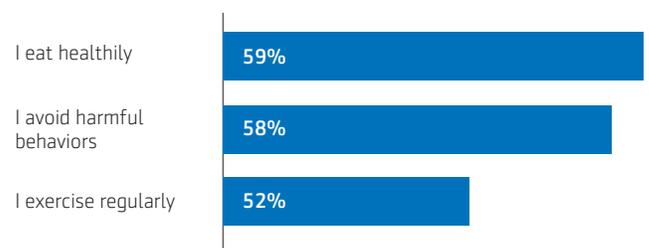
# Part 6. Workplace wellness programs

Employers can play a significant role in designing workplace environments that help stimulate both greater savings and healthier lifestyle choices, as well as increasing awareness among workers about the connection between the two. The workplace is a natural starting point in any discussion linking wealth, health, and long-term well-being.

Achieving retirement aspirations requires more than saving, investing, and planning; it also depends on staying in good health. The health and lifestyle choices that are made today directly shape health later in life, how long individuals can continue to work in paid employment, and, ultimately, how long people can expect to live. Whether it is recognized or not, these choices and long-term health expectations will have a major impact on the kind of retirement plans workers need to put in place.

Globally, two in five people (41 percent) state that they are either “very” or “extremely concerned” about their health in later life. Despite these levels of concern, most people can and should be doing more to help safeguard their long-term health. The survey asked about health-related activities people are engaging in and found that surprisingly few are doing as much as they can. Only approximately three in five eat healthily (59 percent) or avoid harmful behaviors (such as drinking too much alcohol or smoking tobacco) (58 percent), while just over half (52 percent) exercise regularly.

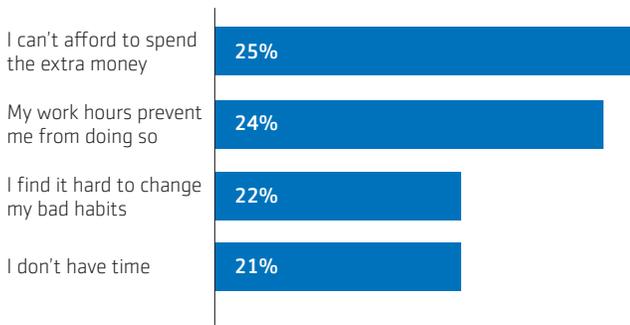
**Table 25: Only around three in five people say they eat healthily or avoid harmful behaviors**



**NOTE:** Only the top three responses are shown. The complete list of responses can be found in Appendix 3.

The most common barriers to taking better care of health are time and money. A quarter (25 percent) of people globally say that they cannot afford to spend the extra money (25 percent) or that their work hours prevent them from doing so (24 percent). However, 23 percent of people say they are already taking good care of their health and therefore do not need to change their habits.

**Table 26: Barriers preventing people from taking better care of their health**



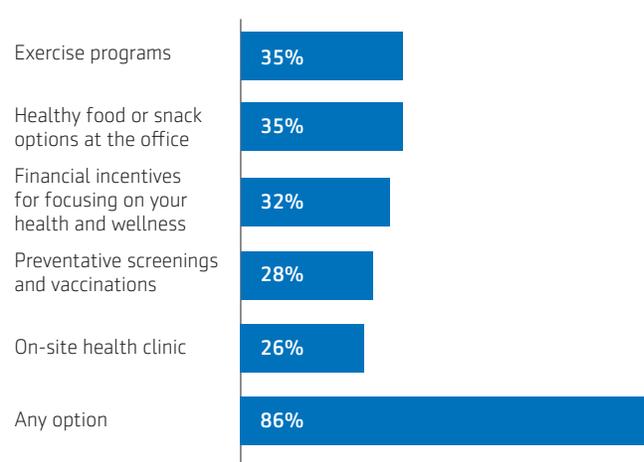
**NOTE:** Only the top four responses are shown. The complete list of responses can be found in Appendix 3.

It is clear that many workers find it difficult to make healthier lifestyle changes. Employers can provide an environment that supports making healthier choices easier and matches the flexibility workers are looking for to enable them to take better care of their health.

The survey asked workers which workplace wellness programs they would be interested in, if they were to be offered by their employer. Even small steps taken by employers, such as providing healthy food and snack options at the office, are found to be appealing to more than one in three (35 percent) workers. Exercise programs comprising on-site or discounts for local gyms find similar appeal (35 percent).

Wellness programs could also extend to include more comprehensive offerings to improve healthy lives. Twenty-eight percent of workers would be interested in preventative screenings and vaccinations, and a similar number (26 percent) feel this way about on-site health clinics. This issue has been brought into sharper focus by the COVID-19 outbreak, with many workers having to work from home or being furloughed during the outbreak. With this having an impact on employee well-being, employers are having to think about additional ways to support their workforce remotely through digital channels. The increased focus on health and wellness may well be one response to the current crisis which becomes a permanent feature of the future working landscape.

**Table 27: Interest in workplace health and wellness programs is high**



Ultimately, there are several measures that employers can take, many of which require little time commitment and are relatively inexpensive, that would both be well received by and of direct use to the workforce. While these will naturally support and directly benefit many workers, they can also be beneficial for employers in building stronger and better relationships with their workforce.

In addition, in an era where the focus on mental well-being is sharper than ever, it is vital that employers recognize that the health of their workforce extends beyond the purely physical. Economic changes and increased financial concerns can all translate into pressures at work – which can themselves be exacerbated by workloads and deadlines. While this is clearly of serious detriment to individual workers, there is a financial ramification for employers also due to drops in productivity. According to the World Health Organization<sup>10</sup>, depression and anxiety cost the global economy USD 1 trillion per year in lost productivity, something that private companies and governments cannot afford to let perpetuate.

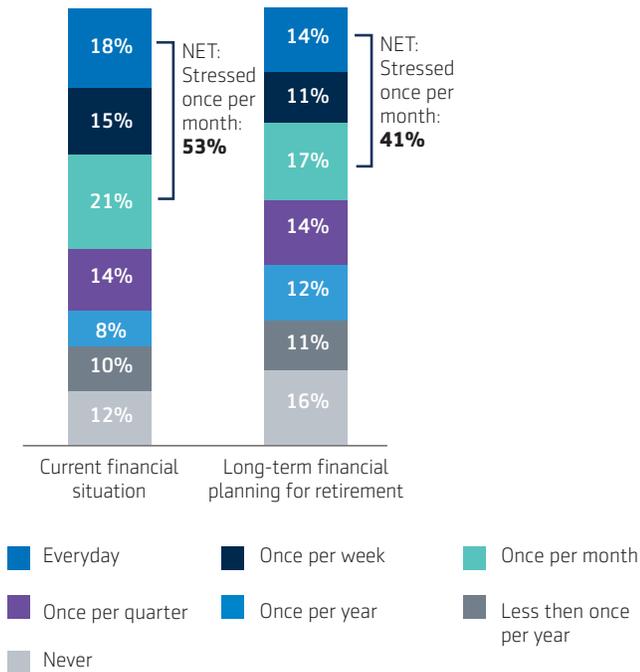
Given these figures and the findings from the survey that 22 percent of workers express an interest in programs, counseling, or therapies to help with mental health, there is clearly more that employers can be doing to support employees' mental health, particularly in these difficult times.



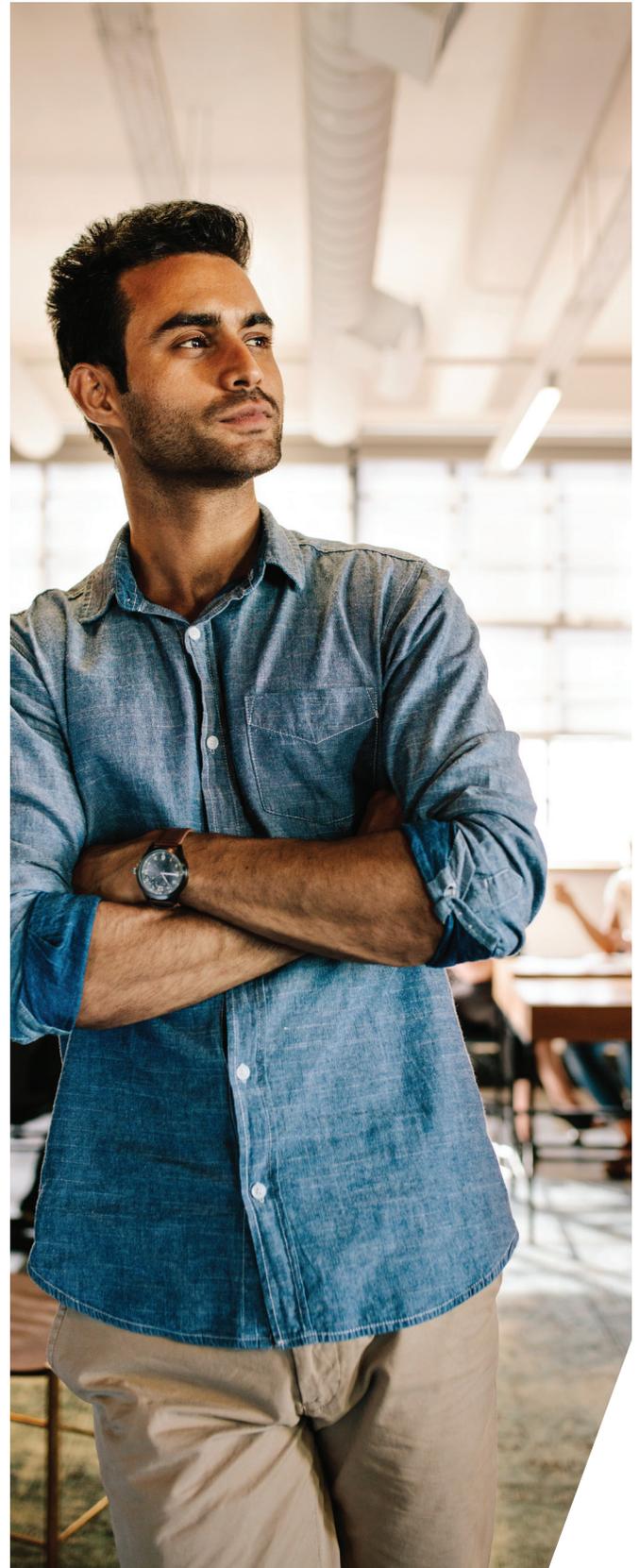
## Planning in order to alleviate financial concern and stress

Globally, over half (53 percent) of people feel stressed about their current financial situation at least once per month, while two in five (41 percent) feel stressed about their long-term financial planning for retirement during the same period. The American Psychological Association outlines how financial planning can help alleviate financial stress, stating that committing to a plan and reviewing it regularly can be a significant way to identify "financial stressors" and overcome them.

**Table 28: A significant proportion are stressed about their current and long-term financial planning for retirement**



While addressing financial worries in the short term may be anxiety provoking, having a financial plan in place and sticking to it can reduce stress in the long term. Many people may not wish to face up to their financial stresses, which presents an opportunity for employers to build financial stress management into any form of mental well-being program they have in place.

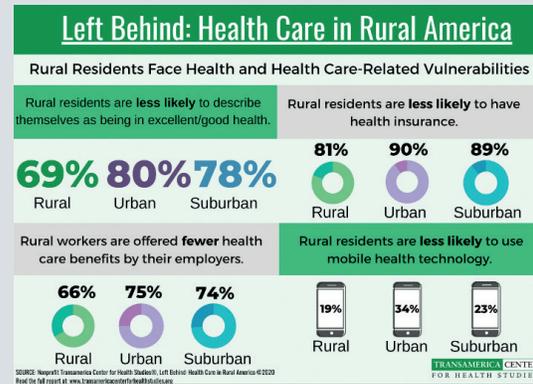


# The Healthcare Gap in Rural US

US rural residents face unique vulnerabilities when it comes to health and health care — risks that are exacerbated by the impacts of the COVID-19 pandemic. Access and affordability of health care have been long-standing concerns in rural areas, affecting wellness in a myriad of ways. Rural employers can play a greater role in supporting their employees' health and financial well-being.

Only two in three rural workers are offered major medical insurance through their employers, which is less than what is reported by suburban (74 percent) and urban (75 percent) workers, according to **Left Behind: Health Care in Rural America**, a report by nonprofit [Transamerica Center for Health Studies](http://Transamerica Center for Health Studies)® based on findings from a 2019 survey conducted prior to the pandemic. The report covers topics including health benefits offerings, workplace wellness programs, health and health-policy awareness, and access to care through remote technology. Taking into consideration the pandemic and its implications, the report also provides actionable recommendations for employers, individuals, and policymakers.

[Transamerica Center for Health Studies](http://Transamerica Center for Health Studies)® is a division of [Transamerica Institute](http://Transamerica Institute)®, a nonprofit, private foundation, which focuses on empowering consumers and employers to achieve the best value and protection from their health coverage, as well as the best outcomes in their personal health and wellness. Visit [www.transamericacenterforhealthstudies.org](http://www.transamericacenterforhealthstudies.org) to download the report along with academic studies on employer-sponsored workplace wellness programs and other educational materials.



# Part 7. Lifelong learning, training, and development

In addition to helping employees to become retirement savers and strategists, employers can also support their employees with another fundamental for achieving retirement readiness: **lifelong learning**.

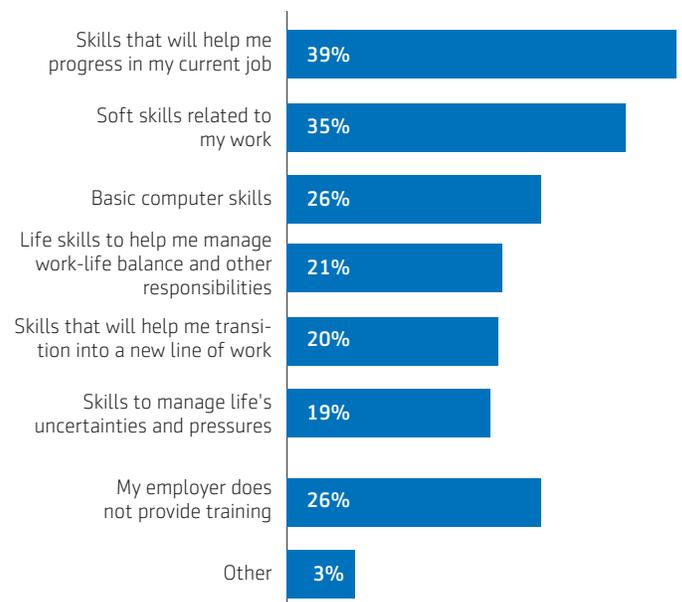
When considering lifelong learning, there are two key areas of focus: firstly, keeping skills up-to-date for use in the workplace; and secondly, financial literacy.

- **Continual learning and development throughout life is key to maintaining employability in the workplace.** Lifelong learning and maintaining up-to-date skills enable individuals to work longer and increase the possibility of phased retirement. In turn, remaining economically active for longer allows individuals to continue to save habitually and accumulate more for retirement.
- **Developing and maintaining financial literacy is important in empowering individuals to make the best decisions about their long-term savings for retirement.** Financial literacy is an essential life skill that enables individuals to be proactive in their approach to planning for retirement.

## Developing skills and ensuring adaptability

In an increasingly fast-paced and uncertain job market many employers may not be able to guarantee employment for life, but they can provide reassurance and comfort to employees by providing them with skills they need to succeed through the duration of their career and remain employable.

**Table 29: Almost two in five workers are offered training to help them progress in their current role**



Two in five workers (39 percent) are offered training that develops skills to help them progress in their current job. Given how crucial training and development is for both employers and employees, there is room for improvement.

Employers investing in training are ensuring a mutually beneficial arrangement with their employees. By investing in the learning and development of their employees, they improve their workforce and increase retention rates. Indeed, as a new, younger generation of workers joins the workforce, they have different expectations of employers compared with the generations that came before them. According to LinkedIn's 2019 Workforce Learning Report, 94 percent of employees say that they would stay at a company longer if it simply invested in helping them learn<sup>11</sup>. Expectations now reach far beyond the traditional financial compensation agreement between employers and employees, and stretch to the desire to be invested in as an individual. By offering robust training, employers will benefit from higher retention of their workforce, while employees will reap the benefits of lifelong learning.

Arguably, the need for adaptability has never been greater. The technology giant IBM estimates that more than 120 million workers in the world's 12 largest economies may need to be retrained and reskilled in the next three years as a result of intelligent and AI-enabled automation<sup>13</sup>. Workers must be equipped to learn quickly and adapt to new situations.

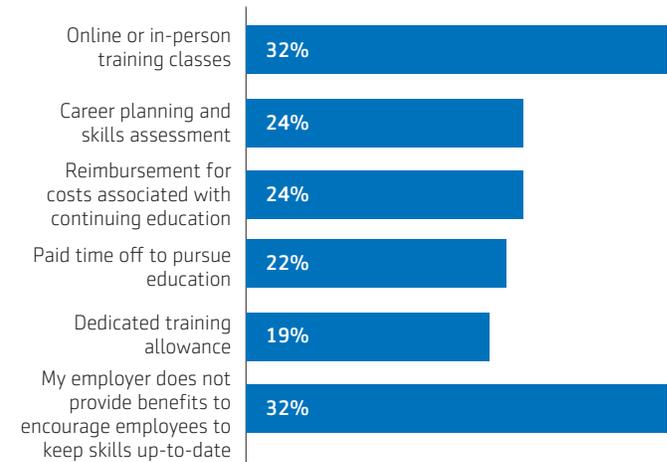
Encouragingly, over a third of workers (35 percent) receive training for softer transferable skills, such as teamwork, problem solving, and communication, from their employer, which can help them remain in employment regardless of broader societal and economic factors at play.

However, over a quarter (26 percent) of workers do not receive any type of training from employers to keep their skills up-to-date. This number rises to 41 percent among workers employed by micro-enterprises. Though smaller enterprises such as start-ups may not provide formal training, they can by their nature offer employees a varied and dynamic working experience in a fast-paced environment. Nevertheless, all employers must remain mindful that the workforce of tomorrow desires tangible training and development opportunities which will allow them to remain employable throughout the course of their career.



Employers have a wide-ranging set of tools available to them to facilitate skills development in their workforce. Almost a third of workers (32 percent) receive online or in-person training classes from their employer. Yet, just as many workers say their employer does not provide any benefits to encourage them to keep their skills up-to-date.

**Table 30: Online or in person training classes are the most widespread benefit offered to workers to keep skills up-to-date**



Online training classes are an excellent benefit that employers can offer to ensure their workforce can access training materials at any time and in any location. As a result of the pandemic, most colleges and universities have also embraced online learning. The increased accessibility and affordability of online courses make them ideal for working professionals. Many programs offer "stackable" learning, such as a short set of online courses that enable individuals to close specific competency gaps or add specific skills to meet immediate career goals<sup>14</sup>.

Online training and educational materials are also a great resource that provides individuals outside of the workforce (e.g., due to ill health or unemployment) the opportunity to keep their skills up-to-date, increase their attractiveness in the job market, and return to work as quickly as possible.

## Building financial literacy

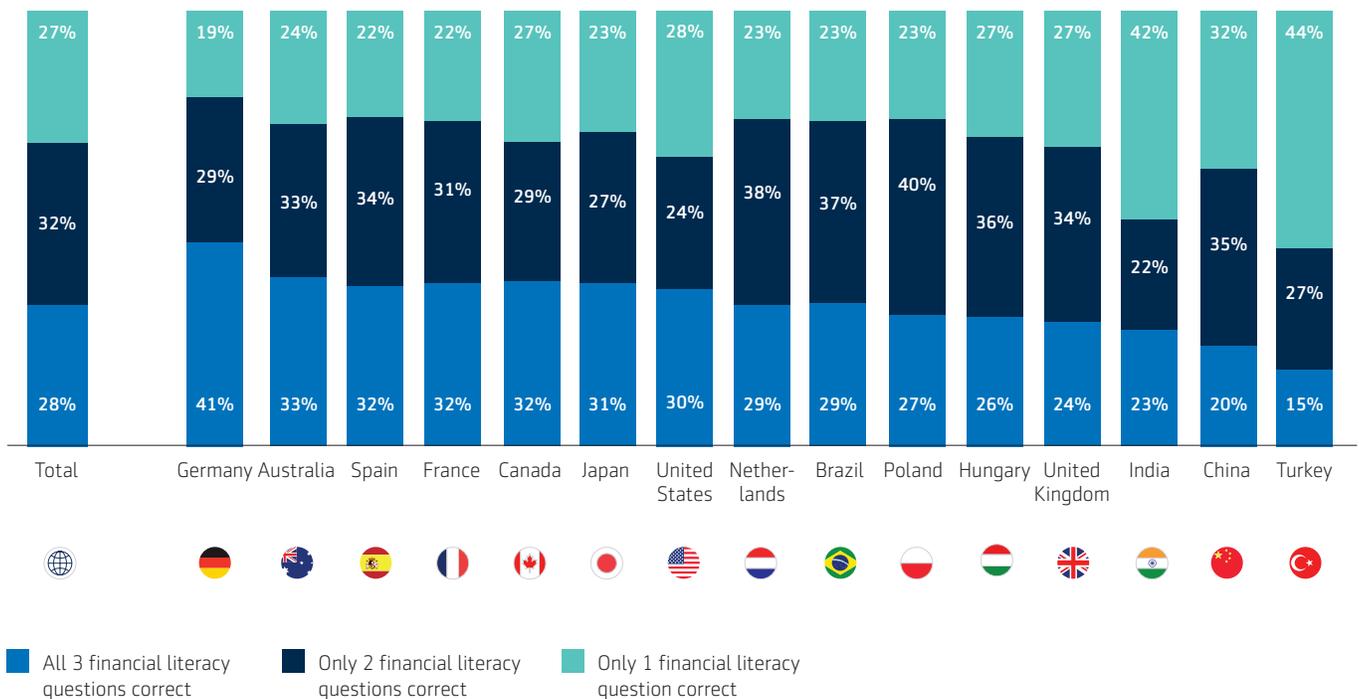
An important knowledge area in anyone's toolkit is financial literacy. The need for good financial literacy is more important than ever. Workers are shouldering more of the weight of financial decision-making for their retirement savings compared with the past and need to make more informed decisions. At a basic level, in retirement systems dominated by DC retirement plans, many workers must decide how much to contribute to the plan and how to invest their assets. Workers and retirees are also being asked to choose among a plethora of investment and savings products, which are increasing in sophistication and complexity.

Navigating the journey from savings accumulation during working lives to decumulation during retirement is a complicated one, especially when people lack the financial literacy skills to understand some of the basic principles of investing.

Using the framework developed by leading academic experts Drs. Annamaria Lusardi and Olivia S. Mitchell in 2004, the Aegon Retirement Readiness Survey measures financial literacy across the 15 countries included in the study.

The framework entails three questions that measure understanding of: compounding interest; inflation; and risk diversification. Significantly, the questions test actual knowledge on the topics, rather than self-reported knowledge and can be universally applied to all countries included in the study.

**Table 31: Less than a third of workers globally correctly answered all three financial literacy questions**



The survey findings show that financial literacy is low around the world. Globally, barely more than a quarter of workers (28 percent) answered all three questions correctly. The extent to which individuals are financially literate varies globally. Financial literacy is highest in Germany with 41 percent answering all three questions correctly and lowest in Turkey with just 15 percent answering all questions correctly. More needs to be done to address the gaps in financial literacy and to empower all individuals to make more informed decisions.

Lifelong learning is an essential element in improving retirement readiness. It brings a unique opportunity for all social partners to contribute to make a difference.

Employers should strive to provide access to more training and vocational qualifications to help employees remain "job-ready" in an increasingly flexible and fluid labor market. They must also provide access to greater financial planning throughout people's working lives with an emphasis on "at-retirement" financial planning when people make their transition from working life into retirement.

Governments must put greater emphasis on improving financial education as part of formal education and make materials on financial literacy available to those of all ages through e-learning tools. Likewise, for those outside of the workplace, governments should offer basic online skills refresher courses to help those looking to re-enter the work force.

Ultimately, individuals must remain agile and adaptable to seeking out and learning vital skills as their life priorities and financial and health situations change throughout their working years and in retirement.

# Recommendations

Our world is ever changing. Retirement systems around the globe have been undergoing severe strain. The financial sustainability of government benefits is a major concern amid increases in life expectancy, declining birthrates, and a prolonged period of low interest rates. Employer-funded traditional pension plans are disappearing and being replaced with employee-funded defined contribution plans that may include an employer contribution. Much of the responsibility for funding retirement has been transferred to individuals who are not yet equipped with the necessary skills to be successful. Now, the COVID-19 pandemic and resulting economic downturn have delivered a further blow to this already tenuous situation.

A new social contract for retirement is not just needed – it is more imperative than ever before. Individuals must feel empowered to take matters of how to save, plan, and prepare for retirement into their own hands. Yet, the COVID-19 pandemic has made individuals even more vulnerable – physically and financially. Through these difficult times, governments and employers must show solidarity, and do what they can to support individuals' short- and long-term financial security. Employers, in particular, can make a tremendous difference in their employees' lives and financial well-being.

## Employers

Amid the pandemic and economic downturn, employers may no longer be able to guarantee workers "employment," but they can continue to play a vital role in contributing to their employees' financial security, health and well-being, and future "employability." Working with their HR and benefits advisors, employers of all sizes should consider these recommendations for becoming age-friendly, attracting and retaining talent, and helping their employees prepare for retirement:

- 1. Cultivate an age-friendly workplace that recognizes the value and contributions of workers of all ages.**
  - Learn about industry best practices for becoming an age-friendly employer, e.g., including workers aged 50 and above in recruitment plans and hiring targets, and providing access to personal development and training opportunities, technologies, facilities, equipment, and services for all ages.
  - Survey employees to gain insights into the current corporate culture and discover what measures can be taken to make the workplace more age-friendly.

- Establish multigenerational teams, and encourage mentor programs to encourage the value of an intergenerational and collaborative work culture.
  - Adopt diversity and inclusion business practices that include age among other demographic factors (e.g., gender, race, religion, sexual orientation).
- 2. Offer workplace retirement benefits that include automatic features, matching contributions, and lifetime income solutions.**
    - Implement automatic enrollment and automatic escalation features that help employees save habitually. Offer professionally managed investments and investment services including target date funds, target risk funds, and managed advice that can appropriately invest plan participants' savings in a manner that is consistent with their risk tolerance and years to retirement.
    - Consider adding lifetime income options to assist employees in turning their retirement savings into an income stream in retirement.
  - 3. Offer health and welfare benefits, including life insurance and disability, that can provide insurance protections and help mitigate out-of-pocket expenses.**
    - These benefits can help enhance workers' short- and long-term financial security in the event of unforeseen financial shocks.
  - 4. Promote tools and resources to raise awareness about retirement, health, and welfare benefits.**
    - Encourage employees to periodically review their accounts to help ensure that they are adequately saving and investing to meet their financial and health goals.
    - Offer practical solutions for workers facing shortfalls in their retirement income such as options to work longer and phase into retirement.
    - Provide easy-to-understand information and educational materials, and work with the company's retirement plan provider to offer one-on-one retirement preparation sessions for pre-retirees.
    - Embed retirement calculation tools, apps, and Q&A functions into the company intranet or benefits provider's platform.
    - Raise awareness about tax incentives that employees can take advantage of for saving for retirement or for other life priorities.

5. **Offer professional advice services to help workers create a concrete retirement action plan and, if feasible, extend advice services to all workers regardless of employment status.**
  - Partner with retirement plan providers to help workers take concrete action in developing a strategy and saving for retirement.
  - Offer incentives for employees to consult with independent financial advisers.
6. **Design benefits with portability in mind so that workers can continue to contribute to their retirement savings, even as their employment situation changes.**
  - Workers will likely switch employers many times and possibly become self-employed over the course of their working careers. Offering portability will enable them to carry forward or transfer their benefits and continue saving when they change employment.
7. **Offer flexible work arrangements, such as flexible schedules and telecommuting, to support work-life balance.**
  - Offer flexible work schedules and the ability to switch from full-time to part-time for workers with parenting or caregiving responsibilities, or for those wanting to transition to retirement at a pace that suits them. Flexibility enables workers of all ages and life stages to remain in the workforce while attending to their personal situations, especially during the pandemic where more employees are juggling parenting, home-schooling, caregiving, and working.
8. **Extend retirement benefits eligibility to all workers regardless of their employment status, including part-time workers, contractors, and others not ordinarily offered these benefits.**
  - Such arrangements enable a greater number of people to save for their retirement in the workplace by contributing to a company-sponsored or individual retirement plan.
9. **Promote a healthy workplace and habits by offering a workplace wellness program.**
  - Nudge workers to take active steps toward a healthier lifestyle. For example, create a departmental challenge to walk a certain number of steps a day, have meatless Mondays, taking the stairs together, etc.
  - Provide tools to monitor health goals and biometrics (e.g., BMI/weight loss, cholesterol levels, blood pressure).
  - Make an on-site health clinic available for routine visits and preventative screenings.
  - Put in place ergonomic workstations (e.g., standing desks, adjustable workspace furniture).
  - Raise awareness about the impact of stress and mental health. With more people working from home recently, isolation and worries about job security and money have increased stress and can have a negative impact on people's mental health and productivity.
10. **Encourage lifelong learning opportunities to help workers keep their skills up-to-date so they remain employable in a changing job market and have the skills necessary to make decisions impacting their long-term financial security.**
  - Offer training courses for workers to learn new skills or update current skills.
11. **Offer financial literacy and educational materials to improve employees' understanding of basic financial concepts and help them make informed decisions to their retirement strategy.**
  - Make education materials on financial literacy available to all workers. For example, online tests, articles, webinars, and workshops to increase workers financial understanding.

## Individuals

Individuals must take greater action and more responsibility to prepare for their financial security and long-term health, as well as to actively understand what type of employer benefits and retirement plans are in place for them. Specific actions include:

1. **Take time to understand your workplace retirement plan, and other non-retirement benefits and compensation packages by asking yourself the following questions:**
  - Does my employer offer a retirement savings plan and, if so, what type of plan is it (defined contribution vs. defined benefit)?
  - Do I need to take any steps to enroll into the company retirement plan or does my employer automatically enroll me?
  - Does my employer offer a matching contribution into the plan? If so, how do I ensure that I am eligible to receive the match?
  - How much should I contribute from my paycheck into the plan? If automatically enrolled by the employer, what is the default contribution rate? How can I change that, if desired?
  - What type of non-retirement workplace benefits are available from my employer? Types of benefits to research may include: healthcare coverage, disability insurance, unemployment insurance, flexible working hours for caregiving or parenting responsibilities, spousal insurance, or training.
  - What do I need to do to access these benefits?
2. **Develop a written retirement strategy by writing down the expected income you will need in retirement to achieve a comfortable lifestyle.**
  - Create a robust retirement strategy and write it down. The plan should consist of three basic elements: meeting day-to-day needs, saving for the future, and creating a buffer for emergencies. Seek professional advice, if needed.

- Create a backup plan that uses a combination of emergency savings and insurance to protect you against unforeseen events. For example, mortgage insurance can reduce the risk that you will have to dip into savings to cover a large monthly payment if you lose your job.
  - Share your plan with your family and those with whom you have a financially dependent relationship; this will help ensure your plans account for your family's future financial needs and that they are aware of what to do in case of unforeseen events.
3. **Adopt a healthy and active lifestyle.** As with retirement savings, start early and be consistent in following a healthy diet and exercise regime.
    - Avoid harmful behaviors such as smoking or excessive drinking. See a physician regularly and seek medical help when needed for an injury or ill health.
    - Eat healthily (e.g., five-a-day portions of fruit and vegetables).
    - Think about long-term health by avoiding stress and practicing mindfulness (e.g., meditation and relaxation exercises).
    - Get routine checkups and do self-checks.
    - Take part in workplace health programs, challenges, or benefits. For example, if your workspace is on the fourth floor, start a team challenge where you walk the stairs every day.
  4. **Take time to learn and understand the fundamentals of financial literacy:** compound interest, inflation, risk diversification, budgeting, savings vs. debt, investing, taxes, risks of market volatility, and risk of outliving the savings. Take advantage of online calculators and informational materials about saving, employer and government retirement benefits, as well as investment products such as life-cycle funds that manage savings and investments to a desired goal. Financial professionals can provide guidance in all of the above and help develop a savings and investment strategy.
  5. **Engage in lifelong learning by keeping job skills up-to-date and learning new skills.** Maintaining and learning new skills can help prepare for changes in the workforce, and for new and longer careers.

## Governments

Governments should take center stage in orchestrating a new social contract for retirement during the pandemic and into the future — a post-COVID-19 world in which solidarity among the social partners is critical to developing sustainable systems that rebalance responsibility in a way that everyone has the ability to retire with dignity and no one is left behind. At a time when government finances are under severe strain, compromises will have to be made in relation to allocations to health, social security, and other support programs. This will require collaboration among existing social partners and integrating new partners into the social contract.

1. **Ensure sustainability of social security benefits** through necessary reforms to accommodate longer lifespans and the relative aging demographics (relative to workers entering the workforce). Reforms can include increasing taxes to fund the social security system, increasing the eligibility age for such benefits or reducing the nature or amount of the benefits.
2. **Provide access to affordable healthcare for people of all ages, including retirees.** Governments play an important role in facilitating healthcare systems in their countries through public and private partnerships.
3. **Promote a positive view of aging and an age-friendly culture.** Governments should lead in changing the societal view of aging individuals and retirees to create a positive view of aging and an age-friendly culture. Through programs and policies, governments can help promote the value of older individuals to the economy and society and fully integrate them into society.
4. **Offer tax incentives** to encourage individuals to save for retirement through workplace retirement plans and individual retirement accounts. Incentivize saving for healthcare and the possible need for long-term care in older age.
5. **Incentivize and/or require employers to establish workplace savings plans** for their workers. Provide tax incentives to employers to assist in the cost of establishing or operating workplace retirement plans.
6. **Incentivize and/or support the opportunity for all types of workers to save for retirement, including self-employed people, part-time, and gig-economy workers.** Encourage employers to provide access for part-time workers to workplace retirement plans. Make available specific retirement plans with tax incentives for self-employed and gig-economy workers to save for retirement and make those plans portable from job to job.
7. **Reform labor and workplace benefit laws** to accommodate older workers and to enable them to phase or transition into retirement without any adverse impact on their retirement benefits. Require that employer-granted leave be extended to employees who need to take time off to care for an aging parent or loved one on the same terms as other types of employee leave.

8. **Incentivize employers, schools, and trade groups to provide** programs to help individuals update and learn new skills that will prepare them for a changing workforce and longer time spent working.
9. **Require financial and health literacy to be included in school curricula.** Learning about saving, investing, and healthy lifestyles in school can help individuals understand the need for and to prepare for a financially secure and healthy and active life, including in older age.

The COVID-19 pandemic has demonstrated the need for solidarity among the social partners, including governments and employers, as well as the vital role that medical professionals, educators, and non-governmental organizations play. Their messages of staying healthy, continuing to learn, and supporting each other have been key in helping us get through the crisis and in reshaping the future of everyday life, work, and retirement.



# Glossary

## 401(k) plan

A defined contribution plan available to workers in the United States. An employer-sponsored retirement plan that enables workers in the US to make tax-deferred contributions from their salaries to the plan. See also defined contribution plan.

## Age dependency ratio

Measures how many people aged 65 (traditional retirement age) or over are dependent on the working age population-aged 15 to 64. The higher the ratio the more pressure there is on the working age population to support the retired population.

## Automatic enrollment

A feature of an employer-sponsored retirement plan in which the employer is able to enroll a worker without that worker's express authorization. The employer determines what percentage of the worker's salary or wages is contributed to the plan. The worker is able to change this percentage, and can refuse enrollment in the plan.

## Automatic escalation

A feature of a retirement plan which automatically increases with the percentage of (retirement) funds saved from salary. This type of plan generally features a default or standard contribution escalation rate.

## Critical illness

An affliction which is life threatening.

## Defined benefit plan

A type of pension plan in which an employer/sponsor promises a specified monthly benefit on retirement that is predetermined by a formula based on the worker's earnings history, tenure of service and age, rather than depending directly on individual investment returns. "Final salary" and "career average" are examples of types of defined benefit pensions.

## Defined contribution plan

A type of retirement plan in which the employer, worker, or both make contributions on a regular basis. Benefits are linked to investment performance over time rather than a pre-determined formula as seen in defined benefit plans. Also known as a "money-purchase pension plan."

## Financial literacy

The ability to understand personal finance areas including: insurance, investing, saving, tax planning, and retirement. It also involves knowledge of financial concepts like compound interest, financial planning, the mechanics of a credit card, advantageous savings methods, consumer rights, time value of money, etc.

## Flexible retirement

An arrangement whereby workers continue working with a reduced workload into retirement before stopping work altogether. Sometimes referred to as "phased retirement."

## Income protection insurance, also known as disability insurance

An insurance policy paying benefits to policyholders who are incapacitated and hence unable to work due to illness or accident.

## Life insurance

Insurance that pays out a sum of money either on the death of the insured person or after a set period.

## Matched retirement plan contributions

An arrangement where an individual's contributions to a retirement plan are "matched" by funds from an employer or government.

## Normal retirement age

The age at which an individual accrues full rights to their retirement benefits. The specific age varies by country and sometimes within countries based on the year an individual was born.

## Nudge theory

Concept in behavioral science, political theory, and economics that argues that positive reinforcement and indirect suggestions influence behavior. It makes use of insights from psychology to help understand how individuals make economic decisions. It has been employed by policymakers to help encourage people to save more for the long term.

## Portable benefits

Workplace benefits such as retirement, defined contribution, or healthcare plans that are tied to the individual, as opposed to the employer, and thus can be carried from one employer to another as a worker progresses through their career.

## Social security

A United States federal program of social insurance and benefits developed in 1935. The Social Security program's benefits include retirement income, disability income, Medicare and Medicaid, and death and survivorship benefits. Social Security is one of the largest government programs in the world, paying out hundreds of billions of dollars per year. Similar programs, under different names, exist in other countries.

## Workplace retirement plan

Provides replacement for salary when a person is no longer working due to retirement – see defined benefit plan and defined contribution plan. An old-age pension plan administered through an employer.

# About the authors

## Aegon Center for Longevity and Retirement

The Aegon Center for Longevity and Retirement (ACLR) is a collaboration of experts assembled by Aegon with representation from the Americas, Europe, and Asia. ACLR's mission is to conduct research, educate the public, and inform a global dialogue on trends, issues, and opportunities surrounding longevity, population aging, and retirement security.

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## About Aegon

Aegon's roots go back more than 175 years – to the first half of the nineteenth century. Since then, Aegon has grown into an international company, with businesses in more than 20 countries in the Americas, Europe, and Asia. Today, Aegon is one of the world's leading financial services organizations, providing life insurance, pensions, and asset management. Aegon's purpose is to help people achieve a lifetime of financial security. More information: [aegon.com](https://aegon.com).



## Transamerica Center for Retirement Studies

Transamerica Center for Retirement Studies® (TCRS) is a division of Transamerica Institute, a nonprofit, private foundation. TCRS is dedicated to conducting research and educating the public on trends, issues, and opportunities related to saving, planning for, and achieving financial security in retirement. Transamerica Institute is funded by contributions from Transamerica Life Insurance Company and its affiliates and may receive funds from unaffiliated third parties. TCRS and its representatives cannot give ERISA, tax, investment, or legal advice.

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## Instituto de Longevidade Mongeral Aegon

A champion in the theme of longevity and its social economic impacts in Brazil. With its initiatives, the nonprofit organization tackles the challenges of living longer by integrating governments, companies, schools, and people through activities towards income, work, health, and behavior. The Instituto is part of the Mongeral Aegon Group and provides complimentary services to create opportunities for individuals of all ages.

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## Cicero/AMO

Cicero/AMO specializes in providing integrated public policy and corporate communications, global thought leadership programs, and independent market research consultancy. In 2020, Cicero joined AMO (part of Havas Group) which has offices in 33 cities including London, Amsterdam, Berlin, Paris, Madrid, New York, Los Angeles, Tokyo, Hong Kong, and Shanghai. As a market leader in pensions and retirement research, Cicero/AMO designed and delivered the market research, analyzed the research findings, and contributed to the report. Cicero/AMO is proud to have partnered with Aegon since the inception of the Retirement Readiness campaign in 2012.

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# 1. ARRI methodology

The 2020 ARRI is based on the sample of 14,400 workers, and has been developed to measure attitudes and behaviors surrounding retirement planning. Six survey questions (known as “predictor variables”) are used, three broadly attitudinal and three broadly behavioral:

1. **Personal responsibility** for income in retirement
2. **Level of awareness** of need to plan for retirement
3. **Financial capability/understanding** of financial matters regarding plans for retirement
4. **Retirement planning** – level of development of plans
5. **Financial preparedness** for retirement
6. **Income replacement** – level of projected income replacement

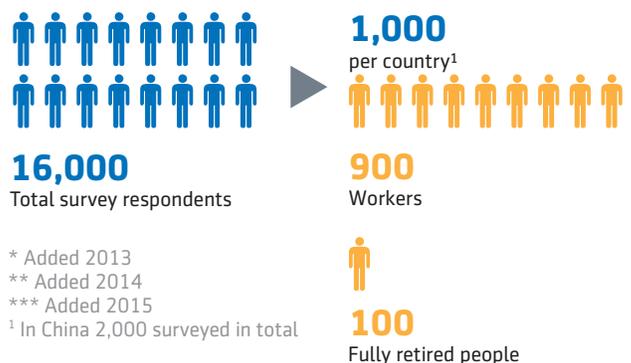
As well as these questions, a “dependent variable” question is asked which is concerned with approaches to saving, for which five broad saver types have been identified: habitual, occasional, past, aspiring, and non-savers.

In order to create the index score the predictor variables are correlated with the dependent variable to obtain a measure of influence (known as an “R” value). The mean scores of the

predictor variables are computed and each mean score is multiplied by its “R” value. The results are summed and then divided by the sum of all correlations to arrive at the ARRI score.

### Note on the effect of increasing the number of survey countries year-on-year

The first Aegon Retirement Readiness Survey, published in 2012, was based on research conducted in nine countries. A separate survey in Japan was conducted and reported on later that year. Therefore, 2012 is regarded as a 10-country study. In 2013, two new countries (Canada and China) were added bringing the universe to 12. In 2014, a further three countries (Brazil, India, and Turkey) were added, increasing the universe to 15. In 2015, the overall size of the survey was maintained at 15 countries although with the introduction of Australia and removal of Sweden. In 2020, the countries surveyed remained the same as 2019.



## 2. Pension and healthcare systems in the 15 survey countries

Country	Retirement Age	Pension provision			Healthcare provision	
		State	Occupational	Personal	State	Personal
 Australia	<p>The retirement age is 66 at present, rising to 66½ in July 2021 then finally to 67 by July 2023 to complete a staggered rise from 65½ years to 67 years between 2017 and 2023. The government has proposed raising this to 70 by 2035, though this has not yet been formalized in law.</p>	<p>A means tested, non-contributory tax-financed age pension that provides basic benefits.</p>	<p>This makes up the backbone of the Australian retirement system and is made up of funded individual pension accounts provided by superannuation funds. It is a DC system and employers are required to contribute 9.5 % of salary.</p>	<p>Involves individuals contributing to their superannuation funds or to retirement savings accounts (RSAs), which are low cost pension plans offered by deposit taking institutions or life insurance companies.</p>	<p>A national public health insurance plan that provides automatic universal health coverage. Co-payments are at a doctor's discretion.</p>	<p>Voluntary private health insurance plays a mixed complementary and supplementary role. Policies are encouraged through tax incentives. In 2019, just under half the population had private health insurance coverage.</p>
 Brazil	<p>The Public Pension Reform was approved in 2019 and established minimum retirement ages for both private and public sectors: 62 for women and 65 for men.</p> <p>Before the reform, there was no minimum retirement age.</p>	<p>In both the private and public sectors, benefits are limited to the cap of the General System.</p> <p><b>Private sector:</b> The General Social Security System is a mandatory pay as-you-go plan. New criteria to calculate benefits depending on contribution times became effective: reaching 110% of the average salary of 40 years for women and 45 years for men; and down to 60% of the average salary of 15 years for women and 20 years for men.</p> <p><b>Public sector:</b> The 2019 reform established a contribution time of 25 years for both men and women. Supplementary DC plans are available since 2012 to those who earn more than the cap.</p>	<p>A few companies offer supplementary pension fund plans, which are accessible to their workers and allow for matching employer contributions. Corporate retirement savings account plans are also offered by some companies.</p>	<p>There is a young and growing retirement savings account market offered by insurance companies. These accounts mainly comprise tax benefit plans with no interest rate guarantees, and are accessible to every individual. Since occupational plans are not sufficiently developed in the country, this market is mainly comprised of individual plans, which represent approximately 87% of markets' total contribution.</p>	<p>The health system is public, free, and universally accessed, although inefficient due to management issues and budget constraints. On the other hand, some centers of excellence exist.</p>	<p>Private health plans are offered by health insurance companies through corporate and individual plans. Corporate plans are accessible solely to workers (and their families) from a given company and are not widely offered. Individual plans are more common with a low-ticket offer. Plans with higher prices – and better coverages – are rare and not consistently offered.</p>

## Pension provision

## Healthcare provision

Country	Retirement Age	State	Occupational	Personal	State	Personal
 <p>Canada</p>	<p>The full retirement age for the state retirement benefits is age 65, with the ability to receive benefits as late as age 70 with an increase benefits paid.</p>	<p>A two-tier public pension system made of a flat-rate pension from the Old Age Security program, based on years of residency and financed by tax revenues; and the Canada Pension Plan, an earnings-related program for which contributions are paid by employers and employees.</p>	<p>A mix of DB, DC and hybrid plans are offered to employees. Employers and employees (or just employers) contribute to the plan. Employers sometimes match employees' contributions in DC plans. Some plans cover all employees in a business, and some are voluntary. As elsewhere in the world, DC plans are becoming more popular in the private sector.</p>	<p>Individuals can also contribute to a voluntary Registered Retirement Savings Plan or a Tax-Free Savings Account and receive tax advantages.</p>	<p>A publicly funded healthcare system which is mostly free at the point of use, but does not cover prescription drugs, home/long-term care, or dental care.</p>	<p>The majority of Canadians have supplementary private health insurance, often received through employers, that mainly goes towards services not covered by the state system.</p>
 <p>China</p>	<p>Currently, retirement age is 60 for men, 55 for women white-collar workers and 50 for women blue-collar employees but this is planned to rise.</p>	<p>In urban areas, this is divided between a pay-as-you go plan (paid by employers) and funded individual accounts. Rural participation is voluntary and benefits are far less generous.</p>	<p>Formed in 2004, Enterprise Annuities are voluntary occupational plans that are fully-funded DC accounts, and are established as a trust. There is tax exemption for employers but not employees.</p>	<p>This is still under development, but currently consists of voluntary private savings, which could evolve to include IRAs.</p>	<p>Workers and employers are required to make payments to the basic medical insurance plan which combines an individual account with pooled funds. Uptake level is much higher among urban than rural citizens.</p>	<p>With limited coverage for outpatient treatment, medicines or treatments outside of the state approved lists, those needing these services often have to buy additional private medical insurance.</p>
 <p>France</p>	<p>The official retirement age in France is 62 for both men and women - among the lowest in the developed countries. Officials recently withdrew a move to raise the full-benefit retirement age to 64 from 62, in response to extensive protests and strikes at the beginning of 2020.</p>	<p>French pensions are almost entirely funded by the state. Its public provision is financed on a pay-as-you-go basis. Management of the plan is the duty of the Caisse Nationale d'Assurance Vieillesse (National Old-age Insurance Bank).</p>	<p>Private retirement income is almost entirely based on compulsory systems alongside the basic social system. The AGRIC (for managers) and ARRCO (for non-managers) are based on collective agreements and offer DB plans, but the system is highly fragmented with many occupational groups having their own plans and brings the total to 42 regimes.</p>	<p>Voluntary occupational plans are a very small part of the market and predominantly operate through life insurance packages or are long-term Company Savings Plans (PERCO).</p>	<p>Individuals' "Carte Vitale" covers the full cost of essential care for severe illnesses, and up to 70-80% of other treatments. Patients present the Carte Vitale and payments are processed directly to the doctor.</p>	<p>Supplementary private health insurance can be used to "top up" the remainder not reimbursed, often organized through a mutual society or insurance provider. The majority of French citizens own this.</p>

## Pension provision

## Healthcare provision

 Country	 Retirement Age	 State	 Occupational	 Personal	 State	 Personal
 Germany	<p>The legal retirement age is 65 years and seven months for both men and women. The retirement age is set to increase to 66 by 2023 and increase by two months each year from 2023 until 2029 when the retirement age will reach 67.</p> <p>Each missing working year before retirement age results in a 3.6% reduction in the pension entitlement. In addition, the recently-introduced Retirement Act (Flexirentengesetz) aims to provide incentives to work beyond the normal retirement age.</p>	<p>An obligatory pay-as-you-earn system is financed by employees and employers. The contribution rate is equally shared between the employee and the employer.</p>	<p>Employers can choose between DB direct pension promises funded via book-reserve accruals, insurance models, or pensions funds. In January 2018, the German Occupational Pensions Act (BSRG) was enacted, permitting defined ambition plans: ultimately offering defined pension goals but without guarantees. The aim here is to increase occupational pension coverage.</p>	<p>There are multiple private pension options including a government-subsidized life annuity plan (Riester Pension), or a more flexible model suited towards self-employed persons and freelancers (Rürup Pension).</p>	<p>German healthcare is funded by a statutory contribution system that ensures free healthcare for all via health insurance funds, paid by a percentage of income shared between employee and employer.</p>	<p>Private healthcare is often used to supplement the public sector to avoid the long waiting times at the public health system.</p>
 Hungary	<p>For those born in 1951, the retirement age is 62. Since 2010, those born in 1952 or later will see the retirement age increase to 65 by 2022.</p>	<p>A one-pillar statutory pension system which is a mandatory, uniform DB pay as-you-go system with an earnings related public pension combined with a minimum pension.</p>	<p>The mandatory second pillar was a DC system with individual retirement accounts. After a brief suspension on payments, when deciding to choose whether to remain in the plan or transfer back to a pay-as-you-go public pension, only 1.5% to 2% remained.</p>	<p>Hungary scaled down its mandatory private pension systems after the hit retirement savings took following the global financial crisis.</p>	<p>With a tax-funded healthcare system, 100% of the total population is covered by universal health insurance; however, there are gaps in provision throughout the country.</p>	<p>Many people use private insurance companies for additional healthcare, which is seen as providing better and more comfortable treatment.</p> <p>Many people use private insurance companies for additional healthcare, which is seen as providing better and more comfortable treatment.</p> <p>Health Fund, Individuals receive tax benefits on personal contributions to private Health Funds. These funds can be used for health-related services such as medicines, medical examinations, medical aids, etc.</p>

## Pension provision

## Healthcare provision

Country	Retirement Age	State	Occupational	Personal	State	Personal
 India	The retirement age falls between 55-60 years, which varies statewide for government employees.	A limited social safety net for the elderly poor; two pension plans for civil servants (a legacy DB and newer DC plan with two tiers based on voluntary/mandatory contributions); plus gratuity upon retirement for employees in public/private sector with more than five years of tenure.	This is a mandatory pension plan for the private sector, operating through three major plans. One is a life insurance plan, one is a DB plan to which employers and the government contribute, and the other is a DC plan which both employers and employees contribute to.	This is in a nascent stage, formed of pension/annuity plans offered by life insurers, mutual fund pension plans and the National Pension system (NPS) for non-government employees – the latter of which came into effect in 2004.	There is great disparity in the quality of provisions between rural and urban areas in public sector health care. A 2015 implementation of a universal health care system was delayed due to budgetary concerns.	Responsible for the majority of health care in India. Most health care expenses are paid out of pocket rather than through insurance. Private health insurance plans do not cover the cost of consultation or medication, just hospitalization and associated expenses.
 Japan	The state pension age for partial benefit is currently 63 for men and 61 for women, and will rise for full benefit to 65 by 2025 for men and by 2030 for women as the country deals with an increasingly aging population. Also the Ministry of Health, Labour and Welfare will examine whether those who have a certain amount of income should stay in the pension system to make contributions into their 70s.	Consists of mandatory contributions to the flat-rate National Pension System, and employment related pensions for public and private sector employees. Both are on a pay-as-you-go basis financed by not only participants' contributions (along with employers' for the employment related pensions) but also by tax revenues.	Occupational pensions come in both DB and DC forms usually with plan sponsors' contribution only.	Almost all working age Japanese people can join individual-type DC retirement plans (similar to IRAs) except for those who participate in corporate-type DC plan which do not allow participants to join individual-type DC plan.	Health insurance participation is mandatory. Employees and their family members participate in the private health insurance society or association, where the participants pay the premium based upon their income level and the employers usually pay the same amount. The participants may have an option to stay in the society or the association for some years after they retire. Those who are not employees or their family members usually participate in the health insurance association organized by the municipal or the state governments. The insured pays up to 30% of costs of the health care services and the association or the society paying the remainder.	Insurance companies provide personal health insurance products. In addition, there are also services such as orthodontics and treatments of traffic accident injuries (the latter covered by automobile insurance instead).

## Pension provision

## Healthcare provision

Country	Retirement Age	State	Occupational	Personal	State	Personal
 Netherlands	The Dutch retirement age rose to 68 in 2018.	A compulsory insurance plan financed on a pay as-you-go basis.	These are mostly DB, although the popularity of DC and hybrid plans (such as Collective DC plans) is growing.	In addition to contributing to self-funded workplace plans such as 401(k)'s, tax-incentivized personal retirement savings plans, such as the Individual Retirement Account (IRA) are widely established.	Long-term care for chronic conditions, including disability costs like wheelchairs, is covered by mandatory state insurance.	Basic and essential medical care, from general practitioner visits to short-term hospital stays and specialist appointments is paid for by mandatory private health insurance.
 Poland	Retirement age is 65 for men and 60 for women, following a reversal in 2016 of a four-year-old increase to 67.	The statutory pension provision is obligatory for employees and self-employed persons.	Occupational pension plans (PPE) were introduced in 1999 but are not very widespread, with only 2% of the population covered.	Individuals can also contribute to a voluntary Registered Retirement Savings Plan or a Tax-Free Savings Account and receive tax advantages.	Delivered through a publicly funded healthcare system which is free for all citizens, provided they have health insurance.	Private healthcare is often used to supplement the public sector to avoid the long waits of the public health system.
 Spain	Currently at 65 but the retirement age will increase to 67 by 2027, with legal age for pre-retirement increasing from 61 to 63.	An earnings-related contributory pension system that is mandatory for all employees and the self-employed, as well as a means-tested pension granted to those who have not acquired enough contributions.	Typically, DB in flavor and mainly offered by larger or international employers only. These have not been highly developed as the public pension provides good security.	Private pensions generally consist of individual and collective pensions, divided into associative and company plans. The plans benefit from tax subsidies for contributions.	All residents in Spain have access to a free public healthcare system, which is funded by social security contributions.	Some opt for private healthcare to access high quality medical and care services.
 Turkey	The current retirement age is 58 for women and 60 for men. A reform bill will gradually increase this to 65 for both men and women.	The state pension system collects compulsory insurance contributions from employers and employees. The size of pension is determined by the amount of contributions paid.	There is no occupational pension model at present.	Since January 2017, all employees of 45 years and under will be automatically included in a private pension plan by their employer. Payments are deducted from an employee's salary and are paid by the employer on behalf of the employee. Employees will receive a state subsidy into their account.	There is universal healthcare under the universal health insurance system. All registered residents can receive medical treatment free of charge in contracted hospitals. Patients must partially cover the cost of some prescriptions and outpatient services.	Private health insurance is well developed. Many people pay premiums to private companies besides regular contributions to state systems to get better quality health service.

## Pension provision

## Healthcare provision

Country	Retirement Age	State	Occupational	Personal	State	Personal
 United Kingdom	<p>The State pension age (SPA) equalized for men and women at age 65 in 2018. It is set to rise in stages to age 66 by 2020, 67 by 2028, then to age 68 by 2037.</p> <p>There is no contractual retirement age in the UK, but people can take their private pensions from age 55. They can take their DC savings in cash (with tax relief on the first 25% of cash taken), buy an annuity, or keep it invested and draw down over time.</p>	<p>The state pension is based on national insurance (NI) contributions. To get the full state pension, people must have contributed or have had NI credits for 35 years.</p>	<p>All employers must auto-enroll their eligible employees into a workplace pension and pay a contribution. They can use occupational or personal pensions to do this. DC plans have tended to be the chosen pension vehicle for most employers to meet their auto-enrollment duties. Employees have the right to opt-out of the employer's workplace pension plan. If they do this, they forfeit the right to an employer contribution. In 2019, total minimum contribution increased from 5% to 8% of total qualifying earnings in workplace DC plans.</p>	<p>Personal pensions can be used by employers to meet their auto-enrollment duties, known as group personal pensions. They are also suitable for the self-employed and can be used by those people not working. Self-invested personal pensions give people greater freedom to manage and invest their fund investments.</p>	<p>Universal coverage is provided free at the point of use through the National Health Service. It is funded by general taxation.</p>	<p>Around 10% of the population has additional voluntary private health insurance, provided through employers in the main.</p>
 United States	<p>The full retirement age for Social Security is 66 for those born 1943-1954 and gradually rises to 67 for those born in 1960 or later. Early retirement is available at age 62, with a reduction in benefits, while claiming benefits after full retirement age (up to age 70) increases benefits.</p>	<p>Social Security, the government pension system, is predominantly financed through social security taxes paid by employers and employees, and operates on a pay-as-you-go basis. It provides benefits to those who paid into the system for a minimum of 10 years.</p>	<p>Sixty-four percent of the workforce in private industry have access to retirement plans that are dominated by DC plans, the most widespread of which is the 401(k) plan which enables employees and employers to make tax-deferred contributions from their salaries to the plan.</p>	<p>In addition to contributing to self-funded workplace plans such as 401(k)s, tax-incentivized personal retirement savings plans such as the Individual Retirement Account (IRA) are widely established.</p>	<p>Government healthcare for all is not available. The government funds two kinds of health plans, Medicare and Medicaid, designed for the elderly, disabled, poor, and young.</p>	<p>Many Americans have their health insurance through their employers, with costs shared between the employer and the employee. Health insurance is also bought privately. Those without insurance will be invoiced after treatment.</p>

# 3. Country comparisons

ARRI Scores by country.

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
2020	6.0	6.0	6.4	6.0	6.2	5.3	6.1	5.3	7.7	4.9	5.8	5.3	5.2	6.1	6.0	6.7
2019	6.0	5.9	6.5	5.9	6.2	5.7	6.1	5.4	7.8	4.9	5.9	5.4	5.4	5.9	6.2	6.6
2018	5.9	5.9	6.6	6.0	6.7	5.4	6.1	5.3	7.3	4.8	5.7	5.5	5.1	5.5	6.0	6.5
2017	5.9	6.2	6.4	6.1	6.3	5.2	6.0	5.1	7.6	4.7	5.8	5.3	5.1	5.5	6.2	6.9
2016	5.8	5.8	6.7	5.9	6.0	5.3	6.1	5.0	7.3	4.7	5.6	5.3	5.0	5.4	6.1	6.7
2015	5.9	5.8	6.7	6.0	6.5	5.4	6.1	5.1	7.0	4.8	5.8	5.2	5.1	5.3	6.0	6.5
2014	5.8	n/a	6.8	6.0	6.2	5.4	6.1	4.9	7.0	4.6	5.7	5.1	5.0	5.4	6.0	6.2
2013	4.9	n/a	n/a	5.2	5.4	4.8	5.5	4.7	n/a	4.3	4.9	4.6	4.4	n/a	4.9	5.2
2012	5.2	n/a	n/a	n/a	n/a	5.1	5.9	4.8	n/a	4.6	5.5	5.0	5.0	n/a	5.3	5.6

Q. Aegon Retirement Readiness Index scores, proportion of low to high index scores per country [Low Index (less than 6), Medium Index (6 to 7.9), High Index (8 to 10)].

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Index Score 2	7%	8%	5%	8%	4%	10%	5%	10%	1%	9%	7%	10%	11%	8%	8%	5%
Index Score 3	8%	10%	6%	8%	5%	10%	6%	11%	2%	14%	9%	11%	11%	7%	8%	5%
Index Score 4	12%	11%	10%	11%	9%	14%	13%	16%	4%	21%	12%	13%	14%	10%	14%	9%
Index Score 5	16%	16%	14%	15%	17%	18%	16%	18%	7%	22%	16%	21%	18%	15%	14%	13%
Index Score 6	16%	14%	15%	17%	20%	18%	19%	17%	11%	14%	17%	15%	18%	15%	16%	15%
Index Score 7	14%	13%	16%	15%	21%	14%	17%	12%	16%	10%	14%	13%	13%	12%	11%	13%
Index Score 8	26%	29%	33%	28%	25%	16%	25%	16%	58%	9%	24%	17%	15%	33%	30%	41%
NET: Low Index	51%	51%	42%	50%	44%	62%	49%	63%	19%	75%	54%	63%	63%	47%	52%	39%
NET: Medium Index	29%	27%	30%	30%	40%	26%	32%	27%	32%	19%	28%	26%	27%	26%	25%	27%
NET: High Index	20%	23%	28%	20%	16%	12%	19%	11%	49%	6%	18%	12%	10%	27%	23%	34%

Q. Approximately what proportion comes from or is likely to come from each of these three broad sources?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Government	45%	38%	48%	42%	37%	48%	52%	56%	27%	53%	41%	52%	65%	47%	43%	43%
Employer	24%	25%	22%	26%	26%	26%	17%	15%	30%	17%	38%	21%	11%	25%	32%	28%
Own savings & investments	31%	37%	30%	32%	37%	26%	31%	29%	43%	31%	20%	27%	24%	28%	25%	29%

Q. How many individuals does your employer employ (across all locations)?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
NET Micro enterprises: 1-9 Employees	14%	19%	17%	14%	8%	14%	14%	20%	8%	14%	9%	14%	17%	16%	13%	14%
NET Small: 10-49 Employees	16%	17%	15%	17%	17%	15%	17%	18%	10%	17%	18%	20%	17%	16%	14%	14%
Medium: 50-249 Employees	27%	22%	24%	24%	40%	24%	24%	23%	22%	23%	24%	32%	24%	31%	25%	23%
NET SMEs: 1-249 Employees	43%	39%	39%	41%	57%	39%	41%	41%	32%	40%	42%	52%	41%	47%	38%	37%
NET Large: 250+ Employees	44%	42%	43%	45%	35%	47%	45%	39%	60%	45%	50%	34%	42%	37%	49%	49%
NET 500+ Employees	33%	33%	34%	37%	21%	36%	36%	29%	39%	36%	39%	24%	33%	26%	38%	38%

Q. The idea of a "job for life" is a thing of the past - To what extent do you agree with each of the following statements?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Strongly disagree	9%	4%	16%	9%	5%	9%	9%	10%	8%	3%	8%	7%	14%	16%	5%	8%
Somewhat disagree	10%	9%	13%	9%	9%	9%	11%	9%	5%	9%	13%	14%	11%	14%	9%	11%
Neither agree nor disagree	21%	17%	23%	20%	31%	19%	21%	25%	13%	23%	25%	15%	23%	17%	18%	16%
Somewhat agree	31%	35%	23%	34%	33%	34%	32%	24%	28%	39%	32%	36%	29%	23%	35%	27%
Strongly agree	27%	33%	22%	27%	20%	26%	23%	30%	45%	20%	21%	26%	22%	28%	31%	33%
Don't know	3%	2%	2%	2%	2%	4%	5%	2%	1%	6%	2%	2%	1%	2%	1%	3%
NET: All disagree	19%	13%	29%	17%	14%	17%	20%	19%	14%	12%	20%	21%	25%	30%	15%	20%
NET: All agree	58%	68%	46%	61%	53%	60%	55%	54%	73%	60%	52%	62%	51%	51%	66%	61%

Q. Which of the following are currently your top priorities in life? (Select all)

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
My career (e.g., career progression / promotion, earning as much money as I can, becoming an expert in my field, making a difference, etc.)	31%	28%	39%	28%	43%	20%	17%	28%	58%	13%	19%	28%	36%	42%	24%	33%
Focusing on family (e.g., getting married/ civil partnership, having and raising children, etc.)	43%	36%	44%	34%	37%	56%	45%	58%	53%	40%	25%	49%	51%	49%	37%	43%
Serving as a caregiver for a loved one (e.g., elderly parent, spouse, child, friend, etc.)	24%	17%	25%	16%	29%	22%	12%	19%	52%	20%	29%	39%	23%	26%	15%	20%
Enjoying life (e.g., going on holidays making full use of my free-time, etc.)	57%	66%	51%	63%	40%	64%	55%	45%	62%	59%	66%	59%	68%	54%	63%	61%
Planning for my financial future (e.g., saving for retirement, paying off debt, buying a home, etc.)	48%	55%	62%	54%	39%	37%	44%	46%	64%	33%	38%	50%	47%	59%	47%	55%
Giving back to the community (e.g., volunteer / charity work, caring for the environment, etc.)	23%	25%	24%	23%	19%	17%	16%	16%	44%	11%	24%	19%	23%	39%	21%	29%
Being healthy and fit (e.g., exercising regularly, eating healthily, avoiding harmful behaviors, safeguarding my mental health, etc.)	59%	68%	56%	65%	43%	62%	56%	44%	67%	61%	58%	67%	70%	63%	63%	59%
Pursuing lifelong learning (e.g., new skills, going back to school, exploring new areas of interest, etc.)	31%	21%	52%	24%	33%	28%	33%	31%	40%	16%	19%	21%	54%	44%	18%	26%
Other	2%	2%	2%	3%	0%	2%	4%	5%	1%	2%	2%	2%	1%	2%	3%	2%
None of these	2%	2%	1%	2%	1%	4%	4%	2%	1%	6%	3%	1%	1%	1%	3%	4%
NET: Family reasons	54%	44%	54%	43%	51%	64%	51%	63%	73%	46%	45%	65%	59%	57%	45%	51%

Q. Which of the following initiatives does your employer have in place to encourage a multi-generational workplace?  
(Select all)

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Age-neutral workplace (e.g., recognizing employees of all ages, and discouraging age related discrimination)	32%	38%	42%	36%	32%	21%	26%	35%	41%	25%	24%	27%	25%	30%	36%	37%
Supportive working environment (e.g., access to technologies, facilities, equipment and services for all ages)	27%	31%	35%	27%	33%	18%	17%	23%	50%	10%	19%	30%	22%	32%	27%	30%
Inclusive culture (e.g., one that embraces the contributions of workers across all ages and that values a supportive multi-generational work environment)	25%	34%	25%	30%	35%	12%	14%	23%	42%	9%	16%	23%	19%	25%	31%	30%
Life-long learning and participation (e.g., environment that encourages a life-long growth and development cross-generational mentoring and learning)	22%	22%	23%	18%	33%	14%	15%	17%	45%	10%	15%	15%	20%	30%	20%	19%
Financial planning for longer lives (e.g., opportunities to gain financial literacy, and compensation and benefit solutions that meet the needs of employees of all ages)	17%	12%	16%	15%	27%	9%	10%	9%	45%	10%	11%	15%	13%	27%	12%	18%
Support for healthy aging (e.g., access to active and healthy lifestyle solutions)	18%	14%	14%	15%	31%	10%	14%	13%	39%	11%	15%	13%	12%	24%	14%	18%
Supportive caregiving (e.g., helping employees honor their caregiving commitments)	15%	15%	15%	12%	18%	7%	11%	7%	36%	7%	10%	16%	11%	22%	15%	16%
None of the above	33%	33%	28%	33%	10%	52%	50%	35%	7%	54%	45%	40%	42%	23%	34%	32%

Q. Which of the following retirement plan benefits and other occupational benefits does your current employer offer you?  
(Select all)

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Basic salary	78%	81%	84%	75%	80%	73%	71%	83%	85%	70%	70%	89%	81%	61%	82%	77%
Overtime and bonus pay	55%	43%	56%	50%	68%	43%	46%	56%	67%	57%	57%	60%	56%	60%	44%	52%
Vacation/ paid time off	76%	66%	84%	70%	68%	78%	82%	81%	67%	70%	83%	90%	84%	73%	78%	70%
Flexible working hours	50%	63%	51%	56%	48%	43%	55%	48%	65%	24%	59%	46%	46%	46%	54%	55%
Opportunities for career progression	53%	54%	54%	49%	68%	47%	45%	43%	71%	39%	52%	50%	52%	57%	53%	55%
Convenient location of workplace	64%	71%	70%	69%	72%	47%	62%	59%	68%	48%	58%	69%	59%	62%	70%	70%
Life insurance/ (NOT USA- death in service benefits)	41%	22%	45%	49%	52%	42%	16%	26%	68%	23%	16%	66%	33%	52%	36%	54%
Medical health insurance	55%	18%	56%	63%	71%	64%	55%	45%	73%	36%	42%	80%	44%	69%	24%	68%
Retirement plan with employer contributions	43%	42%	39%	50%	52%	29%	39%	19%	68%	22%	52%	37%	23%	45%	66%	56%
Retirement plan without employer contributions	28%	20%	24%	25%	41%	17%	25%	16%	57%	16%	25%	21%	20%	42%	31%	34%
Stock purchase plan	25%	15%	17%	20%	39%	20%	20%	11%	53%	19%	15%	15%	19%	47%	24%	25%
Access to good training provision	47%	47%	42%	45%	62%	46%	48%	36%	68%	19%	54%	38%	49%	45%	53%	44%
Ability to work past the normal retirement age	50%	55%	52%	62%	44%	40%	45%	47%	63%	36%	38%	51%	36%	57%	59%	64%
Phased retirement or other employer programs providing for a transition into retirement	32%	26%	24%	31%	42%	25%	37%	21%	56%	19%	31%	30%	27%	36%	31%	28%
Information to explain the company's employee benefits	48%	46%	42%	56%	62%	37%	38%	36%	70%	35%	53%	40%	31%	48%	51%	64%
NET: Retirement plan with/without employer contribution	52%	49%	47%	56%	66%	34%	47%	27%	78%	26%	62%	44%	31%	56%	73%	66%

Q. Which of the following best explains your approach to saving for retirement?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
I always make sure that I am saving for retirement	40%	42%	36%	42%	43%	30%	39%	30%	62%	33%	39%	26%	30%	41%	42%	57%
I only save for retirement occasionally from time to time	24%	22%	22%	26%	23%	29%	25%	20%	23%	30%	20%	30%	27%	26%	26%	16%
I am not saving for retirement now, although I have in the past	12%	12%	14%	13%	16%	9%	15%	11%	8%	9%	10%	11%	14%	10%	12%	11%
I am not saving for retirement though I do intend to	18%	19%	24%	15%	15%	22%	12%	30%	6%	22%	19%	25%	22%	19%	15%	11%
I have never saved for retirement and don't intend to	6%	5%	4%	4%	3%	10%	9%	10%	1%	5%	12%	8%	6%	4%	4%	5%

Q. What, if anything, is preventing you from saving/ saving more for retirement? (Select all)

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
I don't earn enough money to save	35%	36%	40%	36%	29%	40%	35%	43%	26%	41%	23%	48%	36%	30%	36%	31%
I am focused on paying off debt	21%	26%	33%	32%	14%	18%	14%	22%	27%	10%	12%	17%	20%	33%	18%	27%
Providing financial support to a family member	15%	10%	13%	14%	30%	7%	7%	10%	33%	8%	6%	13%	10%	20%	9%	14%
Saving for more immediate priorities (e.g., purchasing a home, planning a family, etc.)	22%	21%	24%	21%	28%	15%	10%	21%	42%	12%	17%	25%	21%	26%	16%	18%
Lack of access to financial education	8%	8%	11%	8%	10%	5%	5%	3%	22%	7%	4%	5%	8%	11%	7%	11%
Lack of access to professional financial advice	10%	9%	11%	9%	16%	6%	5%	4%	25%	7%	4%	8%	7%	9%	7%	10%
Lack of confidence in the performance in the investment markets	13%	10%	11%	11%	18%	12%	10%	10%	29%	10%	7%	15%	12%	10%	9%	11%
I don't need to because social security will provide enough for me	6%	4%	5%	4%	9%	3%	4%	3%	17%	3%	6%	4%	7%	12%	5%	6%
I don't want to think about it	8%	7%	5%	6%	5%	9%	6%	9%	13%	7%	9%	9%	8%	10%	8%	7%
I don't want to save/ save more for retirement	7%	3%	4%	4%	11%	8%	6%	5%	13%	4%	8%	4%	6%	12%	5%	5%
Other	2%	3%	2%	3%	1%	3%	2%	2%	1%	3%	3%	1%	2%	1%	2%	3%
Nothing, I am already doing enough	16%	20%	10%	17%	7%	14%	29%	13%	11%	18%	26%	8%	14%	13%	22%	25%
Not sure	4%	3%	2%	4%	4%	6%	7%	3%	2%	10%	8%	4%	3%	1%	5%	3%

Q. There are many reasons why people start saving for retirement. Which, if any, of the following have prompted you to start saving for retirement? (Select all)

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
I started my first job	10%	9%	8%	9%	9%	7%	10%	8%	20%	4%	11%	8%	7%	13%	10%	12%
I started a new (not first) job	9%	6%	9%	9%	9%	6%	8%	8%	19%	7%	6%	10%	10%	8%	7%	9%
My employer started paying into a retirement plan/ pension for me	17%	16%	12%	19%	22%	8%	17%	15%	29%	8%	20%	17%	10%	16%	22%	22%
My employer offered a matching contribution to its retirement plan/ pension	12%	7%	10%	14%	17%	5%	9%	5%	27%	4%	8%	12%	7%	13%	15%	24%
I was automatically enrolled into my employer's retirement plan/ pension	14%	14%	8%	18%	15%	7%	13%	5%	27%	6%	26%	13%	6%	11%	21%	16%
I lost my job	6%	5%	6%	4%	7%	3%	3%	3%	13%	3%	4%	11%	5%	10%	3%	5%
I paid off my student loan	5%	3%	5%	5%	5%	4%	4%	2%	16%	2%	4%	4%	4%	6%	3%	6%
I bought my first home	12%	9%	15%	9%	18%	13%	13%	9%	24%	6%	11%	10%	11%	17%	6%	9%
I got married	8%	7%	10%	8%	8%	4%	7%	6%	19%	6%	7%	8%	6%	15%	6%	7%
I started a family	15%	11%	17%	12%	15%	13%	12%	12%	29%	8%	11%	15%	15%	26%	9%	15%
I got separated/ divorced	5%	6%	5%	5%	3%	5%	6%	5%	12%	3%	5%	3%	5%	7%	5%	7%
I got a promotion/ pay raise	10%	7%	13%	6%	13%	7%	6%	6%	21%	4%	4%	20%	9%	10%	5%	9%
I turned a certain age	30%	26%	41%	27%	40%	25%	22%	29%	31%	28%	14%	44%	29%	41%	21%	29%
Other reason	6%	7%	9%	6%	2%	5%	9%	9%	3%	6%	6%	4%	6%	6%	4%	6%
No particular reason	19%	26%	15%	21%	9%	29%	20%	18%	9%	38%	20%	13%	26%	9%	26%	17%
Can't remember	3%	4%	3%	4%	1%	5%	5%	8%	0%	5%	6%	3%	2%	3%	3%	2%
NET: Started job/ employer paid	41%	36%	30%	44%	49%	26%	41%	32%	65%	20%	51%	39%	29%	41%	48%	52%
NET: Lifestage reasons	46%	40%	55%	41%	52%	39%	39%	42%	58%	38%	29%	55%	45%	63%	34%	44%

Q. Imagine that your current employer automatically enrolled you into a workplace retirement plan deducting a percentage of each paycheck, and investing it for your future retirement. On a scale of 1 to 5, where 1 is very unappealing and 5 is very appealing, How appealing would this seem to you?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Very unappealing	6%	9%	5%	4%	4%	8%	7%	8%	2%	7%	4%	8%	8%	9%	5%	4%
Somewhat unappealing	7%	7%	4%	6%	9%	8%	7%	10%	4%	8%	5%	10%	10%	7%	5%	4%
Neither appealing nor unappealing	19%	18%	10%	15%	13%	20%	27%	32%	8%	32%	24%	20%	18%	13%	19%	15%
Somewhat appealing	35%	38%	29%	34%	47%	36%	33%	32%	30%	25%	39%	37%	38%	30%	31%	27%
Very appealing	30%	26%	51%	39%	26%	19%	21%	15%	55%	12%	23%	22%	24%	39%	37%	47%
Don't know	4%	3%	2%	3%	2%	9%	6%	3%	1%	15%	6%	3%	2%	2%	3%	2%
NET: Unappealing	13%	16%	8%	10%	12%	16%	14%	18%	6%	16%	8%	19%	18%	16%	11%	8%
NET: Appealing	65%	64%	80%	72%	73%	55%	54%	47%	85%	37%	62%	58%	62%	69%	68%	74%

Q. Thinking of your current employer which, if any, of the following services does your employer (or their retirement plan administrator) offer to help you prepare for retirement?\*(Select all)

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Annual retirement plan statement	17%	10%	13%	20%	N/A	16%	17%	N/A	N/A	6%	30%	15%	10%	17%	21%	25%
Annual retirement plan income forecast	13%	8%	11%	14%	N/A	7%	13%	N/A	N/A	7%	17%	13%	10%	21%	15%	18%
Estimated retirement savings needs and potential shortfalls	9%	8%	7%	10%	N/A	7%	6%	N/A	N/A	7%	6%	8%	8%	14%	11%	15%
Educational materials/ seminars/webcasts about saving for retirement	10%	11%	11%	14%	N/A	5%	7%	N/A	N/A	7%	6%	9%	7%	17%	10%	17%
Digital access to view and manage my retirement savings	11%	9%	11%	11%	N/A	7%	7%	N/A	N/A	5%	15%	8%	9%	17%	11%	18%
Digital retirement modeling tools	8%	5%	10%	7%	N/A	9%	4%	N/A	N/A	5%	11%	6%	9%	14%	7%	13%
In-person/ face-to-face meeting with a retirement plan or professional advisor	11%	10%	12%	12%	N/A	10%	10%	N/A	N/A	6%	14%	9%	9%	14%	12%	17%
Access to financial advice to help me plan for retirement	11%	11%	11%	13%	N/A	7%	10%	N/A	N/A	7%	12%	11%	10%	19%	12%	17%
Retirement savings withdrawal strategies	9%	8%	9%	12%	N/A	6%	5%	N/A	N/A	4%	6%	10%	8%	15%	8%	15%
Information on healthy aging	11%	9%	16%	10%	N/A	6%	8%	N/A	N/A	9%	12%	8%	8%	20%	7%	13%
Guidance on making the transition to retirement	12%	9%	13%	11%	N/A	7%	12%	N/A	N/A	9%	13%	13%	9%	19%	11%	12%
Investment recommendations	9%	7%	12%	9%	N/A	6%	4%	N/A	N/A	6%	4%	6%	10%	19%	7%	13%
Other	1%	1%	2%	1%	N/A	0%	2%	N/A	N/A	1%	1%	1%	1%	2%	1%	2%
None of the above	36%	45%	42%	35%	N/A	36%	38%	N/A	N/A	45%	23%	39%	49%	23%	30%	27%
Don't know	15%	17%	7%	12%	N/A	21%	17%	N/A	N/A	22%	20%	17%	8%	8%	19%	12%

\*Question not asked in India, Hungary, and China

Q. What are your current financial priorities? (Select all)

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Enjoying life (e.g., paying for vacations, socializing, theater, sporting events)	43%	47%	35%	41%	42%	45%	41%	33%	48%	45%	53%	43%	48%	40%	44%	45%
Saving for retirement	34%	39%	36%	41%	31%	31%	34%	23%	49%	30%	27%	29%	33%	35%	35%	46%
Paying for basic living expenses (e.g., rent, utilities, food, childcare)	54%	60%	55%	54%	42%	57%	55%	61%	51%	60%	47%	62%	61%	53%	55%	54%
Paying off short-term debt (e.g., credit card debt)	24%	28%	42%	39%	16%	18%	16%	15%	31%	9%	11%	21%	17%	41%	24%	36%
Paying off long-term debt (e.g., student or bank loan)	21%	20%	30%	28%	15%	19%	17%	20%	28%	9%	16%	22%	22%	32%	18%	24%
Home ownership (e.g., saving for a down payment, paying off mortgage)	30%	40%	28%	31%	32%	26%	26%	28%	41%	12%	39%	25%	40%	33%	26%	29%
Major life events (e.g., a wedding, starting a family, supporting children through college)	23%	19%	19%	19%	30%	17%	15%	25%	46%	16%	17%	29%	19%	32%	16%	22%
Healthcare expenses	27%	28%	31%	21%	34%	18%	18%	24%	48%	17%	27%	30%	19%	37%	11%	35%
Long-term care expenses	13%	8%	22%	8%	21%	9%	6%	10%	28%	6%	8%	8%	9%	22%	7%	19%
Supporting family members (e.g., parents, adult children, other relatives)	30%	24%	31%	25%	41%	20%	21%	29%	54%	15%	21%	32%	25%	49%	28%	23%
Other family members (e.g., parents, adult children, other relatives)	3%	2%	2%	2%	2%	3%	5%	4%	0%	5%	5%	2%	2%	1%	2%	2%
NET: Debt	35%	40%	54%	50%	26%	30%	27%	29%	47%	15%	22%	35%	31%	55%	34%	46%
NET: Social care	42%	43%	46%	45%	43%	36%	38%	31%	60%	34%	32%	34%	39%	48%	39%	55%

Q. How, if at all, would you prefer to receive your retirement savings when you retire from all paid employment?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Receive a lump sum	22%	21%	28%	14%	17%	15%	9%	23%	28%	23%	14%	28%	19%	50%	20%	20%
Receive a lump sum and re-invest it all in a tax-deferred vehicle	13%	11%	13%	15%	25%	10%	12%	7%	20%	6%	10%	11%	10%	8%	9%	14%
Receive a regular income (such as an annuity payment) for the rest of my life	36%	36%	36%	44%	35%	36%	44%	42%	32%	24%	47%	30%	42%	24%	28%	37%
Receive a mix of a lump sum and a regular payment	17%	20%	16%	13%	18%	13%	20%	14%	16%	17%	11%	20%	17%	14%	31%	15%
Not applicable - I don't have any retirement savings	6%	5%	4%	6%	3%	11%	6%	9%	2%	16%	7%	6%	6%	2%	4%	7%
Don't know	6%	7%	3%	8%	3%	15%	8%	4%	2%	13%	11%	5%	5%	2%	8%	7%

Q. As a proportion of your current earnings what gross annual income do you expect to need in retirement?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Less than 40% of what I currently earn	13%	15%	8%	15%	9%	13%	6%	6%	16%	18%	8%	9%	16%	26%	19%	15%
About 40 - 59% of what I currently earn	24%	29%	18%	32%	29%	18%	15%	17%	32%	26%	16%	14%	23%	31%	32%	23%
About 60 - 79% of what I currently earn	33%	34%	28%	35%	34%	32%	42%	30%	32%	36%	41%	36%	30%	28%	32%	32%
About 80 - 100% of what I currently earn	22%	14%	33%	13%	22%	29%	30%	29%	14%	14%	30%	33%	26%	10%	12%	21%
More than 100% of what I currently earn	8%	7%	13%	6%	7%	8%	7%	18%	6%	6%	5%	9%	5%	5%	5%	8%
MEAN	67%	64%	75%	63%	68%	70%	73%	77%	62%	63%	72%	74%	66%	57%	60%	67%

Q. Do you think you will achieve this income?\*

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
I don't know if I am on course to achieve my retirement income	32%	36%	32%	35%	20%	37%	23%	35%	17%	50%	30%	43%	32%	33%	38%	27%
No, I am on course to achieve around one-quarter (25%) of my retirement income	14%	15%	11%	18%	15%	13%	12%	11%	17%	13%	10%	14%	13%	15%	15%	12%
No, I am on course to achieve around half of my retirement income	18%	16%	13%	16%	27%	20%	26%	15%	15%	18%	15%	18%	18%	18%	12%	12%
No, I am on course to achieve around three-quarters (75%) of my retirement income	12%	9%	12%	9%	13%	14%	16%	13%	12%	10%	13%	12%	16%	12%	10%	9%
Yes, I am on course to achieve my retirement income	25%	24%	32%	22%	25%	16%	24%	25%	39%	9%	32%	13%	21%	23%	24%	39%
MEAN	67%	66%	74%	64%	65%	63%	67%	70%	72%	57%	74%	60%	66%	65%	67%	76%

Q. Thinking about your own personal retirement planning process, how well developed would you say your personal retirement plans currently are?\*

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
1 I do not have a retirement plan	12%	13%	10%	13%	9%	20%	13%	12%	3%	19%	10%	15%	18%	12%	12%	11%
2	14%	17%	13%	13%	11%	15%	13%	16%	5%	22%	14%	18%	14%	12%	15%	11%
3	30%	28%	29%	30%	31%	34%	34%	34%	18%	37%	37%	34%	32%	24%	30%	25%
4	26%	25%	25%	28%	36%	21%	27%	24%	30%	17%	25%	20%	27%	24%	25%	27%
5 My plans are very well developed	17%	18%	22%	17%	13%	11%	13%	14%	45%	5%	13%	12%	10%	28%	18%	26%

Q. Thinking about how much you are putting aside to fund your retirement, are you saving enough?\*

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
1 I am very unprepared. I am hardly saving at all for retirement	17%	17%	21%	21%	8%	21%	14%	26%	4%	25%	16%	23%	22%	16%	16%	15%
2	17%	17%	16%	13%	17%	19%	15%	22%	7%	29%	16%	22%	20%	18%	16%	12%
3	29%	27%	26%	30%	31%	32%	36%	31%	19%	26%	31%	32%	30%	23%	29%	24%
4	22%	24%	20%	23%	30%	18%	21%	15%	28%	15%	21%	14%	20%	17%	23%	25%
5 I am very prepared. I am already saving enough	16%	15%	17%	14%	14%	10%	14%	5%	42%	5%	15%	9%	8%	25%	17%	23%

\* Component of Table 20 on page 28 of the report

Q. Which, if any, of the following sources of information and advice do or would you use when choosing how to save for retirement?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
A bank	25%	17%	33%	31%	26%	28%	21%	18%	35%	19%	19%	18%	30%	33%	16%	22%
Independent financial advisor	24%	35%	25%	34%	19%	16%	23%	25%	34%	14%	24%	22%	26%	13%	27%	33%
An insurance company	17%	7%	12%	11%	24%	12%	17%	15%	37%	10%	11%	28%	15%	25%	7%	12%
Personal finance website / online retirement planning tool	20%	23%	29%	19%	24%	8%	15%	16%	32%	12%	20%	21%	12%	14%	21%	23%
Personal finance media	12%	9%	18%	10%	19%	5%	10%	6%	25%	9%	8%	9%	16%	12%	10%	13%
Government service e.g. website or helpline	19%	27%	13%	21%	27%	13%	15%	11%	31%	10%	15%	12%	14%	28%	29%	14%
My employer	17%	12%	12%	18%	14%	15%	20%	18%	27%	5%	24%	19%	12%	17%	19%	21%
Accountant	12%	25%	16%	17%	9%	7%	4%	12%	20%	5%	8%	11%	9%	14%	9%	18%
Lawyer	8%	6%	13%	6%	10%	4%	5%	8%	11%	4%	4%	13%	11%	10%	5%	10%
Retirement plan provider	22%	26%	18%	25%	19%	18%	26%	22%	38%	11%	29%	18%	17%	23%	16%	29%
Trade union / trade or professional body	10%	6%	10%	6%	17%	7%	11%	6%	18%	8%	13%	9%	11%	10%	8%	7%
Friends and family	27%	28%	20%	28%	32%	13%	25%	32%	39%	22%	21%	31%	23%	27%	25%	28%
None of these	14%	12%	7%	12%	5%	24%	19%	17%	2%	34%	15%	16%	12%	9%	17%	13%
NET: Professional Services	58%	62%	68%	66%	58%	50%	50%	54%	78%	38%	49%	61%	64%	64%	48%	62%

Q. Which of the above sources of advice is the single most important?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
A bank	14%	9%	22%	16%	11%	21%	12%	8%	16%	17%	9%	9%	19%	22%	8%	14%
Independent financial advisor	17%	27%	15%	27%	9%	13%	15%	18%	18%	15%	20%	16%	21%	7%	22%	25%
An insurance company	7%	2%	5%	4%	8%	6%	8%	8%	12%	6%	4%	18%	7%	13%	4%	4%
Personal finance website / online retirement planning tool	9%	9%	12%	8%	12%	5%	9%	10%	11%	11%	10%	12%	5%	5%	11%	8%
Personal finance media	4%	2%	5%	2%	6%	3%	3%	3%	5%	4%	2%	3%	6%	3%	3%	4%
Government service e.g., website or helpline	9%	10%	5%	8%	15%	9%	6%	7%	8%	6%	7%	4%	8%	16%	17%	3%
My employer	6%	3%	4%	5%	5%	10%	10%	7%	6%	3%	10%	6%	5%	6%	10%	7%
Accountant	4%	10%	7%	6%	2%	3%	1%	5%	2%	3%	4%	3%	3%	5%	3%	6%
Lawyer	3%	1%	5%	1%	3%	3%	2%	2%	1%	2%	2%	6%	4%	2%	2%	2%
Retirement plan provider	11%	14%	7%	12%	8%	14%	13%	12%	11%	9%	18%	8%	8%	9%	8%	14%
Trade union / trade or professional body	3%	1%	5%	2%	6%	4%	6%	1%	1%	4%	4%	2%	4%	1%	2%	1%
Friends and family	12%	10%	7%	10%	14%	8%	14%	18%	8%	19%	9%	13%	10%	11%	11%	11%
NET: Professional Services	46%	49%	55%	54%	33%	46%	38%	42%	50%	44%	39%	53%	53%	49%	38%	51%

Q. Which of the following best describes your retirement planning strategy?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
I have a written plan	17%	15%	20%	21%	14%	8%	14%	7%	45%	8%	11%	7%	18%	24%	13%	31%
I have a plan, but it is not written down	41%	42%	42%	38%	57%	26%	43%	45%	44%	38%	34%	34%	31%	46%	36%	37%
I do not have a plan	38%	41%	35%	37%	26%	56%	37%	43%	10%	46%	49%	56%	47%	28%	46%	30%
Don't know	4%	2%	3%	4%	3%	10%	6%	4%	1%	9%	6%	4%	4%	3%	4%	2%

Q. In the event that you are unable to continue working before you reach your planned retirement age, do you have a "backup plan" to provide you with an income?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Yes	35%	33%	41%	34%	51%	20%	28%	27%	70%	17%	23%	27%	26%	43%	30%	43%
No	56%	58%	51%	58%	37%	70%	65%	67%	24%	69%	70%	61%	64%	50%	61%	49%
Don't know	9%	9%	8%	8%	12%	10%	8%	7%	5%	15%	7%	12%	10%	7%	9%	8%

Q. Would you say that you fully retired from all paid employment sooner or later in life than you had planned, or at the age you had planned to?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
I retired sooner than I had planned to	37%	58%	24%	38%	11%	27%	58%	34%	23%	35%	45%	30%	52%	32%	47%	62%
I retired at the age I had planned to	50%	28%	45%	42%	80%	64%	35%	53%	62%	44%	41%	57%	42%	51%	42%	27%
I retired later than I had planned to	12%	12%	27%	15%	7%	8%	5%	13%	12%	18%	11%	11%	5%	15%	10%	11%
Don't know/ can't recall	2%	2%	4%	5%	3%	1%	2%	0%	3%	3%	3%	2%	1%	2%	1%	0%

Q. Which, if any, of the following were important reasons in your retiring from all paid employment sooner than you had planned?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
My own ill-health	33%	50%	25%	37%	33%	33%	50%	38%	26%	26%	20%	17%	33%	19%	26%	32%
Unemployment/ job loss	23%	24%	13%	24%	14%	19%	34%	15%	13%	9%	16%	33%	19%	38%	34%	24%
Family responsibilities, for example becoming a caregiver for a family member	11%	7%	21%	11%	24%	4%	5%	0%	57%	11%	11%	17%	2%	13%	13%	8%
I received a financial windfall (for example, an inheritance) which enabled me to retire sooner...	4%	2%	0%	5%	10%	0%	2%	0%	26%	3%	4%	3%	4%	0%	4%	3%
I realized that I had saved enough money to retire on so I stopped working	11%	10%	4%	11%	33%	11%	10%	0%	30%	9%	36%	0%	10%	3%	9%	6%
Other reason(s)	30%	17%	46%	29%	14%	44%	14%	44%	17%	49%	27%	33%	31%	44%	28%	35%
Don't know/ can't recall	2%	0%	4%	0%	0%	0%	0%	3%	0%	3%	0%	3%	6%	0%	0%	3%
NET: Positive reasons	14%	12%	4%	16%	38%	11%	12%	0%	39%	11%	38%	3%	13%	3%	13%	10%
NET: Negative reasons	62%	78%	54%	61%	62%	48%	81%	53%	78%	46%	47%	60%	52%	63%	72%	60%

Q. Looking ahead, how do you envision your transition to retirement?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
I will immediately stop working altogether and enter full retirement.	34%	24%	27%	28%	23%	49%	40%	35%	36%	21%	35%	33%	57%	44%	30%	34%
I will change the way I work (e.g., working part-time or on temporary contracts) but only for a while before I eventually give up paid work altogether	30%	40%	32%	33%	35%	20%	26%	28%	29%	32%	36%	33%	18%	21%	35%	30%
I will change the way I work (e.g., working part-time or on temporary contracts) and I will continue paid work throughout retirement in some capacity	17%	19%	23%	19%	25%	10%	20%	19%	19%	16%	10%	18%	8%	18%	14%	17%
I will keep working as I currently do. Retirement age won't make a difference to the way I work.	10%	10%	14%	9%	13%	5%	4%	9%	14%	9%	6%	8%	8%	13%	9%	10%
Other	1%	0%	1%	1%	1%	1%	1%	2%	1%	5%	2%	1%	1%	1%	1%	0%
Don't know	8%	8%	3%	11%	3%	14%	9%	7%	2%	17%	12%	7%	8%	4%	11%	9%
NET: Will change the way I work/ keep working	57%	68%	69%	61%	73%	35%	50%	56%	62%	57%	52%	60%	35%	52%	58%	57%

Q. Looking back, how did your transition to retirement take place?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
I immediately stopped working altogether and entered full retirement	48%	46%	33%	59%	28%	64%	56%	52%	36%	42%	45%	46%	67%	48%	55%	61%
I changed the way I worked for a while (e.g., working part-time or temporary contracts) before I eventually gave up paid work altogether	20%	31%	13%	20%	19%	12%	12%	18%	31%	42%	22%	17%	5%	17%	28%	20%
I changed the way I worked (e.g., working part-time or on temporary contracts) and I expect to keep working throughout retirement in some capacity	8%	1%	10%	7%	17%	2%	11%	14%	17%	1%	5%	11%	3%	7%	4%	2%
Retirement meant no difference to the way I work	14%	4%	37%	5%	34%	10%	8%	12%	14%	2%	13%	9%	13%	20%	9%	4%
Other	7%	12%	4%	5%	2%	8%	11%	4%	0%	9%	10%	13%	9%	8%	3%	6%
Don't know/ can't recall	3%	6%	3%	4%	3%	4%	2%	0%	2%	4%	5%	4%	3%	0%	1%	7%
NET: Changed the way I work/ retirement meant no difference	43%	36%	60%	32%	69%	24%	31%	44%	62%	45%	40%	37%	21%	44%	41%	26%

Q. Which, if any, of the following are important reasons for you continuing to work to some extent in retirement?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
I expect employment to be my primary source of income while transitioning to retirement	23%	26%	21%	23%	26%	19%	13%	14%	36%	41%	16%	19%	19%	18%	18%	24%
I want to keep active/ keep my brain alert	51%	62%	63%	56%	39%	36%	54%	58%	60%	31%	51%	54%	45%	45%	59%	57%
I have not saved enough on a consistent basis	24%	28%	24%	32%	25%	21%	27%	25%	22%	29%	14%	23%	19%	18%	20%	30%
My retirement income is less than expected due to the impact of the last recession	21%	15%	30%	21%	14%	25%	23%	17%	30%	13%	17%	25%	26%	34%	14%	19%
I am planning to take a career break/ time out	9%	9%	8%	10%	9%	17%	6%	5%	23%	4%	4%	4%	14%	13%	5%	9%
I enjoy my work/ career	34%	37%	34%	36%	28%	25%	37%	29%	51%	22%	39%	33%	31%	33%	36%	38%
I am concerned that social security benefits will be less than expected	30%	27%	38%	27%	25%	31%	28%	41%	0%	44%	22%	42%	37%	24%	31%	37%
I am concerned that my retirement plan benefits will be less than expected	27%	30%	33%	30%	19%	28%	18%	29%	36%	21%	21%	44%	23%	29%	20%	30%
General anxieties about my retirement income and whether my savings will last	32%	35%	27%	35%	32%	37%	30%	27%	34%	39%	20%	45%	28%	35%	27%	31%
Other reason(s)	1%	2%	1%	1%	1%	1%	2%	0%	0%	4%	2%	0%	0%	1%	2%	2%
Don't know	2%	2%	1%	2%	1%	3%	4%	1%	1%	2%	8%	2%	3%	1%	3%	1%
NET: Income and savings-related concerns	73%	70%	77%	76%	76%	81%	69%	69%	75%	83%	58%	83%	74%	70%	65%	72%

Q. Which, if any, of the following services does your employer offer to help employees phase into retirement? (Select all)\*

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Work more suitable for older workers (e.g., less stressful or physically demanding work)	24%	21%	24%	17%	38%	15%	17%	19%	49%	11%	19%	21%	22%	29%	17%	19%
The option to move from full-time to part-time working	28%	33%	16%	29%	27%	22%	28%	31%	41%	22%	29%	31%	22%	33%	31%	27%
Retraining or continuing education to keep skills up-to-date	19%	15%	18%	15%	32%	10%	14%	14%	40%	8%	14%	12%	14%	27%	13%	16%
Flexible retirement plans which allow you to work beyond the usual retirement age	22%	20%	17%	22%	33%	13%	14%	15%	45%	23%	16%	17%	14%	27%	24%	24%
Financial advice	13%	13%	18%	15%	15%	6%	7%	6%	33%	6%	11%	11%	10%	17%	13%	18%
Employer provided healthcare in retirement	17%	9%	20%	17%	30%	8%	7%	10%	46%	11%	10%	15%	10%	24%	10%	23%
Other	1%	0%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	2%	1%	2%
None of the above	25%	28%	36%	27%	10%	35%	29%	28%	9%	33%	20%	29%	36%	18%	24%	28%
Don't know	13%	15%	7%	14%	4%	21%	21%	15%	2%	19%	25%	14%	12%	6%	20%	12%
NET: Services for a phased retirement	50%	49%	40%	47%	67%	37%	42%	47%	77%	40%	45%	48%	41%	60%	47%	46%

\* Component of Table 20 on page 28 of the report

Q. Which of the following health-related attitudes and behaviors apply to you? (Select all)

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
I eat healthily (e.g., five-a-day portions of fruit and vegetables)	59%	65%	61%	57%	62%	58%	53%	39%	82%	46%	58%	51%	67%	57%	64%	56%
I exercise regularly	52%	60%	55%	51%	54%	56%	48%	31%	62%	43%	49%	46%	65%	48%	53%	56%
I avoid harmful behaviors (e.g., drinking too much alcohol or smoking tobacco)	58%	63%	62%	61%	56%	53%	49%	56%	73%	46%	57%	58%	60%	61%	59%	61%
I think about my long-term health when making lifestyle choices. For example, I try to avoid stress	47%	53%	57%	51%	46%	33%	39%	41%	61%	34%	46%	44%	53%	49%	44%	56%
I practice mindfulness regularly (e.g., meditation and relaxation exercises)	22%	22%	27%	26%	21%	14%	17%	18%	52%	7%	16%	27%	17%	30%	16%	29%
I take my health seriously (e.g., have routine medical check-ups and do regular self-checks)	46%	53%	52%	55%	40%	40%	52%	43%	55%	35%	37%	48%	50%	44%	41%	59%
None of the above	6%	4%	3%	6%	2%	7%	7%	8%	1%	14%	7%	7%	3%	7%	5%	6%
I exercise regularly	1%	1%	0%	1%	1%	2%	2%	2%	1%	4%	2%	2%	1%	1%	1%	2%

Q. What, if anything, is preventing you from taking better care of your health? (Select all)

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
I don't have time	21%	20%	24%	19%	20%	21%	20%	37%	15%	17%	14%	29%	26%	23%	17%	15%
I can't afford to spend the extra money	25%	25%	29%	29%	18%	20%	20%	36%	24%	31%	17%	38%	22%	30%	23%	26%
I don't have access to what I need	10%	6%	14%	11%	15%	6%	6%	12%	17%	4%	4%	13%	7%	12%	6%	8%
I have a medical condition that prevents me from doing so	12%	11%	7%	13%	13%	9%	9%	9%	25%	12%	12%	14%	9%	6%	15%	13%
I lack sufficient information on what to do	12%	9%	9%	8%	25%	7%	7%	8%	28%	12%	5%	11%	11%	15%	8%	11%
My work hours prevent me from doing so	24%	21%	26%	22%	31%	20%	19%	23%	37%	14%	12%	24%	28%	29%	20%	21%
I am easily influenced by family and friends who indulge in unhealthy behaviors (e.g., drinking too much alcohol, smoking, over-eating etc.)	13%	12%	10%	15%	17%	12%	8%	7%	32%	12%	8%	14%	8%	17%	12%	13%
I don't enjoy it (e.g., exercising)	16%	19%	16%	20%	13%	16%	20%	13%	13%	15%	18%	17%	13%	11%	19%	17%
I find it hard to change my bad habits (e.g., drinking too much alcohol, smoking, over-eating etc.)	22%	22%	19%	26%	18%	23%	24%	20%	25%	22%	22%	28%	25%	19%	23%	23%
My employer doesn't offer any health benefits	12%	10%	16%	11%	11%	10%	12%	16%	24%	6%	6%	13%	11%	12%	10%	9%
Other	2%	3%	3%	1%	2%	1%	3%	4%	1%	2%	2%	1%	2%	2%	2%	3%
Nothing, I am already taking good care of my health	23%	31%	23%	24%	14%	27%	29%	16%	18%	24%	34%	13%	23%	25%	27%	31%
Don't know	2%	2%	2%	2%	1%	3%	4%	3%	1%	4%	4%	5%	2%	1%	3%	2%

Q. Which, if any, of the following workplace health and wellness programs would you be interested in? (Select all)

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Preventative screenings and vaccinations	28%	28%	39%	22%	19%	24%	30%	39%	31%	25%	15%	39%	24%	36%	23%	29%
Exercise programs – either on-site or discounts for local gyms	35%	41%	47%	38%	28%	23%	31%	36%	43%	22%	29%	38%	41%	40%	29%	41%
On-site health clinic available for routine visits	26%	24%	42%	22%	23%	21%	21%	31%	35%	15%	16%	32%	30%	33%	25%	23%
Tools to monitor health goals/biometrics (e.g., BMI/weight loss, cholesterol levels, blood pressure)	24%	23%	33%	21%	26%	16%	19%	25%	40%	21%	13%	24%	27%	29%	22%	23%
Healthy food or snack options at the office	35%	38%	43%	37%	23%	28%	39%	40%	47%	13%	25%	51%	35%	44%	30%	40%
Education on healthy behaviors (e.g., newsletters, e-mail communications, lunchtime lectures)	19%	15%	28%	17%	23%	14%	16%	12%	39%	10%	10%	17%	27%	26%	13%	22%
Health risk assessment	24%	25%	38%	20%	23%	19%	14%	21%	35%	13%	12%	24%	29%	32%	26%	22%
Programs for substance or alcohol abuse	8%	5%	9%	8%	10%	7%	5%	3%	22%	2%	4%	6%	7%	12%	5%	7%
Programs, counseling or therapies to help with mental health issues	22%	23%	34%	24%	20%	16%	18%	19%	37%	16%	15%	18%	21%	36%	18%	22%
A wellness coach to offer guidance and encouragement to help you achieve your health-related goals	24%	23%	37%	19%	23%	23%	20%	20%	41%	11%	16%	25%	24%	34%	19%	22%
Financial incentives for focusing on your health and wellness	32%	34%	42%	35%	25%	26%	31%	37%	41%	18%	21%	45%	33%	41%	26%	36%
Contests and opportunities to win prizes for health-related activities	18%	19%	27%	21%	19%	10%	10%	12%	29%	8%	7%	21%	22%	28%	11%	23%
An app that can help you set wellness goals, measure progress and access information	18%	16%	25%	16%	20%	12%	12%	14%	33%	8%	14%	15%	21%	32%	14%	19%
Programs to stop smoking	12%	11%	11%	11%	8%	12%	11%	10%	23%	8%	9%	16%	16%	23%	10%	11%
Ergonomic workstations (e.g., standing desks, adjustable workspace furniture)	24%	25%	30%	25%	25%	25%	33%	22%	29%	7%	21%	29%	29%	29%	14%	19%
Corporate-sponsored events (e.g., walks, runs, bicycle races)	23%	21%	33%	16%	31%	16%	21%	24%	31%	9%	13%	22%	24%	38%	14%	19%
None	10%	14%	4%	12%	4%	16%	15%	6%	2%	18%	22%	3%	8%	1%	16%	13%
Don't know	4%	5%	2%	6%	2%	6%	6%	3%	1%	11%	8%	3%	4%	1%	6%	4%
NET: Any	86%	81%	94%	82%	94%	78%	79%	91%	97%	71%	70%	94%	89%	98%	78%	84%

Q. How often do you feel stressed about your current financial situation?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Every day	18%	20%	22%	23%	6%	18%	14%	21%	31%	20%	9%	16%	16%	16%	17%	28%
Once per week	15%	19%	19%	16%	9%	12%	11%	16%	20%	16%	12%	17%	16%	14%	14%	16%
Once per month	21%	17%	28%	24%	23%	20%	16%	23%	16%	22%	16%	28%	21%	25%	18%	16%
Once per quarter	14%	12%	9%	11%	17%	15%	14%	16%	10%	11%	16%	16%	12%	17%	13%	10%
Once per year	8%	6%	5%	7%	17%	7%	8%	7%	6%	6%	9%	6%	7%	9%	7%	6%
Less than once per year	10%	10%	6%	8%	16%	10%	13%	9%	7%	8%	16%	8%	11%	7%	11%	10%
Never	12%	13%	8%	9%	12%	13%	20%	6%	9%	11%	21%	7%	14%	10%	19%	12%
Don't know	3%	2%	3%	3%	2%	5%	5%	2%	2%	6%	2%	4%	4%	2%	2%	2%
NET: stressed at least once per week	32%	39%	41%	39%	14%	30%	25%	38%	52%	36%	21%	32%	31%	30%	31%	44%

Q. And how often do you feel stressed about your long-term financial planning for your retirement?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Every day	14%	15%	21%	19%	4%	19%	12%	12%	27%	14%	5%	11%	11%	15%	13%	22%
Once per week	11%	14%	12%	13%	6%	11%	11%	7%	19%	9%	7%	10%	12%	11%	12%	15%
Once per month	17%	17%	23%	20%	14%	17%	14%	15%	16%	17%	13%	21%	17%	18%	17%	17%
Once per quarter	14%	14%	11%	13%	19%	14%	14%	16%	11%	10%	13%	17%	13%	16%	15%	10%
Once per year	12%	10%	10%	10%	22%	10%	10%	14%	9%	10%	13%	10%	12%	12%	8%	9%
Less than once per year	11%	11%	7%	10%	15%	10%	12%	14%	7%	11%	18%	8%	12%	9%	13%	11%
Never	16%	15%	12%	12%	15%	13%	21%	17%	10%	15%	26%	15%	18%	14%	20%	15%
Don't know	6%	4%	5%	4%	5%	7%	6%	5%	2%	16%	4%	9%	5%	5%	3%	3%
NET: stressed at least once per week	25%	29%	32%	32%	10%	30%	22%	19%	46%	23%	13%	20%	23%	27%	25%	36%

Q. "Big Three" Financial Literacy Quiz - summary of responses

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
All 3 Fin Lit Qs correct	28%	33%	29%	32%	20%	32%	41%	26%	23%	31%	29%	27%	32%	15%	24%	30%
Only 2 Fin Lit Qs correct	32%	33%	37%	29%	35%	31%	29%	36%	22%	27%	38%	40%	34%	27%	34%	24%
Only 1 Fin Lit Q correct	27%	24%	23%	27%	32%	22%	19%	27%	42%	23%	23%	23%	22%	44%	27%	28%
0 Fin Lit Qs correct	13%	11%	11%	12%	13%	16%	11%	10%	14%	19%	10%	10%	12%	15%	15%	17%
At least one Fin Lit Q wrong	72%	67%	71%	68%	80%	69%	59%	74%	78%	69%	71%	73%	68%	85%	76%	70%
At least one Don't Know Fin Lit Q	16%	15%	13%	17%	11%	23%	17%	14%	7%	25%	13%	18%	16%	16%	17%	18%

Q. What training does your employer offer to help you keep your skills up-to-date and to remain employable in the future? (Select all)

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Basic computer skills	26%	26%	22%	23%	25%	19%	26%	26%	40%	18%	22%	21%	31%	32%	24%	29%
Skills that will help me progress in my current job	39%	44%	35%	40%	42%	31%	31%	30%	54%	22%	40%	42%	37%	41%	44%	42%
Skills that will help me transition into a new line of work	20%	19%	21%	17%	24%	11%	18%	18%	47%	14%	20%	15%	15%	23%	19%	18%
Soft skills related to my work such as teamwork, problem solving and communication	35%	37%	36%	35%	45%	25%	24%	31%	55%	22%	33%	31%	33%	42%	33%	34%
Life skills to help me manage work-life balance and other responsibilities (e.g., caregiving, parenting, health)	21%	16%	19%	16%	33%	15%	17%	9%	51%	17%	19%	14%	18%	28%	17%	20%
Skills to manage life's uncertainties and pressures	19%	16%	18%	16%	29%	9%	13%	11%	43%	11%	17%	18%	15%	22%	12%	19%
Other	3%	3%	3%	3%	2%	4%	5%	6%	2%	4%	6%	2%	3%	3%	3%	4%
My employer does not provide training to keep my skills up-to-date	26%	30%	30%	30%	8%	35%	36%	31%	5%	46%	26%	32%	28%	18%	25%	26%

Q. What benefits does your employer offer to encourage you to keep your skills up-to-date?

	Total	Australia	Brazil	Canada	China	France	Germany	Hungary	India	Japan	Netherlands	Poland	Spain	Turkey	UK	USA
Career planning and skills assessment	24%	22%	28%	18%	36%	22%	13%	11%	51%	15%	19%	19%	20%	35%	19%	23%
Paid time off to pursue education	22%	17%	16%	17%	38%	10%	24%	21%	41%	13%	23%	20%	15%	28%	16%	18%
Reimbursement for costs associated with continuing education	24%	21%	17%	24%	36%	14%	26%	12%	44%	11%	36%	23%	14%	27%	15%	29%
Dedicated training allowance	19%	14%	18%	13%	26%	11%	16%	18%	43%	20%	13%	18%	18%	20%	14%	16%
Online or in-person training classes	32%	36%	27%	34%	38%	22%	23%	24%	53%	16%	26%	29%	38%	30%	37%	39%
Other	4%	3%	6%	4%	2%	6%	6%	5%	2%	4%	7%	3%	4%	5%	4%	4%
My employer does not provide training to keep my skills up-to-date	32%	37%	37%	36%	11%	42%	40%	42%	8%	55%	30%	39%	34%	26%	36%	33%

# Notes

- <sup>1</sup> The Aegon Retirement Readiness Index was measured during the early stages of the COVID-19 outbreak in China and before there was widespread contagion to Western Europe and the Americas
- <sup>2</sup> IMF, [Tracking the \\$9 Trillion Global Fiscal Support to Fight COVID-19](#), May 2020
- <sup>3</sup> World Health Organization, [Life expectancy](#), 2020s
- <sup>4</sup> International Labour Organization, [ILO Monitor: COVID-19 and the world of work](#), April 2020
- <sup>5</sup> The Guardian, [Workers get new rights in overhaul but zero-hours contracts remain](#), December 2018
- <sup>6</sup> Forbes, [57 Million US Workers Are Part Of The Gig Economy](#), 2018
- <sup>7</sup> CNN Business, [1 in 4 American workers have filed for unemployment benefits during the pandemic](#), May 2020
- <sup>8</sup> The World Bank's global age dependency ration is based on national statistics provided by 219 sovereign countries or territories
- <sup>9</sup> Age dependency ratio, old (% of working-age population), World Bank, as of April 2020
- <sup>10</sup> WHO, [Mental health in the workplace information sheet](#), May 2019
- <sup>11</sup> American Psychological Association, [Dealing with financial stress](#), 2020
- <sup>12</sup> LinkedIn, [2019 Workplace Learning Report](#), 2019
- <sup>13</sup> IBM, [The enterprise guide to closing the skills gap](#), 2019
- <sup>14</sup> Harvard Business Review, [Where Online Learning Goes Next](#), 2019

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