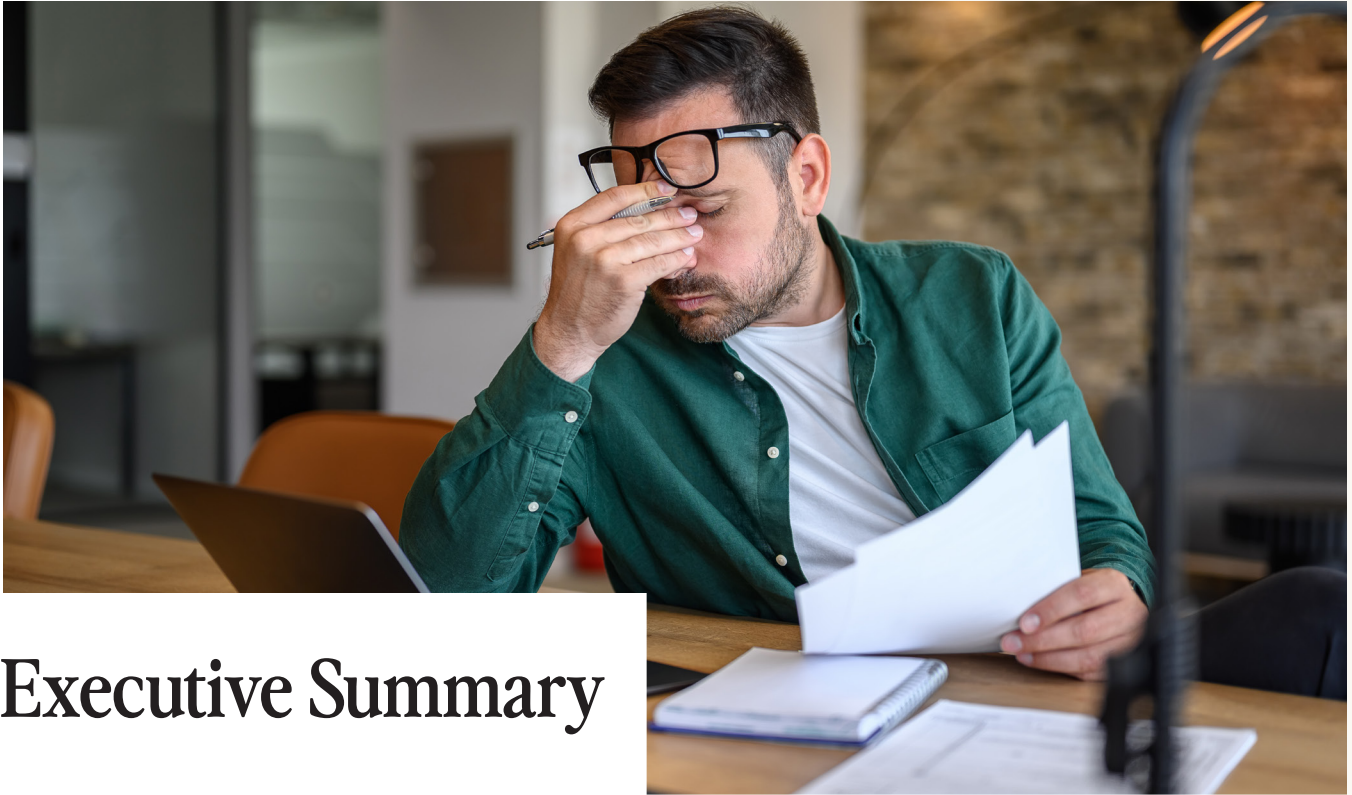




# Integrated Legal and Identity Protection:

**Boosting Employee  
Well-being**



## Executive Summary

Legal challenges and identity theft threats have emerged as significant workplace disruptors, creating real costs for employers and employees. Our research reveals that **56% of employees faced legal matters** last year, with **94% of those reporting these experiences as stressful**. These challenges manifest in tangible business impacts through reduced productivity, increased absenteeism, and diminished employee well-being.

While many employees currently rely on fragmented and expensive legal solutions—or have no protection at all—employer-sponsored legal and identity theft protection benefits make protection much more accessible and cost-effective. Our data shows that these integrated benefits not only enhance employee financial security and peace of mind but also strengthen retention and deliver measurable business value.

# Key Research Findings

- 1.** Legal challenges affect workplace productivity and employee well-being, with **56% of employees facing legal issues last year**. Of those impacted, **94% reported these issues as stressful**. Additionally, **61% had to take time off work**, with **85% needing at least one full day away**. Supporting employees through legal benefits directly addresses this significant source of workplace disruption and stress.
- 2.** Traditional legal solutions leave employees vulnerable and create hidden costs for employers. Most employees do not have an established attorney relationship and therefore must search for an attorney when the need arises, hoping they can find one qualified to take their case. Organizations face increased absenteeism and reduced productivity. Employer-sponsored legal plans provide a predictable, cost-effective alternative that helps maintain workplace efficiency and supports employee financial wellness.
- 3.** Legal benefits have emerged as a powerful differentiator in total compensation packages. The impact on retention is clear: **58% report increased job satisfaction**, and **57% indicate stronger job loyalty** when legal benefits are available, making these plans a strategic tool for talent retention.
- 4.** Combining legal and identity theft protection creates a comprehensive shield against traditional and emerging risks. With **77% of employees facing identity theft or cybersecurity issues** last year and **42% saying identity theft concerns affect stress levels at work**, this paired offering addresses two of employees' most pressing concerns.
- 5.** Employee demand for legal services spans both preventive and reactive needs, with **Wills and estate planning (57%)**, **family law services (38%)**, and **real estate matters (26%)** topping the list of most-requested services. This breadth of demand underscores the value of comprehensive legal benefits in supporting employees across various life stages and situations.

For more details about these findings, please continue to the following pages.

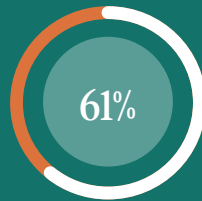
# The Business Impact of Legal Challenges

## 1. Productivity and Well-being Costs

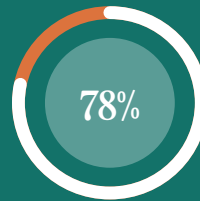
Legal issues directly impact workplace productivity and employee effectiveness. Among employees facing legal challenges:



reported stress, with a 1/3 describing their experience as extremely stressful



took time off with 85% needing at least 1 full day away



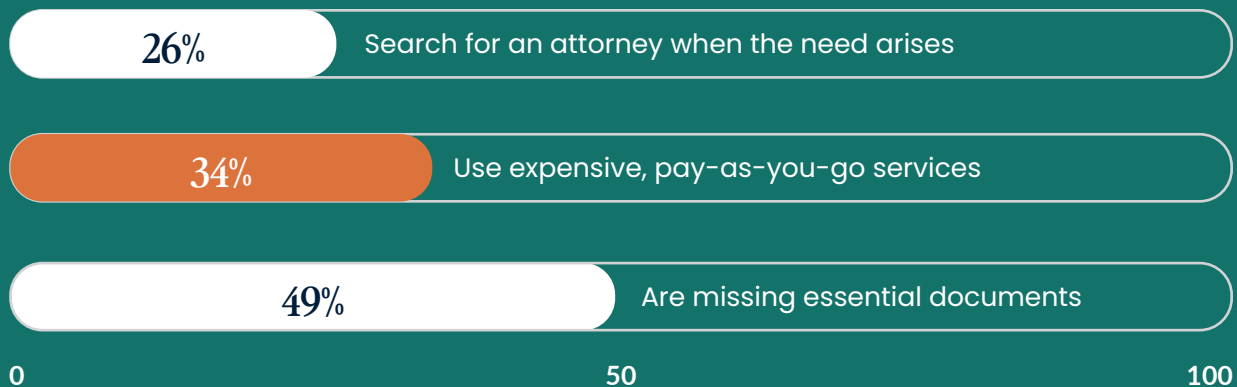
spent over \$500 on attorney fees, creating financial strain and impacting focus at work



of employees faced legal matters last year

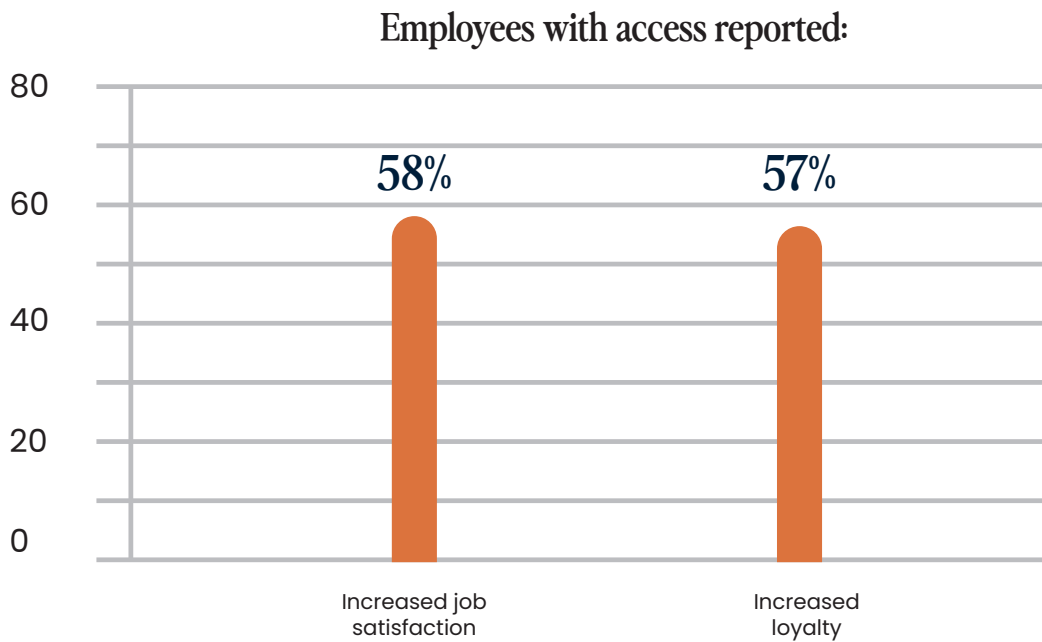
## 2. The Protection Gap

Legal issues directly impact workplace productivity and employee effectiveness. Among employees facing legal challenges:

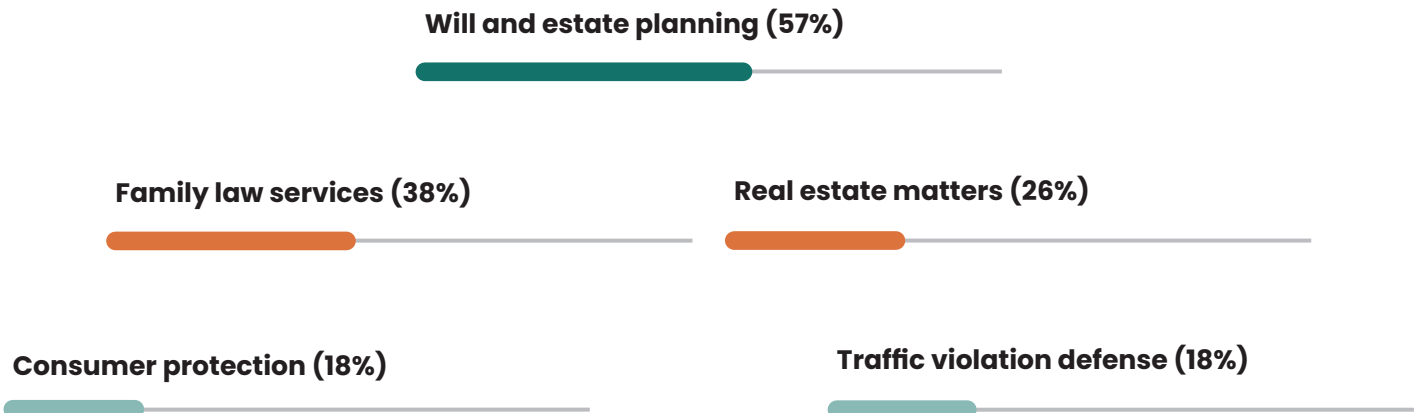


# 3. Employee Demand and Perceived Value

Our research shows that offering employees comprehensive group legal services has a strong impact on retention.



## Top-requested legal services



# The Need for Identity Theft Protection

## 4. The Growing Cybersecurity Threat

Digital risks compound traditional legal challenges, creating additional workplace disruptions.



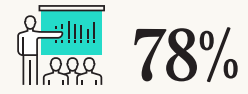
faced identity theft or cyber-security issues last year



of those impacted reported workplace disruptions

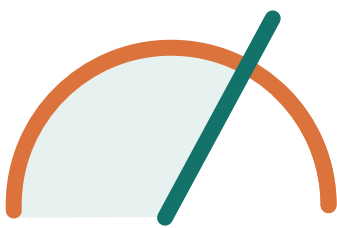


indicated identity theft concerns increased stress



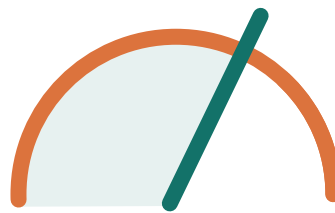
want proactive cybersecurity training

## 5. Identity Theft Protection Benefits Have a Measurable Impact on Employee Satisfaction



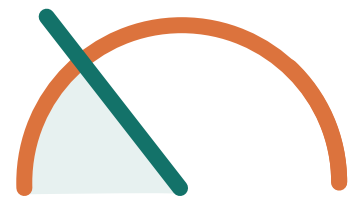
65%

report increased job satisfaction because identity protection benefits are available



62%

attribute identity theft protection benefits to increased loyalty



32%

agreed that identity protection benefits contributed “very much” to their overall sense of feeling protected

# The Business Impact of Legal Challenges



Employer-sponsored legal and identity protection plans address these challenges through:



Direct access to qualified law firms with return phone calls within 4 to 8 business hours



24/7 emergency coverage for time-sensitive issues



Real-time alerts for threats to personal information



Licensed Private Investigators for identity restoration



Predictable monthly costs via payroll deduction



Digital solutions aligned with modern workplace needs



Comprehensive educational resources

## Take Action

Contact your LegalShield representative to learn how our integrated legal and identity protection can strengthen your benefits portfolio while enhancing employee satisfaction and retention.

# Survey Profile and Methodology

In October 2024, LegalShield conducted comprehensive research with 1,004 full-time U.S. employees with access to benefits. The study included balanced representation across age, race, and other demographic variables according to U.S. Census data, with 501 employees surveyed about legal benefits and 503 about identity theft protection.



# About LegalShield and IDShield



LegalShield enhances employee well-being by offering affordable legal and identity theft protection services. For a small monthly payroll deduction, employees gain direct access to a dedicated provider law firm for a wide range of personal legal matters, including Wills, estate planning, and real estate transactions. This service includes 24/7 emergency access for covered situations, enhancing peace of mind and financial savings.



IDShield provides top-tier online privacy and reputation management services. Employees receive immediate alerts for threats to their personal information, and in the event of identity theft, a Licensed Private Investigator is assigned to restore their identity. This benefit includes an Unlimited Service Guarantee and an Identity Fraud Protection Plan, which reimburses members for identity theft-related expenses.

Both LegalShield and IDShield offer easy-to-understand educational materials, helping employees appreciate the value of these benefits.

Pre-Paid Legal Services, Inc. ("PPLSI") provides access to legal services offered by a network of provider law firms to its members through membership-based participation. Neither PPLSI nor its officers, employees or sales associates directly or indirectly provide legal services, representation, or advice. See a legal plan contract for specific state of residence for complete terms, coverage, amounts and conditions. IDShield provides access to identity theft protection and restoration services, and plans are available at individual or family rates. A family plan covers the named member, named member's spouse or domestic partner and eligible dependent children. Consultation and Restoration Services are available for eligible dependent children under 26. Please see an identity theft plan for complete terms, coverage, and conditions. All Licensed Private Investigators are licensed in the state of Oklahoma. An Identity Fraud Protection Plan ("Plan") is issued through a nationally recognized carrier. PPLSI is not an insurance carrier. This covers certain identity fraud expenses and legal costs as a result of a covered identity fraud event, with the amount of coverage dependent on the type of identity theft plan. See a Plan for complete terms, coverage, conditions, limitations, and family members who are eligible under the Plan.