



**Employees' Legal Needs  
and How They Affect  
Performance at Work**









# Insights from LegalShield's Legal Needs Survey

LegalShield is passionate about providing employees with easy and affordable access to legal advice, counsel, and protection. We surveyed full-time employed American adults with access to benefits to gather insights into the legal matters employees encounter in their everyday lives and how these matters impact their emotional well-being and work productivity.

This study intends to help HR professionals better understand employees' legal needs and how professional legal assistance can help them meet those needs more effectively and affordably, and minimize their stress.



# Top Findings:

From the information we gathered from surveyed employees, we can conclude that:

## #1

**Life events that could benefit from legal guidance are prevalent among employees, with a significant majority (79%) experiencing such an event.**

The top 10 events range from needing Wills and healthcare directives to broader concerns such as debt collection and housing issues. This highlights the widespread need for legal support services among the workforce.

## #2

**Legal challenges impact employees' personal lives, job performance, and emotional well-being.**

A notable portion of respondents reported that legal situations added stress to their personal or professional lives, with 49% experiencing anxiety. Moreover, a substantial percentage had to take time off work to address their legal matters, indicating the potential disruption caused by legal issues in the workplace.

## #3

**Despite the prevalence of life events that could benefit from legal guidance, only 18% sought legal assistance.**

Among the group that sought legal assistance, 58% reported that having legal guidance reduced their stress levels. Cost and not knowing who to call are common obstacles. This underscores the importance of providing employees with affordable, direct affordable access to legal services.

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



LEGAL NEEDS AND WORK PERFORMANCE

# Employees stated that legal issues impacted job performance.

The first section of the survey aimed to assess employees' legal needs, revealing that a majority (**79%**) experienced a life event for which legal advice could be very beneficial.



**79%**

of respondents experienced legal issues over the past year



# Top 10 Life Events Which Benefit from Legal Counsel:

"I dealt with elder care issues."

"I renovated a home."

"I signed a residential lease."

"I bought a home."

"I had a moving traffic violation."

"My child went to college."

"I dealt with a problematic landlord."

"My will, power of attorney, and healthcare directive is over five years old."

"I don't have a will, power of attorney, and healthcare directive."

"I dealt with a debt collection matter."



Another objective was to assess how these events affected employees, potentially causing stress, and impacting job performance. When asked if these life events added stress to their personal or professional lives, 49% responded affirmatively.

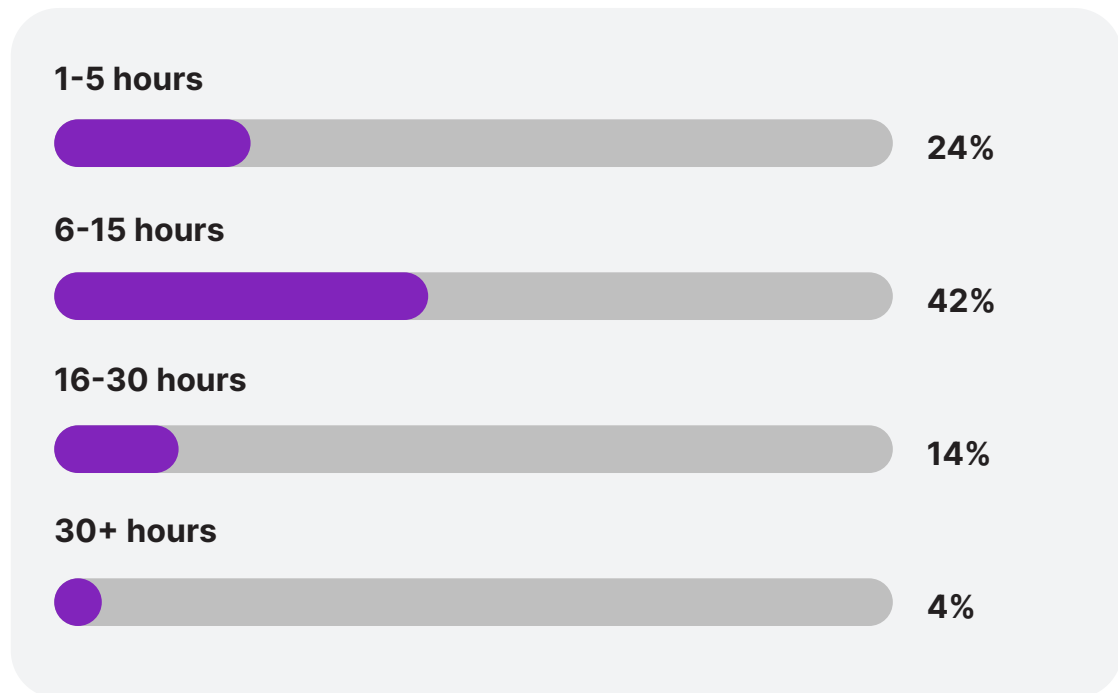


Some issues have more substantial legal ramifications, requiring employees to take time off work. Our survey showed that 25% of respondents had to take time off work to address their matter.



Regarding time spent handling legal matters during typical working hours, nearly half (**42%**) spent 6-15 hours, followed by 1-5 hours (**24%**) and 16-30 hours (**14%**), with **4%** spending over 30 hours.

**Time spent handling legal matters during typical working hours:**







Lastly, we asked respondents whether they sought legal assistance for any of the life events they had experienced. Only 18% of of this group sought legal assistance.

Among those who sought legal assistance, 58% said that having legal guidance and representation notably reduced their stress levels.



**58%**

**of respondents  
agreed that legal  
guidance and  
representation  
notably reduced  
their stress  
levels**



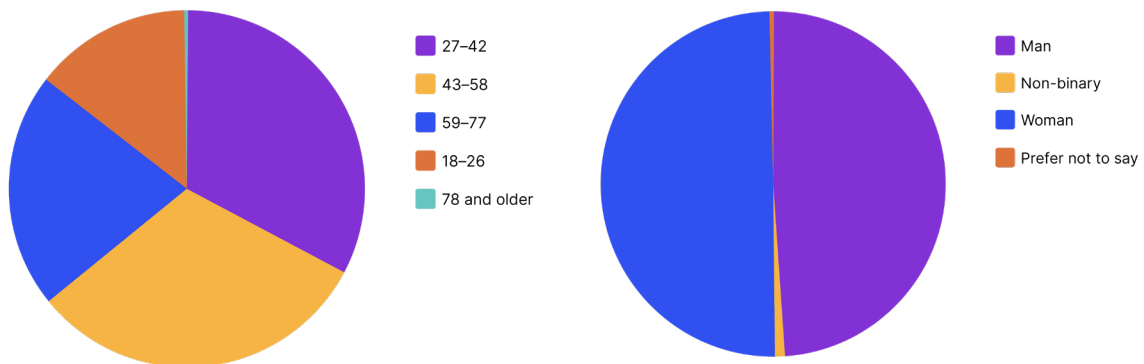
The results of this study reveal how common legal issues are among employees and the impact on their personal and professional lives. . These factors can significantly impact job satisfaction, mental and emotional well-being, and employee retention. Having legal support services to deal with these challenges can effectively reduce time and money spent, along with stress.

Our findings emphasize the need for HR professionals to recognize and address employees' legal needs to enhance job satisfaction, mental and emotional well-being, and, ultimately, employee retention. Access to legal support services can alleviate stress and enable employees to manage legal challenges more efficiently, contributing to a healthier and more productive workforce.

**A notion to reflect on:** What benefits does your organization offer to help employees improve their emotional and financial well-being?

## Survey participant profile

LegalShield surveyed 731 adults, 18+, with full-time jobs and access to benefits living in the U.S. The sample was balanced by age and race, among other demographic variables, according to the U.S. Census.





# About LegalShield and IDShield



**LegalShield helps employers improve employee acquisition and retention by providing legal and identity theft protection and restoration services designed to enhance financial and emotional well-being.**

For a small monthly payroll deduction, LegalShield enrollees receive direct access to a dedicated provider law firm for consultation on a wide range of personal legal matters, including consumer protection, wills and estate planning, real estate transactions, moving traffic violations, and more. With a dedicated law firm offering legal guidance when needed, employees can rest easier and possibly even save money. We offer 24/7 emergency access for covered situations. All covered matters are handled in-network.



**IDShield** offers best-in-class online privacy and reputation management services to help ensure that employees' private information remains private. We'll alert them immediately if we detect a threat to their personally identifiable information (PII). In the case of identity theft (including pre-existing events), we'll assign a licensed private investigator to restore the employee's identity to its pre-theft status. This benefit comes with an Unlimited Service Guarantee and an Identity Fraud Protection Plan.

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**LegalShield and IDShield** come with digestible, plug-and-play educational material that's easy for employers to share and helps employees understand benefit value.

For more information about our plans, please get in touch with your LegalShield representative.

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