

Feeling seen

The need for legal access among America's diverse workforce

The law touches nearly every aspect of our daily lives, providing structure and a sense of security. However, interactions with the legal system can be a source of stress and have long-term impacts. Compounding the problem, individuals—particularly lower-income and marginalized groups—do not have enough access to legal resources. The difference between legal needs and the resources available to meet those needs in order to reach a fair and equitable outcome is known as the justice gap.¹ Our research indicates that among employees, the justice gap contributes to stress and burnout, which negatively affects their holistic wellbeing and ability to bring their best selves to work.

MetLife Legal Plans conducted a comprehensive study to understand the impact of the justice gap on the workforce and how legal plans can play a part in improving circumstances. The study included U.S. full- and part-time employees and legal experts—practicing attorneys, law professors, and licensed subject matter experts in diversity, equity, and inclusion (DEI) policies.

Although it's a problem that needs to be addressed on many fronts, legal plans are one way to help level the playing field. Employers are uniquely positioned to broaden access to legal support for all working Americans by offering group legal plans and educating employees on the value. This benefit can help employees feel cared for and improve their holistic health. For employers, it can mean a more loyal and productive workforce while also supporting DEI initiatives.

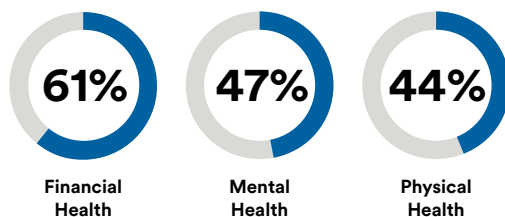
[Visit **metlife.com/legalplans** to explore the full report](https://www.metlife.com/legalplans)

Personal legal matters impact employee wellbeing

67% of employees have experienced a legal situation in the past 5 years

7% sought legal representation

Employees are concerned about the impact of a legal issue on their:



Most employees feel they can handle legal situations on their own, but satisfaction is much higher with legal representation.

Satisfaction with Legal Issue Resolution

77%

Those who used an attorney

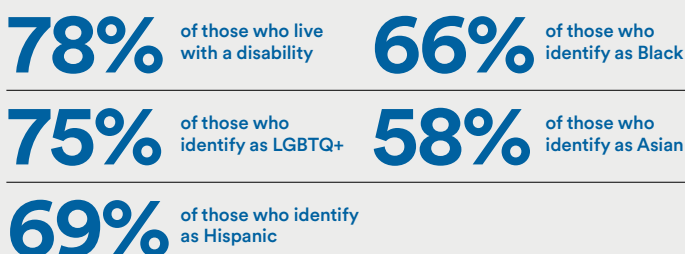
61%

Those who did not use an attorney

The greatest need but the least access

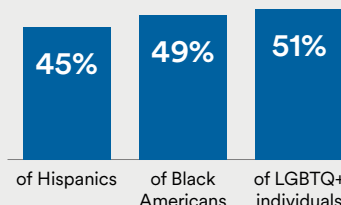
The incidence of legal issues is higher within some demographic groups.

Have experienced a legal situation in the past 5 years:



Aggravating factor: distrust in legal institutions

Would avoid the legal system:



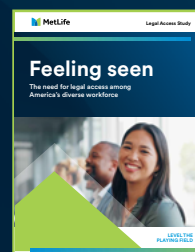
Employers are uniquely positioned to increase access to legal services

By offering group legal plans, employers can demonstrate care for their employees and help mitigate the effects of the justice gap.

34% of employees say legal plans are a must-have²

Legal plan holders are:

35% more likely to feel cared for²



Find out how employers can help level the playing field while supporting their DEI initiatives.

Download the full report:
metlife.com/legalplans

Unless otherwise cited, data is from the 2023 MetLife Legal Plans Legal Access Study.

1. Legal Service Corporation, 2022. <https://justicegap.lsc.gov/the-report/>
2. MetLife's Annual Employee Benefit Trends Study 2023.