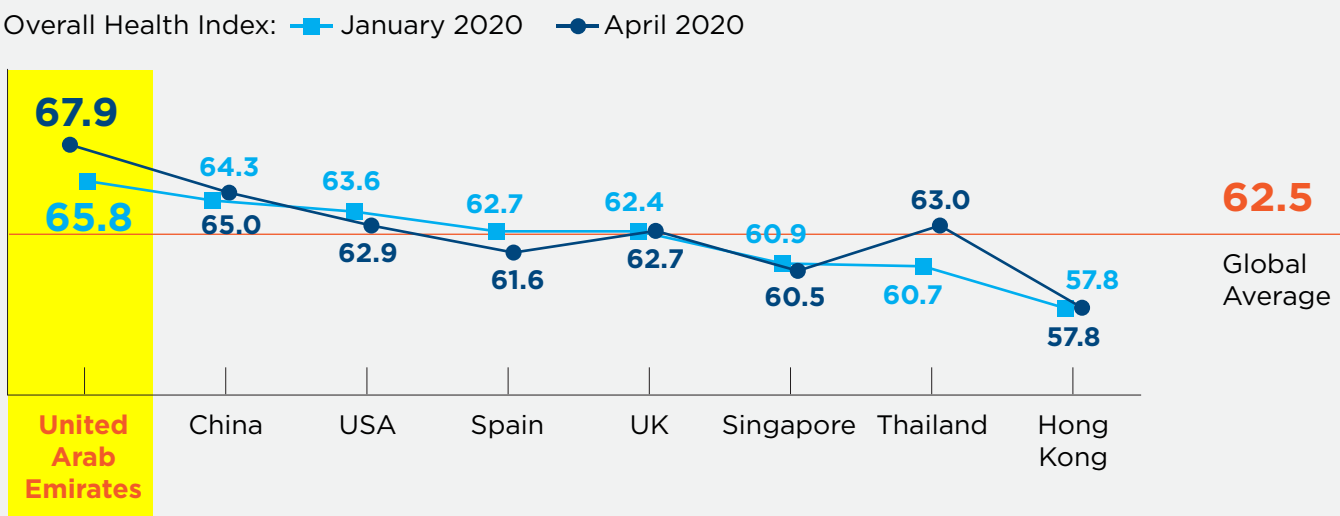


Cigna's COVID-19 Global Impact Study: UAE Index Findings

Cigna's new COVID-19 Global Impact Study evaluates the impact of COVID-19 on people's health and well-being.

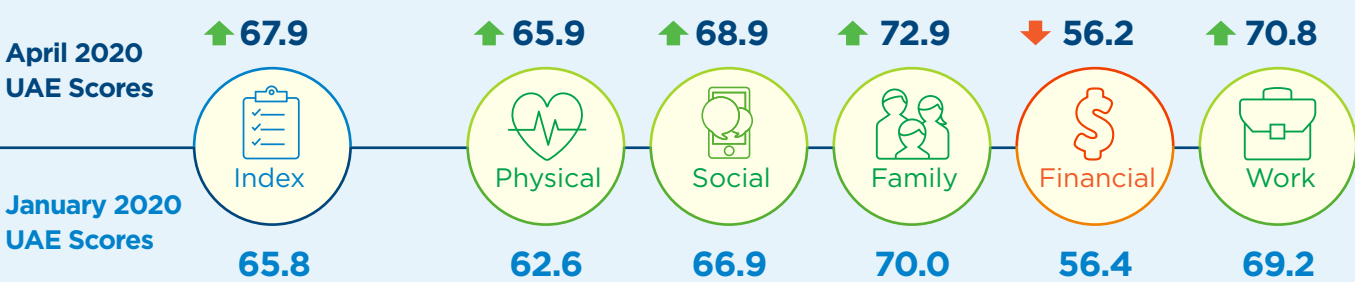
UAE performed strongly with an overall score of **67.9 points compared to other markets** during the work-from-home period.



UAE Remains Resilient

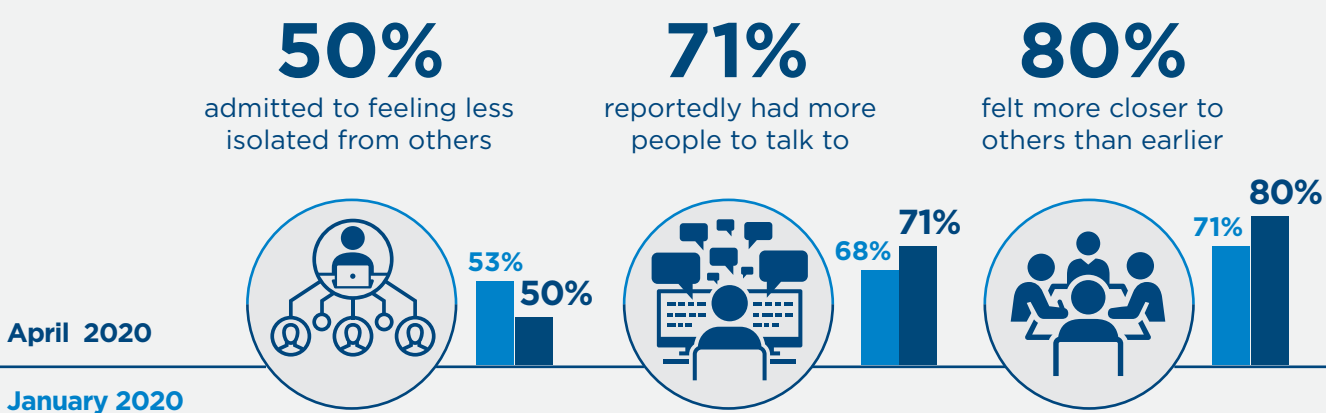
Physical, social, family and work wellness has risen slightly, largely due to respondents remaining connected via technology.

Financial well-being scores have declined slightly, reflecting global and local job security concerns.



Lower Loneliness Levels during Work from Home Period

UAE residents admitted to experiencing lower levels of loneliness as friends, colleagues and family members checked-in on each other more often via technology and led to people feeling less isolated. **72% felt more connected through technology.**



Working from Home – Longer Working Days and Improved Relationships

Technology came to the rescue and enabled people to stay connected and work remotely



79% have more flexible workdays and improved communications with colleagues

These enhancements came at the expense of longer working hours in the UAE



65% admitted to working longer hours

The UAE ranked second highest after Thailand when it came to longer workdays



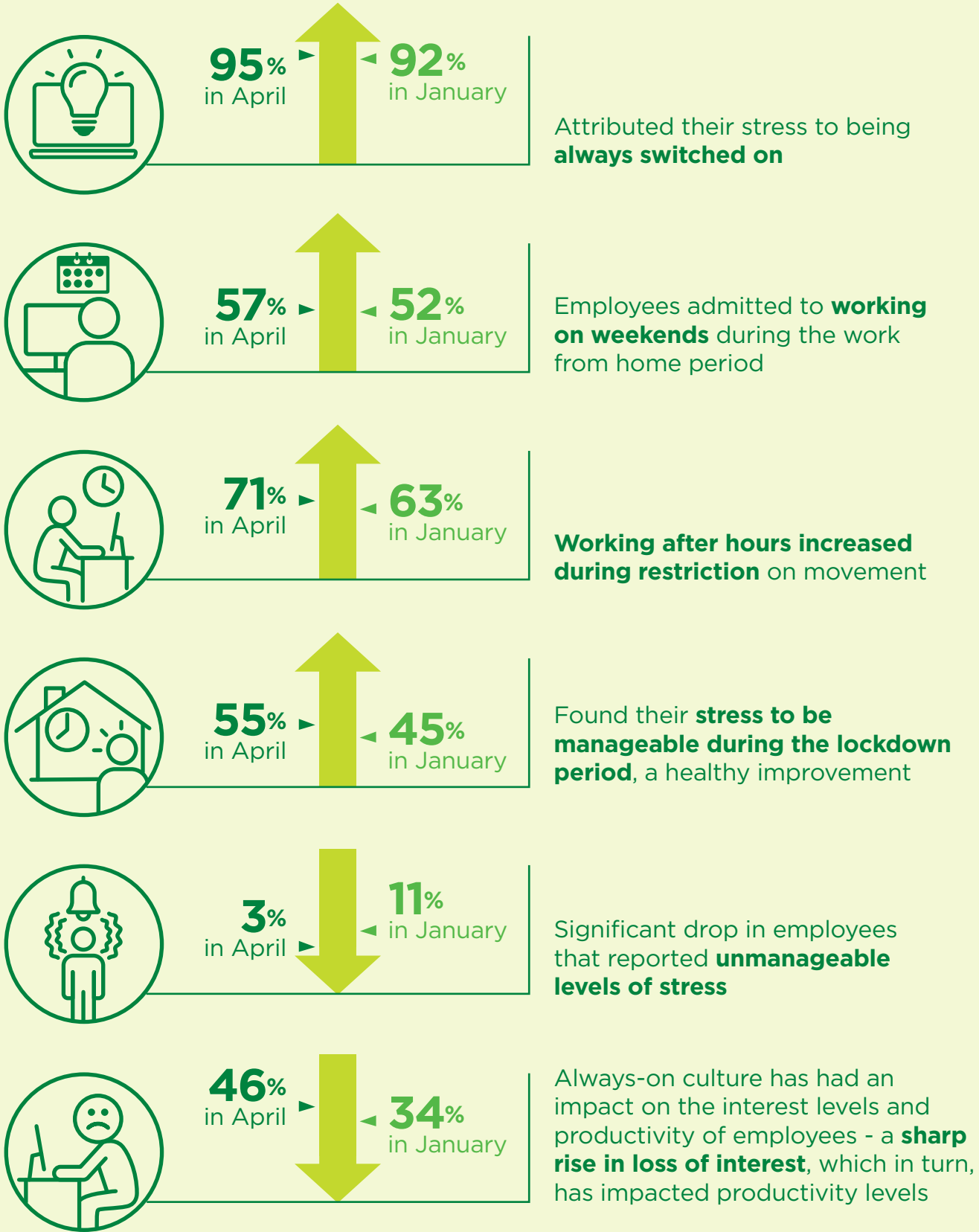
75% had to sacrifice their personal time or work time to support children, making their workday even longer

Cigna's COVID-19 Global Impact Study: UAE Index Findings

Always-on Culture, Stress and Workplace Wellness

UAE has seen an improvement in overall well-being and managing stress levels, but employees continue to stress primarily over finances, workload and inevitably, over their health.

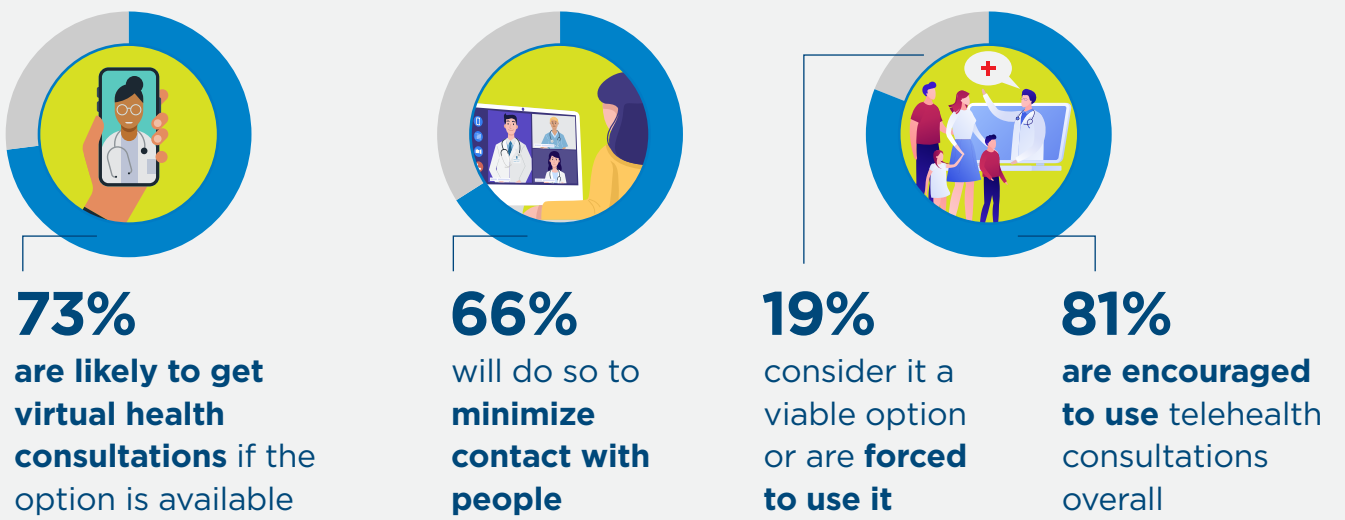
The **always-on culture continued to prevail during the work from home period**, leading to an **increase in stress levels** among employees.



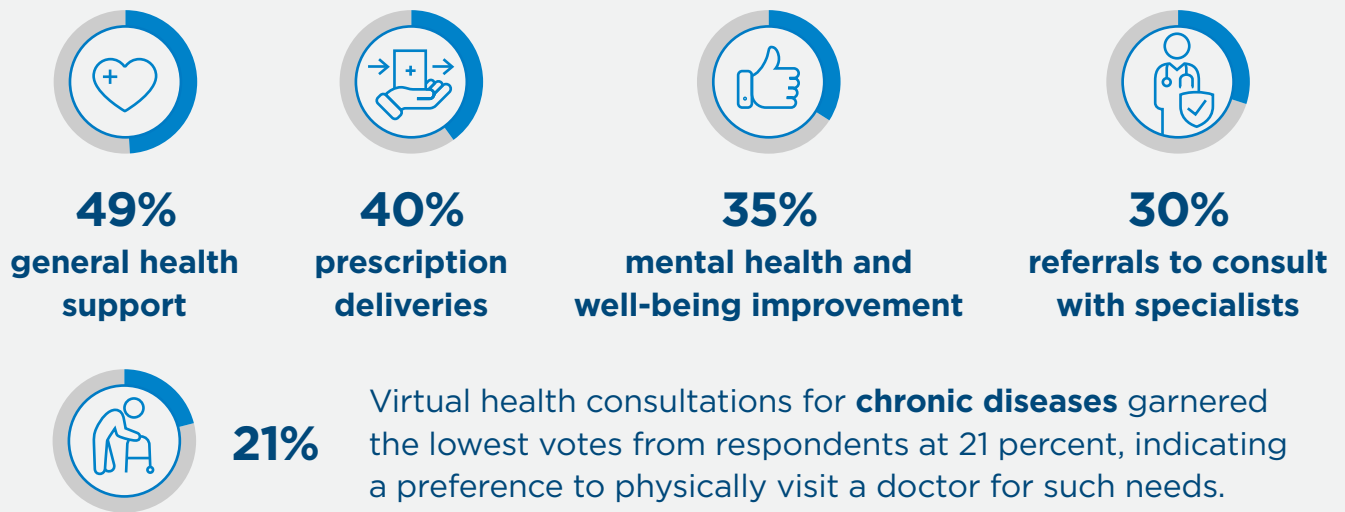
Virtual Health

Acceptance and appetite for virtual health has increased significantly.

Underlying reasons



Types of services in demand

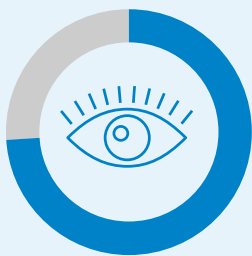


Cigna's COVID-19 Global Impact Study: UAE Index Findings



The New Normal

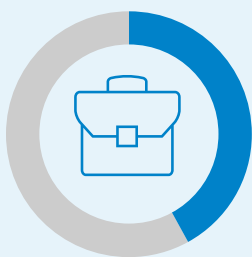
COVID-19 pandemic is paving the way for new habits. The survey shows that **people will continue to pay more attention to their mental and physical health.**



74%

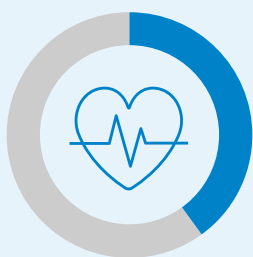
will be more alert about the coverage of their healthcare plans

**People are likely to look at their health,
work and relationships differently.**



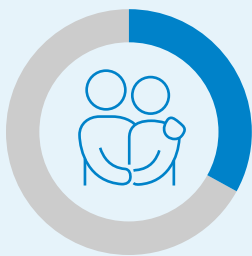
42%

**see changes in how
they will **manage**
their work**



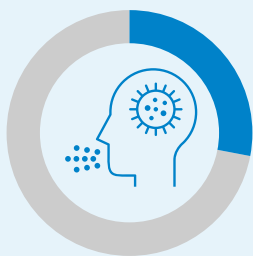
41%

**believe how they
manage their health
will change**



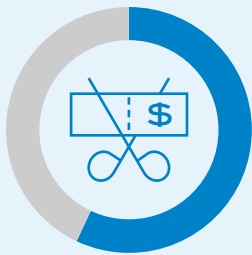
33%

**are set to see
changed family and
work relationships**



28%

**worry about the
possibility of **future**
pandemics**



57%

**believe that their
financial status will
change post COVID-19**