

Medicare Agent Post AEP-2020 Survey

Conducted by the American Association for Medicare Supplement Insurance www.MedicareSupp.org
December 8 & 9, 2020 Poll of 980 agents listed on Association's Online agent directory

During AEP 2020 how many hours did you typically spend PER WEEKDAY focused on Medicare sales?

More than 10 hours	41.25 %
9-10 hours	23.75
7-8 hours	11.00
5-6 hours	13.75
3-4 hours	5.25
Less than 4 hours	5.00

During AEP 2020 did you do work Medicare-sales work on WEEKENDS (Saturday and/or Sunday)?

Yes - Most weekends	60.00 %
Yes - A few weekends	37.50
No - No weekends worked	2.50

Comparing AEP 2020 to AEP 2019, how much time ON AVERAGE did you spend with individual Medicare clients and prospects?

More time in 2020 versus 2019	41.25 %
About the same amount of time	47.50
Less time in 2020 versus 2019	11.25

During AEP 2020 did you sell via phone or online for the first time?

Yes	40.0 %
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What percentage of AEP 2020 Medicare clients / prospects that you worked with ALSO DIRECTLY CONTACTED AN INSURANCE COMPANY or entity ADVERTISING ON TV or ONLINE?

Less than 25%	75.0 %
Between 25 and 50%	18.5
More than half (50%)	6.5

Looking ahead towards the FIRST-QUARTER of 2021, I expect to:

Work more	15.0 %
Work at AEP levels	12.5
Work less	68.75
Take time off	3.75