

MAINE PAID FAMILY
& MEDICAL LEAVE



Maine Paid Family and
Medical Leave (PFML) Claims Administration
Aflac Data One Month In



Reminder on Timelines

March 30: First day to submit applications

Pre-applications via phone or portal, for absence time occurring on or after May 1

May 1: First day of leave that can be approved for benefits

Note that leaves can be requested up to 90 days after the start date

May 8: First batch of benefit payments



Considerations on Early Data

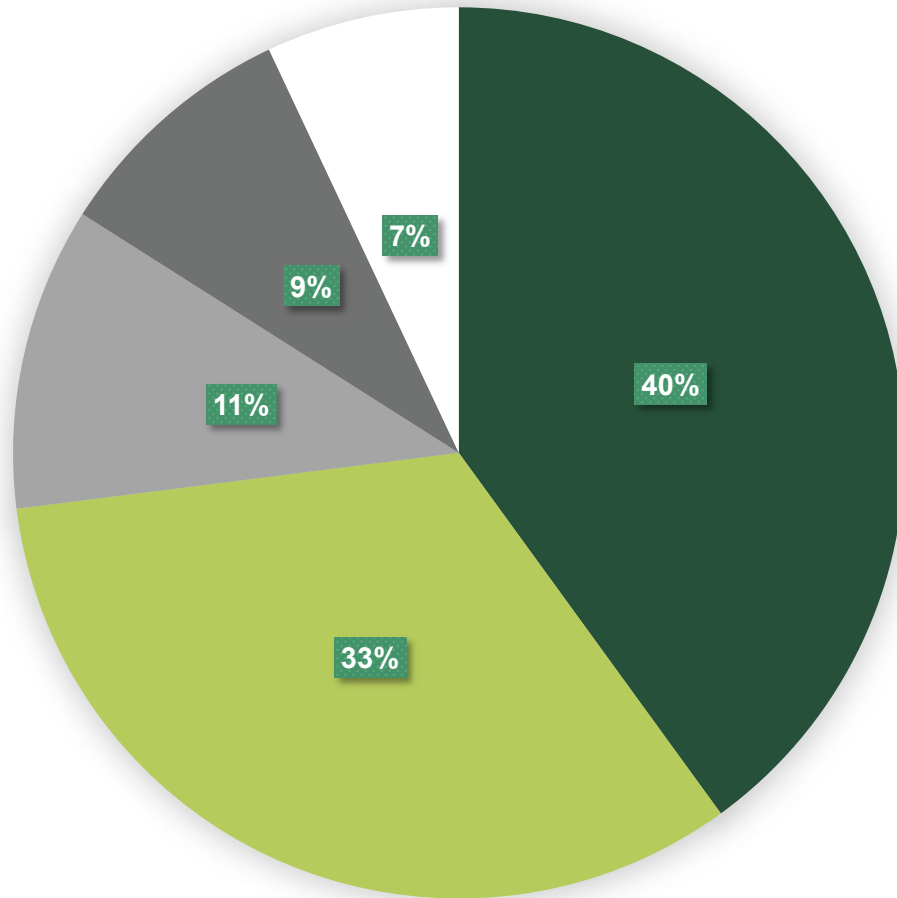
Certain types of leave may be overrepresented in this initial data (example: bonding with a new child).

Duration metrics (when folks are on leave, how long are they on leave) are based on applications that are completed and closed. This data is not mature yet.

Some data points are available in real time and some are rolled up on a weekly or monthly basis.



Total Claims Received: 6,351

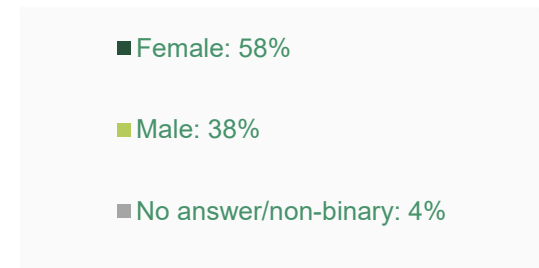
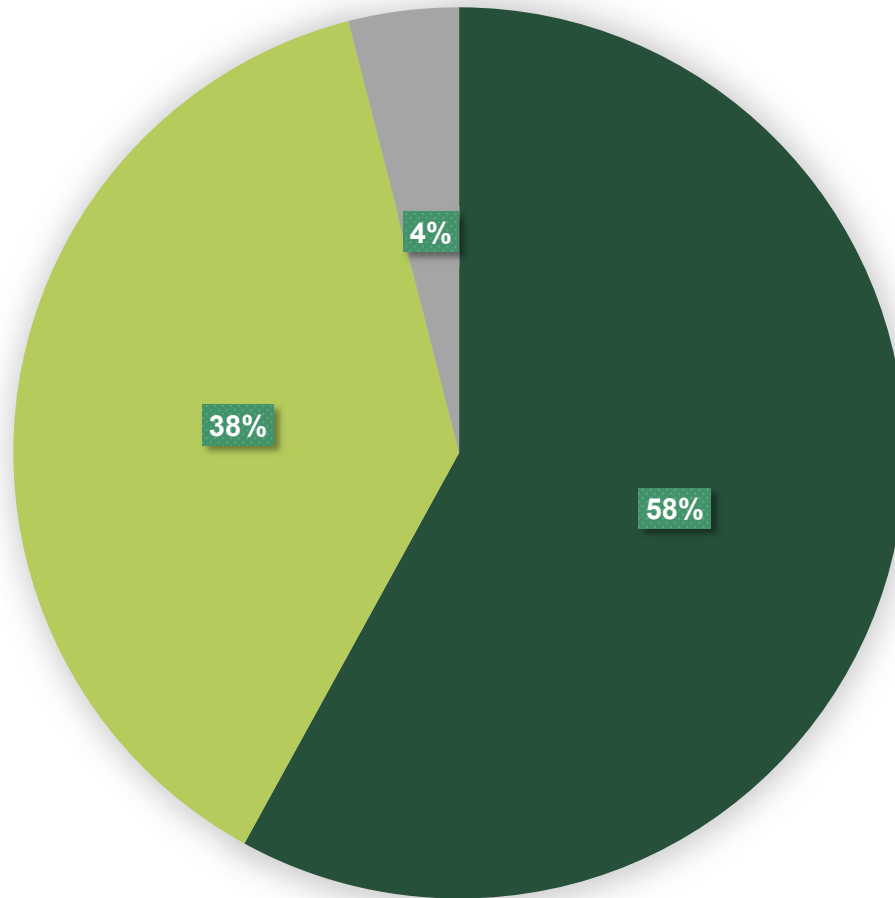


- Pending: 40%
- Approved: 33%
- Erroneous applications (private plan employers): 11%
- Denied (e.g., insufficient earnings, failure to provide documentation): 9%
- Cancelled, Leave requested prior to program start: 7%

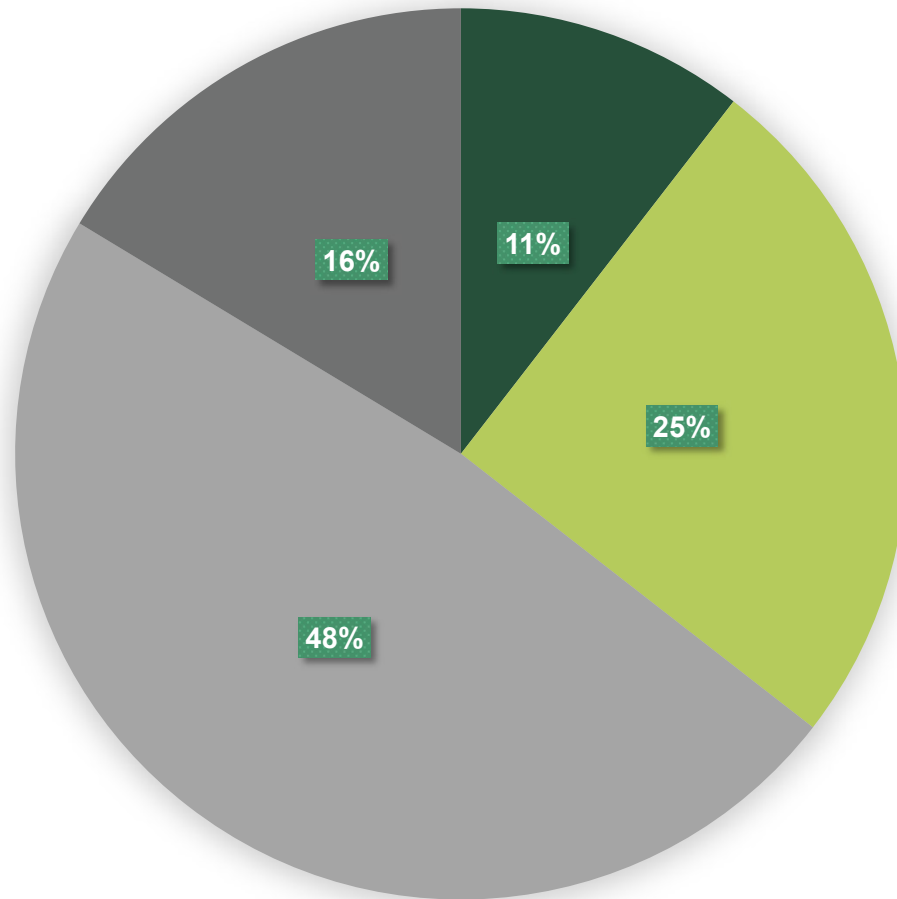
Rate of claims submitted is leveling off at about 100/day, with Mondays being the highest volume day.



Claims By Gender



Claims By Generation



■ Boomers: 11%

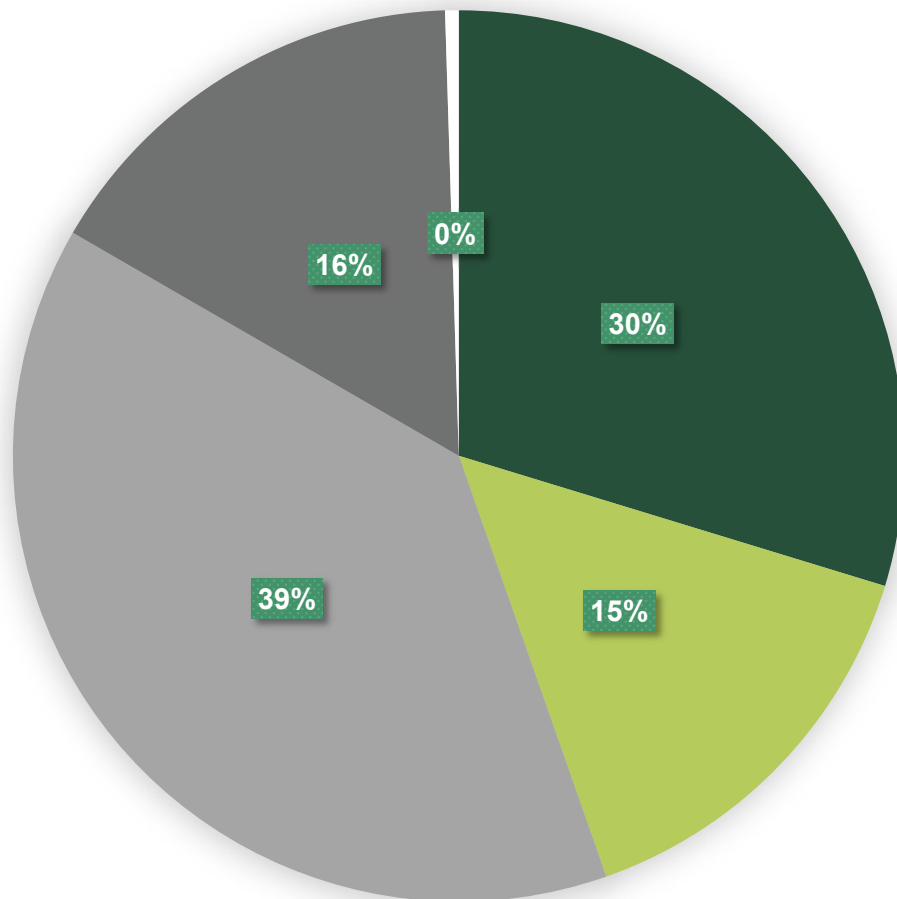
■ Gen X: 25%

■ Gen Y: 48%

■ Gen Z: 16%



Claims By Leave Reason



- Bonding with a new child: 30%
- Pregnancy/Childbirth: 15%
- Medical: 39%
- Care of family member: 16%
- Safe, Military: < 1%



Average Claim Duration

This metric looks at how much time is approved on completed, closed claims.

By definition, no claim will be considered a 12-week approved, closed claim until after July 23.

So far, new data shows leaves to bond with a new child trend toward a longer duration than other types of leave.

- Bonding: 3.7 weeks
- Pregnancy: 3.2 weeks
- Medical (not pregnancy): 2.14 weeks
- Care of a Family Member: 2.6 weeks

Among continuous and reduced schedule leaves across all leave reasons that are approved but still open, the average is currently 5.8 weeks.



Payment Data

Week ending 5/2/2026	\$18,570*
Week ending 5/9/2026	\$208,390
Week ending 5/16/2026	\$553,361
Week ending 5/23/2026	\$863,784
Week ending 5/30/2026	\$1,220,010
Total benefits paid through May 30	\$2,864,115

*5/1/2026 - 5/2/2026



Aflac Interaction

Response times to worker questions via portal message

Days to Completion		
1	98.6%	100%
2	1.4%	
3	0.0%	
4-5	0.0%	0.0%
6+	0.0%	

Response times to worker requesting return phone call

Days to Completion		
1	90.8%	100%
2	9.0%	
3	0.2%	
4-5	0.0%	0.0%
6+	0.0%	



Preliminary Service Statistics

76% of applications are being completed online

Average Decision Turnaround Time* is 2.11 business days

Customer Service: average speed to answer: 0:07

Average time on the phone: 12:24

Abandoned call rate: 0.65%

* Measured from date all information is received, to approval decision



Thank you!

