

2018

CIGNA U.S. LONELINESS INDEX

Survey of 20,000 Americans
Examining Behaviors Driving
Loneliness in the United States





May 2018

Dear Colleagues,

As a global health service company, Cigna understands the importance of looking at health and well-being across physical, mental and social needs. As part of that commitment, we regularly evaluate ourselves, our health care systems and our communities to gain even greater insights into the health and well-being of our customers and communities, identify any gaps in the health care system, and address emerging issues that affect the people we serve.

Approximately [1 in 6 adults](#) in the U.S. suffer from a mental health condition, and [research has noted](#) that mental health issues are one of the most rapidly increasing causes of long-term sick leave. When examining the different issues affecting people with mental health conditions, there is a consistent part of the pathology: they also suffer from loneliness.

Loneliness has the [same](#) impact on mortality as smoking 15 cigarettes a day, making it even more dangerous than obesity.

In partnership with Ipsos, Cigna conducted an online survey of more than 20,000 U.S. adults 18 years and older using the UCLA Loneliness Scale to further examine loneliness in America. We found that [most Americans are considered lonely](#).

The study revealed:

- Generation Z (adults ages 18–22) and Millennials (adults ages 23–37) are lonelier and claim to be in worse health than older generations.
- Social media use alone is not a predictor of loneliness.
- Students have higher loneliness scores than retirees.
- There was no major difference between men and women and no major difference between races when it came to average loneliness scores.

The research also highlighted some bright spots that will be instrumental in driving change. It showed that individuals who are less lonely are more likely to have regular in-person interactions, are in good overall physical and mental health, have found a balance in their daily activities, and are employed.

At Cigna, we know our work to combat this issue has just begun. But we're motivated by the fact that these results point to the benefits meaningful in-person contact can have on loneliness. We are dedicated to providing resources to address the loneliness epidemic and improve Americans' overall mental wellness and vitality.

To learn more about the survey, our efforts to drive greater connections in our society, and our existing programs to address loneliness, please click [here](#).

Sincerely,

Douglas Nemecek, M.D., MBA
Chief Medical Officer for Behavioral Health, Cigna

AMERICAN ADULTS ARE CONSIDERED LONELY, AS REVEALED BY NEW CIGNA STUDY

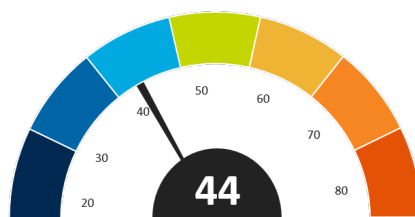
In February 2018, Cigna partnered with Ipsos to better understand the state of loneliness in America. Using questions based on UCLA's Loneliness Scale – a frequently referenced and acknowledged academic measure used to gauge loneliness – the Cigna Loneliness Index survey was created to focus the national conversation on the epidemic.

The survey was fielded among more than 20,000 U.S. adults ages 18 and older. The formula behind the index involves deriving a score for each respondent based on their answers to a series of twenty statements and from there calculating a total mean score for everyone who completed the survey to obtain a national score. The index stipulates that the higher the score, the lonelier people are. Possible loneliness scores range from 20 to 80, with the total average national loneliness score in America reaching 44. Total average loneliness scores were also analyzed across different demographic groups of interest to gauge which populations are most susceptible to experiencing feelings of loneliness.

This report features an in-depth look at some interesting differences that emerge across demographics, while also comparing results from key regions, as well.

NATIONAL RESULTS

TOTAL AVERAGE LONELINESS SCORE IN AMERICA

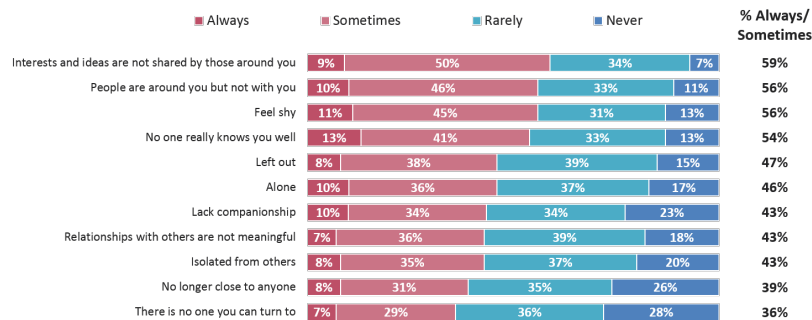


According to the survey, many Americans experience feelings of loneliness, including:

- When asked how often they feel like no one knows them well, more than half of the respondents (54%) surveyed said they feel that way always or sometimes.
- Just under half of all those surveyed report sometimes or always feeling alone (46%) and/or feeling left out (47%).
- At least two in five surveyed sometimes or always feel as though they lack companionship (43%), that their relationships are not meaningful (43%), that they are isolated from others (43%), and/or that they are no longer close to anyone (39%).

- Approximately six in ten (59%) surveyed always/sometimes feel that their interests and ideas are not shared by those around them.
- A similar proportion surveyed reports sometimes or always feeling like the people around them are not necessarily with them (56%).
- Though fewer feel as though there is no one they can turn to, more than a third of the respondents nevertheless report feeling this way at least sometimes (36%).¹

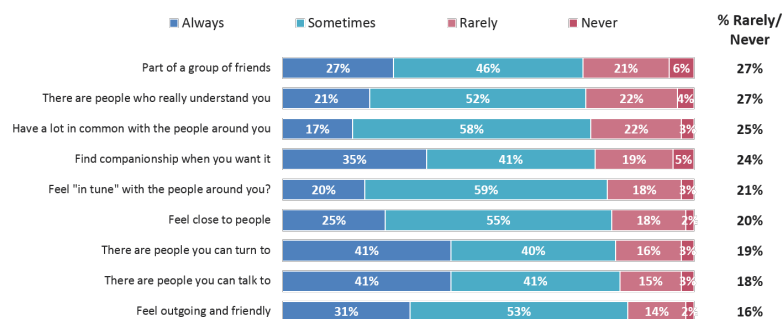
AT LEAST A THIRD EXPERIENCE FEELINGS ASSOCIATED WITH LONELINESS



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total always/sometimes summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

We also see that roughly one in four respondents rarely/never feel as though there are people who really understand them (27%), that they belong to a group of friends (27%), can find companionship when they want it (24%), or again feel as though they have a lot in common with others (25%). Another one in five rarely, if ever, report feeling close to people (20%) or 'in tune' with others (21%), while similar proportions don't feel as though there are people they can turn to (19%) or talk to (18%). Another 16% of those surveyed admit that they rarely/never feel outgoing and friendly.

MORE THAN ONE IN 10 RARELY/NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

¹ Throughout the report, the analysis/data included to illustrate the proportion of respondents who agree/experience different feelings regarding the twenty individual statements reflect total results for those who say they 'Always/Sometimes' feel this way, while references made to those who do not agree/do not feel this way reflect combined results for those who say they 'Never/Rarely' feel this way.

THERE ARE CONSISTENT TRAITS THAT DISTINGUISH LONELY AND LESS LONELY INDIVIDUALS

When comparing results for those who are lonelier versus those who are less lonely, consistent traits begin to emerge that can be connected to one's level of loneliness. It was found that lonelier people are more likely to have infrequent in-person interactions, disagree that their "social skills"/relationship statuses are good, be in fair/poor overall, physical, and mental health, and have less balance in their lives – all of which are interconnected and come with repercussions of their own. Some interesting points that arise here include:

- Of those respondents who never have in-person interactions, half (50%) are in fair/poor overall health, whereas just 12% of those who have daily in-person interactions are in fair/poor overall health. The majority of those who never have in-person interactions also report being in fair/poor physical health (52%, vs. 23% of those who have daily interactions) and mental health (51% vs. 12%).
 - Those who never have in-person interactions are also less likely to have "balance" in their lives, with only 36% saying they get the right amount of sleep (vs. 50% of those who have daily in-person interactions) and 37% saying they get the right amount of family time (vs. 65%).
- Directly connected with this, we see that daily interactions are less common among those in fair/poor health, with 31% of respondents in fair/poor overall health experiencing daily in-person interactions (vs. 58% of those in good, very good or excellent overall health) and 41% of those in fair/poor physical health saying they interact with others daily (vs. 58% of those in good, very good or excellent physical health). A similar pattern is seen when it comes to mental health, with those reporting fair/poor mental health much less likely to experience in-person interactions versus those in good, very good or excellent health (32% vs. 58%).
- Those respondents in fair/poor health also report greater difficulties in achieving balance in their lives, including:
 - Only a third (33%) of those in fair/poor overall health are getting the right amount of sleep (vs. 51% of those in good, very good or excellent overall health), while 38% of those in fair/poor overall health report working for the right amount of time (vs. 57% of those in good, very good or excellent overall health).
- Additionally, we see that those respondents who are not content with their relationships have a loneliness score of 54.3 – more than 13 points higher than those who agree they are content with their relationships (40.7). These adults who are not content with their relationships are also more likely to report being in fair/poor overall health (42% vs. 12% of those who are content with their relationships).

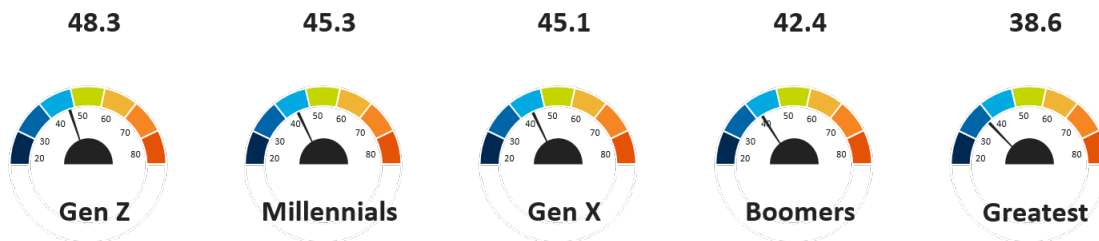
Importantly, the opposite holds true for those respondents who are less lonely, with this group more likely to have frequent meaningful in-person interactions, agree their "social skills"/relationship statuses are good, be in good health overall (including physical and mental health), and display greater balance in their lives.

GEN Z (ADULTS AGES 18-22) IS THE LONELIEST GENERATION AND SOLITUDE IS SEEN TO LESSEN WITH AGE

Loneliness scores differ when analyzed across age/generations. Gen Zers (adults ages 18–22) surveyed have a total average loneliness score of 48.3 – granting them the title of the loneliest generation – while scores gradually drop as respondents continue to age, culminating in a total average loneliness score of 38.6 for the least lonely group, the Greatest Generation (adults ages 72+).

NATIONAL RESULTS

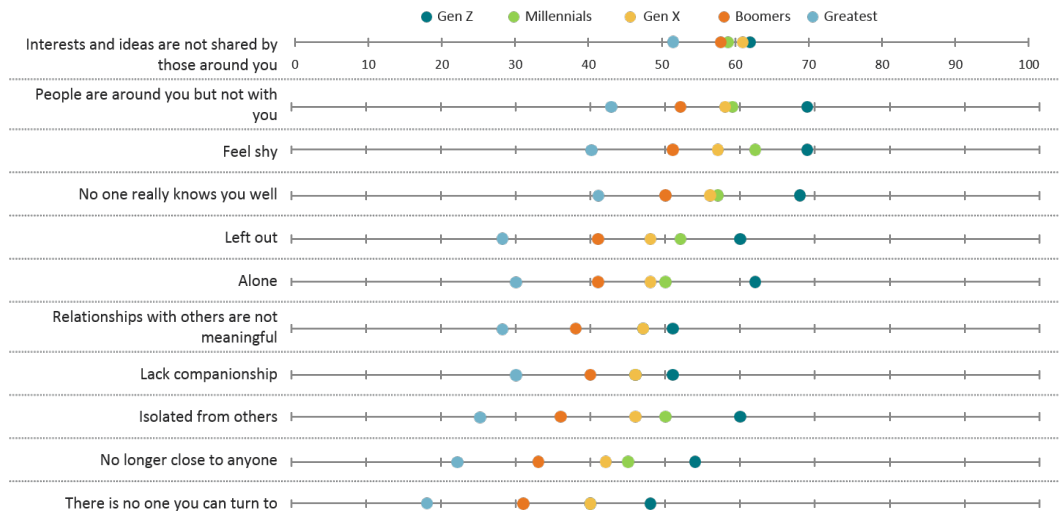
YOUNGER GENERATIONS ARE LONELIER THAN OLDER GENERATIONS



Generation Zers (adults ages 18–22) surveyed are significantly more likely than any other generation to say they experience the feelings described in the statements associated with loneliness (e.g., feeling alone, isolated, left out, that there is no one they can talk to, etc.). In fact, more than half of Gen Zers (adults ages 18–22) identify with 10 of the 11 feelings associated with loneliness. Feeling like people around them are not really with them (69%), feeling shy (69%), and feeling like no one really knows them well (68%) are among the most common feelings experienced by those in the Generation Z (adults ages 18–22).

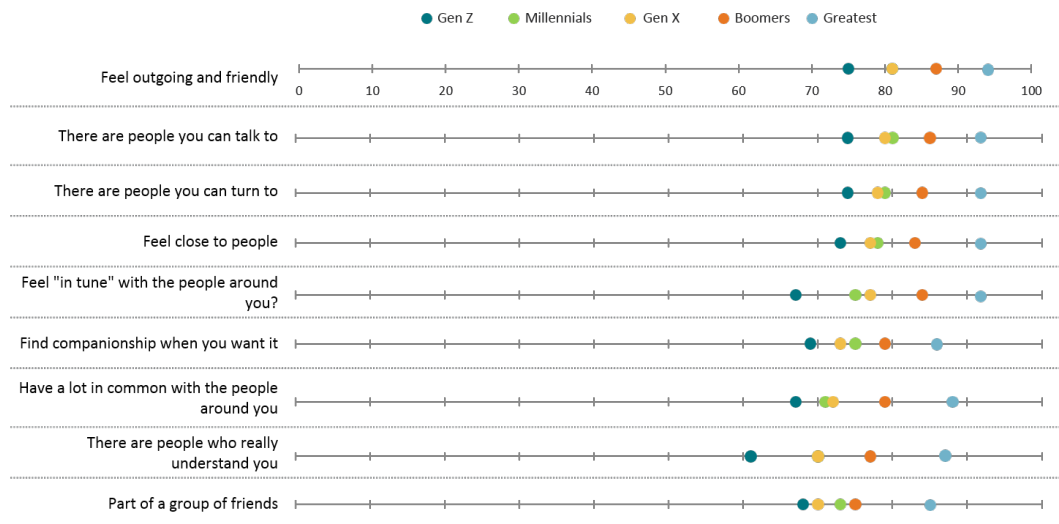
Millennials (adults ages 23–37) and Gen Xers (adults ages 38–51) surveyed follow this pattern, though not quite to the same extent, with similar proportions among these two audiences saying they experience feelings associated with loneliness. We see feelings of loneliness gradually continuing to fall when looking at Boomers. Those making up the Greatest Generation (adults ages 72+) are least likely to report having feelings of loneliness, such as lacking companionship (30%), feeling alone (30%), feeling left out (28%), and feeling as though they have no one they can turn to (18%). However, fewer major differences emerge across all generations when it comes to feeling as though their interests and ideas are not shared by those around them, with a majority of Gen Zers (adults ages 18–22), Millennials (adults ages 23–37), Gen Xers (adults ages 38–51), Boomers (adults ages 52–71), and those making up the Greatest Generation (adults ages 72+) reporting they feel this way at least sometimes.

FEELINGS OF LONELINESS MOST PREVALENT AMONG GENERATION Z



When looking at feelings that are not associated with being lonely, adults from the Greatest Generation (adults ages 72+) surveyed are most likely to feel in tune with others (92%), feel close to other people (92%), and feel like there are people they can both turn to (92%) and talk to (92%). Adults aged 72 and older are also significantly more likely to consider themselves as being friendly and outgoing (94% vs. 75% of Gen Z). Gen Zers (adults ages 18–22) fall to the bottom as the generation that is least likely to feel the ways described by the 9 statements below.

OLDER GENERATIONS ARE MOST LIKELY TO EXPERIENCE FEELINGS ASSOCIATED WITH NOT BEING LONELY



THOSE WHO ENGAGE IN FREQUENT MEANINGFUL IN-PERSON INTERACTIONS HAVE MUCH LOWER LONELINESS SCORES THAN THOSE WHO RARELY INTERACT WITH OTHERS FACE-TO-FACE

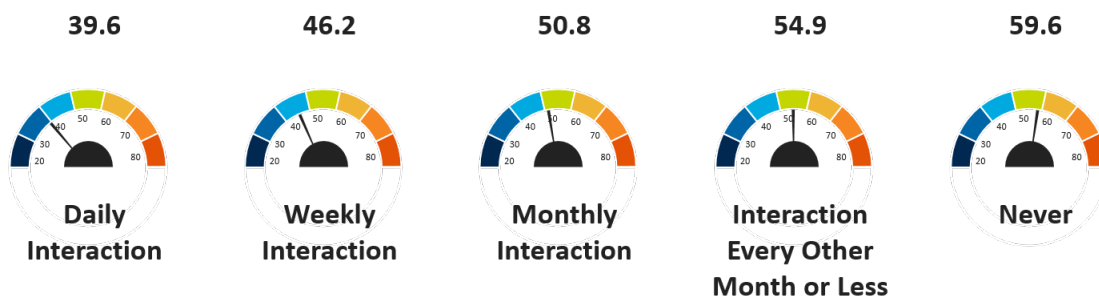
In-person interactions play an important role in alleviating one's feelings of loneliness, with those who experience infrequent in-person interactions typically much lonelier than those who engage in meaningful interactions regularly. When asked how frequently they have meaningful in-person social interactions (e.g., having an extended conversation with a friend, spending quality time with family), most respondents report connecting with others at least daily (53%). Twenty-nine percent report having meaningful interactions on a weekly basis, while just under one in ten (8%) report having these types of exchanges monthly. However, meaningful in-person socializing occurs even less often for the remaining one in ten (10%), including a few (2%) who say they never engage with others.

When profiling those who have daily in-person interactions, data shows that these adults are significantly more likely to say their overall health is good, very good or excellent, with 88% of those having daily in-person interactions saying their overall health is good, very good or excellent compared to 50% of those who never have in-person interactions. This group is also significantly more likely to say their mental health is good, very good or excellent (88% vs. 49% of those who never have in-person interactions) and to report having balance when it comes to different areas of their lives (sleep, work, etc.), with half (50%) of those having daily in-person interactions getting the right amount of sleep versus 36% of those who never have in-person interactions.

When looking at how loneliness scores vary across those with different levels of in-person interaction, results show that those who have daily in-person interactions have the lowest total average loneliness score (39.6), while the few who report never interacting with others have an average loneliness score that is 20 points higher (59.6). This trend illustrates that loneliness will typically decrease as in-person interaction increases.

NATIONAL RESULTS

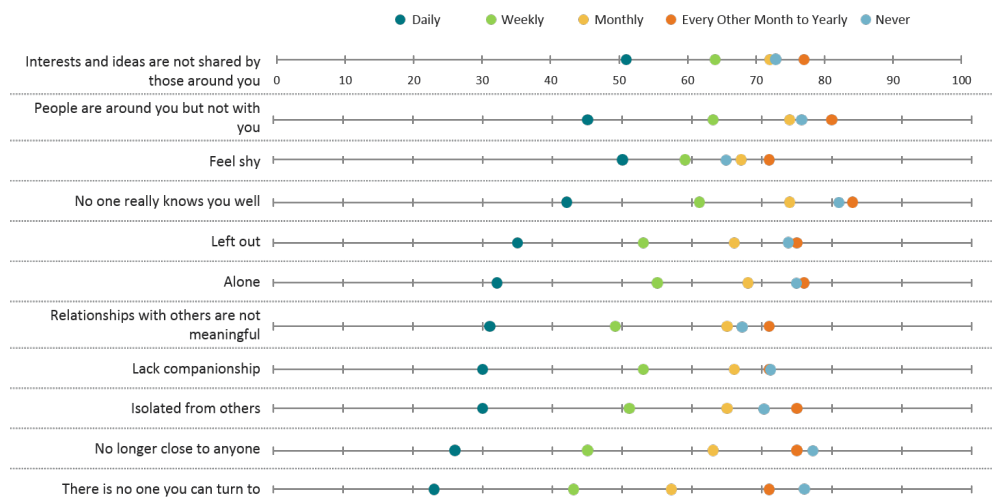
THOSE WHO HAVE DAILY INTERACTIONS HAVE LOWEST LONELINESS SCORES



In fact, when looking at responses to the individual statements used to calculate the overall loneliness scores, those who say they engage in meaningful social interactions multiple times a day/daily are significantly less likely to feel as though they lack companionship, that there is no one they can turn to, that they are no longer close to anyone, that no one really knows them well, and that the people around them are not actually ‘with’ them – especially when compared to those who interact with others only on a monthly/annual basis. Those who experience daily in-person interactions are also significantly less likely to report feeling isolated, alone, left out, and shy.

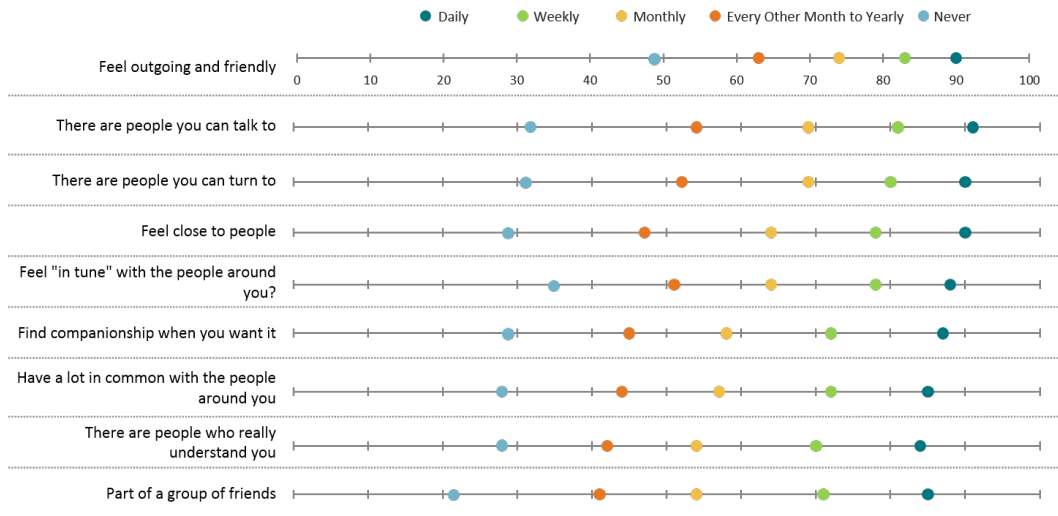
It is interesting to note that while feelings associated with loneliness resonate highly with those who say they never have meaningful in-person social interactions with others, they don’t always have the highest score when it comes to always/sometimes experiencing these feelings. However, those who never have in-person interactions are more likely than other segments to report feeling as though they are no longer close to anyone and that they have no one they can turn to. They are on par with those who interact with others every other month to yearly when it comes to feeling as though they lack companionship.

THOSE WHO INTERACT WITH OTHERS LESS OFTEN ARE MOST LIKELY TO BE LONELY



When it comes to feelings that are not associated with being lonely, those surveyed who experience daily meaningful in-person interactions are significantly more likely to feel as though there are people they can turn to (90%), people they can talk to (91%), and people who understand them (84%) – especially compared to those who say they never interact with others (31%, 32%, and 28%, respectively). Those who socialize with others daily are also significantly more likely to feel as though they belong to a group of friends (85% vs. 21% of those who never interact with others), have a lot in common with others (85% vs. 28%), and are close to people (90% vs. 29%). They are also most likely to describe themselves as being outgoing and friendly (90%).

THOSE WHO INTERACT WITH OTHERS DAILY ARE MOST LIKELY TO BE LESS LONELY



FAIR OR POOR PHYSICAL HEALTH CAN BE AN INDICATOR OF INCREASED LONELINESS

A person's health is yet another factor that is seen to influence feelings of loneliness, with loneliness increasingly more prevalent as self-reported overall health drops. When asked to rate their overall health and well-being (physical, social, family, financial, work related), most respondents say they are in good health – including one in ten (12%) who report being in excellent health, a third (34%) who claim they are in very good health, and another 34% who rate their overall health as good. On the other hand, one in five (19%) claim that their health is either fair or poor.

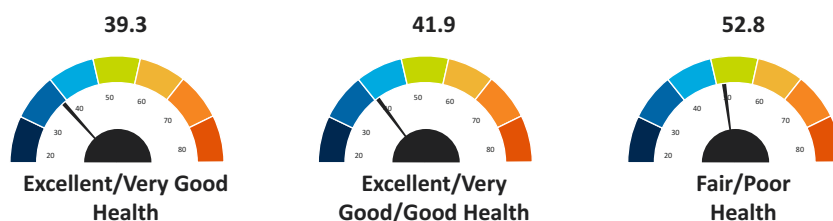
When looking at loneliness scores across health ratings, results show that those who rate their health as fair/poor have a loneliness score that is nearly 11 points higher than those who rate their health as being good/very good/excellent (52.8 and 41.9, respectively). This gap grows to 13.5 points when comparing those who rank their health as being fair/poor against those who fall into the top two health brackets (39.3, excellent/very good).

Looking specifically at physical health, a similar pattern emerges with those in good/very good/excellent physical health obtaining a loneliness score of 41.6, 8 points lower than those in fair/poor health (49.6). This trend holds true when it comes to mental health, with those who feel good, very good or excellent about their mental health (41.6) obtaining a loneliness score that is nearly 13 points lower than those who rate their mental health as fair or poor (54.5). It was also found that fewer respondents in fair/poor overall health have daily in-person interactions (31%) compared to the 58% of those in good, very good or excellent overall health that have daily in-person interactions.

The Greatest Generation (adults ages 72+) is most likely to say their overall (84%), physical (77%), and mental health (94%) is good, very good or excellent. Gen Z (adults ages 18–22), the loneliest generation, is least likely to say the same about their own overall (76%), physical (65%) and mental health (65%).

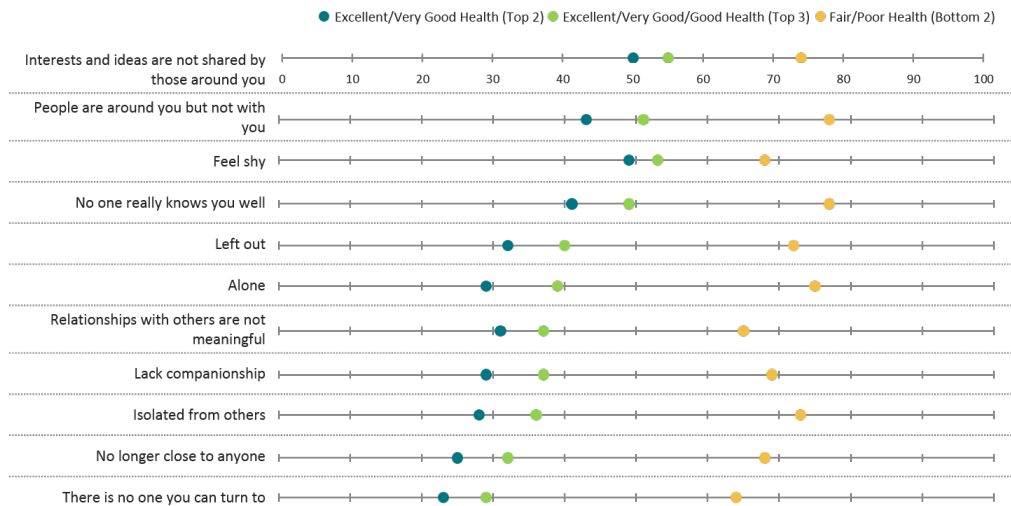
NATIONAL RESULTS

THOSE IN FAIR/POOR HEALTH ARE MORE LIKELY TO BE LONELY



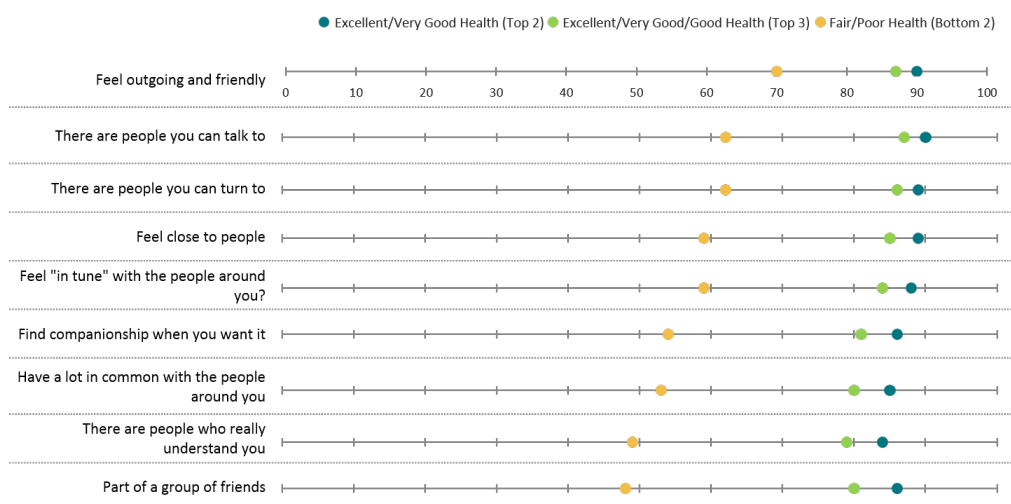
Respondents who rate their overall health as being fair/poor are up to twice as likely to say they experience emotions associated with loneliness, such as feeling left out, alone, or isolated compared to those in excellent/very good health who say the same thing.

FEELINGS OF LONELINESS MUCH STRONGER AMONG THOSE IN FAIR/POOR HEALTH



Though the differences identified across each segment are not as pronounced when it comes to feelings that are not associated with being lonely, these statements are significantly more likely to resonate with those in better health. This includes a greater proportion of those who rate their health as being excellent/very good that describe themselves as being outgoing and friendly (90% vs. 70% of those with fair/poor health) and a substantially greater proportion of healthy adults who also report feeling that there are people they can talk to (90% vs. 62%) or turn to (89% vs. 62%). Healthy adults are also much more likely to report feeling close to other people (89% vs. 59%).

THOSE IN EXCELLENT/VERY GOOD HEALTH ARE MOST LIKELY TO BE LESS LONELY



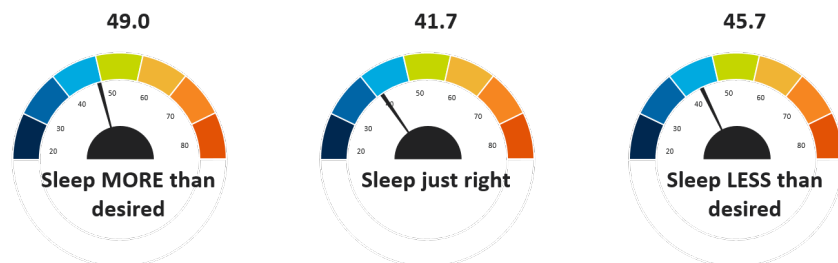
OTHER LIFESTYLE FACTORS, INCLUDING SLEEP PATTERNS, HOW MUCH YOU WORK, AND HOW MUCH TIME YOU SPEND WITH FAMILY ARE ALSO TIED TO LONELINESS

Balance is key when it comes to keeping feelings of loneliness at bay – and this is true when looking at how much people sleep, work, socialize, and exercise.

Looking specifically at the impact that sleep can have on loneliness, those surveyed who say they sleep just the right amount have the lowest loneliness score – falling 4 points behind those who sleep less than desired and 7.3 points behind those who sleep more than desired.

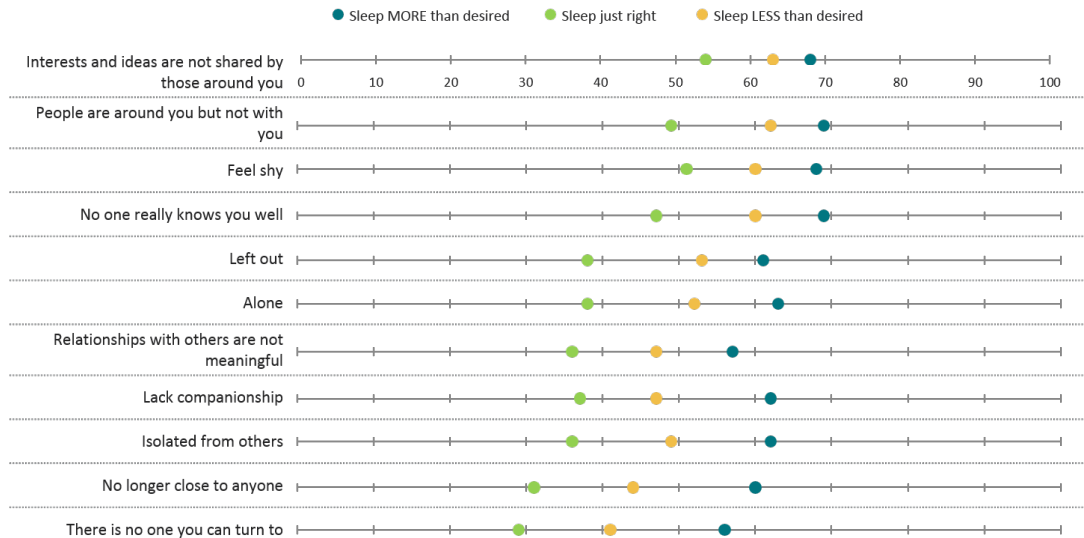
NATIONAL RESULTS

BALANCED SLEEPING PATTERNS REDUCE LONELINESS



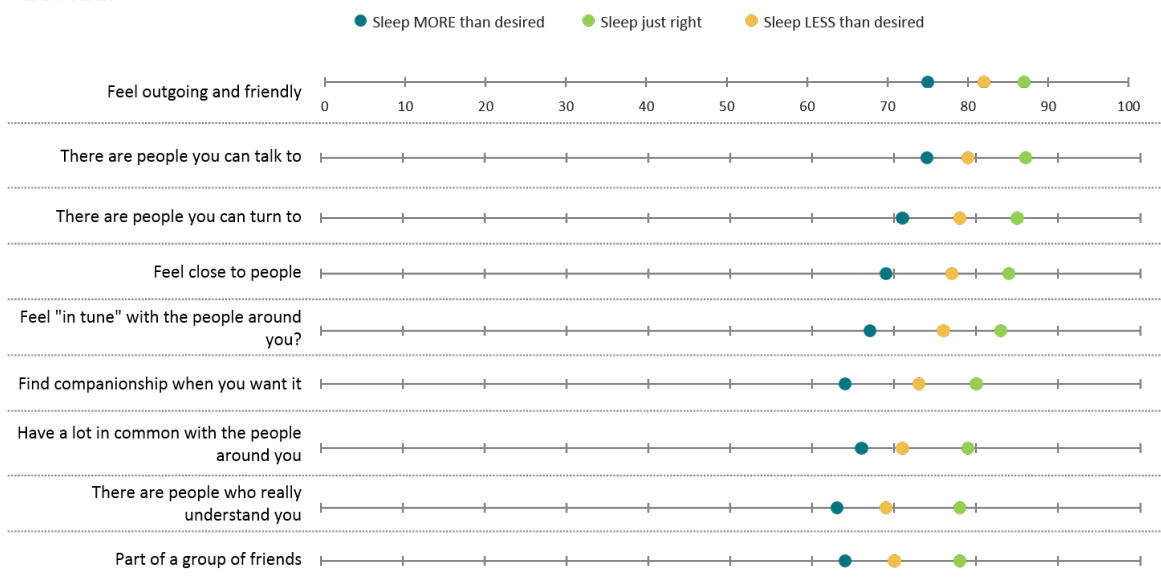
When looking at responses to the individual statements used to calculate the overall loneliness scores, those who say they sleep just the right amount are significantly less likely to feel as though they lack companionship (37% vs. 62% of those who oversleep), are isolated from others (36% vs. 62%), that there is no one they can turn to (29% vs. 56%), that they are no longer close to anyone (31% vs. 60%), and that no one really knows them well (47% vs. 69%). Those who get the perfect amount of sleep are also significantly less likely to report feeling alone, left out, and shy.

FEELINGS OF LONELINESS MUCH STRONGER AMONG THOSE WHO SLEEP MORE THAN DESIRED



Taking a closer look at feelings that are associated with not being lonely, those who say they sleep just the right amount score highest this time, with significantly greater proportions describing themselves as being outgoing and friendly (87% vs. 75% of those who sleep more than desired) and feeling as though there are people they can talk to (86% vs. 74%) or turn to (85% vs. 71%). Those who sleep less than desired follow this pattern, though not quite to the same extent, while those who oversleep are least likely to report having feelings that are associated with not being lonely.

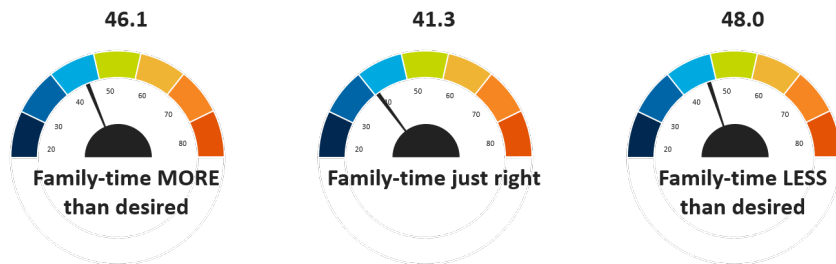
THOSE WHO GET JUST THE RIGHT AMOUNT OF SLEEP ARE MOST LIKELY TO BE LESS LONELY



Spending time with family also plays an important role in alleviating one's feelings of loneliness, with too much or too little time spent with loved ones leading to loneliness scores that are higher than those who say they spend just the right amount of time with family.

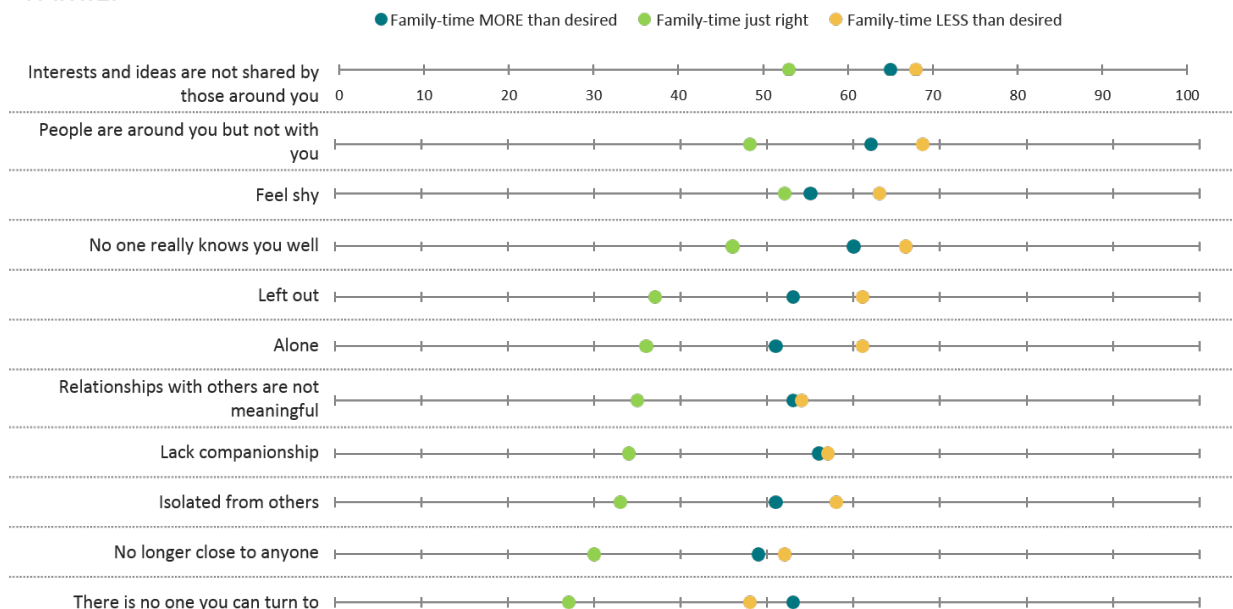
NATIONAL RESULTS

THOSE NOT SPENDING ENOUGH TIME WITH FAMILY MOST LIKELY TO BE LONELY



Those surveyed who say they spend more time than desired with their family and those who spend less time than desired are on par with one another when it comes to experiencing feelings of loneliness, while those who say they spend just the right amount of time with family are less likely to have such feelings.

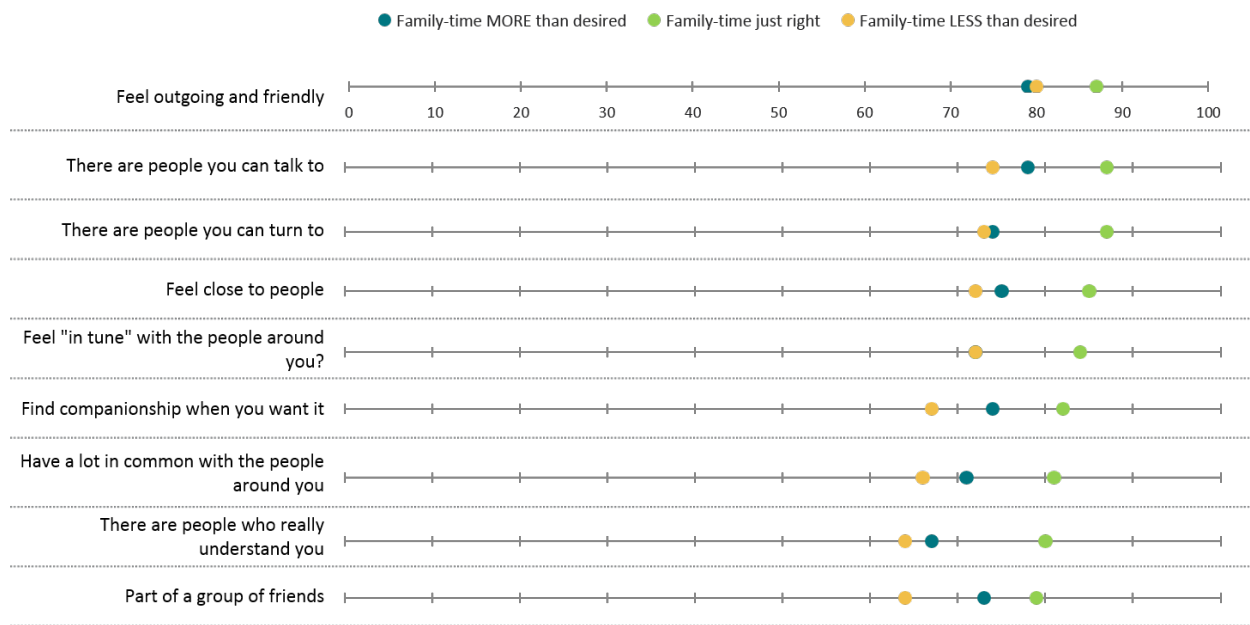
FEELINGS OF LONELINESS STRONGEST AMONG THOSE SPENDING LESS TIME WITH FAMILY



Feelings that are associated with not being lonely resonate most with those who say they spend just the right amount of time with their loved ones – while those spending too much/not enough time with family tend to be less likely to describe having such feelings. However, despite consistently falling behind those who spend the right amount of time with family, those who report spending too much time with family do stand out as being

more likely than those who don't to say that they feel as though they are part of a group of friends (73% vs. 64%), they have a lot in common with others (71% vs. 66%), they can find companionship when they need it (74% vs. 67%), and that there are people they can talk to (78% vs. 74%).

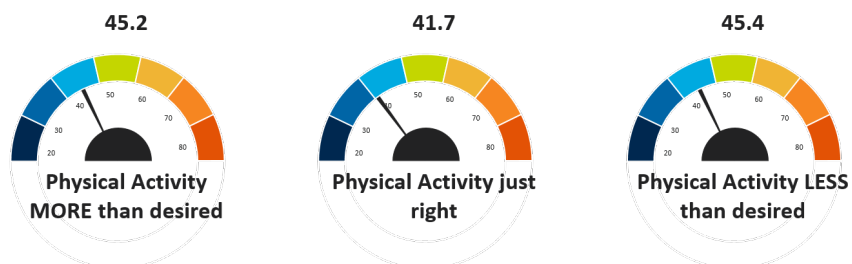
THOSE WHO SPEND JUST THE RIGHT AMOUNT OF TIME WITH FAMILY ARE MOST LIKELY TO EXPERIENCE FEELINGS ASSOCIATED WITH NOT BEING LONELY



Another lifestyle factor which impacts loneliness is physical activity, with those who say they get just the right amount of exercise considerably less likely to be lonely. Relative to that group, the loneliness score of those who exercise more than desired increases by 3.5 points, while a similar uptick is seen for those who exercise less than desired (up 3.7 points).

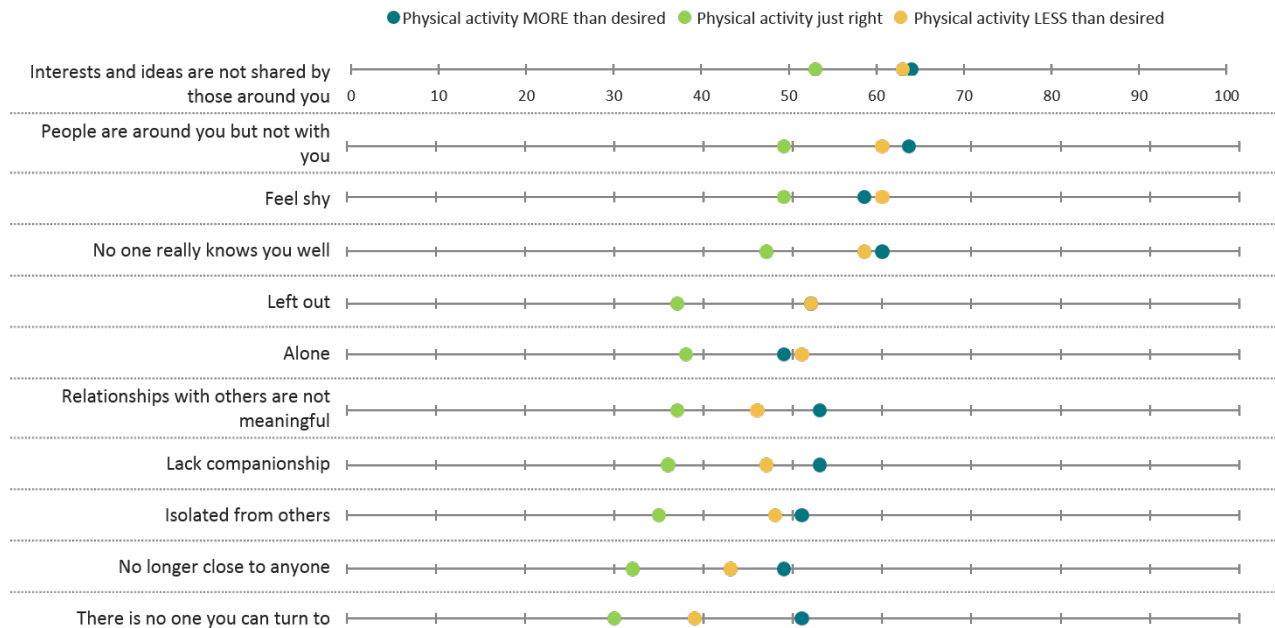
NATIONAL RESULTS

THE RIGHT AMOUNT OF EXERCISE IS KEY TO REDUCING LONELINESS



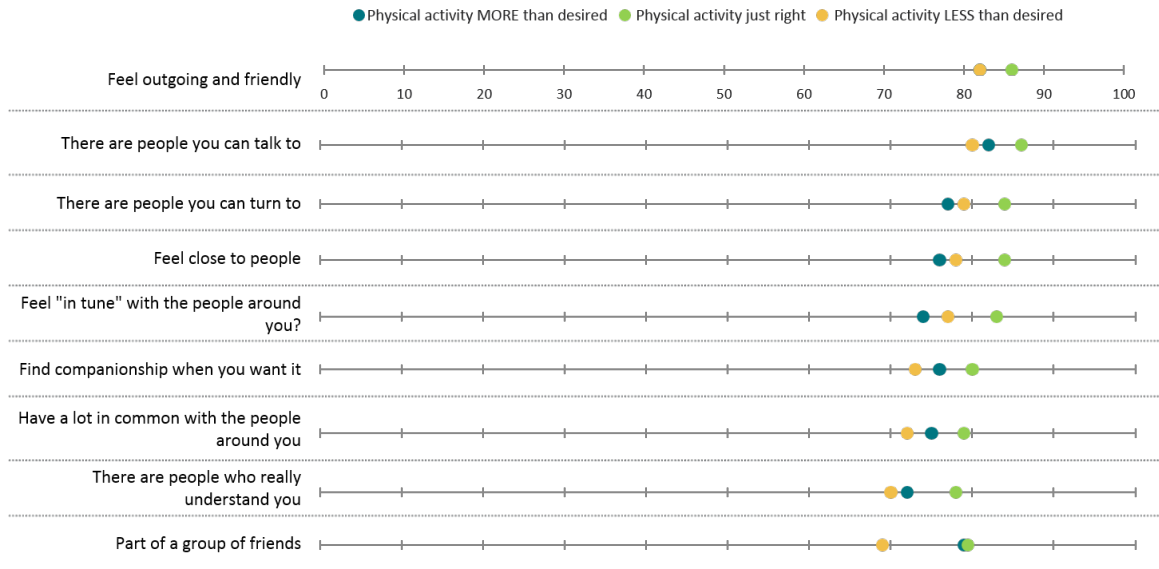
Feelings of loneliness are likely to affect both those who exercise too much and those who don't exercise enough in a similar way, while fewer people who say they get just the right amount of physical activity experience feelings of loneliness.

FEELINGS OF LONELINESS ESPECIALLY PREVALENT AMONG THOSE EXERCISING MORE THAN DESIRED



The opposite is true when it comes to feelings associated with not being lonely (e.g., feeling there are people you can turn to, feeling close to people, etc.), with those exercising the perfect amount more likely to report experiencing such feelings. In some cases, those who say they exercise more than desired fall in line with those exercising for just the right amount, including similar proportions across these two groups who report feeling as though they are part of a group of friends (79%, each), have a lot in common with others (75% of those who exercise more vs. 79% who exercise just right), and can find companionship when they want it (76% vs. 80%).

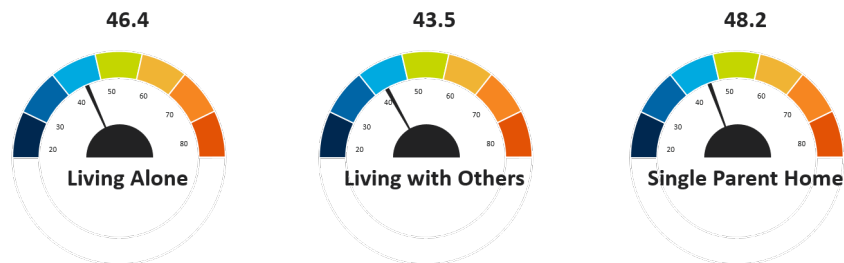
THOSE WHO SPEND JUST THE RIGHT AMOUNT OF TIME EXERCISING ARE MOST LIKELY TO EXPERIENCE FEELINGS ASSOCIATED WITH NOT BEING LONELY



Different living situations also impact loneliness levels. Those living with others are less likely to be lonely (43.5) compared to those living alone (46.4), though single parent/guardian homes are the loneliest (48.2).

NATIONAL RESULTS

ADULTS RUNNING SINGLE PARENT HOMES ARE MOST LONELY

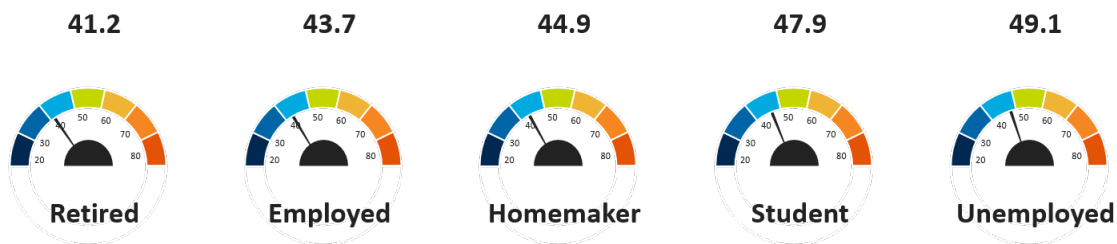


RETIREEES ARE LEAST LIKELY TO BE LONELY, FOLLOWED CLOSELY BY EMPLOYED ADULTS

Looking at the effects of one's employment status on loneliness, it is interesting to note that both those surveyed who are employed (43.7) and those who are retired (41.2) tend to be the least lonely. Loneliness starts to increase when looking at homemakers (44.9) and surges even higher when it comes to students (47.9). However, it appears that forced unemployment is the greatest driver of loneliness, with those who are unemployed being especially likely to demonstrate experiencing feelings of loneliness (49.1).

NATIONAL RESULTS

RETIREEES, EMPLOYED ADULTS AMONG THE LEAST LONELY



Adults surveyed who are unemployed (versus the other groups) are significantly more likely to say that they experience feelings of loneliness, including roughly two-thirds who feel no one really knows them well (68%), that the people around them are not 'with' them (67%), that their interests/ideas are not shared with others (65%), and that they feel alone (65%).

Students surveyed mirror this pattern, with a majority in agreement with many of the statements associated with loneliness – though adults from this category surpass adults from all other employment groups when it comes to feeling like the people around them are not always with them (69%), feeling shy (74%), and feeling left out (64%). Retirees, employed adults, and homemakers, in their turn, do not typically feel such lonely emotions to quite the same extent. Feelings that are not associated with being lonely resonate best with retirees, with more than eight in ten in agreement with most of the statements included.

FEELINGS OF LONELINESS MOST PREVALENT AMONG STUDENTS, THE UNEMPLOYED



THOSE WHO ARE RETIRED, EMPLOYED ARE MOST LIKELY TO EXPERIENCE FEELINGS ASSOCIATED WITH NOT BEING LONELY



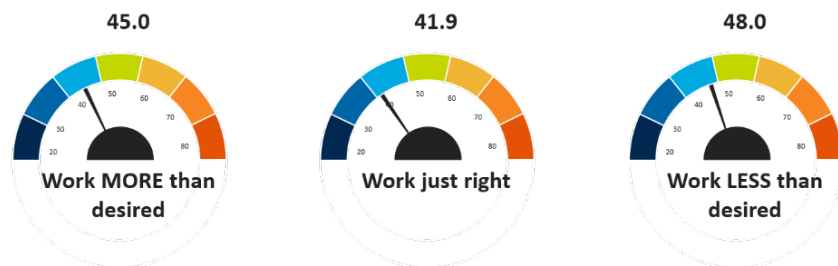
THE WORKPLACE PLAYS A ROLE IN LONELINESS

When it comes to work-life balance, those surveyed who say they work just the right amount are least likely to be lonely. The loneliness score of those who work more than desired increases by just over 3 points, while those who work less than desired display a 6-point increase in loneliness.

Furthermore, one's quality of relationships with their coworkers also impacts overall health and wellness, with those who agree their coworker relationships are good, very good or excellent are significantly more likely to be in good, very good or excellent overall health (89% vs. 65% of those with fair/poor relationships with coworkers).

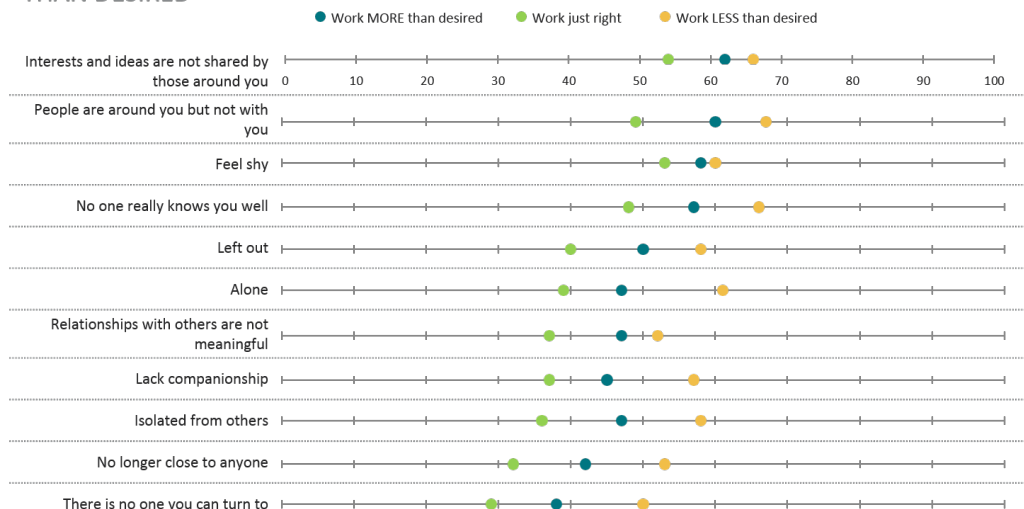
NATIONAL RESULTS

A BALANCED WORK LIFE ALSO LESSENS LONELINESS



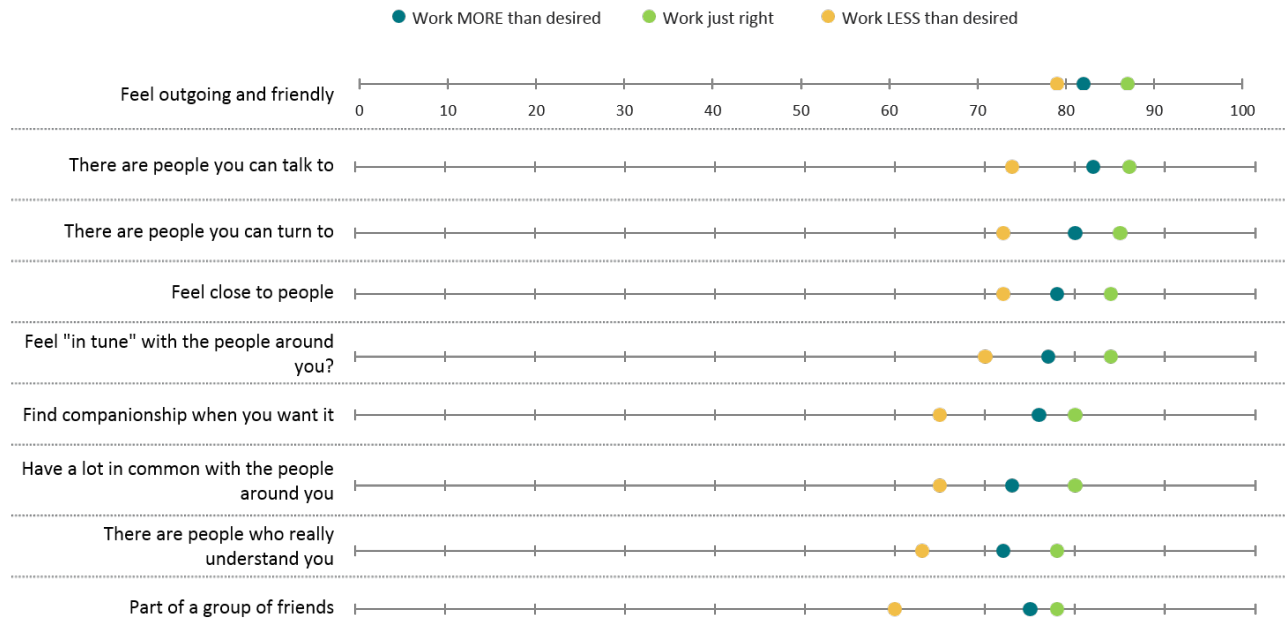
Respondents who say they work less than desired are significantly more likely to experience feelings associated with loneliness, including feeling as though people around them are not with them (67% vs. 49% of those who say they work just the right amount), that no one really knows them well (66% vs. 48%), and that their interests and ideas are not shared by those around them (66% vs. 54%).

FEELINGS OF LONELINESS MUCH MORE PREVALENT AMONG THOSE WHO WORK LESS THAN DESIRED



Conversely, those who report working less than desired are also less likely to report having feelings associated with being less lonely (e.g., feeling outgoing and friendly, there are people you can talk to, etc.), compared to both those who say they work more than desired and those who say they work just the right amount.

THOSE WHO WORK JUST THE RIGHT AMOUNT ARE MOST LIKELY TO EXPERIENCE FEELINGS ASSOCIATED WITH NOT BEING LONELY

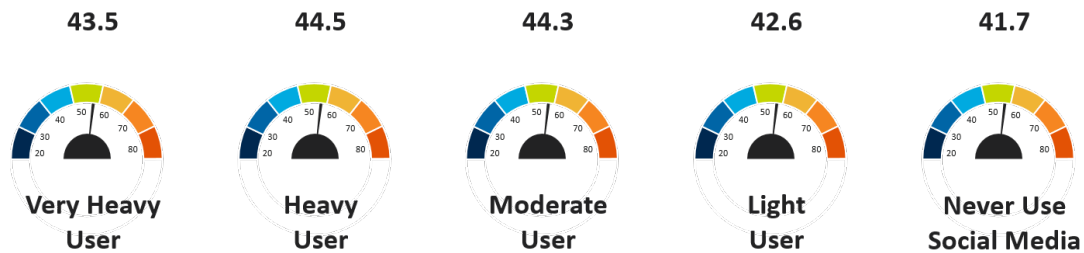


SOCIAL MEDIA USE IS NOT A PREDICTOR OF LONELINESS

Levels of in-person interactions, physical and mental wellness and life balance are more likely to predict loneliness than social media usage. For instance, those respondents defined as very heavy users of social media have a loneliness score (43.5) that is not markedly different from the score of those who never use social media (41.7).

NATIONAL RESULTS

NO CORRELATION FOUND BETWEEN SOCIAL MEDIA USE AND FEELINGS OF LONELINESS



**CIGNA U.S. LONELINESS INDEX
REPORT: REGIONAL PROFILES**

REGIONAL PROFILES

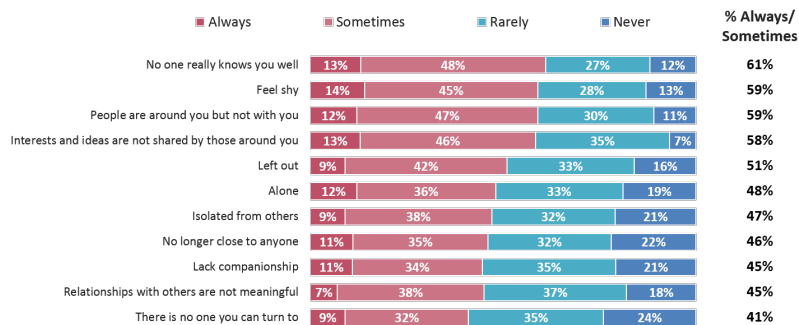
HOUSTON, TX (HOUSTON-THE WOODLANDS-SUGAR LAND, TX)

Houston residents are more likely to be lonely than other Americans. Around 60 percent of Houston residents are considered to be lonely, compared to roughly 54 percent of the national population. Across demographics, the survey found that **younger Houstonians (ages 18-34) have an average loneliness score 3.9 points higher than 35-54-year-olds** in the area (47.1 vs. 43.2). **Single adults in Houston were also found to have higher loneliness scores than married adults** (47.2 vs. 43.4).

The survey also found:

- Almost half (48 percent) of Houstonians say they sometimes or always feel alone.
- More than half (51 percent) of Houston residents say they sometimes or always feel left out.
- Six out of ten (61 percent) Houston residents say they sometimes or always feel that no one knows them well.
- Almost a third (29 percent) of Houston residents say they rarely or never feel like there are people who really understand them.
- Nearly half (45 percent) of Houston residents sometimes or always feel that their relationships with others are not meaningful.

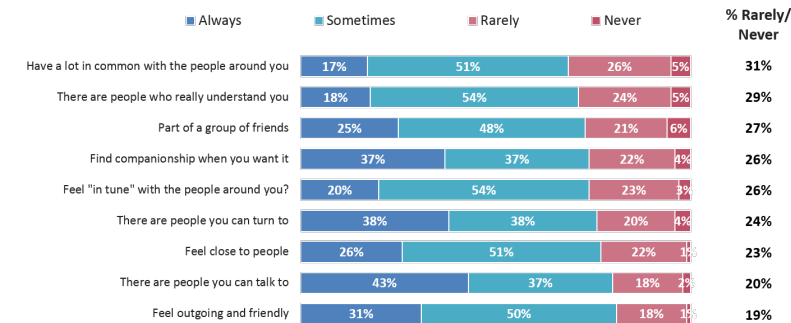
AT LEAST TWO IN FIVE HOUSTON RESIDENTS EXPERIENCE FEELINGS OF LONELINESS



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total always/sometimes summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

The survey revealed that **having a supportive network is essential to being less lonely**. For instance, Houston residents who don't feel they have enough people they can turn to for help have an average loneliness score 10.5 points higher than those who have enough people they feel comfortable asking for help (52.2 vs 41.7). Similarly, those who find it difficult to approach others have an average loneliness score 9.6 points higher than the score of those who don't find it difficult to approach others (50.9 vs. 41.3).

MORE THAN ONE IN FIVE HOUSTONIANS RARELY/NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

Family life and social life are part of this supportive network, also impacting loneliness. Houston residents who describe their family life as fair or poor have an average loneliness score 11.8 points higher than those who describe their family life as good, very good or excellent (54.5 vs. 42.7). Similarly, Houstonians who rate their social life (friends and hobbies) as only fair or poor have an average loneliness score 13.6 points higher than those who rate their social life as good, very good or excellent (53.5 vs. 39.9). Not surprisingly, those who are unhappy with their relationships have an average loneliness score that is 13.3 points higher than those who are happy with their relationships (54.9 vs. 41.6).

- **But finding the right balance is still important.** Those in Houston who say they spend too much or too little time with family have an average loneliness score nearly 9 points higher than those who get just the right amount of family time (50.2 vs. 41.3).

Mental health also plays a role. Those in Houston who say their mental health is fair or poor have an average loneliness score 12.5 points higher than those who say their mental health is good, very good or excellent (55.2 vs. 42.7).



REGIONAL PROFILES

AUSTIN, TX (AUSTIN-ROUND ROCK, TX)

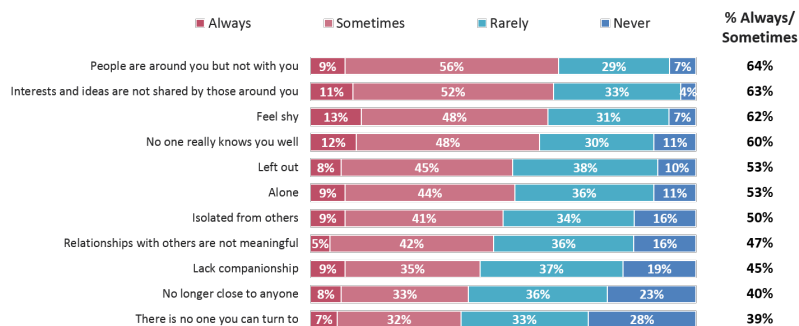
Around 60 percent of Austin residents are lonely versus roughly 54 percent of the national population.

Across demographics, the survey found that **Austin residents aged 18-34 have an average loneliness score 6.2 points higher than those aged 55+ (48.2 vs. 42).**

The survey also found:

- More than half of Austin residents say they sometimes or always feel alone (53 percent) or left out (53 percent).
- Six out of ten (60 percent) Austin residents say they sometimes or always feel that no one knows them well.
- Nearly a third (29 percent) of Austin residents say they rarely or never feel like there are people who really understand them.
- Almost half (47 percent) of Austin residents sometimes or always feel their relationships with others are not meaningful.
- Half (50 percent) of Austin residents sometimes or always feel isolated from others.
- 22 percent of Austin residents rarely or never feel like there are people they can talk to.

AT LEAST TWO IN FIVE AUSTIN RESIDENTS EXPERIENCE FEELINGS OF LONELINESS



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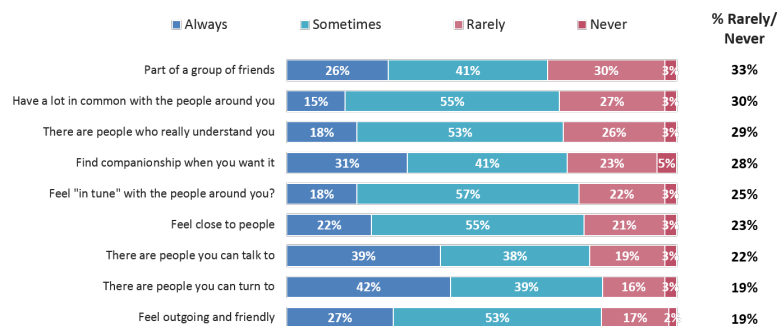
Austin residents who don't feel they have enough people they're comfortable asking for help at any time have an average loneliness score 12.6 points higher than the average score of those who have enough people they feel comfortable asking for help (54.1 vs. 41.5). Similarly, those who find it difficult to approach others have an average loneliness score 9.3 points higher than those who don't find it difficult to approach others (50.7 vs. 41.4).



Austin residents who don't have daily meaningful in-person interactions obtained an average loneliness score that is 7.4 points higher than those who are having daily in-person interactions (loneliness score of 49.5 vs. 42.1).

Austin residents who describe their family life as fair or poor have an average loneliness score 11.2 points higher than those who describe their family life as good, very good or excellent (54.2 vs. 43). Similarly, Austin residents who rate their social life (friends and hobbies) as being fair or poor have an average loneliness score nearly 12 points higher than those who say their social life is good, very good or excellent (52.7 vs. 40.8).

MORE THAN ONE IN FIVE AUSTIN RESIDENTS RARELY/NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

Austin residents who don't have a good work/life balance have an average loneliness score 7.2 points higher than those who have a good, very good or excellent work/life balance (50.7 vs. 43.5)

Austin residents who rate their overall health as fair or poor have an average loneliness score 11.5 points higher than those who have good, very good or excellent overall health (55 vs. 43.5). Moreover, those who rate their mental health as fair or poor have an average loneliness score nearly 11 points higher than those whose mental health is good, very good or excellent (54.2 vs. 43.3). **Physical health is also key to being less lonely**, with Austin residents in fair or poor physical shape obtaining an average loneliness score that is 7.3 points higher than those who say their physical health is good, very good or excellent (50.4 vs. 43.1).

REGIONAL PROFILES

TAMPA, FL (TAMPA-ST. PETERSBURG-CLEARWATER, FL)

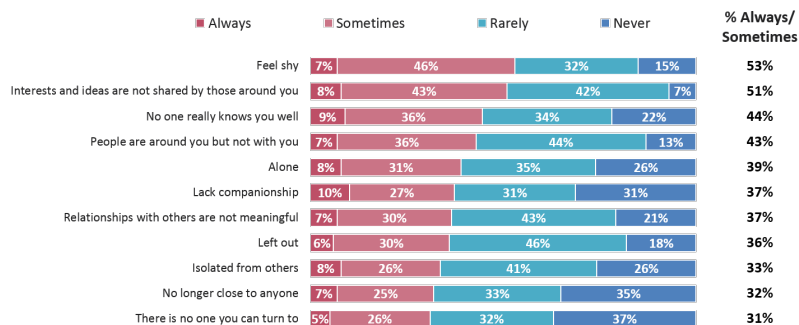
Tampa residents are less likely to be lonely than Americans in general. Approximately 41 percent of Tampa residents are considered lonely versus roughly 54 percent of the national population, as measured by a score of 43 or higher on the UCLA Loneliness Scale.

Younger respondents from this region are more prone to loneliness, with Tampa residents aged 18–34 obtaining an average loneliness score 4.3 points higher than adults aged 55+ (43.8 vs. 39.5).

The survey also found:

- 39 percent of Tampa residents report sometimes or always feel alone.
- 36 percent of Tampa residents say they sometimes or always feel left out.
- Almost half (44 percent) of Tampa residents say they sometimes or always feel that no one knows them well.
- More than one in five (23 percent) Tampa residents say they rarely or never feel like there are people who really understand them.
- 37 percent of Tampa residents sometimes or always feel their relationships with others are not meaningful.

AT LEAST THREE IN TEN TAMPA RESIDENTS EXPERIENCE FEELINGS OF LONELINESS



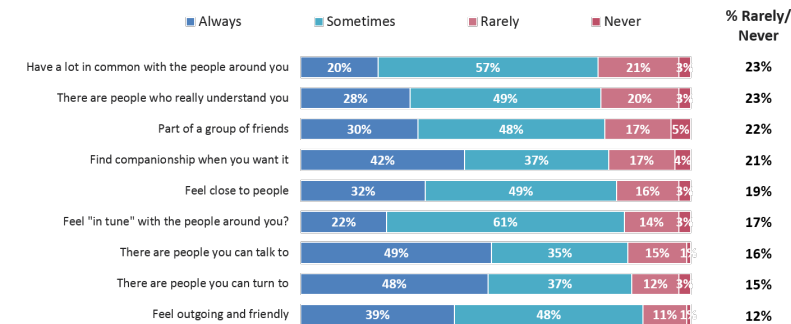
Where individual figures do not sum to 100, this is due to the effects of rounding. Where total always/sometimes summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

Tampa residents who don't feel they have enough people they can turn to for help at any time have an average loneliness score that is nearly 16 points higher than the average score of those who have enough people they feel comfortable asking for help (53.9 vs. 38).



Similarly, **those who find it difficult to approach others have an average loneliness score 11 points higher than those who don't find it difficult to approach others** (48.8 vs. 37.8). Not surprisingly, Tampa residents who are unhappy with their relationships have an average loneliness score 13.6 points higher than those who are happy in their friendships and relationships (52.3 vs. 38.7).

MORE THAN ONE IN TEN TAMPA RESIDENTS RARELY/ NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

Tampa residents who describe their family life as fair or poor have an average loneliness score 14.4 points higher than those who describe their family life as good, very good or excellent (53.1 vs. 38.7). Similarly, Tampa residents who rate their social life (friends and hobbies) as being fair or poor have an average loneliness score 13.9 points higher than those who think their social life is good, very good or excellent (51.1 vs. 37.2). The survey found that human interaction is critical, with Tampa residents who don't have daily meaningful in-person interactions obtaining an average loneliness score that is 10 points higher than those who have daily in-person interactions (46.9 vs. 36.9).

Tampa residents who say their mental health is only fair or poor have an average loneliness score 13.9 points higher than those who rate their mental health as good, very good or excellent (53.3 vs. 39.4). The same trend is seen when looking at overall health, with those who rate their overall health as fair or poor have obtaining average loneliness score 10 points higher than those whose overall health is good, very good or excellent (49.8 vs. 39.8).

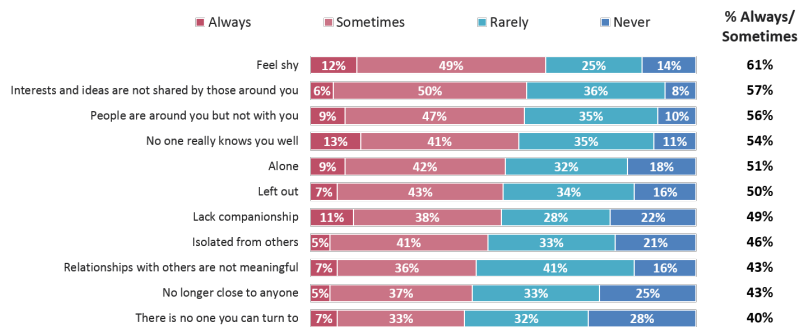
REGIONAL PROFILES

WASHINGTON, DC (WASHINGTON-ARLINGTON-ALEXANDRIA, DC-VA-MD-WV)

The percentage of lonely people in the DC-area was similar to the national percentage. Across demographics, the survey found that **DC-area residents aged 18-34 have an average loneliness score 5.1 points higher than those aged 55+** (46.3 vs. 41.2).

No major differences were found across gender, though female DC-area residents are slightly more likely to be lonely compared to male DC-area residents (45.8 vs. 42.2)

AT LEAST TWO IN FIVE DC-AREA RESIDENTS EXPERIENCE FEELINGS OF LONELINESS



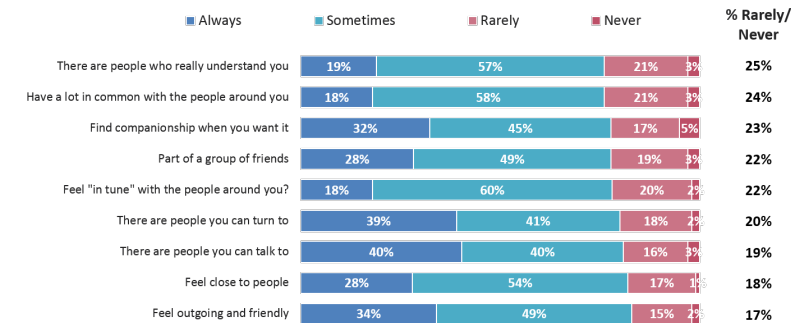
Where individual figures do not sum to 100, this is due to the effects of rounding. Where total always/sometimes summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

The survey also found:

- Over half (51 percent) of DC-area residents say they sometimes or always feel alone.
- Half (50 percent) of DC-area residents say they sometimes or always feel left out.
- Over half (54 percent) of DC-area residents say they sometimes or always feel that no one knows them well.
- A quarter (25 percent) of DC-area residents say they rarely or never feel like there are people who really understand them.
- 43 percent of DC-area residents say they sometimes or always feel their relationships with others are not meaningful.
- 46 percent of DC-area residents sometimes or always feel isolated from others.

Human interaction itself is another a major predictor of loneliness, with DC-area residents who don't have daily, meaningful in-person interactions obtaining an average loneliness score nearly 10 points higher than those who have daily in-person interactions (49.5 vs. 39.6). DC-area residents who don't have enough people they feel comfortable asking for help at any time have an average loneliness score 13.8 points higher than those who do have enough people they feel comfortable asking for help at any time (53.8 vs. 40).

MORE THAN ONE IN TEN DC-AREA RESIDENTS RARELY/NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

DC-area residents who feel their social life (friends and hobbies) is fair or poor have an average loneliness score 13.8 points higher than those who think their social life is good, very good or excellent (53.3 vs. 39.5). **DC-area residents with a fair or poor family life have an average loneliness score 13.8 points higher** than those with a good, very good or excellent family life (55.2 vs. 41.4).

In an interesting twist, we also found that DC-area residents who feel they socialize too much or too little outside of family have an average loneliness score 8.5 points higher than those who feel they socialize the right amount of time (48.4 vs. 39.9).

- **Work/life balance is also important.** DC-area residents with fair or poor work/life balance have an average loneliness score 8.2 points higher than those with good, very good or excellent work/life balance (50.9 vs. 42.7).
- The survey also found that **DC-area residents who have too much or too little “me time” have an average loneliness score 7.1 points higher than those who have just the right amount of “me time”** (48.1 vs. 41).
- **When it comes to sleep,** DC-area residents who get too much or too little sleep obtaining an average loneliness score that is 3.8 points higher than those who get the right amount of sleep (45.7 vs. 41.9).

Those in the DC-area who consider their overall health fair or poor have an average loneliness score that is 8.9 points higher than those whose overall health is good, very good or excellent (51.4 vs. 42.5). Furthermore, DC-area residents who consider their mental health fair or poor have an average loneliness score 13.4 points higher than those with good, very good or excellent mental health (55 vs. 41.6). A similar trend is seen when looking at physical health, with DC-area residents who consider their physical health fair or poor obtaining an average loneliness score 7.3 points higher than those who consider their physical health good, very good or excellent (49.2 vs. 41.9).

REGIONAL PROFILES

BOSTON, MA (BOSTON-CAMBRIDGE-NEWTON, MA-NH)

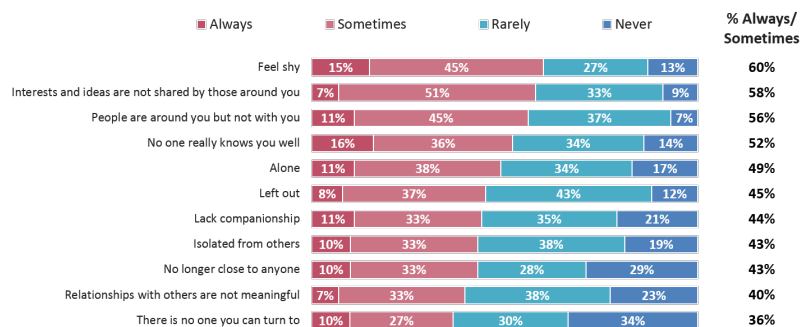
The percentage of lonely people in Boston was similar to the national percentage.

Across demographics, household income is an important predictor of loneliness in this city, with Boston residents earning \$75,000 or more obtaining an average loneliness score 6.1 points lower than residents with incomes of less than \$75,000 (41.9 vs. 48). Shifts in loneliness are also seen across different age groups, with younger Bostonians (ages 18–34) obtaining an average loneliness score that is 5.8 points higher than Boston residents 55 years old and up (46.3 vs. 40.5).

The survey also found:

- Almost half (49 percent) of Bostonians say they sometimes or always feel alone.
- 45 percent of Boston residents report sometimes or always feeling left out.
- Over half (52 percent) of Boston residents say they sometimes or always feel that no one knows them well.
- 40 percent of Boston residents say they sometimes or always feel like their relationships with others are not meaningful.
- 43 percent of Bostonians say they sometimes or always feel isolated from others.
- 23 percent of Boston residents report they rarely or never feel close to people.

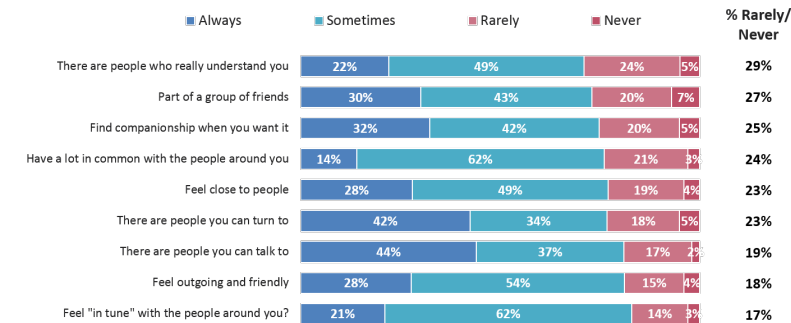
AT LEAST A THIRD OF BOSTON RESIDENTS EXPERIENCE FEELINGS OF LONELINESS



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Overall, human interaction is critical, as demonstrated by the 9.5-point increase in loneliness score for Bostonians who have meaningful in-person interactions on a weekly or less frequent basis versus those who have daily in-person interactions (49.9 vs. 40.4). Furthermore, Boston residents who don't feel they have enough people they're comfortable asking for help at any time have an average loneliness score 16.8 points higher than those who do have enough people they're comfortable asking for help at any time (56.8 vs. 40). Bostonians who find it difficult to approach others also have an average loneliness score 12.4 points higher than those who don't find it difficult to approach others (51.4 vs. 39).

MORE THAN ONE IN TEN BOSTON RESIDENTS RARELY/NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

Not surprisingly, Boston residents who are unhappy in their relationships have a loneliness score 16.6 points higher than those who are content with their relationships (57.3 vs. 40.7). The same trend was seen when looking at romantic relationships, with **Boston residents who feel their current romantic relationships are fair or poor obtaining an average loneliness score that is 12.6 points higher** than those who feel their romantic relationships are good, very good or excellent (52.1 vs. 39.5).

Bostonians who say their family life is fair or poor have a loneliness score 16.9 points higher than those with a good, very good or excellent family life (58.2 vs. 41.3). Furthermore, Boston residents who feel their social life (including friends and hobbies) is fair or poor have an average loneliness score 15.1 points higher than those who believe they have a good, very good or excellent social life (54.3 vs. 39.2).

Bostonians who socialize too much or too little outside of family have an average loneliness score 9.2 points higher than those who socialize just the right amount outside of family (49.1 vs. 39.9).

- Additionally, **Bostonians with fair or poor work/life balance have an average loneliness score 9.2 points higher** than those who have a good, very good or excellent work/life balance (50.3 vs. 41.1).
- The survey also found that **Bostonians who sleep too much or too little have an average loneliness score 6.1 points higher** than those who get the right amount of sleep (46.8 vs. 40.7).

Those in Boston who consider their overall health fair or poor have an average loneliness score that is 14.5 points higher than those whose overall health is good, very good or excellent (55.8 vs. 41.3).

Furthermore, Bostonians who consider their mental health fair or poor have an average loneliness score 15.8 points higher than those who say their mental health is good, very good or excellent (56.4 vs. 40.6). A similar trend is seen when looking at physical health, with Bostonians who consider their physical health fair or poor obtaining an average loneliness score that is 9.8 points higher than those whose physical health is good, very good or excellent (51 vs. 41.2).

REGIONAL PROFILES

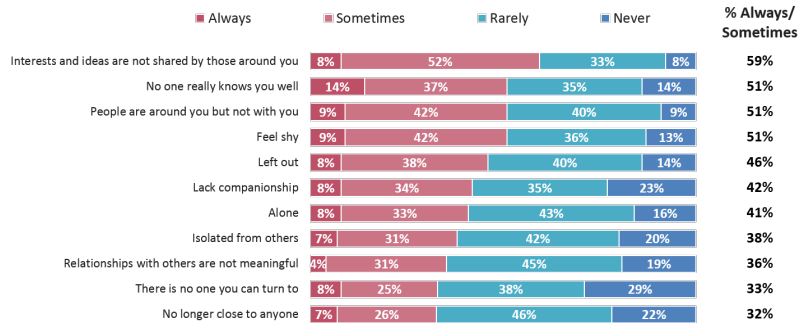
PHILADELPHIA, PA (PHILADELPHIA-CAMDEN-WILMINGTON, PA-NJ-DE-MD)

The percentage of lonely people in Philadelphia was similar to the national percentage. Across demographics, **younger Philadelphians stand out as being especially lonely**, with those aged 18–34 obtaining an average loneliness score that’s 4.1 points higher than those 55+ (45.4 vs. 41.3).

The survey also found:

- 41 percent of Philadelphia residents report they sometimes or always feel alone, and 46 percent of Philadelphia residents say they sometimes or always feel left out.
- More than half (51 percent) of Philadelphia residents say they sometimes or always feel that no one knows them well.
- A quarter (24 percent) of Philadelphia residents say they rarely or never feel like there are people who really understand them.
- 36 percent of Philadelphians say they sometimes or always feel their relationships with others are not meaningful.

AT LEAST A THIRD OF PHILADELPHIA RESIDENTS EXPERIENCE FEELINGS OF LONELINESS

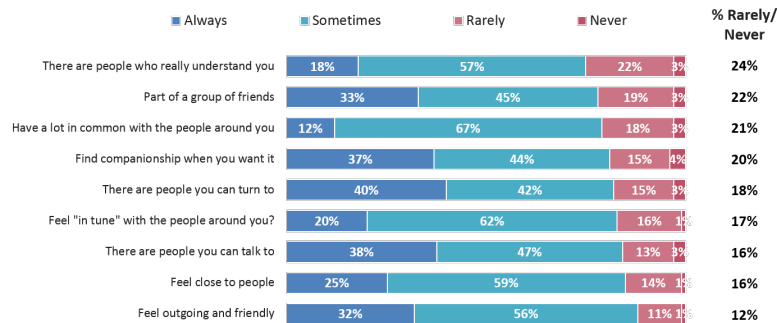


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Those who only have meaningful in-person interactions on a weekly or less frequent basis have an average loneliness score that is 8.8 points higher than those who have daily meaningful in-person interactions (48.3 vs. 39.5). Furthermore, Philadelphians who describe their social life as fair or poor have an average loneliness score 12.2 points higher than those who say their social is good, very good or excellent (51.3 vs. 39.1).

Philadelphians who don’t have enough people they feel comfortable asking for help at any time have an average loneliness score that is 14.8 points higher than those who do have enough people to ask for help (54.8 vs. 40).

MORE THAN ONE IN TEN PHILADELPHIA RESIDENTS RARELY/NEVER FEEL INCLUDED



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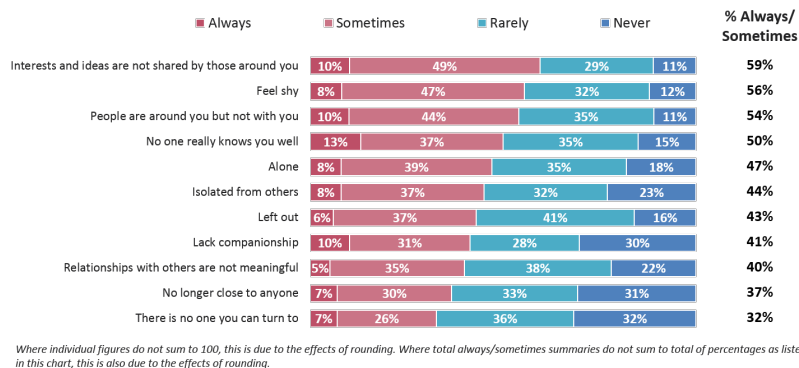
Philadelphians who feel their mental health is fair or poor have an average loneliness score 12.6 points higher than those whose mental health is good, very good or excellent (53.5 vs. 40.9). The survey also found that those whose overall health is fair or poor have a loneliness score that is 10.1 points higher than those whose overall health is good, very good or excellent (51.4 vs. 41.3).

REGIONAL PROFILES

ATLANTA, GA (ATLANTA-SANDY SPRINGS-ROSWELL, GA)

The percentage of lonely people in Atlanta was similar to the national percentage. Across demographics, middle aged adults living in Atlanta are among the loneliest, obtaining an average loneliness score that is 3.9 points higher than those aged 55 and older (45.2 vs. 41.3).

AT LEAST A THIRD OF ATLANTA RESIDENTS EXPERIENCE FEELINGS OF LONELINESS

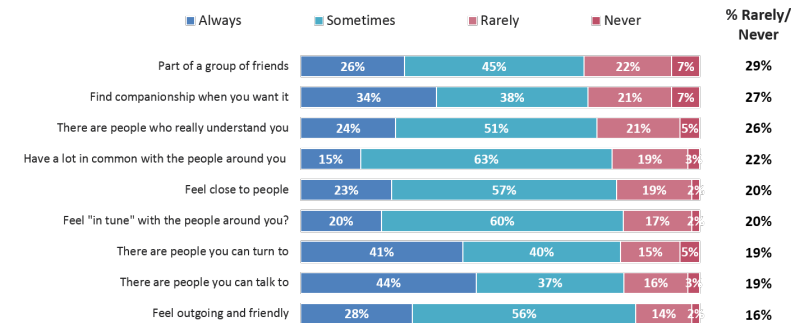


The survey also found:

- Almost half (47 percent) of Atlanta residents say they sometimes or always feel alone.
- Half (50 percent) of Atlanta residents say they sometimes or always feel that no one knows them well.
- More than a quarter (26 percent) of Atlanta residents say they rarely or never feel like there are people who really understand them.
- Four out of ten (40 percent) Atlanta residents say they sometimes or always feel their relationships with others are not meaningful.
- 44 percent of Atlanta residents sometimes or always feel isolated from others.

Atlanta residents who don't have daily in-person interactions have a loneliness score that is 10 points higher than those who have daily, meaningful in-person interactions (49 vs. 39).

MORE THAN ONE IN TEN ATLANTA RESIDENTS RARELY/NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

Atlanta residents who don't feel they have enough people they're comfortable asking for help at any time have an average loneliness score nearly 16 points higher than those who have enough people they're comfortable asking for help at any time (55.3 vs. 39.6). Furthermore, **those who find it difficult to approach others have an average loneliness score nearly 8 points higher** than those who don't find it difficult (48.2 vs. 40.3), and those who are unhappy in their friendships and relationships have an average loneliness score 14.6 points higher than those who are happy in their relationships (55 vs. 40.4).

Atlanta residents who rate their social life (friends and hobbies) as being fair or poor have an average loneliness score nearly 12 points higher than those who feel their social life is good, very good or excellent (50.7 vs. 38.9). The survey also found that Atlanta residents who describe their family life as fair or poor have an average loneliness score 10.7 points higher than those who describe it as good, very good or excellent (51.7 vs. 41).

- **Atlanta residents who feel they spend too much or too little time socializing outside of family have an average loneliness score 8.1 points higher** than those who feel they spend the right amount of time socializing outside of family (47.5 vs. 39.4).
- Additionally, **adults living in Atlanta who spend too much or too little time on their own (me time) have an average loneliness score 7.4 points higher** than those who get the right amount of "me time" (47.1 vs. 39.7).

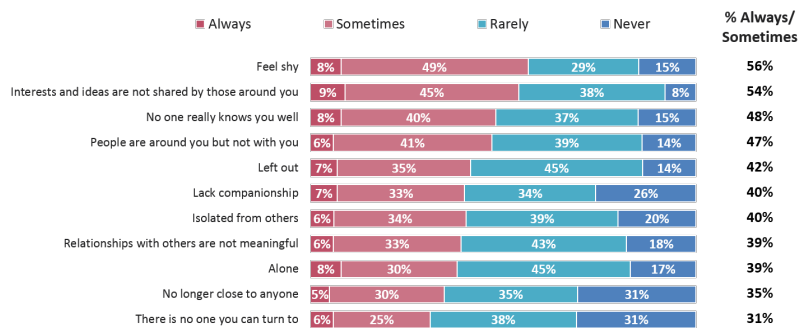
Atlanta residents who consider their overall health fair or poor have an average loneliness score 12.7 points higher than those with good, very good or excellent health (53.5 vs. 40.8). **A similar gap in loneliness scores is seen when looking at mental health**, with those who consider their mental health fair or poor obtaining an average loneliness score that is 12.7 points higher than those who say their mental health is good, very good or excellent (53.6 vs. 40.9).

REGIONAL PROFILES

MINNEAPOLIS, MN (MINNEAPOLIS-ST. PAUL-BLOOMINGTON, MN-WI)

The percentage of lonely people in Minneapolis was similar to the national percentage. Across demographics, household income is an important predictor of loneliness in this city, with Minneapolis residents earning \$75,000 or more obtaining an average loneliness score 6.7 points lower than residents with incomes of less than \$75,000 (39.3 vs. 46).

AT LEAST THREE IN TEN MINNEAPOLIS RESIDENTS EXPERIENCE FEELINGS OF LONELINESS



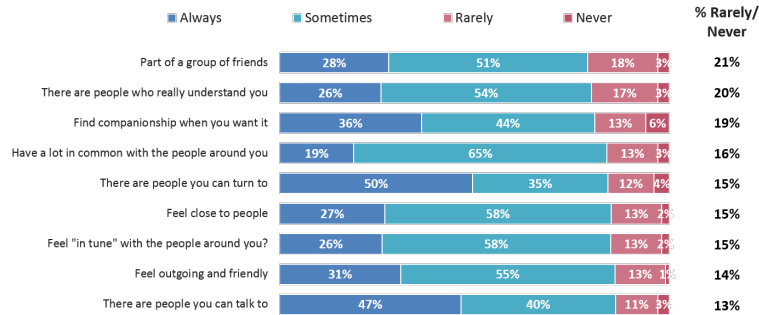
Where individual figures do not sum to 100, this is due to the effects of rounding. Where total always/sometimes summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

The survey also found:

- Almost four in ten (39 percent) of Minneapolis residents report they sometimes or always feel alone.
- About 42 percent of Minneapolis residents say they sometimes or always feel left out.
- Almost half (48 percent) of Minneapolis residents say they sometimes or always feel that no one knows them well.
- 20 percent of Minneapolis residents say they rarely or never feel like there are people who really understand them.
- 39 percent of Minneapolis residents say they sometimes or always feel their relationships with others are not meaningful.

Minneapolis residents who don't have enough people they feel comfortable asking for help at any time have an average loneliness score 15.5 points higher than those who have enough people they feel comfortable asking for help at any time (54.3 vs. 38.8).

MORE THAN ONE IN TEN MINNEAPOLIS RESIDENTS RARELY/NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

Minneapolis residents who aren't having in-person interactions daily obtaining a loneliness score that is 9.1 points higher than those who have daily, meaningful in-person interactions (46.8 vs. 37.7). The survey also found that Minneapolis residents who feel their social life (friends and hobbies) is fair or poor have an average loneliness score 14.5 points higher than those who feel their social life is good, very good or excellent (52.5 vs. 38).

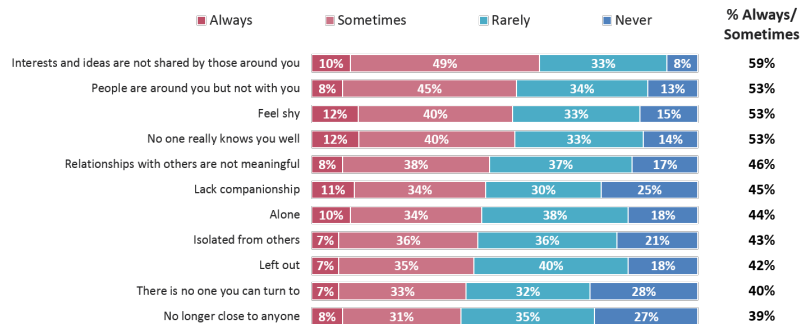
Minneapolis residents who rate their mental health as fair or poor have an average loneliness score 13.2 points higher than those who rate their mental health as good, very good or excellent (53 vs. 39.8). A similar trend appears when looking at overall health, with those who rate their overall health as fair or poor have obtaining average loneliness score 10.6 points higher than those in Minneapolis whose overall health is good, very good or excellent (51.1 vs. 40.5). To add to this, **Minneapolis residents who rate their physical health as fair or poor have an average loneliness score 7.6 points higher** than those who say their physical health is good, very good or excellent (47.4 vs. 39.8).

REGIONAL PROFILES

LOS ANGELES, CA (LOS ANGELES-LONG BEACH-ANAHEIM, CA)

The percentage of lonely people in Los Angeles was similar to the national percentage. Across demographics, younger LA residents (ages 18-34) are more likely to be lonely, obtaining an average loneliness score that is 7.4 points higher than Los Angeles residents 55 years old and up (46.5 vs. 39.1). It is interesting to note that Los Angeles residents who consider their financial situation fair or poor have an average loneliness score 8 points higher than those who consider their financial situation good, very good or excellent (47.6 vs. 39.6).

AT LEAST TWO IN FIVE LOS ANGELES RESIDENTS EXPERIENCE FEELINGS OF LONELINESS

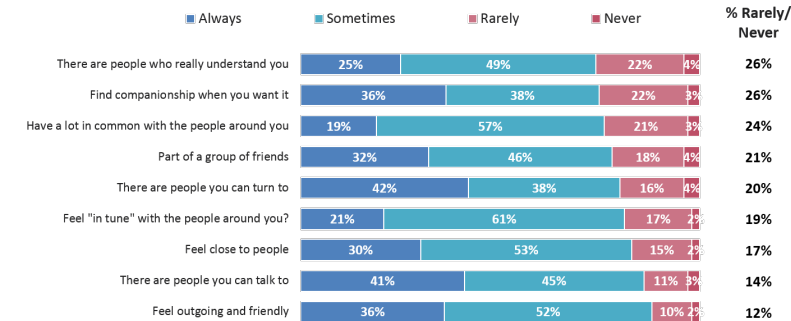


Where individual figures do not sum to 100, this is due to the effects of rounding. Where total always/sometimes summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

The survey also found:

- Almost half (44 percent) of Los Angeles residents say they sometimes or always feel alone.
- 42 percent of Los Angeles residents report sometimes or always feeling left out.
- 53 percent of Los Angeles residents say they sometimes or always feel that no one knows them well.
- More than a quarter (26 percent) of Los Angeles residents say they rarely or never feel like there are people who really understand them.
- 46 percent of Los Angeles residents say they sometimes or always feel their relationships with others are not meaningful.
- 43 percent of Los Angeles residents sometimes or always feel isolated from others.

MORE THAN ONE IN TEN LOS ANGELES RESIDENTS RARELY/NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

Los Angeles residents who don't feel they have enough people they're comfortable asking for help at any time have an average loneliness score 12.6 points higher than those who have enough people they feel comfortable asking for help (52.5 vs. 39.9). Furthermore, **Los Angeles residents who find it difficult to approach others have an average loneliness score 8.4 points higher** than those who don't find it difficult to approach others (48.7 vs. 40.3).

Los Angeles residents who don't have daily, meaningful in-person interactions obtaining an average loneliness score that is 7.7 points higher than those who interact with others on a daily basis (47.5 vs. 39.8). It comes as no surprise that Los Angeles residents unhappy with their friendships and relationships have an average loneliness score 13.2 points higher than those happy with their relationships (53.6 vs. 40.4).

Los Angeles residents with a fair or poor family life have an average loneliness score 10.6 points higher than those who describe their family life as good, very good or excellent (51.6 vs. 41). Furthermore, Los Angeles residents who think their social life is fair or poor have an average loneliness score 11.7 points higher than those who say their social life (friends and hobbies) is good, very good or excellent (51.1 vs. 39.4).

The survey also found that Los Angeles residents who have fair or poor relationships with their coworkers have an average loneliness score 10.1 points higher than those who say they have good, very good or excellent relationships (51.5 vs. 41.4).

Los Angeles residents who don't feel they have a good work/life balance have an average loneliness score 7 points higher than those who have good, very good or excellent work/life balance (47.7 vs. 40.7).

Those in Los Angeles with fair or poor mental health have an average loneliness score 11.8 points higher than those who say their mental health is good, very good or excellent (52.7 vs. 40.9). A similar loneliness score gap is seen when looking at overall health, with Los Angeles residents who consider their overall health fair or poor obtaining an average loneliness score that is 11.2 points higher than those who feel their overall health is good, very good or excellent (52.5 vs. 41.3). Physical health also impacts loneliness, with those from Los Angeles in fair or poor physical health obtaining an average loneliness score that is 8.4 points higher than those whose physical health is good, very good or excellent (49.5 vs. 41.1).



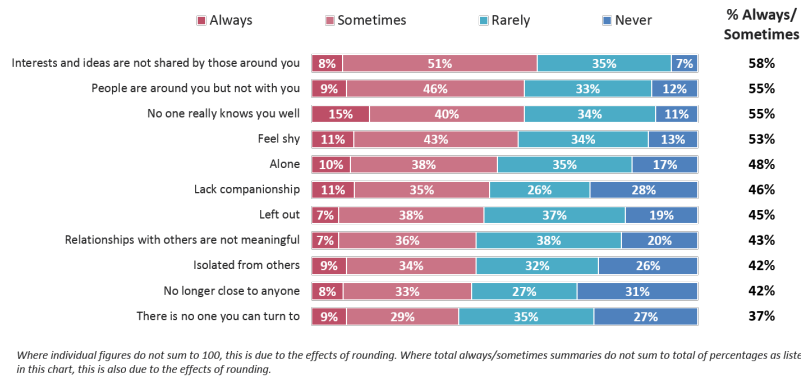
REGIONAL PROFILES

ORLANDO, FL (ORLANDO-KISSIMMEE-SANFORD, FL)

The percentage of lonely people in Orlando was similar to the national percentage. Across demographics, age is seen to impact loneliness, with Orlando adults aged 18-34 obtaining an average loneliness score that is 4.5 points higher than those aged 55+ (44.7 vs. 40.2).

Looking at income demographics, the survey also revealed that Orlando residents with annual household incomes less than \$75,000 have an average loneliness score 4.8 points higher than those whose household incomes are \$75,000 or greater (45.4 vs. 40.6).

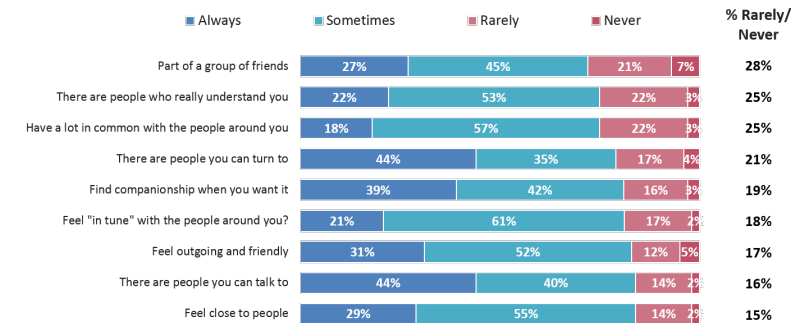
AT LEAST A THIRD OF ORLANDO RESIDENTS EXPERIENCE FEELINGS OF LONELINESS



The survey also found:

- Nearly half (48 percent) of Orlando residents say they sometimes or always feel alone.
- 45 percent of Orlando residents report they sometimes or always feel left out.
- More than half (55 percent) of Orlando residents say they sometimes or always feel that no one knows them well.
- 43 percent of Orlando residents say they sometimes or always feel their relationships with others are not meaningful.
- 42 percent of Orlando residents sometimes or always feel isolated from others.

MORE THAN ONE IN TEN ORLANDO RESIDENTS RARELY/NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

Orlando residents who consider their overall health fair or poor have an average loneliness score 8.4 points higher than those whose overall health is good, very good or excellent (50.2 vs. 41.8). A similar loneliness score gap is seen when looking at mental health, with Orlando residents who consider their mental health to be fair or poor obtaining an average loneliness score that is 8.7 points higher than those who rate their mental health as good, very good or excellent (50 vs. 41.3). **Physical health also impacts loneliness, with adults from Orlando in fair or poor physical health obtaining an average loneliness score that is 6.2 points higher than those whose physical health is good, very good or excellent (47.9 vs. 41.7).**

Orlando residents who don't feel they have enough people they're comfortable asking for help at any time have an average loneliness score 13.9 points higher than those who have enough people they feel comfortable asking for help (53.2 vs. 39.3). Furthermore, Orlando residents who find it difficult to approach others have an average loneliness score 11.1 points higher than those who don't find it difficult to approach others (50.1 vs. 39)

Orlando residents who don't have daily, meaningful in-person interactions obtaining an average loneliness score that is 7.1 points higher than those who have them on a daily basis (47.4 vs. 40.3). It comes as no surprise that Orlando residents unhappy with their friendships and relationships have an average loneliness score 13.4 points higher than those who are happy with their relationships (53.5 vs. 40.1). **Orlando residents who consider their social life (friends and hobbies) fair or poor have an average loneliness score 12.4 points higher than those who consider their social life good, very good or excellent (51.3 vs. 38.9).**

Having a poor family life can also contribute to loneliness, with Orlando residents who consider their family life fair or poor obtaining an average loneliness score that is 9.4 points higher than those who describe their family life as good, very good or excellent (51 vs. 41.6). **Additionally, those from Orlando who consider their current romantic relationships fair or poor have an average loneliness score 8.2 points higher than those who say their romantic relationships are good, very good or excellent (48.4 vs. 40.2)**

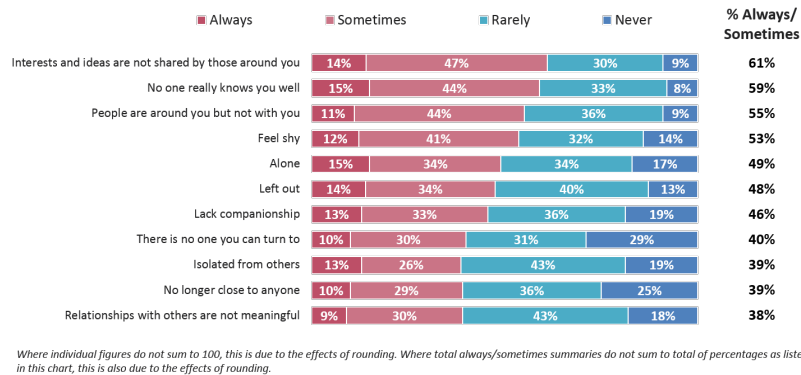
REGIONAL PROFILES

PHOENIX, AZ (PHOENIX-MESA-SCOTTSDALE, AZ)

The percentage of lonely people in Phoenix was similar to the national percentage. Younger respondents from this region are more prone to loneliness, with those aged 18-34 obtaining an average loneliness score that is 6 points higher than adults aged 55+ (47 vs. 41).

Income also plays a role in loneliness, with Phoenix residents whose annual household incomes are lower than \$75,000 obtaining an average loneliness score that is 7.1 points higher than those whose annual household incomes are \$75,000 or greater (48 vs. 40.9).

AT LEAST A THIRD OF PHOENIX RESIDENTS EXPERIENCE FEELINGS OF LONELINESS

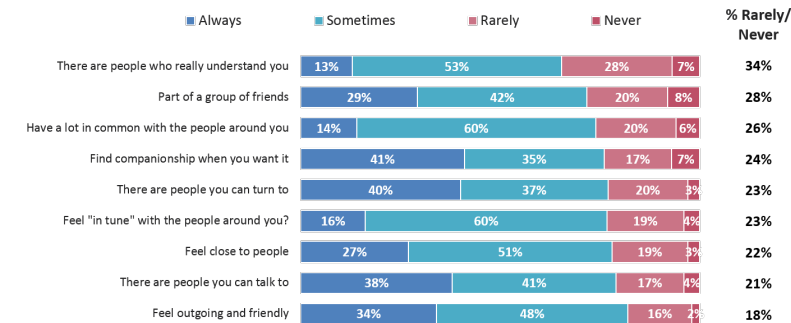


The survey also found:

- Almost half of Phoenix residents say they sometimes or always feel alone (49 percent) or feel left out (48 percent).
- Almost six out of ten (59 percent) Phoenix residents say they sometimes or always feel that no one knows them well.
- 38 percent of Phoenix residents say they sometimes or always feel their relationships with others are not meaningful.
- 34 percent of Phoenix residents say they rarely or never feel like there are people who really understand them.

Phoenix residents who don't feel they have enough people they can ask for help at any time have an average loneliness score 15.7 points higher than those who have enough people they feel comfortable asking for help (56.5 vs. 40.8). Similarly, those who find it difficult to approach others have an average loneliness score 9.6 points higher than those who don't find it difficult to approach others (51 vs. 41.4).

MORE THAN ONE IN TEN PHOENIX RESIDENTS RARELY/NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

Human interaction is critical, as demonstrated by the 10.3-point loneliness score increase among Phoenix residents who have in-person interactions weekly or less frequently (50.2) versus those who have meaningful in-person interactions on a daily basis (39.9). Having a poor family life can impact loneliness, with Phoenix residents who consider their family life fair or poor obtaining an average loneliness score that is 14.3 points higher than those who consider their family life good, very good or excellent (55.8 vs. 41.5). Similarly, Phoenix residents who consider their social life (friends and hobbies) fair or poor have an average loneliness score 13.6 points higher than those who say their social life is good, very good or excellent (53.6 vs. 40).

Romantic relationships can also contribute to loneliness, with Phoenix residents who consider their current romantic relationships fair or poor obtaining an average loneliness score that is 11.4 points higher than those who feel their romantic relationships are good, very good or excellent (52.4 vs. 41). Not surprisingly, Phoenix residents who are unhappy with their friendships and relationships have an average loneliness score 14.9 points higher than those who are happy with their relationships (56.9 vs. 42).

Phoenix residents who don't feel they have a good work/life balance have an average loneliness score 8 points higher than those who feel they have a good work/life balance (50.2 vs. 42.2).

Physical health also impacts loneliness, with those who consider their physical health fair or poor obtaining an average loneliness score 5.5 points higher than those who say their physical health is good, very good or excellent (48.5 vs. 43). **Phoenix residents who consider their mental health fair or poor have an average loneliness score 11.3 points higher than those who consider their mental health good, very good or excellent (54 vs. 42.7).** The same trend is seen when looking at overall health, with **those who rate their overall health as fair or poor obtaining an average loneliness score that is 11.2 points higher than those whose overall health is good, very good or excellent (53.7 vs. 42.5).**



REGIONAL PROFILES

NASHVILLE, TN (NASHVILLE-DAVIDSON-MURFREESBORO-FRANKLIN, TN)

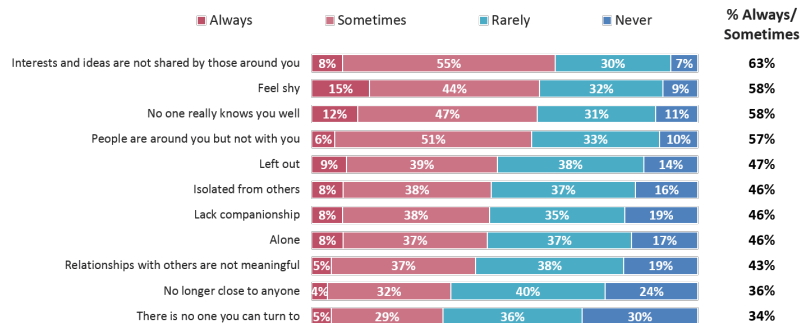
The percentage of lonely people in Nashville was similar to the national percentage.

Across demographics, the survey revealed that **Nashville residents with annual household income lower than \$75,000 have an average loneliness score 5.8 points higher than those who have annual household incomes \$75,000 or greater** (46.5 vs. 40.7). Marital status can also contribute to loneliness, with **Nashville residents who are not married found to be slightly lonelier than their married counterparts** (45.5 vs. 42.4).

The survey also found

- Nearly half of Nashville residents say they sometimes or always feel alone (46 percent) or left out (47 percent).
- Almost six in ten (58 percent) Nashville residents say they sometimes or always feel that no one knows them well.
- 43 percent of Nashville residents say they sometimes or always feel their relationships with others are not meaningful.
- 46 percent of Nashville residents sometimes or always feel isolated from others.

AT LEAST A THIRD OF NASHVILLE RESIDENTS EXPERIENCE FEELINGS OF LONELINESS

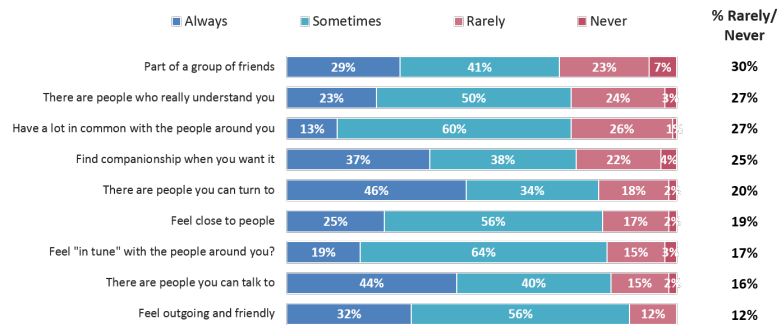


Where individual figures do not sum to 100, this is due to the effects of rounding. Where total always/sometimes summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

The survey also revealed that **Nashville residents who don't think they make a good impression on others have an average loneliness score 12.6 points higher than those who think they make a good impression** (55 vs. 42.4). Those who think it's difficult to approach others have an average loneliness score 9 points higher than those who don't find it difficult to approach others (48.9 vs. 39.9).

Nashville residents who don't have enough people they feel comfortable asking for help at any time have an average loneliness score 13.8 points higher than those who have enough people they feel comfortable asking for help (53.7 vs. 39.9). Furthermore, Nashville residents who are unhappy in their friendships and relationships have an average loneliness score 13.6 points higher than those who are happy in their friendships and relationships (54.4 vs. 40.8).

MORE THAN ONE IN TEN NASHVILLE RESIDENTS RARELY/NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

Nashville residents who consider their family life fair or poor have an average loneliness score 14.2 points higher than those who consider their family life good, very good or excellent (55.5 vs. 41.3). Having a poor social life can also contribute to loneliness, with Nashville residents who consider their social life (including friends and hobbies) fair or poor obtaining an average loneliness score that is 12.3 points higher than those who consider their social life good, very good or excellent (51.3 vs. 39).

- **Nashville residents who feel they socialize outside of family too little or too much have an average loneliness score 8.4 points higher than those who feel they socialize outside of family just the right amount (47.8 vs. 39.4).**

Nashville residents who consider their overall health fair or poor have an average loneliness score 8.9 points higher than those whose overall health is good, very good or excellent (of 51.2 vs. 42.3). A similar loneliness score gap is seen when looking at mental health, with Nashville residents who consider their mental health to be fair or poor obtaining an average loneliness score that is 8.4 points higher than those who rate their mental health as good, very good or excellent (50.9 vs. 42.5). Physical health also impacts loneliness, with adults from Nashville in fair or poor physical health obtaining an average loneliness score that is 6.4 points higher than those whose physical health is good, very good or excellent (48.3 vs. 41.9).

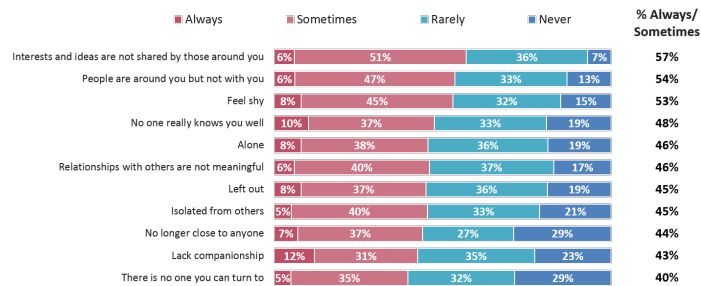
REGIONAL PROFILES

HARTFORD, CT (HARTFORD-WEST HARTFORD-EAST HARTFORD, CT)

The percentage of lonely people in Hartford was similar to the national percentage.

Across demographics, household income is an important predictor of loneliness in this city, with Hartford residents whose annual household incomes are lower than \$75,000 obtaining an average loneliness score that is 3.5 points higher than those whose annual household incomes are \$75,000 or greater (45 vs. 41.5). Shifts in loneliness are also seen across different age groups, with younger Hartford residents (ages 18–34) obtaining an average loneliness score that is 5.2 points higher than those 55 years old and up (45.5 vs. 40.3).

AT LEAST TWO IN FIVE HARTFORD RESIDENTS EXPERIENCE FEELINGS OF LONELINESS

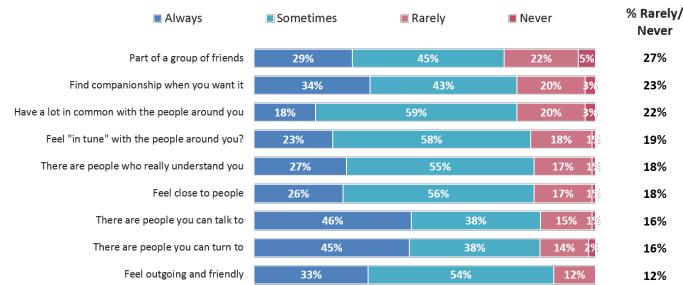


Where individual figures do not sum to 100, this is due to the effects of rounding. Where total always/sometimes summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

The survey also found:

- Almost half (48 percent) of Hartford residents sometimes or always feel that no one really knows them well.
- 46 percent of Hartford residents report sometimes or always feeling alone, and 46 percent of Hartford residents say they sometimes or always feel that their relationships with others are not meaningful.
- Approximately 45 percent of Hartford residents say they sometimes or always feel left out.
- 45 percent of Hartford residents say they sometimes or always feel isolated from others.
- 18 percent of Hartford residents say they rarely or never feel close to people, and 18 percent of Hartford residents say they rarely or never feel like there are people who really understand them.

MORE THAN ONE IN TEN HARTFORD RESIDENTS RARELY/ NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

Human interaction itself is another a major predictor of loneliness, with Hartford residents who don't have daily, meaningful in-person interactions obtaining an average loneliness score 9.9 points higher than those who say they do have daily in-person interactions (48.4 vs. 38.5). **Hartford residents who don't feel they have enough people they're comfortable asking for help at any time have an average loneliness score 12.5 points higher** than those who do feel they have enough people they're comfortable asking for help (52.6 vs. 40.1). Not surprisingly, those who find it difficult to approach others also have an average loneliness score 11.4 points higher than those who don't find it difficult to approach others (of 50.2 vs. 38.8).

Hartford residents who feel their social life (friends and hobbies) is fair or poor have an average loneliness score 13.4 points higher than those who think their social life is good, very good or excellent (51.8 vs. 38.4). **Romantic relationships also impact loneliness**, with Hartford residents who consider their current romantic relationships fair or poor obtaining an average loneliness score that is 10.3 points higher than those who feel their romantic relationships are good, very good or excellent (50.3 vs. 40). Furthermore, **Hartford residents who are unhappy with their friendships and relationships have an average loneliness score 13.7 points higher** than those who are happy with their friendships and relationships (52.9 vs. 39.2).

Hartford residents with a fair or poor family life have an average loneliness score 13.2 points higher than those with a good, very good or excellent family life (53.7 vs. 40.5).

In an interesting twist, we also found that Hartford residents who say they have too much or too little family time have an average loneliness score 7 points higher than those who say they get just the right amount of family time (47 vs. 40).

- **Balancing in-person social interaction is important as well.** Hartford residents who say they socialize too much or too little (outside of their family) have an average loneliness score 10.2 points higher than those who socialize just the right amount (48.6 vs. 38.4).
- **Work/life balance is also important.** Hartford residents who say they work too much or too little have an average loneliness score 3.9 points higher than those who work just the right amount (45.2 vs. 41.3).
- The survey also found that **Hartford residents who have too much or too little "me time" have an average loneliness score 5 points higher** than those who have just the right amount of "me time" (46.3 vs. 41.3).

- **When it comes to sleep**, Hartford residents who say they sleep too much or too little have an average loneliness score 5 points higher than those who sleep just the right amount (45.4 vs. 40.4). **Physical activity also plays a role**, with Hartford residents who say they participate in too much or too little physical activity obtaining an average loneliness score that is 3.6 points higher than those who do just the right amount of physical activity (44.1 vs. 40.5).

Those in Hartford who consider their physical health fair or poor have an average loneliness score 7.8 points higher than those who consider their physical health good, very good or excellent (48.3 vs. 40.5). Furthermore, Hartford residents who consider their overall health fair or poor have an average loneliness score 9.9 points higher than those who consider their overall health good, very good or excellent (of 50.8 vs. 40.9).

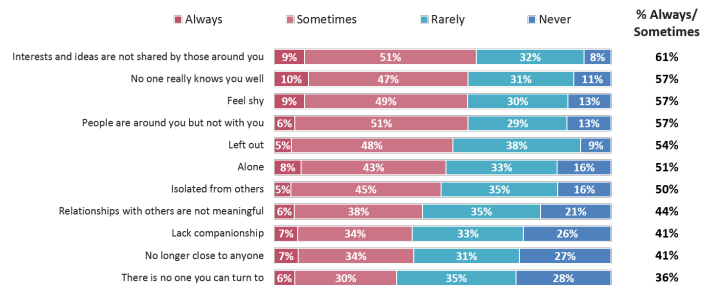
REGIONAL PROFILES

BALTIMORE, MD (BALTIMORE-COLUMBIA-TOWSON, MD)

The percentage of lonely people in Baltimore was similar to the national percentage.

Across demographics, household income is an important predictor of loneliness in this city, with Baltimore residents whose annual household incomes are lower than \$75,000 obtaining an average loneliness score 4.1 points higher than those whose annual household incomes are \$75,000 or greater (47 vs. 42.9). **Shifts in loneliness are also seen across marital status**, with citizens of Baltimore who are not married obtaining an average loneliness score that is 5.2 points higher than married residents (47.3 vs. 42.1).

AT LEAST A THIRD OF BALTIMORE RESIDENTS EXPERIENCE FEELINGS OF LONELINESS



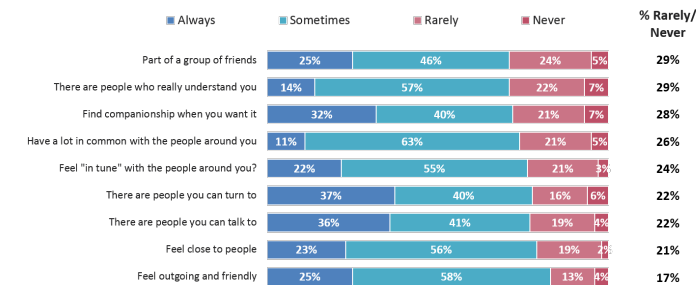
Where individual figures do not sum to 100, this is due to the effects of rounding. Where total always/sometimes summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

The survey also found:

- Over half (51 percent) of Baltimore residents report sometimes or always feeling alone.
- Over half (54 percent) of Baltimore residents say they sometimes or always feel left out.
- 44 percent of Baltimore residents say they sometimes or always feel that their relationships with others are not meaningful.
- 57 percent of Baltimore residents sometimes or always feel that no one really knows them well.
- Half (50 percent) of Baltimore residents say they sometimes or always feel isolated from others.
- 21 percent of Baltimore residents say they rarely or never feel close to people.

- 29 percent of Baltimore residents say they rarely or never feel like there are people who really understand them.

MORE THAN ONE IN TEN BALTIMORE RESIDENTS RARELY/ NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

There is a 9-point increase in loneliness score for Baltimore residents who have meaningful in-person interactions on a weekly or less frequent basis versus those who have daily in-person interactions (49.1 vs. 40.1). Furthermore, Baltimore residents who don't feel they have enough people they're comfortable asking for help at any time have an average loneliness score 13.6 points higher than those who feel they have enough people they're comfortable asking for help (53.7 vs. 40.1). Baltimore residents who find it difficult to approach others also have an average loneliness score 9.1 points higher than those who don't find it difficult to approach others (49.9 vs. 40.8).

Not surprisingly, Baltimore residents who are unhappy in their friendships and relationships have a loneliness score 13.6 points higher than those who are happy with their friendships and relationships (54.1 vs. 40.5). The same trend was seen when looking at romantic relationships, with Baltimore residents who consider their current romantic relationships fair or poor obtaining an average loneliness score 10.1 points higher than those who feel their romantic relationships are good, very good or excellent (50.9 vs. 40.8).

Baltimore residents who consider their social life fair or poor (including friends and hobbies) have an average loneliness score 13 points higher than those who consider their social life good, very good or excellent (52.2 vs. 39.2). But finding the right balance is key, with Baltimore residents who say they socialize outside of family too little or too much obtaining an average loneliness score that is 5.7 points higher than those who say they socialize outside of family just the right amount (47.2 vs. 41.5). Furthermore, Baltimore residents who say they have too much or too little in-person social interactions have an average loneliness score 6.1 points higher than those who say they have in-person social interactions just the right amount (48.3 vs. 42.2).

Baltimore residents who say they have a fair or poor family life have an average loneliness score 9.8 points higher than those who believe they have a good, very good or excellent family life (52.4 vs. 42.6). However, the survey also found that Baltimore residents who say they get too little or too much family time have an average loneliness score 7.1 points higher than those who say they get just the right amount of family time (49.1 vs. 42).



Baltimore residents who consider their work life balance fair or poor have an average loneliness score 6.3 points higher than those who feel their work life balance is good, very good or excellent (49.6 vs. 43.3). Additionally, those who say they work too much or too little have an average loneliness score 4.6 points higher than those who work just the right amount (47.2 vs. 42.6).

- **“Me time” is also important.** Baltimore residents who have too much or too little "me time" have an average loneliness score 5.9 points higher than those who have just the right amount of "me time" (47.9 vs. 42).
- When it comes to sleep, **Baltimore residents who say they sleep too much or too little have an average loneliness score 4.4 points higher** than those who sleep just the right amount (46.5 vs. 42.1).

Those in Baltimore who consider their overall health fair or poor have an average loneliness 8.6 points higher than those who consider their overall health good, very good or excellent (51.4 vs. 42.8).

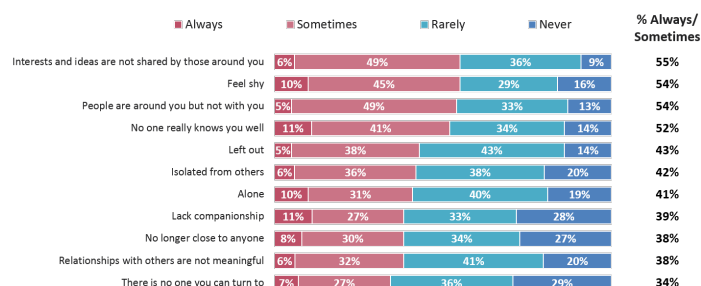
Furthermore, Baltimore residents who consider their mental health fair or poor have an average loneliness score 8.3 points higher than those who describe their mental health as good, very good or excellent (50.6 vs. 42.3). A similar trend is seen when looking at physical health, with Baltimore residents who consider their physical health fair or poor obtaining an average loneliness score that is 8 points higher than those whose physical health is good, very good or excellent (49.6 vs. 41.6).

REGIONAL PROFILES

DENVER, CO (DENVER-AURORA-LAKEWOOD, CO)

The percentage of lonely people in Denver was similar to the national percentage. Across demographics, **younger Denver residents stand out as being especially lonely**, with those aged 18–34 obtaining an average loneliness score that’s 6.1 points higher than those 55+ (46.8 vs. 40.7). **Denver residents with lower incomes are lonelier than those with higher incomes**, with those earning less than \$75,000 obtaining an average loneliness score 4.4 points higher than those whose annual household incomes are \$75,000 or greater (45.8 vs. 41.4). Additionally, **Denver residents who aren’t married have an average loneliness score 6.5 points higher** than married residents (47.2 vs. 40.7).

AT LEAST A THIRD OF DENVER RESIDENTS EXPERIENCE FEELINGS OF LONELINESS



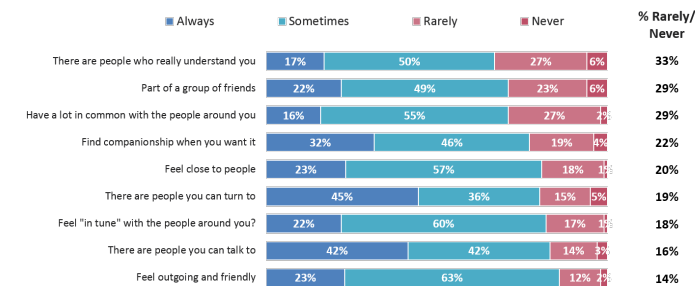
Where individual figures do not sum to 100, this is due to the effects of rounding. Where total always/sometimes summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.



The survey also found:

- Over half (52 percent) of Denver residents sometimes or always feel no one really knows them well.
- Over four in ten (43 percent) Denver residents say they sometimes or always feel left out.
- Two out of five (41 percent) Denver residents report sometimes or always feeling alone.
- Approximately 38 percent of Denver residents say they sometimes or always feel that their relationships with others are not meaningful.
- Over two in five (42 percent) of Denver residents say they sometimes or always feel isolated from others.
- One in five (20 percent) of Denver residents say they rarely or never feel close to people.
- About 33 percent of Denver residents say they rarely or never feel like there are people who really understand them.

MORE THAN ONE IN TEN DENVER RESIDENTS RARELY/ NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

Those who only have meaningful in-person interactions on a weekly or less frequent basis have an average loneliness score that is 10.8 points higher than those who have daily meaningful in-person interactions (49 vs. 38.2).

Denver residents who consider their social life fair or poor (including friends and hobbies) have an average loneliness score 11.9 points higher than those who consider their social life good, very good or excellent (50.8 vs. 38.9). Not surprisingly, Denver residents who are unhappy with their friendships and relationships have an average loneliness score 13.6 points higher than those who are happy with their friendships and relationships (53.5 vs. 39.9). Romantic relationships also impact loneliness, with those rating theirs as fair or poor obtaining an average loneliness score that is 9.7 points higher than those who consider their romantic relationships good, very good or excellent (49.8 vs. 40.1).

The survey found that Denver residents who socialize outside of family too little or too much have an average loneliness score 6.3 points higher than those who socialize outside of family just the right amount (46.6 vs. 40.3). Spending too much/too little time with family also contributes to loneliness, with Denver residents who get too little or too much family time obtaining an average loneliness score that's 6.6 points higher than those who get just the right amount of family time (46.8 vs. 40.2).



- **Denver residents who say they work too much or too little have an average loneliness score 6.3 points higher** than those who work just the right amount (46.6 vs. 40.3). Additionally, those who say they have too much or too little “me time” have an average loneliness score 6.5 points higher than those who have just the right amount of “me time” (46.9 vs. 40.4).
- **Denver residents who say they sleep too much or too little have an average loneliness score 5.9 points higher** than those who sleep just the right amount (46.4 vs. 40.5).

Denver residents who don’t feel they have enough people they’re comfortable asking for help at any time have an average loneliness score 14.8 points higher than those who feel they have enough people they’re comfortable asking for help (54.2 vs. 39.4). Furthermore, those who find it difficult to approach others have an average loneliness score 10.3 points higher than those who don’t have difficulty approaching others (50 vs. 39.7).

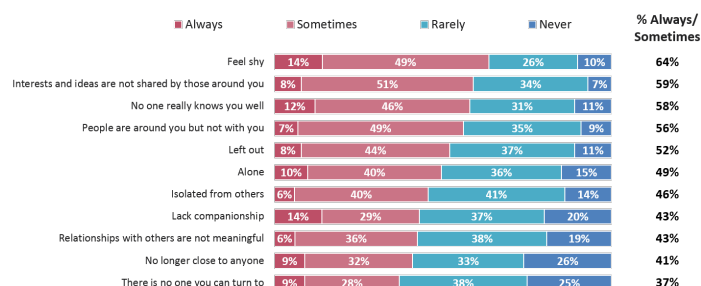
Denver residents who consider their physical health fair or poor have an average loneliness score 8.4 points higher than those who consider their physical health good, very good or excellent (49.4 vs. 41). The survey also found that **those whose mental health is fair or poor have a loneliness score that is 12.1 points higher** than those whose mental health is good, very good or excellent (52.7 vs. 40.6).

REGIONAL PROFILES

SAN DIEGO, CA (SAN DIEGO-CARLSBAD-SAN MARCOS, CA)

The percentage of lonely people in San Diego was similar to the national percentage. Across demographics, those who are not married are among the loneliest, obtaining an average loneliness score that is 6.2 points higher than married San Diego residents (47.4 vs. 41.2).

AT LEAST A THIRD OF SAN DIEGO RESIDENTS EXPERIENCE FEELINGS OF LONELINESS



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total always/sometimes summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

The survey also found:

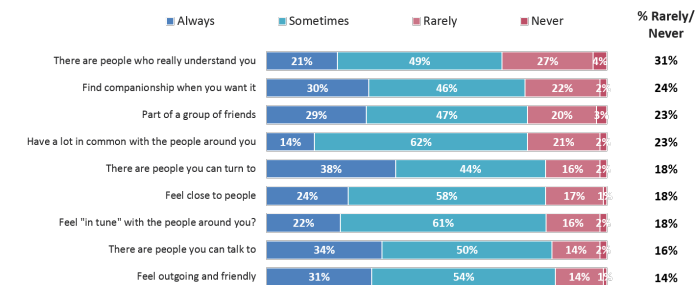
- 58 percent of San Diego residents sometimes or always feel that no one really knows them well.
- Approximately 52 percent of San Diego residents surveyed say they sometimes or always feel left out.
- Almost half (49 percent) of San Diego residents report sometimes or always feeling alone.
- Over four out of ten (43 percent) San Diego residents say they sometimes or always feel that their relationships with others are not meaningful.



- 46 percent of San Diego residents say they sometimes or always feel isolated from others.
- 31 percent of San Diego residents say they rarely or never feel like there are people who really understand them.
- 18 percent of San Diego residents say they rarely or never feel close to people.

San Diego residents who say they don't have daily in-person interactions have an average loneliness score 9.3 points higher than those who say they do have daily in-person interactions (48.7 vs. 39.4).

MORE THAN ONE IN TEN SAN DIEGO RESIDENTS RARELY/NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

San Diego residents who don't feel they have enough people they're comfortable asking for help at any time have an average loneliness score 13 points higher than those who have enough people they're comfortable asking for help at any time (54.1 vs. 41.1). Furthermore, **those who find it difficult to approach others have an average loneliness score 11.3 points higher** than those who don't find it difficult (50.2 vs. 38.9), and those who are unhappy in their friendships and relationships have an average loneliness score 12.5 points higher than those who are happy in their relationships (54 vs. 41.5).

San Diego residents who consider their social life fair or poor (including friends and hobbies) have an average loneliness score 13.8 points higher than those who consider their social life good, very good or excellent (53.9 vs. 40.1). The survey also found that San Diego residents who rate their family life fair or poor have an average loneliness score 12.7 points higher than those who feel they have a good, very good or excellent family life (54 vs. 41.3). **Romantic relationships also impact loneliness**, with those who consider their current romantic relationships fair or poor obtaining an average loneliness score that's 8.4 points higher than those who consider their romantic relationships good, very good or excellent (48.8 vs. 40.4).

But finding the right balance is important, too.

San Diego residents who feel their work life balance is fair or poor have an average loneliness score 7.1 points higher than those who feel their work life balance is good, very good or excellent (49.2 vs. 42.1). Not surprisingly, **San Diego residents who work too much or too little have an average loneliness score 3.3 points higher** than those who work just the right amount (45.9 vs. 42.6).



Furthermore, those who think they have **too many or too few in-person social interactions** have an **average loneliness score 10.3 points higher** than those who say they have just the right amount of **these interactions** (50.4 vs. 40.1). The same pattern can be seen with family time, with San Diego residents who say they get too little or too much family time obtaining an average loneliness score that's 7.1 points higher than those who say they get just the right amount of family time (48.5 vs. 41.4).

San Diego residents who say they socialize outside of family too little or too much have an average loneliness score 7.4 points higher than those who say they socialize outside of family just the right amount (48.4 vs. 41).

Me time is important too. The survey also found that San Diego residents who have too much or too little time on their own or "me time" have an average loneliness score 6.5 points higher than those who have just the right amount of "me time" (47.6 vs. 41.1).

San Diego residents who say they **sleep too much or too little have an average loneliness score 5.4 points higher** than those who **sleep just the right amount** (47.1 vs. 41.7).

San Diego residents who consider their overall health fair or poor have an average loneliness score 8.2 points higher than those who consider their overall health good, very good or excellent (51.2 vs. 43). **An even greater gap in loneliness scores is seen when looking at mental health, with those who consider their mental health fair or poor** obtaining an average loneliness score that is 9.2 points higher than those who say their mental health is good, very good or excellent (51.9 vs. 42.7). **Physical health also contributes loneliness**, with those saying they are in fair or poor shape obtaining an average loneliness score that's 5.4 points higher than those whose physical health is good, very good or excellent (48 vs. 42.6).

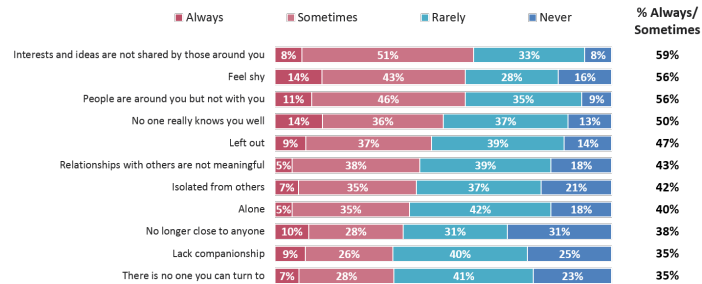
REGIONAL PROFILES

MEMPHIS, TN (MEMPHIS, TN-MS-AR)

The percentage of lonely people in Memphis was similar to the national percentage. Across demographics, younger Memphis residents are lonelier than their older counterparts, with those aged 18–34 obtaining an average loneliness score that is 5 points higher than those aged 55+ (46.6 vs. 41.6). **Household income is also an important predictor of loneliness in this city**, with Memphis residents whose annual household incomes are lower than \$75,000 have an average loneliness score 3.6 points higher than those whose annual household incomes are \$75,000 or greater (45.4 vs. 41.8). **Memphis residents who aren't married have an average loneliness score 3.4 points higher** than married Memphis residents (45.7 vs. 42.3).



AT LEAST A THIRD OF MEMPHIS RESIDENTS EXPERIENCE FEELINGS OF LONELINESS

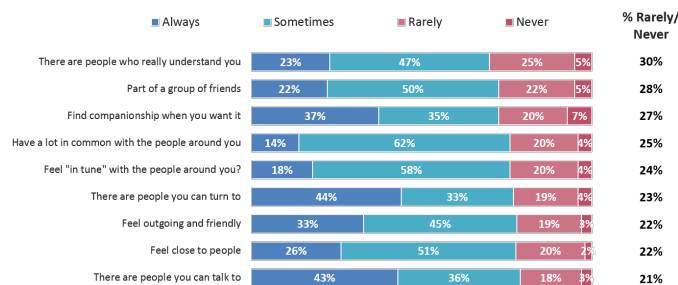


Where individual figures do not sum to 100, this is due to the effects of rounding. Where total always/sometimes summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

The survey also found:

- Half (50 percent) of Memphis residents sometimes or always feel that no one really knows them well.
- 47 percent of Memphis residents say they sometimes or always feel left out.
- 43 percent of Memphis residents say they sometimes or always feel that their relationships with others are not meaningful.
- 42 percent of Memphis residents say they sometimes or always feel isolated from others.
- 40 percent of Memphis residents report sometimes or always feeling alone.
- 22 percent of Memphis residents say they rarely or never feel close to people.
- Three out of ten (30 percent) Memphis residents say they rarely or never feel like there are people who really understand them.

MORE THAN ONE IN FIVE MEMPHIS RESIDENTS RARELY/ NEVER FEEL INCLUDED



Where individual figures do not sum to 100, this is due to the effects of rounding. Where total rarely/never summaries do not sum to total of percentages as listed in this chart, this is also due to the effects of rounding.

Memphis residents who say they don't have daily in-person interactions have an average loneliness score 7.7 points higher than those who say they do have daily in-person interactions (48.8 vs. 41.1).

Memphis residents who are unhappy with their friendships and relationships have an average loneliness score 15.4 points higher than those who are happy with their friendships and relationships (55.9 vs. 40.5). Additionally, those who don't feel they have enough people they're comfortable asking for help at any time have an average loneliness score 12.1 points higher than those who feel they have enough people they're comfortable asking for help (52.3 vs. 40.2). Furthermore, those who find it difficult to approach



others have an average loneliness score 11.2 points higher than those who don't find it difficult to approach others (50.4 vs. 39.2).

Memphis residents who consider their social life fair or poor (including friends and hobbies) have an average loneliness score 13.1 points higher than those who think they have a good, very good or excellent social life (51.7 vs. 38.6). The survey also found that Memphis residents who consider their family life fair or poor have an average loneliness score 14 points higher than those who believe they have a good, very good or excellent family life (55.4 vs. 41.4). **Romantic relationships also impact loneliness**, with those who consider their current romantic relationships fair or poor obtaining an average loneliness score that's 10.3 points higher than those who consider their romantic relationships good, very good or excellent (50.5 vs. 40.2).

But finding the right balance is important, too.

- The survey found that **Memphis residents who have too much or too little time on their own or "me time" have an average loneliness score 7.1 points higher** than those who have just the right amount of "me time" (47.5 vs. 40.4).
- When it comes to sleep, Memphis residents who say they **sleep too much or too little have an average loneliness score 4.7 points higher** than those who sleep just the right amount (46 vs. 41.3).
- Furthermore, **Memphis residents who say they get too little or too much family time have an average loneliness score 5.3 points higher** than those who say they get just the right amount of family time (46.9 vs. 41.6). Similarly, those **who socialize outside of family too little or too much have an average loneliness score 8.2 points higher** than those who say they socialize outside of family just the right amount (48.2 vs. 40), and those who think they **have too many or too few in-person social interactions have an average loneliness score 9.4 points higher** than those who say they have just the right amount of these interactions (49.9 vs. 40.5).
- **Memphis residents who say they work too much or too little have an average loneliness score 3.8 points higher** than those who work just the right amount (45.7 vs. 41.9).

Memphis residents who consider their overall health fair or poor have an average loneliness score 9.1 points higher than those who consider their overall health good, very good or excellent (51 vs. 41.9). **An even greater gap in loneliness scores is seen when looking at mental health**, with those who consider their mental health fair or poor obtaining an average loneliness score that is 10.4 points higher than those who say their mental health is good, very good or excellent (52.7 vs. 42.3). Those saying they are in fair or poor shape obtaining an average loneliness score that's 7.8 points higher than those whose physical health is good, very good or excellent (49.7 vs. 41.9).



CIGNA'S EFFORTS TO TACKLE THE LONELINESS EPIDEMIC

Looking ahead, Cigna will use the survey findings to build on our efforts to address the loneliness epidemic and improve people's overall mental wellness and vitality. We are calling upon other like-minded companies to join in the fight to address the epidemic.

As a leader in this effort, Cigna will bring our expertise and past successes already in place to help address loneliness. Like every other public health issue we have seen in the U.S., no one company or organization can do this alone. To effectively fight loneliness – and all the related conditions associated with it – we will need to come together to find solutions.

Our hope is that a group of companies and organizations can develop solutions that help improve vitality and reduce feelings of loneliness for Americans. We look forward to playing a leading role to tackle this societal responsibility.

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