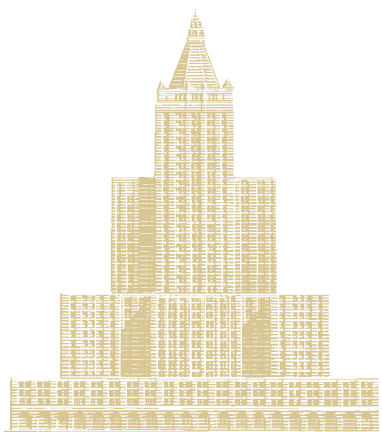


NEW YORK LIFE



Report to Policyholders 2003



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TO OUR POLICYHOLDERS

In 2003, as in every year for the past century and a half, millions of customers – from young families to major financial institutions – looked to the strength and stability of New York Life for safe harbor from economic uncertainty.

I am pleased to report that New York Life attained record-setting adjusted operating earnings of \$928 million in 2003. This was achieved despite the negative impact of the current low interest rate environment on investment income. Like many companies, New York Life also had to contend with increased post-retirement benefit costs. Taken together, these two factors could have triggered a dividend reduction. However, in light of our strong financial results, we elected to maintain the dividend levels paid to participating whole life policyholders, reaffirming the fundamental principles behind New York Life Insurance Company's mutuality.

During 2003, New York Life's surplus and asset valuation reserves grew by \$2 billion, driven by \$1.3 billion in organic growth generated from net gain from operations and capital gains, and the remainder from our surplus notes issuance, bringing total surplus at year end to \$10.8 billion.

Our strong performance mirrors the robust growth of our core business: life insurance. Combined domestic and

international insurance sales topped \$2 billion for the second consecutive year. Over the last four years, total insurance sales increased by an annual rate of 24 percent.

In the United States, New York Life posted approximately \$1.6 billion in total new life insurance sales for the year, the highest in our history. For three years running, we have led the

"I am pleased to report that the Company attained record-setting earnings of \$928 million in 2003."

industry in market share. We attribute this success to the nearly 7,500 New York Life career agents who, complemented by a network of advanced market brokers, offer unparalleled levels of service and expertise to our customers.

New York Life is also the largest direct marketer of life insurance in the United States. Last year, we were

pleased to renew New York Life's exclusive marketing relationship with AARP through 2011. Sales in 2003 to AARP members increased nearly 25 percent, boosted by several factors, including increased print and mail marketing campaigns, new television advertising, and cooperative efforts with AARP to increase membership. We also introduced a new product that offers AARP members the opportunity to start life insurance programs for their children or grandchildren.

Individual annuity sales totaled more than \$4.6 billion, the second-highest sales year on record. Last year, we launched a new supplemental distribution strategy for our annuity business, putting more emphasis on sales of fixed-rate products through banks, where the New York Life brand name and reputation offer a distinct competitive advantage. For the second consecutive year, we received awards from the prestigious DALBAR financial services research organization for the best-in-class customer service we offer annuity buyers.

On the international front, sales were strong in seven of the Asian and Latin American markets where we do business, with particularly noteworthy results in China, India, the Philippines and Thailand. December 2003 marked

the first anniversary of our business launch in Shanghai, China. During that year, our joint venture company, Haier New York Life, sold \$10 million in new policies, with a sales force that has grown to nearly 600 agents. This is one of the fastest first-year growth rates achieved in this market by a foreign-owned life insurance company.

Two markets face ongoing challenges: We continue to monitor the

“Our strong performance mirrors the robust growth of our core business: life insurance.”

situation in Argentina, where there still is no sign of confidence in a long-term recovery in the national economy, and Taiwan, where drastically lowered interest rates have significantly reduced profitability for some insurance and investment products. We look forward to launching a tenth international market in the near future, upon attaining a license to begin operations in Vietnam.

With added lift from the recovering stock market, New York Life Investment Management LLC (NYLIM) achieved record sales of \$17.6 billion. NYLIM's Retirement Plan Services

Division continues to gain recognition for its best-in-class reputation for retirement plan administration. Two independent research studies, conducted by PLANSPONSOR magazine and the Boston Research Group, rate NYLIM as an industry leader in customer service. Sales in 2003 to retirement plan sponsors were up more than 50 percent over the previous year.

In 2003, we made final preparations for the debut of two new facilities for New York Life: a corporate campus in Westchester County, New York, and a backup data center near Atlanta, Georgia. Both facilities will open this year and will help guarantee the Company's ability to conduct business

“With added lift from the recovering stock market, New York Life Investment Management LLC achieved record sales of \$17.6 billion.”

and safeguard data if activities elsewhere are disrupted. Following the terrorist attacks in 2001 and the blackout of 2003, we have taken the strongest

measures possible to ensure the security and resiliency of our operations.

The sales and earnings results for 2003 tell a story of sound strategic decisions, executed well: our decision

“Financial strength...integrity
...humanity. Behind each
word are countless stories
of promises we have kept.”

to remain focused on life insurance, our commitment to maintain a first-rate agency sales force and our investment in global expansion.

The events of last year also affirmed the benefit of remaining a mutual company, as we saw two of the most venerable life insurance firms in the United States – both recently demutualized – offered for sale to foreign firms. New York Life Insurance Company is proud to maintain its independence as a mutual insurer. You can be assured that the company you do business with today will be here for you and your family tomorrow.

New York Life's success is rooted in the enduring values that are our heritage. Those principles are captured in

succinct form – a mission statement – recently updated to reflect who we are and what we believe in:

Our mission is to provide financial security and peace of mind through our insurance, annuity and investment products and services.

By continuing to be a mutual company, we are uniquely aligned with our customers.

By maintaining superior financial strength, we protect their future.

By acting with integrity and humanity, we earn their trust and loyalty.

Every decision we make, every action we take has one overriding purpose: To be here when our customers need us. That's why we call ourselves The Company You Keep.

These thoughts are more than just words on paper. Behind each word are countless stories of commitments we have made. Behind each word are countless stories of promises we have kept. Those who know New York Life best – our customers, our agents and our employees – will attest to this. You will meet a few of these men and women on the pages that follow. Their stories paint a vivid picture of a company with firm principles and clear purpose.

Thank you for choosing New York Life. We are proud to be “The Company You Keep.”



A handwritten signature in black ink, appearing to read 'Sy Sternberg'.

SY STERNBERG

*Chairman of the Board
and Chief Executive Officer*



Anne Pollack



FINANCIAL STRENGTH

“We can always make good on our promise.”

My father loved to speculate in the stock market. So even though Dad was a successful businessman, the chances he took with our money meant that some months we lived pretty well and some months we could barely make ends meet.

That’s why, even as a young child, I understood the consequences of risk and the importance of creating a bedrock of financial strength for your family.

When people buy insurance, they are saying, “I will pay you if you promise to protect me from risks that are too big for me to shoulder alone.” My job at New York Life is to ensure that our policyholders’ money is invested wisely, so we can always make good on our promise.

Of course, we never know when people will need our help: It may be three years from now or it may be 30 years from now. That means we must be financially strong at all times, ready to meet our obligations, with no exceptions and no excuses.

To do that requires high-quality investments. It requires well-diversified investments. And it requires liquidity – enough excess capital to handle what we call 99th percentile events. In other words, if a community is hit by the

kind of life-threatening disaster that happens only once in a hundred years – say, a major earthquake or a tragedy on the scale of 9/11 – New York Life will be able to pay all claims quickly and compassionately.

Our investments performed very well last year, contributing to the robust growth of our surplus. We talk about having one of the highest surplus-to-assets ratios in the life insurance industry. In practical terms, that means we have more than sufficient resources to meet all of our obligations, as well as for investing in our future growth.

Not too long ago, I was on an airplane and the woman seated next to me asked what I did for a living. When I mentioned the name of my employer, her face just lit up. “Our family has been insured by New York Life for generations,” she told me. “What a great company. It is so reassuring to be with a company we can trust.”

Earning that kind of trust is, in its own way, the best kind of return on our investments. I like to think Dad would be the first to agree.

ANNE POLLACK

Senior Vice President and

Chief Investment Officer, New York Life



Harry Hohn



INTEGRITY

“You just do what’s right.”

In my nearly 50 years with New York Life, I’ve known a number of the company’s CEOs and thousands more of our agents and employees. For all of them, “doing the right thing” was a way of life. Treat the customer with integrity. Treat your fellow employees and agents with respect. Because that’s who we are: For generations, doing the right thing has been the very fabric of New York Life.

In many ways, that made my own job as CEO a lot easier. Decisions became very clear-cut. You don’t ask, “What will Wall Street think?” or “What will the media say?” You just do what’s right and know that, in the long term, the rewards will be significant.

My commitment to that principle was put to the test in 1993, when a number of state regulators began to question some life insurance industry sales practices. New York Life agents have always had the highest reputation for professionalism and trustworthiness. However, with scandals brewing at other companies, I knew we had to take steps to set us apart.

So we made an unprecedented – and, in the minds of some people, shocking – decision. We stopped the

sale of all our products for several days. During this time-out, we stepped back, and with the help of our agents, reevaluated every single piece of sales literature. When we reopened for business, we did so with renewed confidence in New York Life’s commitment to being honest and fair in every business transaction.

There were some at other insurance companies who thought we were crazy. They mistakenly believed that if they could keep a low profile for a time, the whole issue would go away. Today some of those companies don’t exist anymore; New York Life is an industry leader.

In the end, New York Life was cited as a model for the rest of the industry to emulate. For us, the decision was very simple. People give us their hard-earned money for a life insurance policy. What they receive in return is a piece of paper, and there’s only one thing that turns that piece of paper into a binding promise: our integrity.

Integrity is really the only product on our shelf.

HARRY HOHN

Retired Chairman and CEO, New York Life



Jorge Tait



HUMANITY

“Our main focus is nurturing the lives of children.”

People say to me, “Jorge, you have a family, you have a busy job...how do you find the time to volunteer for so many organizations?”

The truth is, if you want to do something badly enough, you make the time for it. And for me, there is nothing more rewarding than giving back to the community and helping all that I can – especially when it’s for children. With them, even a little bit of help can make a big, big difference.

I used to run all over town trying to raise money and support for youth groups. But now I’m able to do much more and be ten times as efficient, thanks to the support I get from my company, New York Life.

About six years ago, New York Life put together a program called Volunteers for LIFE to give employees an easy way to put their spare time to good use. It doesn’t matter if you want to volunteer 40 hours or 40 minutes of your time: The Volunteers for LIFE staff can match you up with an organization that will welcome your help.

The program started small, with a group of us in New York City. Now we have more than 1,000 volunteers across

the nation. While we assist many types of organizations, our main focus is on programs dedicated to nurturing the lives of children.

That’s how I became involved with Big Brothers Big Sisters. I was paired with a junior high school student who would come visit me, once a week, at my New York Life office. At first he was hesitant to talk with me or ask for my help. But, after a little while, he began telling me about problems at school. And soon he didn’t even wait until our weekly visit: He would call me at home for advice or just to talk things out.

He seemed to be fascinated by buildings and architecture, so I gave him some books and introduced him to people in that field. I could tell he was giving new thought to his future. He graduated high school and is now in college studying architectural design.

I put this young man’s graduation picture in a frame that sits on my nightstand. Every morning when I wake up, it reminds me what an honor it is to make a difference in someone’s life.

JORGE TAIT

New York Life employee



Don Powell



MUTUALITY

“I would rather do business with a company interested in impressing policyholders.”

No one would accuse me of making life easy for my insurance agent. Before I retired as the CEO of an investment management company here in Texas, I spent my life helping others look after their money. So you’d better believe I did some serious comparison shopping when my wife and I decided to purchase a fairly significant amount of life insurance.

I asked my agent, Gib Surles, to show me policies from four or five different companies. Finally, I narrowed them down to two, and I thought either would be a good choice.

But then Gib pointed out something that was important to me. One of the firms was part of New York Life, a company that is not publicly traded. The other was an investor-owned company.

It seems to me that, in a publicly owned insurance company, you’ve got a built-in conflict of interest between the investors and the policyholders. Investors tend to focus on a company’s

quarterly performance and will get in or out of a stock based upon the quarterly numbers. And I know that when a company is under pressure to please Wall Street, short-term profitability becomes the number one priority.

But life insurance is a product you buy for the long term. For policyholders, the long-term financial health and stability of a company is the most important consideration. I don’t want my insurance company taking unnecessary risks in the hope of getting immediate returns that will impress outside investors.

I would much rather do business with a company that is interested in impressing me, the policyholder. I want a life insurance company that only has one objective: to make sure my family will always have the financial protection I paid for.

That’s why I’m with New York Life.

DON POWELL

New York Life policyholder



Patricia Powell



PEACE OF MIND

“When I need them, New York Life will be there for me.”

People my age tend to worry about the security of their nest eggs and how to make them last as long as possible. But I had far more pressing problems. Being entirely self-supporting, I've had some money difficulties in the past, and last year the situation became downright scary.

I never before would have even considered dipping into my 401(k) account to pay my bills. I was deathly afraid there would be penalties and complications and lots of embarrassing questions.

On the other hand, I sure didn't want my current difficulties to ruin my financial reputation. Talk about stress!

Thankfully, my company, Staples, believes in providing us with plenty of information – an education, really – on how to manage our retirement savings. When they were selecting a firm to administer our 401(k) accounts, they wanted one that would offer the very highest levels of service and support for employees.

I can't tell you how grateful I am that they chose New York Life. First of all, it's a company I trust. And they make things easy. I'm now able to access my account, any time I want, online. But what really makes me happy

is how much smarter I'm feeling about the decisions I make. When we have meetings to learn more about retirement planning, there's always someone there from New York Life to answer questions and listen to our concerns.

I finally got my courage up and made a phone call to see if I could use some of my 401(k) money now. What a pleasant surprise: The New York Life Investment Management representative told me that, because of my age, there was no tax penalty for making a withdrawal. She was helpful and kind, and didn't make me feel the tiniest bit uncomfortable. And she showed me how to get back on track with regular contributions to my account.

There were no hassles and no red tape. When I called New York Life, they simply said, “Yes, we can help. Here's how we'll do it.” And they were true to their word: The very same week, I was depositing my check.

It's such a great comfort to know that, when I need them, the people of New York Life will be there for me.

PATRICIA POWELL

*Participant in 401(k) plan administered by
New York Life Investment Management LLC*



A.C. Tracy Wood, III, Arthur C. Wood, Jr. and Hamilton Cooke, Sr. (photograph)



THE COMPANY YOU KEEP

“Put your family first, help others all you can, and always keep your word.”

I decided to become a New York Life agent early in my career. As did my father. And my grandfather. And my great-grandfather.

Truth is, our family and New York Life have been together for more than a century. My mom’s grandfather, Hamilton Cooke, Sr., signed up to be a New York Life agent in the 1870s. He was with a New York Life office in St. Louis run by the Boone brothers – the grandkids of Daniel Boone, the famous frontiersman.

Now, Hamilton Sr. had a son, Hamilton Cooke, Jr., who also decided to join New York Life. He helped organize the big annual meetings for the company’s top agents. They were wonderful family events, and Ham sometimes brought his daughter Betty to them.

Over the years, it was only natural that Betty got to know other New York Life offspring. And one summer she met a good-looking, debonair young man, the son of New York Life Agent Arthur Wood, Sr. That young man was my dad.

Betty Cooke and Arthur Wood, Jr. soon were husband and wife. When I was born, Mom and Dad should have known I’d someday be with New York Life, too. It’s been genetically bred into our family tree for generations.

Our family and New York Life have always believed in the same values. Put your family first, help others all you can, and always keep your word.

It’s all about continuity, and handing down a legacy from one generation to the next. I ask my clients, “How far back in your family line can you look? How far forward can you imagine? Now, how important is it to have your insurance with a company that has been there – and will be there – for all those generations?”

Over the years, we’ve been able to make a big difference in the lives of a lot of people. There’s a true story we tell about my great-grandfather. Once a farmer told him, “I don’t need insurance, Hamilton. I had a dream that God promised to protect my family.” Ham thought for a minute and said, “Funny thing, I had a dream, too. I dreamed you had a bad year, lost the farm, caught pneumonia, and left your wife and kids penniless. When you got to heaven, you asked God, ‘What about that promise to protect my family?’ And God replied, ‘Didn’t I send you Ham Cooke from New York Life?’”

A.C. TRACY WOOD, III
New York Life agent



OUR PERFORMANCE AT A GLANCE

INDIVIDUAL LIFE INSURANCE IN FORCE*

YEAR	IN \$ BILLIONS
2003	556.0
2002	523.8
2001	490.8
2000	455.1
1999	417.3

This chart shows the growth of our Company's individual life insurance in force over the last four years. While the U.S. life insurance industry remains robust, it has experienced little increase in sales from year to year. Our steady growth – nearly \$139 billion since 1999 – means New York Life is gaining market share, the sign of a strong and vibrant company.

INSURANCE SALES†

YEAR‡	IN \$ MILLIONS
2003	2,098
2002	2,126
2001	1,515
2000	1,089
1999	898

This chart shows new insurance sales since 1999, and includes results from both our domestic and international operations. This past year, New York Life nearly matched its record-setting performance of 2002. Over the past four years, our insurance sales have grown at a compound annual rate of 24 percent.

INVESTMENT SALES

YEAR§	IN \$ MILLIONS
2003	22,437
2002	21,807
2001	20,097
2000	18,353
1999	14,053

Investment sales include new sales of annuities, mutual funds and other investment-related products from both our domestic and international operations. The strengthening economy created a more favorable sales environment, and investment sales were \$630 million greater than in 2002.

* Face amounts.

† Annualized first-year premium.

‡ 1999–2002 insurance sales were restated to conform to the Company's revised definition of insurance sales. The revised definition excludes renewal premiums paid on inforce cases of our corporate-owned life insurance and increases the weight on private placement variable universal life from 10 percent to 100 percent for sales that are not modified endowments, consistent with other life insurance policies.

§ 1999–2002 investment sales were restated to conform to the Company's revised investment sales definition. The revised definition includes only 10 percent of the sales of our Institutional cash management fund, since this fund is a minor contributor to our investment sales.

Note: "New York Life," as used throughout this Report, can refer either separately or collectively to members of the New York Life family of companies, which includes New York Life Insurance Company and its subsidiaries and affiliates.

ADJUSTED OPERATING
EARNINGS*

YEAR	IN \$ MILLIONS
2003	928
2002	884
2001	848
2000	866
1999	773

Adjusted operating earnings is the measure used for management purposes to highlight our results from ongoing operations and the underlying profitability of our business. In 2003, New York Life achieved a record-setting \$928 million in adjusted operating earnings, the highest in Company history.

POLICYHOLDER BENEFITS
AND DIVIDENDS†

YEAR	IN \$ BILLIONS
2003	8.4
2002	7.9
2001	7.5
2000	7.3
1999	6.6

This chart illustrates policyholder dividends and benefits incurred by the Company over the last five years. Benefits include death claims paid to beneficiaries and annuity payments. Dividends are payments made to policyholders eligible to participate in the Company's earnings.

* This chart has been prepared in accordance with our primary management reporting system, which is based on generally accepted accounting principles (GAAP) with certain adjustments we believe are more appropriate as a measurement approach. A reconciliation of consolidated GAAP net income to adjusted operating earnings is contained in the Company's 2003 Annual Report. Policyholders may request a copy of the GAAP-basis consolidated unabridged financial statements and the 2003 Annual Report by writing to New York Life Insurance Company, 51 Madison Avenue, New York, New York 10010.

Policyholders may obtain a copy of the statutory financial statements applicable to their respective companies by contacting the Secretary of the parent company, New York Life Insurance Company, at 51 Madison Avenue, New York, New York 10010.

The financial statements mentioned above are also available on our Web site (www.newyorklife.com).

Although the GAAP-basis consolidated unabridged financial statements are prepared in accordance with GAAP, the New York State Insurance Department recognizes only statutory accounting practices for determining and reporting the financial condition and results of operations of an insurance company, for determining its solvency under the New York Insurance Law, and for determining whether its financial condition warrants the payment of a dividend to its policyholders. No consideration is given by the Department to financial statements prepared in accordance with GAAP in making such determinations.

The notes to the GAAP-basis consolidated unabridged financial statements contain a reconciliation of GAAP net income to statutory net income as well as a reconciliation of GAAP policyholders' equity to statutory surplus and asset valuation reserves.

† 1999 and 2000 policyholder benefits and dividends have been restated to conform to revised statutory accounting principles effective January 1, 2001.



ANSWERS TO YOUR QUESTIONS

How did New York Life perform in 2003?

New York Life turned in another impressive performance, with strong results in all sales and financial categories. Insurance and investment sales totaled \$2.1 billion and \$22.4 billion, respectively. Adjusted operating revenue,* which includes all of the premiums and fee income collected during the year, grew by \$500 million to \$9.7 billion. Total adjusted operating earnings, our measure of profitability, set a new Company record, ending the year at \$928 million. And our surplus and asset valuation reserves – the funds that ensure our long-term stability and finance our continued growth – reached \$10.8 billion, further solidifying New York Life's position as one of the most highly capitalized life insurance companies in the United States.†

What is a mutual life insurance company?

A mutual life insurance company is a corporation that is not publicly traded on the stock market and has no shareholders. Customers who purchase certain products from New York Life Insurance Company are entitled to vote in Board of Directors elections and to share in any annual dividends that are declared.

New York Life Insurance Company remains a mutual life insurance company because we believe our business is unique. Our policyholders pay premiums for 10, 20, 30 years or more and receive only a promise in return – a promise that New York Life will be here decades from now, strong and solvent, to pay a claim, help fund a retirement or help pay the bills for a nursing home. Our management team's overriding objective is to make the right decisions today in order to keep our promises to policyholders tomorrow. In contrast, the management of publicly traded life insurance companies

* Adjusted operating revenue has been prepared in accordance with our primary management reporting system, which is based on generally accepted accounting principles (GAAP) with certain adjustments we believe are more appropriate as a measurement approach. A reconciliation of consolidated GAAP revenue to adjusted operating revenue is contained in the Company's 2003 Annual Report. Policyholders may request a copy of the GAAP-basis consolidated unabridged financial statements and the 2003 Annual Report by writing to New York Life Insurance Company, 51 Madison Avenue, New York, New York 10010.

† A.M. Best, "Life Insurers' Surplus Increases in 2002," published July 2003.

must weigh the interests of their policyholders against the expectations of shareholders. Shareholders tend to judge a company's performance based on projected earnings for the quarter or the year – not on how the business will be doing 20 or 30 years in the future.

From our perspective, our most important obligation is to serve the needs and priorities of the policyholders who have placed their trust in us. That's why we manage our operations for the long term – and that's why we're proud to be the largest mutual life insurance company in the United States.*

How does working with a New York Life agent help me?

Because of the complex nature of insurance and other financial products and services, we believe consumers making their financial plans benefit from the advice and support of a highly trained professional. A New York Life agent serves as a problem-solver, works

with other advisers, such as accountants and attorneys, and helps consumers understand how New York Life's products and services can help meet their long-term goals.

From the moment agents sign their contracts with New York Life, they begin a training program that is unsurpassed in the industry. In order to remain with our Company, agents must continue their education and professional development throughout their careers. "NYLIC University" provides New York Life agents with a lifetime of learning. In addition, working with the American College – one of the nation's premier insurance and financial learning institutions – New York Life agents earn professional designations and can even enroll in advanced courses that culminate in a master's degree.

When you work with a New York Life agent, you are working with one of the most skilled individuals in the life insurance business – someone who is up to date on the latest products and services, is held to the highest standards of professionalism and integrity, and can help you plan for a secure financial future.

* "Fortune 500: Mutual Life, Health Insurance Companies Ranked by Revenues," *Fortune magazine*, April 14, 2003.

Where does New York Life do business?

In addition to the United States, New York Life is open for business in Argentina, China, Hong Kong S.A.R., India, Mexico, the Philippines, South Korea, Taiwan and Thailand. We also maintain a representative office in Vietnam and expect to receive a license to do business there soon.

The emerging success of our overseas operations is primarily due to our distribution strategy, which is strongly grounded in superior agent selection and training, as well as sound product development – competencies that we have honed in the United States for nearly 160 years. In Asia and Latin America, only a small percentage of the population has adequate life insurance coverage. By bringing our products and expertise to these markets, we can significantly increase the size of our overall customer base and achieve financial growth, which ultimately benefits all our policyholders.

What new products did New York Life introduce during the past year?

New York Life maintains a broad, diversified array of products and services that help people achieve their financial goals regardless of the economic climate. Our life insurance portfolio is complemented by offerings of annuities and long-term care insurance, while our subsidiary, New York Life Investment Management LLC, serves the investment needs of both individual and institutional investors, including retirement plans.

In 2003, we introduced the Variable Universal Life Provider.* Featuring a wide selection of investment options, this product is designed for individuals who need insurance protection while simultaneously accumulating cash value to supplement retirement income. We also unveiled the LifeStages® Lifetime Income Annuity. Developed for individuals who want to ensure they do not outlive their retirement savings, this annuity guarantees a stream of income for life while providing liquidity and

* The Variable Universal Life Provider and the LifeStages® Elite Variable Annuity are issued by New York Life Insurance and Annuity Corporation (NYLIAC) and distributed by NYLIFE Distributors LLC, Member NASD.

the ability to create a legacy for heirs. We also introduced the LifeStages® Elite Variable Annuity,* a new variable annuity with an innovative policy structure in which fees decline relative to the policyholder's appreciating assets.

In the long-term care business, we launched LTCSelect Premier. This fifth generation release is truly a state-of-the-art product. LTCSelect Premier offers our patent-pending CPI-U (Urban Consumer Price Index) Rider, an alternative to traditional inflation riders that matches policy benefits to actual inflation. LTCSelect Premier also provides added flexibility when arranging for home health care services.

Does New York Life give back to the community?

Through the New York Life Foundation and New York Life's award-winning Volunteers for LIFE program, we help support a variety of nonprofit organizations and community service projects.

Most of the Foundation's resources are devoted to an initiative we call Nurturing the Children. From our perspective, it is vitally important to give children a chance to reach their

potential by providing safe learning environments, educational enhancement and mentors. To this end, in 2003 the New York Life Foundation donated more than \$6 million to organizations focused on children. Grant recipients include Girls Inc. (for a leadership and mentoring program), Harlem Educational Activities Fund (for year-round academic enrichment programs) and the Public Education Network (for high school library revitalization).

The Company's national Volunteers for LIFE program offers New York Life agents, employees and retirees opportunities to donate their time and talents to help others. Projects range from mentoring and reading programs for children to food collection and distribution for the needy and the elderly. In 2003, more than 1,000 New York Life volunteers donated over 9,000 hours of service through the Volunteers for LIFE program.

Additional information about our community service and volunteer activities can be found on the New York Life Foundation Web site, at www.newyorklifefoundation.org.

What will I find at www.newyorklife.com?

New York Life's Web site provides a comprehensive source of information about life insurance and other financial products and services. Recognized as one of the best and most innovative sites in the insurance industry, it enables visitors to research our products and services, learn about the Company and its history, and investigate career opportunities as agents or employees.

Click on "Customer Service" to look up your cash value or number of shares owned, account balances, and representatives' names and phone numbers – all in a format that's secure and easy to understand.

Anything that you did previously by phone is now available to you online: transaction requests, including allocation changes and fund transfers; address or phone number changes; loan requests; and setting up electronic funds transfer (EFT). Lost your PIN (personal identification number)? Reset it in a simple two-step process! Self-service on the Web is undoubtedly one of the many reasons New York Life was named "#1 in Customer Service" by the American Customer Satisfaction Index.

Where should I turn if I have a question about my policy or require service or information on other products?

The first person to contact is your agent. He or she is most familiar with the products you own and your financial objectives, and is there to answer any questions and work with your other advisers (such as attorneys and accountants).

Another source of support is the highly trained staff in our service centers throughout the country. Our team of service professionals consistently receives high marks in customer satisfaction surveys and, in 2003, received three prestigious awards for service excellence. To contact the office that covers your area, simply call (800) 692-3086, or refer to the phone number listed on your annual policy summary, quarterly statement or premium notice. The Virtual Service Center at www.newyorklife.com/VSC is also a convenient source of information.

Regardless of how you reach us, you can be assured that we'll provide you with the information you need and help you in any way possible.



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