



Being empowered.
Growing stronger.
Encouraging innovation.

Diversity and Inclusion
2016 Year in Review





Ask me about
Diversity &
Inclusion!

Ask me about
Diversity &
Inclusion!

Coming Together: A Conversation on Race Relations.

Hear employees' stories on how race relations
affects their lives, learn about the science
behind bias and tools on navigating the topic
of race relations.
Crist Gilbert-Rosen
November 1 • 12:00PM

**Office of Diversity
and Inclusion** | **Building Inclusiveness
Learning Institute**

What you can do.

Change is possible.

Engage

- 1. Listen to the voices of all employees.
- 2. Create a safe space for dialogue.
- 3. Encourage open communication.
- 4. Foster a culture of respect and inclusion.
- 5. Provide training and resources.
- 6. Hold leaders accountable.
- 7. Measure progress and adjust accordingly.

Act

- 1. Take action on the issues that matter most to your organization.
- 2. Set clear goals and expectations.
- 3. Hold everyone accountable.
- 4. Celebrate success and progress.
- 5. Keep the conversation going.

Ask me about
Diversity &
Inclusion!

Building inclusiveness by coming together.

Diversity and Inclusion
2019 Year in Review

Ask me about
Diversity &
Inclusion!

Ask me about
Diversity &
Inclusion!

A shared responsibility.

A commitment to diversity and inclusion is something most of us have come to expect from companies across all industries. And while every institution can certainly foster an environment to help make that happen, putting diversity and inclusion into practice is a responsibility we all share in both our professional and personal lives.

From a business perspective, the demographics cannot be ignored. The growth of young families in America today is taking place in increasingly diverse communities across the nation. By recruiting talented men and women who reflect the markets we serve, New York Life is better positioned to reach more people who can benefit from working with us and continue to grow our organization.

But the importance of embracing diversity and inclusion isn't limited to the workplace. When we open ourselves to people with different backgrounds and experiences, we open ourselves to a different way of seeing the world around us. We raise new questions, come up with new ideas, and gain insights we might not have otherwise uncovered. We grow not only as individuals, but collectively as a society.

We are very proud of the efforts of our people during the past year. We invite you to learn more about their accomplishments in the pages that follow.



TED

Ted Mathas
Chairman and
Chief Executive Officer



Kathleen

Kathleen Navarro
Vice President and
Chief Diversity Officer



Office of Diversity
and Inclusion

Building inclusiveness
by coming together.



Office of Diversity and Inclusion. **Connecting. Building. Engaging.**

The Office of Diversity and Inclusion (ODI) exemplifies New York Life's commitment to encouraging, creating, and maintaining a truly inclusive work environment. Established in 2006 to promote equal employment opportunity and workforce diversity, strengthen diverse procurement practices, and engage in community outreach, ODI also works to support and evolve a culture that actively welcomes and respects different backgrounds and points of view for the benefit of New York Life and its employees.

As part of the Human Resources Department, ODI collaborates with Talent Acquisition and Talent Management to build a dynamic and accomplished workforce from a variety of backgrounds and experiences. ODI also partners with Agency Target Markets, Supplier Diversity, and the New York Life Foundation to ensure a comprehensive diversity and inclusion approach across the company, which allows us to better serve our clients and makes us a stronger company.

The ODI team oversees our seven Employee Resource Groups, which act as culture carriers for the company and provide robust programming that is open to all employees. By engaging with external partners, ODI expands the company's presence in the marketplace, provides networking and development opportunities for employees and builds relationships with external talent. It is everyone's responsibility at New York Life to be a diversity and inclusion champion. Read on to learn more about the company's program.



The ODI team (l-r):
Patricia Gomez-Garcia
Nicole Revanales
Vibha Bhat
Kathleen Navarro
Bee Figueroa
Jeffrey Mak
Tammy Mata

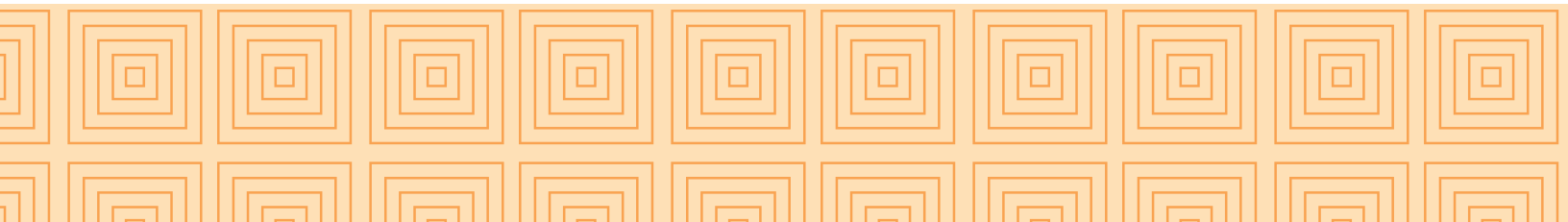
Diversity and Inclusion Awareness Week

ODI kicked off the year with a Diversity & Inclusion Awareness Week. The theme, **“What You Can Do,”** included suggestions on how employees across New York Life could personally and collectively raise awareness of diversity & inclusion through engagement, learning, and taking action. The goal was to spark discussion, educate employees, and highlight how individuals can be active in supporting our efforts around this important topic.

During the week, participants were asked to complete four activities to earn a **“D&I Ambassador badge,”** a visible symbol of supporting diversity & inclusion at NYL. Employees posted selfies with signs that explained what diversity meant to them and why inclusion is important. Four employees shared how they demonstrate their commitment to Diversity & Inclusion

via video messages. The week culminated with a **Diversity & Inclusion block party**, where employees learned more about our ERGs, Supplier Diversity, and Corporate Responsibility, and enjoyed cultural performances, music and food.

Each month during the year, tips were provided to employees on “What You Can Do” and employees began to share **“What I’m Doing.”** You’ll see some of these tips scattered throughout our Year in Review report. In addition, a fall video series, “What I’m Doing,” was featured on The Square, with installments on employee D&I networking outside the company, the Office of Governmental Affairs’ (OGA) efforts in pairing diverse agents across the country with their local representatives to strengthen governmental outreach, and the Year Up intern program.





Coming Together: New York Life's Race Relations Conversation Series

Encouraging discussion, engaging employees, bringing everyone together.

In November 2016, in response to several national news headlines related to race and law enforcement, ODI and the African American Employee Resource Group co-sponsored an event that brought employees together to engage in a first-time company-sponsored discussion on race relations. Recognizing that external events affect everyone differently and that this can influence our interactions at work, **Coming Together: A Conversation on Race Relations** was designed to encourage conversation and to create a safe forum for employees to share their feelings. Chairman Ted Mathas and George Nichols III (head of Office of Government Affairs and African American ERG executive sponsor) hosted the event, which included a presentation on racial anxiety and implicit bias by Perception Strategies, a research consortium.

New York Life employees Andre Warner, Keith McClain, and Joan McKinnon took the stage and bravely shared their personal stories and experiences. Employees were provided with background and guidance on how to approach potentially uncomfortable race discussions in a productive and meaningful way, followed by employees sharing their experiences and engaging in small group discussions about ways to better understand and communicate with each other.

Participants left with tips on how to continue the conversation that had been started, and following the session, they spoke of their pride that New York Life was actively encouraging this dialogue. Many shared that this was one of the most meaningful events they had experienced at the company. This event was the first in our **Coming Together series**, which is continuing in 2017.



What I did.



Scott Berlin

“Providing a forum for our employees to come together to discuss race relations is a groundbreaking initiative. As a table facilitator, I was impressed at participants’ willingness to share their perspectives and experiences. I found having an open dialogue on these complex issues very eye opening. As a follow-up, I invited the participants at my table to lunch to continue the conversation. The company-wide program is a powerful first step to opening the lines of communication — it is up to each employee to build on the knowledge gained and continue the dialogue.”

What I did.



Steve Gilliam

“ I make it a point to remind my peers that **these young adults have untapped potential and raw talent.** I believe the interns are here for us to peel back their layers and uncover the skills that both parties believe will make a difference in their future. It’s important that we have open dialogue with the interns in order to understand their attributes and potential. Then we have to help them navigate through some of their obstacles. The truth is most successful people in the world have overcome tremendous obstacles in order to reach their goals.”

Best and...

Attracting and retaining the best and the brightest from all backgrounds and experiences are top priorities for New York Life. Below are highlights of some of the initiatives underway to support these efforts.

Since 2006, New York Life has partnered with **Year Up**, a national organization supporting at-risk urban youth, to help meet our talent needs. Year Up provides low-income young adults, ages 18-24, with six months of technical and professional skills training followed by a six-month corporate internship at companies like New York Life. In 2016, New York Life hosted 12 Year Up interns, with 3 individuals receiving fulltime employment positions from New York Life. Initiatives like Year Up allowed the company to sign onto the **#FirstJobCompact**, a commitment by top companies to identify ways to connect more young people to early career opportunities.

As a founding partner of the **Financial Women’s Association (FWA) Back2Business** program, New York Life is helping talented individuals restart careers after an extended break. The program provides a paid re-entry opportunity, a membership to the FWA, and a mentorship with the FWA and New York Life. The company worked with the FWA to develop the program and launch the application process in 2016, with our first hires coming onboard in 2017.

By supporting the **International Association of Black Actuaries (IABA)**, New York Life sponsors scholarships for Black actuarial students and provides internships for IABA members, many of whom convert to full-time members of the New York Life family.

the Brightest.

Women Unlimited is one of the many external development partners that New York Life taps into to complement our internal leadership development programs. **The LEAD program** is a 12 month women's leadership development program, which includes monthly workshops, on-the-job assignments, one-on-one and team mentoring by leading corporate executives, and networking and team-building exercises. During 2016, 15 women participated in LEAD.

Clearing a path for women and girls to pursue careers in the fields of science, technology, engineering, and mathematics (STEM) is of vital importance in the modern workplace. New York Life understands how advocating for such diversity of background and experience in our Technology team can reap many benefits for us and our customers. In 2016, more than 40 employees from our Technology team attended the **Grace Hopper Celebration of Women in Computing**. It was an opportunity for them to learn more about current technology trends, hear from leaders in the industry, and attend sessions on leadership and professional development.

Mentorships are one of the most valuable resources for development. Through a variety of mentoring programs, New York Life provides tools to help our employees build their skillsets — and with more than **60%** of these pairings cross-cultural, we're helping to meet the needs of our diverse workforce. One program, the New York Life **Direct Mentorship Program**, is an innovative approach that integrates with business objectives and recognizes that there are many different types of mentoring. The program's three tracks offer flexibility to meet individuals' needs.

- **Networking & Managing Relationships** – meet once with several different mentors
- **Targeted Skills & Career Development** – group mentoring sessions
- **Traditional One-on-One**

What I did.



Samantha Chinn

“ I am incredibly fortunate to work for managers and a company that invest in my personal and professional development. Women Unlimited is that rare talent development program that fires on all cylinders, employing a multi-faceted approach to give participants the ability to build needed skillsets and enhance existing talents. However, a program is only an opportunity...the richness comes from what you put into it and get out of it. And, each day I look for opportunities to pay it forward — to be a role model and to share what I've learned with women around me.”



Our ERGs

Employee Resource Groups (ERGs) are a key component of our company's diversity and inclusion strategy.

Our ERGs embody the strength and spirit of our corporate culture, and help the company foster an environment in which differences and unique perspectives are encouraged and valued. Our ERGs are voluntary, inclusive, non-political, and non-religious, and are open to all employees from any office location. Additionally, ERGs are encouraged to work collaboratively with each other to better utilize resources, to share best practices, and to support a greater number of employees. New York Life is proud to support its seven ERGs.



African American

EMPLOYEE RESOURCE GROUP

Black History Month | February



Pamela Burke
Co-chair

*I am inclusive because...
Nothing worth accomplishing can be accomplished alone.*

S. André Warner
Co-chair

*I am inclusive because...
I am at my best when I am surrounded by the best.*

Mission

Build a foundation of engagement and encouragement for New York Life employees of African descent and their colleagues which serves as a catalyst for individual growth and empowerment while reinforcing New York Life's mission and values.

Sample programming

The African American Employee Resource group partnered with ODI to co-sponsor **Coming Together: A Conversation on Race Relations**. This was the first event in a series that is designed to educate employees on unconscious bias and racial anxiety, and facilitate discussions on race relations in a productive and meaningful way. Refer to page 8 for more information about this program.



Asian Network

EMPLOYEE RESOURCE GROUP

Asian/Pacific American Heritage Month | May



Priya Udeshi Crick
Co-chair

*I am inclusive because...
Inclusion brings out the best in all!*

Rachel Kuo
Co-chair

*Diversity is...
Empathy.*

Mission

Foster an appreciation of Asian Pacific American heritage and values, and empower and develop its members and allies to achieve excellence across the company.

Sample programming

Through the **Audrey Lee Authentic Leadership Series**, ANG members honed their communications skills, learned to recognize and understand the lenses that shape perceptions, and were given guidance on overcoming biases and negative perceptions.



ENABLE

EMPLOYEE RESOURCE GROUP

**National Disability Employment
Awareness Month | October**



Natan Cohen
Co-chair

*I am inclusive
because...
It is what we must
do to drive out the
fear in our hearts.*

Jomil Guerrero
Co-chair

*I am inclusive
because...
I strive to see
things from
another's
perspective.*

Mission

ENABLE is dedicated to raising the level of disability-focused awareness at New York Life among all employees. Through education, training, and leadership, we seek to foster an environment of knowledge, safety, and advocacy for all persons affected by disabilities.

Sample programming

ENABLE continued its tradition of hosting **Beyond Disability**, a live storytelling event, in which employees who are directly and indirectly impacted by disability share personal experiences. These conversations demonstrate that while disability plays an integral part in each of our storytellers' lives, it does not define who they are. By looking beyond their disabilities, we discover that we all stand on common ground.



Latino

EMPLOYEE RESOURCE GROUP

**Hispanic Heritage Month |
September 15 – October 15**



Juan Amaya
Co-chair

*Diversity is...
Key to the success
of NYL and the
wellness of its
employees.*

Marlyn Torres
Co-chair

*I am inclusive
because...
You can learn
something from
everyone.*

Mission

To be a catalyst for maximizing the impact of the Latino community at New York Life through professional development, business engagement, and community service.

Sample programming

The Latino ERG hosted **Nuestra Noche**, a thought leadership forum on the health and wealth of US Latinos today, including opportunities and potential for attaining educational, financial, civic, and personal well-being. Attendees networked with other professionals and learned how to grow leadership skills to positively impact the Latino community.



**NYL
Pride**

EMPLOYEE RESOURCE GROUP

LGBT Pride Month | June



**NYL
Vets**

EMPLOYEE RESOURCE GROUP

**Veterans Awareness Month |
November**



**The Women's
Initiative**

EMPLOYEE RESOURCE GROUP

**National Women's History Month |
March**



Joan McKinnon
Co-chair

Diversity is...
The path to
evolving, because
we grow when we
embrace different
perspectives.

Erica Russo
Co-chair

*I am inclusive
because...*
I love hearing
everyone's
perspectives.



Ken Drinkard
Co-chair

Diversity is...
What makes us
better.

Jack James
Co-chair

*I am inclusive
because...*
We are stronger
together, and
because people
are good!



Debbie Curran
Co-chair

*I am inclusive
because...*
Variety is the
spice of life.

Sandra Tillotson
Co-chair

Diversity is...
Important because
it makes us better
in all that we do.

Mission

Maintain, encourage, and nurture a diverse, open and inclusive work culture where gay, lesbian, bisexual, and transgender employees can maximize their professional growth and contribute fully to their individual success and the success of New York Life.

Sample programming

NYLPride once again spearheaded New York Life's participation in **Pride Marches** around the country, including Cleveland, Dallas, New York, and Tampa. The ERG made the business case and secured New York Life's commitment to increase its sponsorship level of the New York City March to Platinum Sponsor with a multi-year commitment.

Mission

Provide mentorship, professional development, and networking opportunities for employees who are veterans and those who support our armed forces. We also assist New York Life in becoming a magnet for talented individuals with prior military service.

Sample programming

Leveraging the **Veteran Hiring Toolkit** it created in 2015, the NYL-Vets ERG focused its efforts on recruiting veterans to New York Life by participating in job fairs with the Department of the Navy and hosting lunch and learns on how to interview veterans. NYL-Vets also continued its efforts to connect veterans within the Company by hosting networking and volunteer events.

Mission

Help women prepare for leadership roles. TWI informs, connects and empowers women by providing inclusive networking, leadership opportunities, professional development, and community outreach to enhance career growth.

Sample programming

In 2016, TWI launched a Leadership Development Initiative: **Show Up, Speak Up, Stand Out**. This structured and multi-faceted program serves to enhance participants' leadership skills by focusing on voice, presence, and power. Through a six-month program, TWI members built personal presence and gravitas, used their authentic voice to create impact, and expanded their business knowledge and influencing skills.

External Partners

New York Life partners with a number of external organizations to bring fresh perspectives on diversity and inclusion to our employees. These organizations complement the company's Diversity and Inclusion program by providing newsletters, conferences, and webinars on cutting-edge topics. They also provide an opportunity for employees to build their external networks and to act as ambassadors for New York Life, while gaining personal and professional development.

Following are some of our key strategic partners. Visit the Office of Diversity and Inclusion intranet page to see a complete list.

The **30% Club** aims to develop a diverse pool of talent for all businesses through the efforts of its Chair and CEO members who are committed to better gender balance at all levels of their organizations. Business leadership is key, taking the issue beyond a specialist diversity effort and into mainstream talent management. In 2016, New York Life participated in the 30% Club's external mentorship program, which pairs mid-career level women with an executive level mentor from an external company.

Ascend enhances the presence and influence of current and future Pan-Asian business leaders and serves as a collective voice for Pan-Asian business communities. By hosting the Executive Insight Series (EIS) and Executive Insight for Women (EIW) workshops, we helped strengthen participants' communication skills to address challenges within their respective organizations.

Council of Urban Professionals' (CUP) mission is to connect, empower, and mobilize the next generation of diverse business and civic leaders. CUP's Executive Leadership Program was offered to select New York Life employees for the first time in 2016. This one year leadership development experience is designed for high-performing professionals to equip themselves with the leadership and development skills needed to advance to the next level.

The Financial Women's Association (FWA) advances careers, fosters alliances, and prepares the current and next generation of female professionals across all industries in the financial services community. Through the Wall Street Exchange (WSE) program, the FWA provides career development sessions designed to augment and coincide with the summer internship work experience of select qualified rising college seniors. Each year, New York Life hosts WSE summer interns for an interactive interviewing skills class.

Hispanic Association on Corporate Responsibility (HACR) advances the inclusion of Hispanics in Corporate America at a level commensurate with their economic contributions. HACR focuses on four areas of corporate social responsibility and market reciprocity: Employment, Procurement, Philanthropy, and Governance. In 2016, New York Life employees participated in the HACR Symposium, which brings together some of the nation's most influential Hispanic leaders, government officials, and corporate executives to discuss and identify effective strategies and models for achieving greater inclusion and participation in HACR's four focus areas.

Hirepurpose is committed to helping transitioning service members, veterans, and military spouses find careers they love. Every vacant New York Life position is fed to the Hirepurpose job database for easy reference by its membership.

The National Association of Black Accountants (NABA) is dedicated to bridging the opportunity gap for people of color across business professions by providing education, resources, and meaningful career connections to members. Each year, New York Life supports the NABA's Eastern Region Student Conference, which is designed to better prepare minority students for careers in accounting and financial management disciplines.

What I did.



Rosalind Danner

Out & Equal educates and empowers organizations and employees through programs that result in equal policies, opportunities, practices, and benefits in the workplace regardless of sexual orientation and gender identity. New York Life employees attended the Out & Equal Workplace Summit, which featured educational opportunities including workshops, expert panels, networking mixers, and plenaries with keynotes from prominent LGBT and ally leaders, including New York Life employees.

The National Business & Disability Council (NBDC) at the Viscardi Center is a hub for leading-edge approaches to education and employment of people with disabilities. By hosting NBDC's "Business Roundtable: Putting a Face on Disability Marketing and Talent," we provided a forum to examine attitudes toward disability, disability-driven demographics, analytics behind consumers with disabilities and potential brand loyalty, and the lack of disability diversity in advertising and how it impacts disability employment recruitment.

“ I have been actively involved in the National Association of Black Accountants (NABA) for many years and I currently serve as the President of the Eastern Region. My involvement with NABA allows me to mentor young students with similar interests. **I contribute to growing a talented and diverse pipeline for the industry by helping these accomplished students enter the door into their professional lives.**”

Awards and Recognition



innovations
IN DIVERSITY AWARD



2016 LATINO 100

LATINA *Style* 50

**Working Mother 100
Best Companies**

**Working Mother Best Companies
for Multicultural Women**

***Affinity Magazine's "Top Corporations
for LGBT Economic Empowerment"***

**National Business Inclusion
Consortium's Best-of-the-Best List**

**The Minority Business News USA
Magazine's Corporate 101: America's
Most Admired Corporations for
Supplier Diversity**

**Chief Learning Officer Magazine's
"LearningElite"**

2020 Women on Boards

Fortune Magazine's Fortune 500

**NAFE Top 50 Companies for
Executive Women**

**Anita Borg Institute Top Companies
for Women Technologists**

**DiversityBusiness.com 2016
America's Top 50 Organizations for
Multicultural Business Opportunities**

**WE USA Women's Enterprise 100 WE
Corporations of the Year**



Personal Achievement Recognitions



**Debbie
Bronzo**



**Lanse
Natsch**



**Joy
Wong**

*MBN USA's **Champions of Supplier Diversity Award** – Acknowledging professionals for driving growth in supply chain diversity and inclusion.*



**Andrew
Douglas**



**Donna
Lamback**

*MBN USA's **2016 Corporate Buyers of the Year Award** – Recognizing top purchasing agents from corporations who work with minority business enterprises to foster the development and expansion of supply chain diversity.*



**Gail
Duke**

*The Committee for Hispanic Children and Families, Inc. **Los Niños Award for Philanthropy** – Recognizing professionals who are committed to advocacy and strengthening the support system and continuum of learning for children and youth.*



**Natalie
Lamarque**

*NY Law Journal **Top 30 Women in Law Award** – Recognizing the outstanding work and notable achievements of female attorneys across the state of New York.*



**Keith
McClain**

*Harlem YMCA's **Black Achievers in Industry Award** – Honoring African Americans in industry for excellence in corporate leadership and community service.*

Profiles in Diversity Journal's **2016 Diversity Leader Award** – Recognizing the ambitious Diversity Officers that are helping their organizations advance the evolution of diversity and inclusion through initiatives and programs that support the success of diverse workforces around the world.



**Kathleen
Navarro**

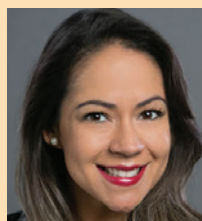
Black Enterprise **Top Executives in Corporate Diversity Award** – Honoring top ranked executives who implement policies and programs that ensure diverse representation across the board and conduct expansive outreach to the diverse communities in which they serve.

Working Mother's **2016 Working Mothers of the Year Award** – Recognizing employees who exemplify the leadership, intelligence, passion, and adaptability that working moms bring to their work and life.



**Pooja
Rahman**

Latino Leaders **Top 20 Marketing Professionals Award** – Recognizing marketing professionals across a wide range of industries who have recognized the value of multicultural consumers and demonstrated a commitment to attracting these markets via platforms and initiatives adapted to each.



**Yai
Vargas**



**Hector
Vilchis**

Council of Urban Professionals Fellow – An exclusive leadership development program that consists of talented, multicultural professionals from all industries with a passion to become powerful leaders in their communities.



**S. André
Warner**

Women's Enterprise **USA Top 100 Leaders in Supplier Diversity Award** – Recognizing visionary role models who are paving the way for dynamic growth in supply chain diversity and inclusion.



**Joy
Wong**

MBN USA's **2016 "Best-in-Class Leader" Award** – Honoring professionals for their unwavering commitment to minority business development and growing supply chain diversity.

Diversity Partners

Foundation

The New York Life Foundation supports children in two very specific and meaningful ways. Our signature grants support eighth-grade students making the transition to high school, as well as children who have experienced the death of a parent, sibling or other beloved person. The goal is to prepare kids for a successful future, both academically and emotionally.

Using demographics provided by our grantees, nearly 78 percent of our total Foundation and corporate contributions served culturally diverse populations last year.

Grants supported in 2016 from the Foundation and through our corporate responsibility budget include:

- A grant to the **Hetrick-Martin Institute** to support a public awareness campaign that will focus on the impact of childhood bereavement on LGBTQ youth
- A \$1 million grant to the **NAACP Legal Defense and Educational Fund**
- A \$5,000 Community Impact Grant to **Special Olympics of North Carolina**

And, in a nod to our company's history and our commitment to women's rights, we also issued a challenge grant of \$500,000 to the **Elizabeth Cady Stanton and Susan B. Anthony Statue Fund** in New York City. This project will break the "bronze ceiling" in Central Park by designing, commissioning, building, and endowing the first statue of real women, honoring not only Stanton and Anthony, but all those who fought to win votes for women. This is important for all women, but we have a particular attachment to this project: Susan B. Anthony used her New York Life policy as collateral to guarantee that the first female students would be admitted to the University of Rochester in New York. And her father and several of her male relatives were New York Life agents as well.

Grants
for
Good

Give
for
Good

Volunteers
for
Good

HELP
HURT NEVER

What's your good?
Volunteer
to serve to
dinner to
Senior

Therapy
Dog Good Dog
Foundation



The Company You Keep®



The Company You Keep®



The Company You Keep®

Children's Health
& Education
School of the Holy Child

ARMY

What's your good?

What's your good?

Wh

Supplier Diversity

New York Life's Supplier Diversity Program supports business enterprises that are majority owned, controlled, and operated by Minority (MBE), Women (WBE), Lesbian, Gay, Bisexual, and Transgender (LGBTBE), Disabled (DBE), Veteran (VBE), and Service-Disabled Veteran (SDVBE) individuals and/or groups of individuals.

As a mature program that has taken notable strides over the last three years, in 2016 the team focused on expanding program outreach, and awareness and partnership initiatives for supplier advocacy, formal mentorship, scholarships, and board memberships. The company broadened its presence and engagement with partner organizations such as **WBENC**, **NMSDC**, and **NGLCC**, and their local affiliates to connect with qualified suppliers.

To ensure that we participate and grow in the supplier diversity community, New York Life hosts and sponsors a number of key supplier diversity events throughout the year. Examples include:

- Continued sponsorship of the **NY& NJ MSDC Sponsors Appreciation Breakfast**, a networking event that connects minority business owners to corporate members.
- Hosting for the second consecutive year the **WPEO Pitch and Learn: Prime Suppliers and Second Tier Opportunities Session** at our headquarters, featuring 10 corporations, 10 Prime Suppliers, and 80 WBEs.
- Commitment to supplier diversity within the legal field with senior level participation in a **Legal Industry Council Roundtable** event. New York Life's participation in this event and our commitment to diversity and inclusion in the legal industry was viewed by the industry as best-in-class considering that legal services is not a spend category typically included in other corporations' procurement practices.

Target and Cultural Markets

Our country was built on diversity, and our agents and clients reflect that. With an increasing demographic mix of cultures, races, ethnicities, sexual preferences, and ages, the composition of our society is constantly evolving.

New York Life's Target and Cultural Markets facilitates knowledge, ideas, and resources to help our field force maximize impact, reach and business growth in the communities in which we all live and work. Customizing our products, services, marketing materials, and approach for specific consumer segments dates back over a half a century. Our Target and Cultural Markets were forerunners in the consumer-centric revolution now taking place, and the fact that New York Life created this market strategy long ago is a testament to our steadfast commitment to protecting American families by reaching them in meaningful and relevant ways.

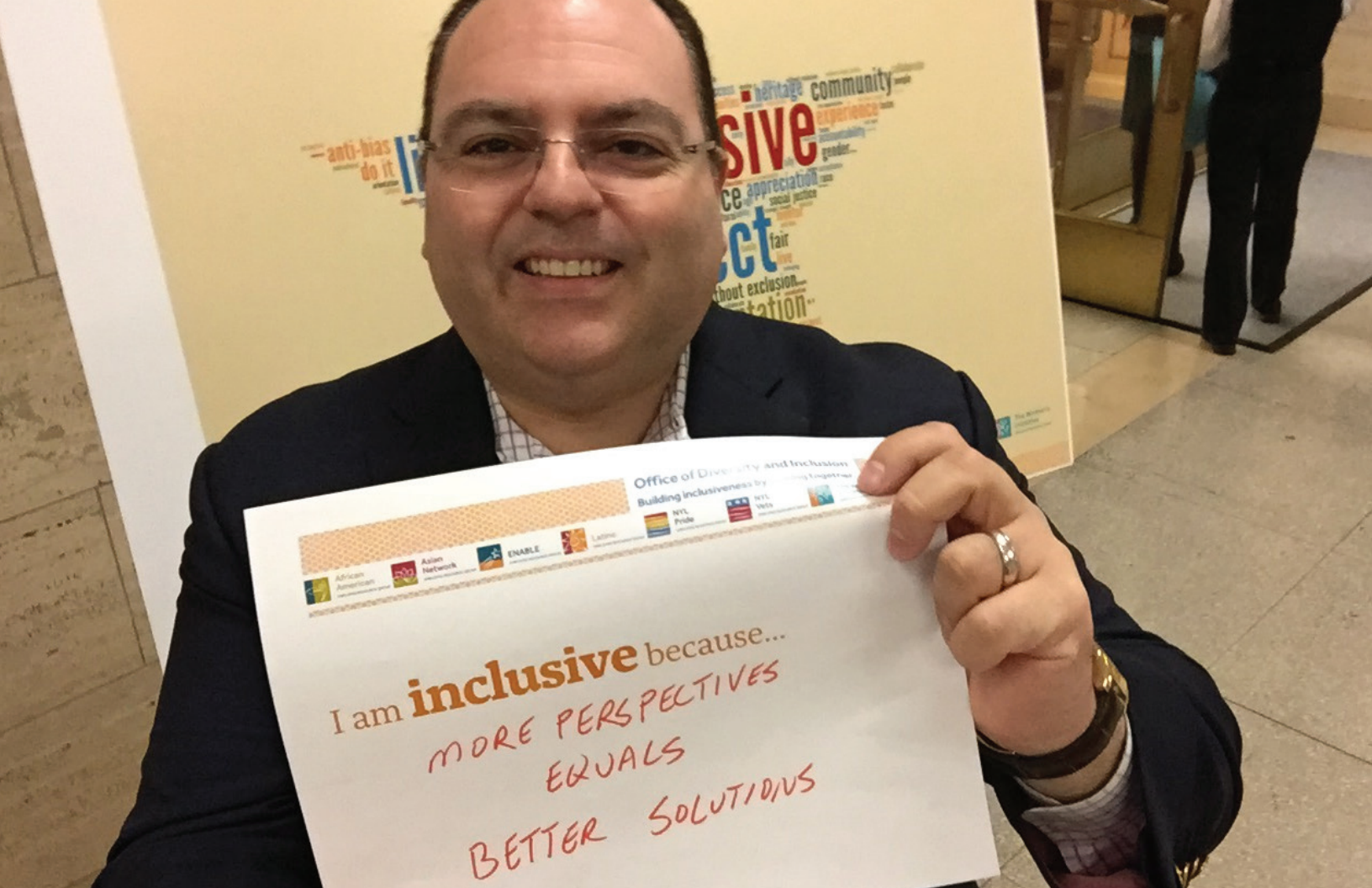
2016 was a record year for the team with cultural market and female agents totaling **70%** of new agent hires. Cultural market agents accounted for more than **50%** of our core business. New York Life female agents led the Million Dollar Roundtable membership, with more than five times as many female members as the second-place company. We also achieved a **30%** increase in the number of women field managers versus the previous year.

In addition to providing career opportunities and serving the financial needs of diverse consumers across the country, our agents, managers, and employees in the Target and Cultural Markets partner with community and professional groups in their respective communities to provide financial awareness and contribute to great community, professional, and business organizations. The vision of our Cultural and Target Markets is for New York Life to be the premier financial services institution known for developing the most diverse, most talented, and best trained financial professionals in America.

Primarily serving the following markets:

- African American
- Chinese
- Korean
- Latino
- LGBT
- South Asian
- Vietnamese
- Women
- Young Professionals





At a Glance



Diversity groups in our procurement process | 8

535

Diverse supplier businesses in our procurement process

78%

Total Foundation and corporate contributions that serve culturally diverse populations



Employee Resource Groups | 7



Chapters and Subgroups | 71

38%

of employees are members of at least one resource group

14%

of employees are members of more than one resource group

70%

of all new agent hires are cultural market and female agents

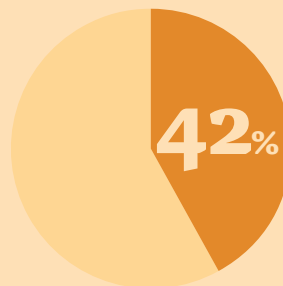
50%

of recurring premium sales are generated by cultural market agents

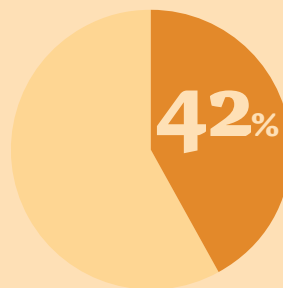
35%

of female MDRT members are New York Life agents

The Million Dollar Round Table (MDRT), The Premier Association of Financial Professionals, is recognized globally as the standard of excellence for life insurance sales performance in the insurance and financial services industry.



of diverse Board members



of diverse Executive Management Committee members

Office of Diversity and Inclusion

Building inclusiveness by coming together.

New York Life Insurance Company

51 Madison Avenue

New York, NY 10010

newyorklife.com/diversity



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