Building inclusiveness by coming together.

Diversity and Inclusion
2015 Year in Review
Growing together – professionally and personally.

There are many reasons why cultivating a diverse and inclusive workplace is a strategic priority for every company in every industry. At New York Life, we believe one of the most important is growth – the growth of our organization and our business, but also the growth for each of us professionally and personally.

As a life insurer, our job is to help people focus on long-term priorities and make the decisions they need to protect those they care about most. The advice and products we offer are especially important for young families. And demographics don’t lie: the growth of young families in America today is taking place in the increasingly diverse communities across our country. By growing our ranks with a diverse mix of talent that reflects the markets we’re serving, our company is better positioned to grow our business in these communities and reach more people who can benefit from working with us.

But something else happens to each of us in an environment that embraces diversity and inclusion. People of different backgrounds – people with different experiences – bring new perspectives to the table. They challenge us with new questions and new ideas. They create new opportunities for all of us to learn and see the world around us differently. And those are unique insights that serve us well both inside and outside of the workplace.

You’ll learn more about our most recent progress in the pages that follow. But we recognize this report is only a snapshot of a moment in time. The future of America is diverse. And our commitment to this effort is ongoing.

Ted Mathas
Chairman and Chief Executive Officer

Kathleen Navarro
Vice President and Chief Diversity Officer
Diversity produces the best possible results for our people, our business, and our community.

We believe that having a diverse and inclusive workplace is not only good for our company, but it is also a competitive strength in the marketplace.


The Office of Diversity and Inclusion (ODI) exemplifies New York Life’s commitment to encouraging, creating, and maintaining a truly inclusive work environment. ODI spearheads the company’s diversity and inclusion programs and initiatives. As part of the Human Resources Department, ODI collaborates with Talent Acquisition and Talent Development to build a dynamic and accomplished workforce from a variety of backgrounds and experiences.

The ODI team oversees our seven Employee Resource Groups, which act as culture carriers for the company and provide robust programming 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.
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.

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, Kathleen Navarro, Tammy Mata, Vibha Bhat, Jeffrey Mak
Attracting and retaining the best and the brightest from all backgrounds and experiences are top priorities for New York Life. The Talent Acquisition team works hard to source, attract, and hire a highly skilled and diverse workforce that reflects the communities in which we do business. Our Talent Development team helps foster and strengthen our diverse pipeline’s leadership skill set, and educates and trains the general population on diversity and inclusion practices and knowledge.

2015 Accomplishments
• Developed a formal veteran’s recruiting program
• Sponsored a scholarship and internship for members of the International Association of Black Actuaries
• Participated in Year Up and INROADS internship programs, with several interns offered full-time positions
• Sponsored Howard University’s 21 CAP program (a 21st Century Advantage Program), which helps business school students develop professionally and prepare for internships and full-time jobs
• Attended six recruiting conferences hosted by our external partners
• Hosted two Hackathons, which were open to the public regardless of education and prior work experience
• Completed cohort 7 of our Career Management Initiative
• Launched cohort 1 of our Career Development Program
• Tapped into external leadership development programs, such as Women’s Unlimited and the Center for Hispanic Leadership
• Trained employees on Breaking Bias, Behavioral Based Interviewing, Disability Etiquette

Talent Acquisition and Development
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 to 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.
Asian/Pacific American Heritage Month | May

The ANG’s mission is to be an impactful business resource and cultural bridge at New York Life Insurance Company. The ANG seeks to educate, promote, and foster an appreciation of Asian Pacific American heritage and values. The ANG also empowers its members and allies with the development tools needed to fuel innovation and inspiration, resulting in excellence and leadership across the company.

Black History Month | February

The AA ERG builds 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.

National Disability Employment Awareness Month | October

ENABLE is the ERG 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.

Pamela Burke
Co-chair
Advice I offer others...
Don’t get caught up in your enoughs – “I’m not good enough. I’m not smart enough. I don’t know enough.” There is plenty that you can do that is uniquely you. Do that, and then do it better.

Teesha Quartey
Co-chair
Favorite quote.
“To thine own self be true.”
– Shakespeare

Trinh Nguyen
Co-chair
Favorite quote.
“My mission in life is not to merely survive, but to thrive; and to do so with some passion, some humor, and some style.”
– Maya Angelou.

David Chan
Co-chair
Favorite quote.
“Change is the law of life. And those who look only to the past or present are certain to miss the future.”
– John F. Kennedy

Pooja Rahman
Co-chair
My philosophy is...
“Being challenged in life is inevitable, being defeated is optional.”
– Roger Crawford

Natan Cohen
Co-chair
Advice I offer others...
Be true to yourself and always put yourself in position to succeed through living your values.
ERG 2015 Accomplishments

• Developed a formal veterans recruiting program

• Spearheaded the effort for New York Life to sign a brief to the U.S. Supreme Court supporting marriage equality

• Hosted interesting speakers, such as RJ Mitte, Lynnette Khalfani-Cox, Roger Staubach, and Jaydev Patel

• Continued the “new tradition” of NYL Pride’s Coming Out Stories and ENABLE’s Beyond Disability Panel

• Connected employees at all levels through various networking events

• Launched the 4-H Juntos Program that assists economically disadvantaged Latino students transitioning from middle to high school

• Kicked off the second cohort of the Peer Leadership Circles

• Hosted cultural awareness events, such as the Hispanic Heritage Expo, Harlem Gospel Choir, NYC Gay Men’s Chorus, Lunar New Year, and Diwali celebrations

• Expanded members’ personal and professional development through numerous offerings, including sessions on financial empowerment, executive presence, and personal branding

Hispanic Heritage Month | September 15 – October 15

The Latino ERG serves to engage, support, motivate, and empower Hispanic and Latino employees to grow their skill sets, increase their networking sphere, and leverage New York Life resources to advance their careers and enhance their overall contributions to the company.

Juan Amaya Co-chair
How I pay it forward.
Never forget where I came from and try to help others on a similar journey.

Hector Vilchis Co-chair
Favorite quote.
“Whoever renders service to many puts himself in line for greatness — great wealth, great return, great satisfaction, great reputation, and great joy
– Jim Rohn
NYL Pride
EMPLOYEE RESOURCE GROUP

LGBT Pride Month | June
The vision of the New York Life’s LGBT and Friends ERG is to 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.

NYL Vets
EMPLOYEE RESOURCE GROUP

Veterans Awareness Month | November
The purpose of NYL-VETS is to provide mentorship, professional development, and networking opportunities for employees who are veterans and those who support our armed forces. NYL-VETS assists New York Life in becoming a magnet for talented individuals with prior military service.

The Women’s Initiative
EMPLOYEE RESOURCE GROUP

National Women’s History Month | March
The Women’s Initiative informs, connects, and empowers women by providing inclusive networking, leadership opportunities, professional development, and community outreach to enhance career growth.

Joan McKinnon
Co-chair
Lessons I’ve learned.
I should always seek to understand others’ perspectives before attempting to be understood.

Bernadette Hoban
Co-chair
Favorite quote.
“Live well, laugh often, love much.”
- Bessie Anderson Stanley

Jack James
Chair
My philosophy.
Selfless service to others.

Debbie Curran
Co-chair
Lessons I’ve learned.
You can’t rest on your laurels.

Kathi Saccullo
Co-chair
Lessons I’ve learned.
The truth ultimately reveals itself when one gives up all preconceived ideas.
Target Markets

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

As part of our mission of being The Company You Keep™, we created the Target Markets division, with the objective of facilitating knowledge, ideas, and resources to help our field force maximize its impact and business growth in the communities in which we all live and work.

2015 was a record year for the team, with cultural market agents accounting for more than 50% of New York Life’s core business. In addition, 69% of new agent hires were women, cultural markets agents, or both. Throughout the year, the Office of Governmental Affairs (OGA) partnered with Cultural Markets to educate lawmakers. An example of this is “a day on the hill,” where OGA and the Latino Market met with the Congressional Hispanic Caucus to brief lawmakers on New York Life and the insurance industry, followed by individual meetings with representatives of Congress to discuss the proposed fiduciary rule.

The Target Markets volunteer with nonprofit organizations to mentor and educate community members; organize client appreciation events in local communities; and sponsor seminars to increase financial awareness and to help our clients build financial legacies—all of this reinforcing New York Life as the company of the community.

Serving high-growth communities:
- African American
- Chinese
- Korean
- Latino
- LGBT
- South Asian
- Vietnamese
- Women
- Young Professionals
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 network 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.

**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.

**ALPFA** empowers and develops Latino men and women as leaders of character for the nation, in every sector of the global economy.

**CUP**’s mission is to connect, empower, and mobilize the next generation of diverse business and civic leaders.

The **FWA** advances careers, fosters alliances, and prepares the current and next generation of female professionals across all industries in the financial services community.

**Hiring Our Heroes** is a nationwide initiative to help veterans, transitioning service members, and military spouses find meaningful employment opportunities.

**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.

**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.

**The Viscardi Center** is a hub for leading-edge approaches to education and employment of people with disabilities.
Awards and Recognition

Working Mother 100 Best Companies
Working Mother Best Companies for Multicultural Women
Affinity Magazine’s “Top Corporations for LGBT Economic Empowerment”
DiversityBusiness.com’s “Top 50 Organizations for Multicultural Business Opportunities”
The Minority Corporate Counsel Association’s Employer of Choice Award for the Northeast Region

Diversity Plus Magazine “Top 30 Champions for Diversity”
MBN USA Magazine Corporate 101 List
MBN USA Magazine “Chrome Corporate Leader”
MBN USA Magazine Best of the Decade — Circle of Honor/Supplier Diversity Professionals Good Shepherd Services honor

WE USA Women’s Enterprise 100 WE Corporations of the Year
WPEO Corporate Opportunity Award
WBENC’s 2015 America’s Top Corporations For Women’s Business Enterprises – Bronze Award

2020 Women on Boards
Congratulations

Personal Achievement Recognitions

Rosalind Danner
Recipient of The Network Journal’s 25 Influential Black Women in Business Award — Honoring women whose professional achievements have significantly impacted an industry or profession, and who also have made an important contribution to their community.

Kari Desai
Recipient of The Financial Women’s Association’s Pacesetters Award — Recognizing women who are emerging leaders within their fields and in their companies.

Dale Hanley
Recipient of the Harlem YMCA’s Black Achievers in Industry Award — Honoring African Americans in industry for excellence in corporate leadership and community service.

Julie Herwig
Recipient of Working Mother’s 2015 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.

Carla Rutigliano
Recipient of Profiles in Diversity Journal’s 2015 Women Worth Watching Award — Honoring leading women executives for their initiative and achievements, these are women of purpose and drive who represent diversity within their spheres of influence.
New York Life’s mission, in business and in philanthropy, is to be there when we are needed. The New York Life Foundation supports national organizations which help children in our two areas of focus: educational enhancement and childhood bereavement.

**Educational Enhancement**
We support organizations that help underserved middle-schoolers move to the ninth grade on time and ready them to succeed. Research has shown that for disadvantaged students, more learning time in the form of high-quality afterschool and expanded day and summer programs leads to greater achievement, better school attendance, and more engaged students.

**Childhood Bereavement**
As a life insurer, New York Life provides financial support to families suffering a loss. The New York Life Foundation supports bereaved families by funding organizations which help grieving children, like camps and groups that show them they’re not alone in their losses.

Using demographics provided by our grantees, over 77% of our total Foundation and corporate contributions serve culturally diverse populations.

The New York Life Foundation has made a strategic grant to the National 4-H Council’s Juntos program, which prepares Hispanic youth for academic success in high school and beyond. Other partners include the Congressional Hispanic Caucus Institute and Fundacion: Educa Mexico A.C. On the corporate side, we funded the Hetrick-Martin Institute, the NAACP Legal Defense and Educational Fund, the Kansas Hispanic Education and Development Foundation, and the Greater New York Chinese Dollars for Scholars program.
The New York Life Supplier Diversity Program is designed to ensure that diverse businesses have the opportunity to participate in our procurement activities. Inclusion of qualified diverse vendors adds value by providing innovation and a wider range of ideas and viewpoints, reflective of our diverse employee and customer base. Currently, our diverse suppliers include 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.

In 2015, the company helped develop diverse suppliers by participating in supplier mentorship programs and supporting our external partners’ training and scholarship programs. The Supplier Diversity team hosted six events with external partners and increased awareness of New York Life in the marketplace by participating in five panel discussions. The team is focused on advancing supplier diversity and continues to grow our diverse spend year-over-year.
At a Glance

36% of employees are members of at least one resource group

14% of employees are members of more than one resource group

77% total Foundation and corporate contributions that serve culturally diverse populations

69% of new agent hires are women, cultural market agents, or both

48% of recurring premium sales are generated by cultural market agents

558 diverse supplier businesses in our procurement process
We love ERG Meet And Greet