



## **Responsible Product Offerings**

New York Life designs products and services to meet the needs of current and prospective customers and assesses the value to our customers and any potential impacts on customer experience. We carefully review the financial profile of the product and associated risks to ensure the product strikes a balance between delivering attractive consumer value and the risk New York Life assumes, so as not to negatively impact our financial strength. We take actions to mitigate potential conflicts of interest and we provide training to help producers understand the products and enable them to meet their customers' needs. We also consider the accessibility of a product by conducting market research when appropriate as part of the product development process to understand consumer needs and ensure that our product portfolio serves various segments of customers including underrepresented markets, middle class, and affluent markets.

Insurance and annuity products ("NYL Products"), including long term care and individual disability are approved by a committee with senior executive representation across various areas including Office of the President, Product Development, Finance, Office of the General Counsel, Corporate Compliance, Risk Management, and others as needed. NYL Products are put through a rigorous process to ensure that each is compliant with the rules and regulations outlined by the State Departments of Insurance, SEC, FINRA and Department of Labor, and other applicable regulatory bodies. In addition, our U.S. retail mutual funds and exchange traded funds are compliant with applicable federal securities laws and are put through an extensive review process approved by a Board of Trustees, primarily composed of independent trustees.

Once approved, communications about products are carefully reviewed to ensure they are fair and balanced. Product communications may include information about the features, benefits, costs, terms, conditions, exclusions, and the suitability of product offerings based on the client's goals. These communications may be sent through direct mail, third-party brokers, third-party administrators, third-party administrator websites, enrollment websites, company websites, social media channels and approved marketing and advertising. They are also reviewed to ensure compliance with company policy and procedures, as well as the standards outlined by various regulators, including the State Departments of Insurance, SEC, FINRA, and Department of Labor, as appropriate.

New York Life's customers communicate with the company about our products and services through various means, including our agents, third-party brokers, third-party administrators, directly through our website (both public and our customer portal), Ethics Hotline and through our employees. Customer service representatives are available to answer questions and assist customers. Our compliance and service areas address and respond to written or electronic inquiries and complaints in compliance with laws and regulations. Complaints are an important source of information for us about the quality of our products and services and the way they are delivered. Our goals are to resolve complaints fairly and quickly and to identify the root cause of the complaint so that any underlying issues can be quickly addressed.