

Diverse Team Heads New York Life's Move to Westchester

New York Life Insurance Company, the largest mutual insurance company in the United States, officially opened its new Westchester campus in October 2004 with a ribbon-cutting ceremony at its new 383,000 square foot site in Sleepy Hollow. It is located on 76 acres and houses approximately 1,000 employees.

Westchester County Executive Andrew Spano, New York State Assemblyman Richard Brodsky, and State Senator Nick Spano warmly welcomed the company and its employees. Sleepy Hollow Mayor Phillip Zegarelli, President of the Greater Ossining Chamber of Commerce Maureen Redmond, Village of Pleasantville Administrator Patricia Dwyer, President and CEO of Phelps Memorial Hospital Center Keith Safian, and Westchester County Association President William Mooney also participated in the ribbon-cutting ceremony activities.

As a growing company, New York Life sought the added flexibility that an additional campus provides. The Westchester facility, originally designed for IBM's Americas/Far East headquarters by Edward Larrabee Barnes, was chosen for its ideal proximity to New York City and campus setting. New York Life renovated the building to reflect the needs of its employees. The facility has a redesigned employee dining area, an on-site back-up child care center, a fully functioning Employees' Health Department, a professionally managed Fitness Center, and a state of the art conference training center with video conferencing capabilities.

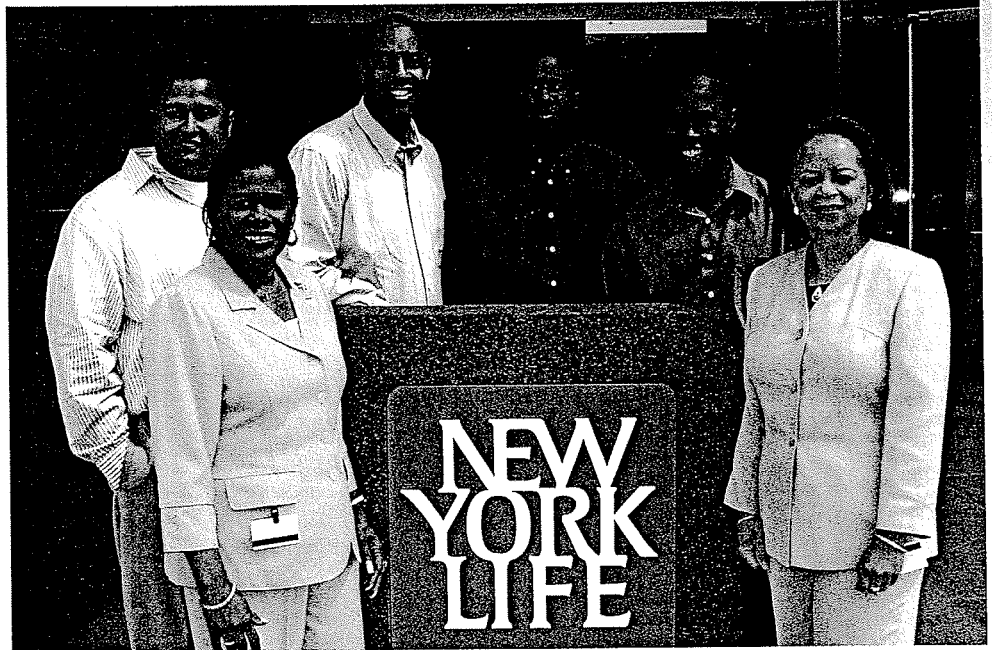
"New York Life is proud to join the Westchester business community," said Sy Sternberg, chairman and chief executive officer of New York Life. "This campus plays a vital role for our company, and it offers our employees a wide array of both personal and professional benefits that will allow them to continue the pre-eminent service to which our clients are accustomed.

"We are very excited about establishing our presence in Westchester County. Hundreds of employees were involved in bringing this project to fruition and the company is stronger for their efforts. We are confident that this additional campus will directly contribute to our company's future success," Frederick J. Sievert, president of New York Life, agrees.

On the move, and in good hands

The move needed to address numerous issues—managing construction schedules, shipping thousands of boxes of corporate information, setting up new phone and computer systems, training employees on using new technologies, and coordinating the transportation of employees commuting by bus, train and shuttle busses.

Most importantly, the transition needed to be done with minimal disruption to company business operations. Andrew Frazier, Assistant Vice-President of Corporate Services and Albert (Doug) Rogers, Director of Corporate Services coordinated and imple-



In charge of corporate services Westchester: New York Life Insurance Company employees at the Westchester campus (left to right): Claudine Jessamy, Director, Financial Management Department; Thomas Baby, Marketing Services Consultant, Life & Annuity Marketing; Andrew Frazier, Assistant Vice President; Albert (Doug) Rogers, Director, Corporate Services Westchester; Zhakoora Robertson, Service Team Supervisor, Individual Policy Services; Myra Laster, Administrative Assistant, Individual Policy Services.

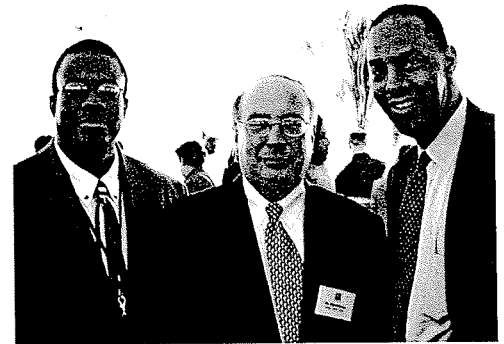
mented these aspects of the move.

Mr. Frazier, an employee of the company for seven years, joined New York Life through the MBA Management Associate Rotational Program after graduating from New York University's Stern School of Business. At New York Life, he primarily worked in finance/investment roles where he was able to achieve the Chartered Financial Analyst (CFA) designation. He was asked to take on this role in the Westchester transition where he drew on his previous experience in logistics as a US Navy Supply Officer aboard the USS Clark (FFG-11).

Mr. Rogers began his career at New York Life in 1993 at the Cleveland Service Center as a Customer Service Representative. In 2000, he was promoted to Director of Service and transferred to the company's home office in New York City.

The transition to Westchester

Employees were transitioned to Westchester in a series of eight weekend moves completed during the summer of 2004. As each group reported to their new office, the building underwent a flurry of activity. The transition team saw success with each of these eight move-in



Sy Sternberg, Chairman and CEO of the New York Life Insurance Company (center), with Doug Rogers, Director, Corporate Services Westchester (left), Andrew Frazier, Assistant Vice President.

days—employees were fully functioning in their roles and resuming normal work activities their first day at the new location.

According to Mr. Frazier, "We sought to provide a positive experience for employees, which would allow them to remain focused and productive while transitioning to the new environment."