

Providing a Complete Solution for Your 401(k) Plan

NYLIM's Complete Array of 401(k) Plan Services

- Investment Services
- Recordkeeping/Administration
- Education/Communication
- Compliance/Federal Reporting
- ERISA Consulting
- Trust Services

401(k) Complete – Exceptional 401(k) Product from a Proven Leader

At New York Life Investment Management LLC (NYLIM), our roots are in retirement plan management and administration. With our background in consulting services, we provide a **superior level of retirement plan service, unmatched retirement plan expertise, and exceptional investment capabilities.** We have developed and refined a full range of retirement plan services that help you meet the ever-changing risks that can affect your plan— especially during volatile market periods.

The only way you can safely navigate the risks associated with your 401(k) plan is to work with a proven leader.

401(k) Complete is the ideal program for your defined contribution plan. NYLIM's client-focused staff has extensive experience in helping plan sponsors provide an exceptional benefit to their participants. We help you **manage risk and provide customized solutions** through outstanding service and leading-edge technology.

NYLIM's Leadership Profile

Number of Experienced Employees:
More than 1,400

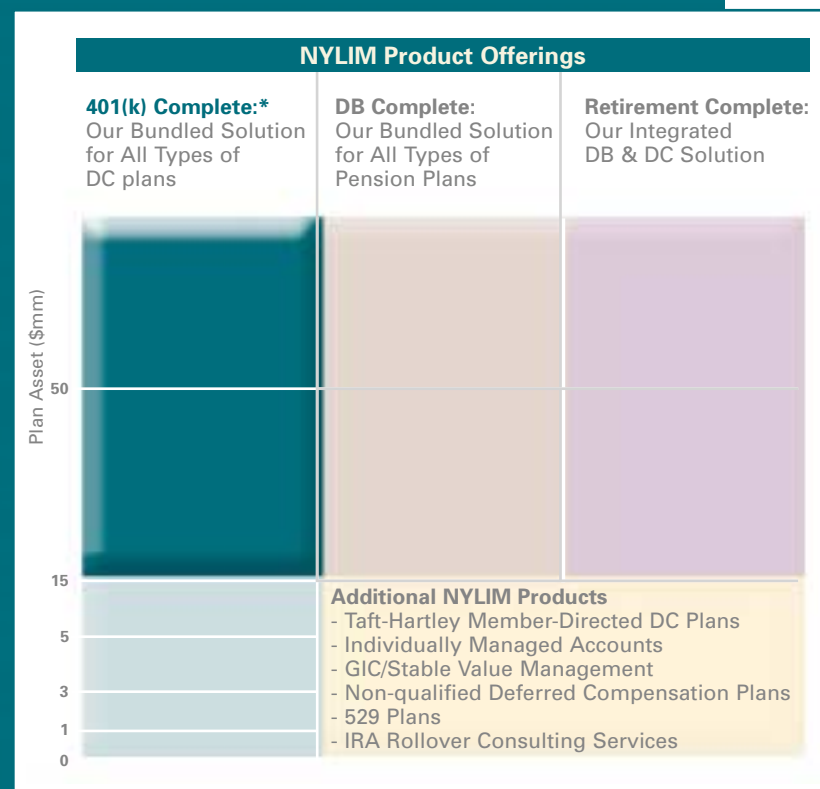
Average Years Experience of Plan Consultants:
Over 15 Years

Average Years Experience of Client Service Managers and Conversion Team:
Over 10 Years

NYLIM's Experience Servicing Retirement Plans:
Over 30 Years

Number of Retirement Plan Clients:
Over 7,500

We invite you to learn more about how we can help provide a complete solution for your 401(k) plan.



* For 401(k) plans with over \$15 million in assets.

NYLIM Profile

Client Service Ranking by
401(k) Exchange:

Rated #1*

Annual Staff Turnover Rate:

Less than 5%

Percentage of 401(k) Plan Sponsors
Who Rated NYLIM "Excellent" in
2001 Client Survey:

95%**

Years NYLIM Has Earned Top
Rating for Participant Technology
from PLANSPONSOR Magazine:

4 Years Running***



401(k) Complete – Superior Client Service

Service is only as good as the people who provide it. And we've got the best. As a company, we share one common goal: to help you to productively manage your retirement plan rather than be impeded by its risks.

At NYLIM, we offer a greater array of services than our peers.

We reduce the time you incur by offering a comprehensive range of retirement plan services. We manage the workflow related to plan events and we standardize plan procedures based on your plan's criteria so the administration of your plan becomes less of a burden on your staff.

A few of the comprehensive services offered:

- Comprehensive **Listen & Learn** communications program
- Dedicated, customized websites for participants and sponsors
- Online participant advice through Morningstar®**** ClearFuture™
- Personal rate of return for participants
- IRA rollover consulting services
- Dedicated client service managers
- Custom plan design consulting
- Trustee services
- Employers' stock administration
- Self-directed brokerage services

At NYLIM, **service** means an unparalleled level of responsiveness to clients and a focus on client and participant satisfaction.

We have award-winning technology to support all our services.

Our technology not only sets us apart, but it is recognized as some of the most advanced in its field. It must be worthy of its reputation—more than two-thirds of all participant transactions are done via the Internet. We have designed a proprietary recordkeeping system that empowers both participants and plan sponsors.

We guarantee our performance.

To make sure we offer you a complete solution, we developed the **NYLIM Administrative Service Standards**. Our Standards are straightforward. They explain, in writing, what you can expect from a variety of administrative activities and the fee consequences if we do not meet them. At NYLIM, we put our resources to work and help you perform your job more effectively.

And, we measure our clients' satisfaction.

To ensure we continue to meet all your retirement planning needs, we continuously solicit feedback from our clients. We hold quarterly meetings with many of our clients to solicit their feedback and we conduct semi-annual, proprietary Customer Satisfaction Surveys. We take these surveys seriously— **all of our employees' salaries and bonuses are tied to the satisfaction reported by their clients.**

Superior Service Sets Us Apart

NYLIM Services Earn Top Ratings
from PLANSPONSOR Survey (11/01)

Participant Technology	🏆
Sponsor Technology	🏆
Reporting	🏆
Sponsor Internet Services	🏆
Accuracy of Reporting	🏆
Timeliness of Reporting	🏆

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* 401kExchange.com, October 2001. NYLIM was the Top Rated Asset Manager and Fund Administrator in the \$10 million – \$100 million range.

** NYLIM Fall 2001 Client Survey, December 2001.

*** PLANSPONSOR Annual Defined Contribution Survey, November 2001.

****Morningstar® ClearFuture™ is offered by Morningstar Associates LLC, a registered investment advisor and a subsidiary of Morningstar Inc., and is not itself a NASD member firm, nor is it affiliated with a NASD member.

What our clients say about us:

"We have made many enhancements to our plan and our team at NYLIM is the reason why everything was so successful. NYLIM always has our plan's best interests in mind."

- Benefits Manager for a regional telecommunications firm

401(k) Complete – Unmatched Retirement Plan Expertise

Our experience is hard to beat— we have been in the retirement plan consulting business since 1970. Since then, we have helped more than 7,500 clients get the most out of their plans.

To help our clients make their plans productive, we focus on managing risk in today's environment.

We realize that to be successful requires a thorough understanding of market and regulatory complexities and the experience to know how to respond. Using our extensive experience, we are able to formulate more creative responses to your plan's challenges. Additionally, we will negotiate, through power of attorney, any issues you want us to handle, a responsibility other providers do not offer.



At NYLIM, **expertise** means a thorough understanding of market and regulatory complexities and the experience to know how to respond.

Melding NYLIM's experience and focus with a consultative heritage produces a culture of listening. Everyone at NYLIM is **focused on determining what our clients need and building solutions to help them succeed.**

	NYLIM	Others
Offer a written professional opinion	√	
Assist you during a DOL or IRS audit	√	
Approve and document criteria for hardship withdrawal and QDROs	√	
Prepare and submit applications to the IRS	√	
Provide DOL and IRS audit assistance	√	

We started as retirement plan experts. **Our heritage gives us an understanding and unique depth of experience.** Given our unmatched expertise, NYLIM is best qualified to help you handle every detail of your plan. In short, we can offer services other plan providers are unwilling, or unable, to provide.

Our team of seasoned retirement plan experts include:

- Plan design consultants
- ERISA attorneys
- Investment consultants
- Compliance analysts
- Client service officers and managers
- Communication consultants

NYLIM's Retirement Plan Expertise

Provided Retirement Plan Services:

Since 1970

Average Experience of:

Consultants:

Over 15 Years

Client Service Managers:

Over 10 Years

Conversion Team:

Over 10 Years



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401(k) Complete – Exceptional Investment Capabilities

NYLIM uses a rigorous process to help you select your investment lineup.

At NYLIM, we have developed a unique way to help our clients construct their plan investment lineups:

1. **Perform due diligence** on the entire investment universe.
2. Consult with our clients to **develop an Investment Policy Statement**—a written statement given to all our clients describing the investment criteria used to select and evaluate all of the funds chosen for their plan.
3. Initiate a rigorous investment process to **select the ideal investment lineup for their plan.**
4. **Perform ongoing investment monitoring** to ensure the plan’s investment options continue to meet the its investment policy criteria.

Using a consultative approach, we help you streamline the selection process and implement the best investment choices for your retirement plan.

NYLIM’s investment due diligence team includes:

- **Investment Consultants**
- **Investment Analysts**
- **Portfolio Managers**

At NYLIM, **options** mean maximum investment flexibility to design a customized investment lineup for your plan.

NYLIM delivers quality investment options to you.*

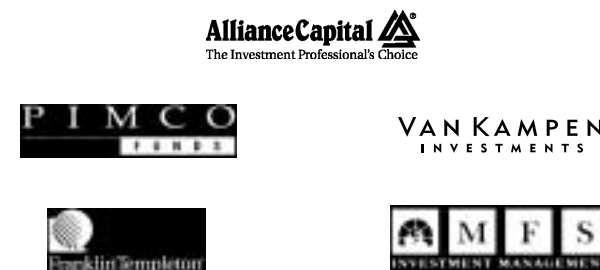
As manager to the MainStay®, Eclipse, and McMorgan fund families, NYLIM’s investment teams deliver institutional-quality investment management to participants across a broad array of market sectors. NYLIM’s investment managers have lineages that date back to the 1840’s and they have managed risk and return through all market cycles.



NYLIM gives you access to a complete array of investment managers.

We have selected a diverse array of investment products that meet both the plan sponsor’s needs and the market realities. Recognizing that no one fund family can provide quality options in all asset categories, we have pioneered a multi-family investment options approach that gives plan sponsors an objective and flexible way to meet their plan investment objectives.

Among the more than 30 fund families available through **401(k) Complete**, you have access to:



NYLIM’s Investment Profile

NYLIM’s Three Guiding Investment Principles:

- Consistency**
- Integrity**
- Performance**

Number of Professionally Managed Investment Styles:
Over 30

Total Assets Under Management:
Over \$150 Billion**

Pension Plans Managed by NYLIM:
75 of the 100 Largest Pension Plans

Leading Stable Value Manager:
Over \$18 billion**

Investment Flexibility:
Mutual Funds
Commingled Portfolios
Individually Managed Accounts

* Securities distributed by NYLIFE Distributors Inc., 169 Lackawanna Avenue, Parsippany, NJ 07054.

** As of 3/31/02

401(k) Complete –

The Complete Solution for Your 401(k) Plan

NYLIM is one of the largest and most established managers of retirement plan assets in the country. We have managed risk and return through bull markets, bear markets, recessions, depressions, and even global conflicts. You should pick **a partner who is a leader**, one who has the skills and experience to offer the services you need to make the plan successful and avoid plan-related risks.

Picking the right provider for your 401(k) plan is no simple task. You need comprehensive outsourcing, stress-free conversions, quality administration with leading-edge technology, informative and ongoing education programs, a diverse investment lineup of style-specific funds, **and a dedicated team to deliver these services to you.**

What makes us a complete retirement plan provider for your 401(k) plan can be explained quite simply: **superior client service, unmatched retirement plan expertise, and exceptional investment capabilities.** Not everyone provides these services nor will they work as collaboratively with you.

We think you'll agree.

*To learn more about
401(k) Complete, give us
a call at 1-888-695-4015
or visit our website—
www.nylim.com/retirement.*

What our clients say about us:

"NYLIM is a complete team. The whole staff is knowledgeable and is always there when we need them. These are top-quality people."

– Vice President of Benefits for a natural resources firm

Institutional Asset Management

Retail Investments

Retirement Plan Services

Real Estate

Alternative Investments

Guaranteed Products

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846 University Avenue
Norwood, MA 02062
(800) 586-1413
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