New York Life
Insurance Company
Travel Policy

Updated: March 27, 2017
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Ground Transportation

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Meals

Miscellaneous
TRAVEL POLICY

This travel policy is intended to clearly explain the guidelines of business travel and entertainment for employees of New York Life and its subsidiaries. Adhering to the policy ensures New York Life’s travel budget can be managed and that employee travel is uniform and predictable.

This policy focuses on the most frequent aspects of business travel and entertainment and provides guidelines for some of the circumstances you may encounter related to business travel. By understanding the policy and expectations of the Company, you can make your travel plans with confidence, knowing your accommodations will be satisfactory and your expenditures reimbursable.

This policy has been organized by category. After reading the general guidelines, you need only refer to the areas that pertain to your particular travel needs. While we have attempted to cover nearly every conceivable question, there may be unusual cases we have not anticipated. Consult your manager or the Corporate Travel Division (212-576-4241) for travel questions not covered here.

WHO IS COVERED?
This policy applies to all employees of New York Life and its subsidiaries. Your department may impose additional restrictions. Check with your manager before making travel plans.

You are responsible for following this travel policy. New York Life will reimburse you for all reasonable and necessary expenses as covered in this document while traveling on authorized Company business.

If you are not in compliance with this policy, you may experience delay or denial of your reimbursement request.

CORPORATE TRAVEL DIVISION’S TRAVEL PORTAL
On the Company’s Intranet site, a Travel Portal, designed to centralize all of the Company's travel information, is available. The portal provides access to: 1) Concur – the Company’s online travel reservation tool; 2) Company and travel industry specific news/announcements; 3) airport delay information; 4) security checkpoint wait times; 5) available unused airline tickets; 6) airline flight tracker; 7) seat guru, 8) UnitedHealthcare Global medical and security information; 9) airline web check-in for boarding passes 24-hours before a trip; and 10) travel references, Concur user guides and preferred vendor links

CONTACTS
Ray Greeve New York Life – CVP of Corporate Travel
212-576-6061 Room 501
Rgeree@newyorklife.com 51 Madison Avenue
51 Madison Avenue New York, NY 10010

New York, NY 10010
TRAVEL AUTHORIZATION

OBTAINING TRAVEL AUTHORIZATION
Travel authorization for each employee is granted by his or her individual department. The Department Head (or designated assignee such as the Budget Coordinator) can authorize the employee to incur travel expenses that will be charged to the Department’s budget.

Employees must obtain authorization from their manager or designated assignee for all travel.

PERSONAL/BUSINESS TRAVEL
If you wish to combine personal/vacation travel with business travel, your manager must approve it in advance. Personal expenses not related to the business trip will not be reimbursed. Only expenses incurred during the time needed to take an employee by the most direct route and the most cost effective airline tickets to the business destination and return, plus expenses during the conduct of Company business should be charged to the Company.

SPOUSE/COMPANION TRAVEL
A spouse or other individual may accompany an employee on a business trip at the employee’s expense. The Company does not provide reimbursement for travel, meals, lodging, entertainment or other expenses of spouses who accompany employees on business trips or at other business functions except in limited instances where the spouse’s attendance has a legitimate business purpose. All such spousal expenses are subject to the approval and reporting process outlined in the Company’s Spousal Expense Reimbursement Policy, which is located in the Working with Integrity - Standards of Business Policy guide.

Dropping a level of airline or hotel service so that the cost savings may be used to pay for the spouse’s travel is prohibited.

GROUP/MEETING TRAVEL
All groups and meetings, with the exception of Council Meetings (and some other large groups) managed by the Agency Meetings Division of New York Life, must be arranged through Corporate Travel by contacting Travel and Transport, New York Life’s official travel management company. The Travel and Transport Meeting Planner can be reached at 212-576-6381 for assistance with all meeting arrangements including site inspection and selection, contract negotiations, special needs, creating groups in Concur, etc.

Groups often receive special discounts by having attendees follow the booking and travel arrangements stipulated by the appropriate New York Life meeting representative in conjunction with the T&T Meeting Planner.
New York Life employees responsible for organizing meetings are expected to exercise flexibility in choosing meeting sites and dates and should make their arrangements through the Meeting Planner as early as possible but at least one month in advance of the meeting or conference. Luxury hotels may not be used unless specifically approved by a Department Head.

Meeting attendees will register for their meeting via an e-mailed link sent to them from Concur. In special instances, attendees may register by contacting the Travel and Transport’s Group Travel desk (877-NYL-TRAV, option 4).

**BUSINESS TRAVEL ACCIDENT INSURANCE**
New York Life provides 24-hour Business Travel Accident Insurance for all salaried employees. In addition, the Company’s corporate credit card vendor also provides Corporate Card members who have charged common carrier (plane, boat, train or bus, but not rental cars) tickets to their Corporate Card with 24-hour Business Travel Accident Insurance. For additional information see Business Travel Accident Insurance.

**VIDEO/TELECONFERENCING**
Employees should consider using videoconferencing or teleconferencing instead of travel whenever possible.
MAKING TRAVEL ARRANGEMENTS

RESERVATION PROCEDURES
Travel reservations should be made as far in advance as possible in order to secure the lowest airfare.

New York Life has mandated all individual transient travel reservations be made through Concur, the Company’s online travel reservation tool. Concur is the lowest cost method for arranging travel and allows New York Life employees to make air, hotel and car rental reservations from their PCs. It offers a more efficient and convenient way to make travel reservations, monitor and report on travel related expenses, and provide assistance in complying with the Company’s travel policies, which have been programmed into the application. Concur can be accessed via the Company’s Travel Portal. It is available 24 hours-a-day, seven days a week.

Corporate Travel, however, realizes there are instances when travel reservations would be made easier through a travel management company. Exceptions to using Concur for reservations are:
• Emergency business trips (trip to occur within 24 hours)
• No access to Intranet (i.e., on the road) and travel is within seven days
• International trips (excluding Canada)
• Complex multi-segment trips

In these instances, travelers may use Travel and Transport (T&T), New York Life’s official travel management company. Travel and Transport’s travel counselors are fully aware of our policies and can guide you in making all of your travel arrangements. With their help, you can be sure your travel plans will adhere to Company policy and are fully reimbursable. The travel counselor can also make helpful suggestions for any travel necessities they may not be able to provide directly. Department Heads will receive periodic reports that will highlight exceptions to standard Company policy.

You may contact T&T at 1-877-NYL-TRAV (695-8728) (Home Office employees can dial x8100) or email nyltravel@tandt.com. Hours of operation are 8:00am to 8:00pm Eastern Time; 7:00am to 7:00pm Central Time; 6:00am to 6:00pm Mountain Time; and 5:00am to 5:00pm Pacific Time. After normal business hours, all calls are handled by Travel and Transport’s Emergency Services desk.

EMERGENCY ASSISTANCE
Travelers may use Travel and Transport’s After-hours Emergency Service for changes en route or after normal business hours only. There are additional costs associated with after hours calls, therefore, this service should be used only in cases of emergency (e.g., changes are needed while traveling).
Telephone numbers (also printed on your itinerary), are:
- When in North America, Puerto Rico, Guam or the Virgin Islands, call 1-800-237-3950
- When calling from Mexico, dial 95-800-237-3950
- When traveling abroad, call 1-402-399-4667 collect

**TRAVELING TOGETHER**
When traveling to the same location or meeting, no more than three (3) key Company executives from any one business unit, nor five (5) key executives in total, may travel together in the same aircraft, auto or other conveyance. Please plan enough leeway in your travel schedule to accommodate this important precautionary policy. Any exceptions to this rule must be approved by an EMC member.

Key executives at New York Life and its subsidiaries are defined as:

<table>
<thead>
<tr>
<th>All Companies &amp; Subsidiaries</th>
<th>Chairman, President &amp; CEO</th>
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<tr>
<td>New York Life</td>
<td>Executive Vice President</td>
</tr>
<tr>
<td></td>
<td>Senior Vice President</td>
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<tr>
<td></td>
<td>Vice President (NYL only)</td>
</tr>
<tr>
<td>NYLIM</td>
<td>Senior Managing Director</td>
</tr>
<tr>
<td></td>
<td>Managing Director</td>
</tr>
<tr>
<td>Zones &amp; GO Officers</td>
<td>Zone Vice President (^1)</td>
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<tr>
<td></td>
<td>Zone CVP</td>
</tr>
<tr>
<td></td>
<td>Zone COO</td>
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</table>

\(^1\) No more than two Zone Officers from each zone may travel together

In addition, no more than ten (10) New York Life employees can fly on a single flight to protect the Company from a sudden, tragic loss of employee talent. There may be instances where the maximum is set lower or, in fewer cases, higher depending on the circumstances (i.e. group/meeting in a location with very limited flights). **Various Company departments may have additional restrictions. Please check with your department management or travel coordinator for any department specific policies.**

**TRAVELER PROFILES**
All employees will be prompted to complete a traveler profile when logging into Concur for the first time. Your profile allows you to store information relevant to travel, including travel preferences that Concur will use during the reservation process (travel preferences are subject to availability at time of booking). When you save changes to your profile in Concur, the same changes are saved to your profile at the travel management company.

All personal travel information changes are the responsibility of the traveler including corporate credit card numbers, frequent flyer numbers, delivery address, home address, phone number, title, medical restrictions, special meal requirements and seat preferences.
All airlines require photo ID when boarding an aircraft. Ensure the name on your ticket matches the name on your photo ID or you will experience security delays at the airport, especially with international travel.

**Ticket Delivery**
New York Life will utilize electronic tickets whenever possible. Passenger receipts, to be used for travel expense filing, will be sent after ticketing via e-mail.

On the rare occasion a paper ticket is needed:
- Tickets will be delivered at least 24 hours before the trip
- Tickets will be delivered via overnight delivery
AIR TRAVEL - GENERAL

SELECTING CLASS OF SERVICE
For domestic travel in the 48 contiguous United States, Puerto Rico and the U.S. Virgin Islands: employees must fly economy class and are expected to accept the lowest available fare within a three-hour window except for Executive Management Committee Members who may fly first class.

Non-stop flights to Alaska and Hawaii that exceed six hours may fly business class.

For international travel (including trips to Mexico): employees are expected to accept the lowest business class fare recommended by the Travel and Transport international specialist within a three-hour window, which will normally be with one of the Company’s preferred airlines or alliances in the requested market.

For international flights, all employees may fly business class except for the following instances:
- Executive Management Committee Members may fly first class
- Flights to Canada must be in economy class

USING PREFERRED PROVIDERS
New York Life has negotiated special pricing and services with preferred airline providers. Concur and Travel and Transport travel counselors will use preferred providers whenever possible.

In exchange for the deep discounts provided by our airline partners, New York Life is required to promote their agreements and achieve specific market shares on each carrier. New York Life travelers are also expected to allow flexibility by scheduling trips from any local or metropolitan airport, within a three-hour window of the desired flight time (1.5 hours either side). This procedure provides Concur and the travel agency with the ability to search for lower fares during that period of time.

A current list of preferred airline providers is available on the Company’s Travel Portal. The preferred airlines are listed under “Web Check-In” on the right side of the page.
AIRLINE ANCILLARY FEES

Over the past several years, the airline industry has come to rely upon ancillary fees to generate needed revenues. Ancillary fees generate revenue from non-ticket sources, such as baggage fees and on-board food and services.

The table below highlights ancillary fees that will be reimbursed if reasonable under the circumstances:

<table>
<thead>
<tr>
<th>FEE TYPE</th>
<th>WITHIN POLICY</th>
<th>NOT REIMBursed</th>
</tr>
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<tbody>
<tr>
<td>1st Checked Baggage</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>2nd Checked Baggage¹</td>
<td></td>
<td>√</td>
</tr>
<tr>
<td>In flight WiFi</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>In flight Meal</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>In flight Alcohol</td>
<td></td>
<td>√</td>
</tr>
<tr>
<td>Upgrades for more leg room, front of cabin or exit rows²</td>
<td></td>
<td>√</td>
</tr>
<tr>
<td>Priority Boarding</td>
<td></td>
<td>√</td>
</tr>
<tr>
<td>One day airport lounge pass</td>
<td></td>
<td>√</td>
</tr>
<tr>
<td>Pillows, blankets and travel kits</td>
<td></td>
<td>√</td>
</tr>
<tr>
<td>Mileage accelerators</td>
<td></td>
<td>√</td>
</tr>
<tr>
<td>Personal entertainment such as movies, video, Direct TV or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>headset rental on aircraft</td>
<td></td>
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It’s understood that unusual circumstances may arise. If there are any questions about reimbursable ancillary fees, contact the Corporate Travel Hotline at X4241 prior to the trip for guidance.

¹ If extra baggage needed as part of business meeting, it would be reimbursable. Consult Corporate Travel at X4241 prior to leaving on trip for guidance.

² If there is a special need for extra leg room, prior manager approval may be obtained to purchase an upgrade.
DOMESTIC AIR TRAVEL

RESERVATION PROCESS
Except in specific instances, (see Reservation Procedures) all domestic air travel must be booked via Concur. Travelers log into Concur using their NYL Universal ID and password. Concur can be accessed via the Company’s Travel Portal.

SECURING THE LOWEST AIRFARE
Travelers are expected to seek the lowest fare possible. Flights should be booked as far in advance as possible, typically 14-21 days in advance, so the best fares can be obtained. It is important to note the restrictions attached to your fare. Most economy class fares are normally non-refundable, regardless of the reason for cancellation; however, flights can usually be changed before the flight’s scheduled departure for a change fee, typically $200 (see Reservation Changes). Note that a fare increase may also occur. In most cases, employees should accept a restricted fare because the overall savings to the Company are far greater than the sum of all change fees incurred.

You may book a flight with a Saturday night stay as long as the cost to New York Life for additional lodging and meals does not exceed the airfare savings.

INTERNET FARES
Obtaining airline tickets through Internet sites other than New York Life’s is prohibited. While an Internet fare may appear less expensive the Company loses the benefit of:
- Safety and Security – tickets purchased outside of Concur are not in our database and we have no way of contacting travelers in an emergency.
- Reduced change fees, as changes to Internet fares are very restrictive.
- Travel and Transport’s ability to facilitate any necessary changes or offer needed customer assistance.
- Airline contracts, as Internet fares may directly conflict with our negotiated airline terms and conditions.
- Travel reporting, since Internet fares are not included in management reports and are not reported as viable market share for negotiated airline discounts.

UPGRADES
New York Life will not pay for upgrades (nor upgradeable fares when regular economy fares are available). You may purchase upgrades at your own expense.

Upgrades to Economy Plus (when available) for more leg room are subject to manager approval prior to making the reservation.

RESERVATION CHANGES/ CANCELLATIONS
Economy class tickets, which are the Company’s standard, are normally non-refundable. If you must change your travel plans, you may either change them in Concur or consult a Travel and Transport travel counselor for instructions. While they may be non-refundable, most tickets can be changed for a fee.
Most airlines require you to cancel or change the trip prior to your scheduled departure and unused non-refundable tickets can become completely valueless unless flight/date changes are made prior to departure (see Unused Non-Refundable Tickets). Always contact Travel and Transport before the departure of your scheduled flight if you do not travel on your ticket, especially if you used online check-in and then did not take the flight.

In most cases, you have one year to apply the value of an unused ticket (less any penalties) to the purchase of a new ticket.

**Special Air Travel Situations**
You may not volunteer for denied boarding compensation (for being bumped) while on company business if the delay will result in any interruption or loss of business. If you are involuntarily bumped or, if you volunteer to be bumped when flying outside normal working hours, the compensation voucher is the property of the employee.

If a travel delay results in an overnight stay, you should try to obtain complimentary lodging from the airline. If you cannot, your expenses will be reimbursed in accordance with the travel policy.

**Method of Payment**
Travelers must use a Company issued corporate credit card to pay for all of their travel related expenses such as but not limited to:
- Air travel
- Lodging
- Car rental
- Rail travel
- Meals and entertainment
- Miscellaneous T&E expenses

There is no annual fee associated with the Company’s corporate credit card. See the Travel Expense Reporting Procedures for more information.

**Use of Prepaid Tickets**
Use of prepaid tickets (tickets paid for in advance at one location and picked up directly from the airline) is discouraged because the airlines charge for this service. This should be used in emergency situations or when last-minute plans or changes in travel make it necessary.

**Ticketless Travel or E-Tickets**
Most airlines now use ticketless travel or e-tickets, which is preferred by New York Life. Your printed itinerary will give you the applicable information on your flight numbers, seat assignments and cost. If you travel without a printed ticket, retain your boarding pass or receipt to include with your expense report. As with all travel arrangements, contact your travel counselor immediately if you encounter any problems.
If you hear of an impending strike by the airline on which you hold a ticketless reservation, you may wish to request a paper ticket. This may make it easier to transfer to another airline if necessary. Consult your travel counselor for details.

**RESERVATION CONFIRMATIONS**

Each New York Life traveler will receive two emails:

- **Confirmation of Concur transaction Email**
  The first email, with a sender name of “Concur,” is an acknowledgment email that a transaction has been made by you in Concur. This email is informational only and does not mean your reservation has been ticketed.

- **Confirmation from Travel and Transport Email**
  The second email, with a sender name of “NYLTravel,” is produced after the travel management company, Travel and Transport, has reviewed the transaction and issued tickets, if applicable. This is the email that should be used for your trip. It provides your itinerary, e-ticket, cost and other travel information. It is also your source document for submitting your travel expense report.

**BOARDING PASSES**

Many airlines now provide boarding passes, via their websites, on the day of travel or through your mobile device. Links to Web Check-In sites are available on the [Travel Portal](#). At the airport, boarding passes may be obtained either at curbside, airline kiosks or at a check-in counter. Travelers must always carry a valid government-issued photo identification and credit card, while traveling. It is a smart practice to have a printed version of your itinerary and e-ticket as well. Many airports now require that boarding passes be obtained before accessing security and the gate area. Employees are responsible to immediately notify Travel and Transport of any unused tickets and/or ticket portions in order for a refundable ticket to be processed for refund, or a non-refundable ticket to be reconciled within their systems.

**UNUSED NON-REFUNDABLE TICKETS**

Unused nonrefundable tickets resulting from the cancellation of a trip are available for one year, in most cases, to apply towards a new trip. Both Concur and Travel and Transport monitor unused non-refundable tickets for each employee traveler. When making reservations in Concur or via Travel and Transport, the employee will be reminded of the unused tickets that remain for their possible use (unused tickets must be used on the same airline of issuance). Email notifications, reminding users of unused tickets, will be sent by Travel and Transport. Any unused tickets not utilized sixty days prior to expiration will become the property of Corporate Travel and will be made available for other travelers.

If you must change your ticketing requirement en route, consult a Travel and Transport travel counselor for assistance. Whenever possible, try to make use of your unused ticket credit rather than purchasing a new ticket.

**LOST OR EXCESS BAGGAGE**

New York Life will not be responsible for lost, stolen and/or damaged luggage. It is recommended travelers do not put valuable items in their checked bags. Baggage insurance is
provided with tickets purchased using your corporate credit card. Please check the Travel Portal for a detailed description of the coverage.

You will be reimbursed for baggage charges including excess baggage charges and/or shipping and freight charges if you are traveling with heavy or oversized baggage for business use.

**Frequent Flyer Miles**

Frequent business travelers often accumulate frequent flyer miles.

New York Life’s policy is to allow employees to keep frequent flyer miles for their own use, although you are encouraged to use them if you wish to upgrade your business travel arrangements. **You may not select a particular airline expressly to add to your frequent flyer miles if less expensive, equally convenient alternatives are available.** Please ensure that your frequent flyer numbers are included in your Concur profile.

The company reserves the right to issue complimentary airline tickets. These tickets do not allow frequent flier mileage accrual.

**Charter, Personal and Corporate Aircraft**

The use of personal aircraft by employees for business reasons exposes New York Life Insurance Company to unnecessary liability. Under no circumstances is an employee to fly his or her own aircraft or a leased or rented aircraft on company business. This policy applies whether the trip is for a seminar, company meeting or standard business trip.

In order to use chartered aircraft, employees who travel on company business must demonstrate they need to use chartered aircraft and obtain their supervisor’s approval to do so. Upon receipt of supervisor approval, the employee should contact the Corporate Travel Division at 212-576-4241. Corporate Travel will make arrangements for a chartered flight with an approved charter operator.

Business travel on corporate aircraft is restricted to senior level employees and authorized employees and must be pre-approved. For information, contact the Corporate Travel Division at 212-576-4241.
GROUND TRANSPORTATION

SAFETY DRIVING PRINCIPLES
New York Life has published safe driving practices for employees traveling on company business. Please click here and refer to the “Safe Driving Principles Handout.”

RENTAL CAR GUIDELINES
You may rent a car if:
- It is the most cost or time effective method of getting to your destination
- Once you arrive at your destination, it is the most cost-effective method of travel
- You are entertaining customers
- Three or more employees are traveling together

RENTAL CAR ARRANGEMENTS
All car rental arrangements must be made through Concur. Hertz is the preferred car rental vendor and must be used exclusively so that business volume levels will be attained enabling the Company to continue to receive favorable rates and to negotiate lower rates in the future.

When renting a car for Company business, a New York Life corporate credit card must be used.

Corporate rates include unlimited mileage and are available for both business and personal use. New York Life’s negotiated rental rates include insurance coverage ONLY if all or part of the rental period is used for business travel and the Corporate Discount Program (CDP #50038) is stated on your receipt. Insurance coverage is not included for rentals outside of the United States. Ask your Travel and Transport travel counselor for details or call Corporate Travel (212-576-4241) if questions arise.

In many major cities, car rental companies apply a “city surcharge”; so corporate rates may vary between certain cities.

There may be rare instances when a Hertz car is unavailable. All non-Hertz rentals must be approved in advance by the Corporate Vice President of Corporate Travel at extension 6061. In addition, when not renting from Hertz, the traveler must purchase the optional Collision Damage Waiver (CDW) and Personal Accident Insurance (PAI) coverage. Failure to purchase this coverage could result in thousands of dollars in losses to either the Company or the traveler if an accident occurs. The New York Life Corporate Credit Card does not provide any insurance coverage for non-Hertz car rentals.

Rental Car Class
For individual travelers, a car in the intermediate or compact category must be booked. An upgrade of one level is permitted when: 1) three (3) or more employees are traveling together; 2) when entertaining customers; 3) an upgrade may be obtained at no additional cost; and 4) an intermediate or compact car is not available.
Include a note in the Concur "Comments for the Travel Agent" box after completing your reservation so that any special needs such as a larger vehicle for transporting company equipment or for pre-approved medical reasons (such as disabilities) can be addressed.

**Picking Up and Returning Your Car**

When picking up your car:

1. Inspect the car thoroughly and note any damage to the vehicle before signing the contract.
2. The New York Life Corporate Card must be used. **Note: the New York Life Corporate Card on its own does not provide any kind of car rental insurance whatsoever.**
3. Include **CDP#50038** in all Company business rental reservations in order for the Company’s Hertz insurance to be included. New York Life provides workers’ compensation and travel accident insurance for employees traveling on Company business (see [Business Travel Accident Insurance](#)). New York Life has negotiated a zero property damage liability with Hertz for business car rentals only, i.e., a waiver of renters’ responsibility for damage to a rented car while on Company business.
4. When picking up a Hertz car, the Company’s preferred provider, decline the optional Collision Damage Waiver (CDW) and Personal Accident Insurance (PAI). These expenses are unnecessary due to #3 above and not reimbursable.
5. **Note: If picking up a non-Hertz car, accept the CDW and PAI.**

To avoid additional charges, return your rental car to the original rental city (unless approved for a one-way rental), on time and with a full gas tank. Service station prices for gas are usually considerably less than the charges imposed by car rental companies.

**Insurance**

**Domestic Car Rentals**

The Hertz car rental rates already include negotiated insurance coverage. When using Hertz in the U.S., all additional insurance coverage [Liability Insurance Supplement (LIS), Personal Accident Insurance (PAI), Collision Damage Waiver (CDW)/Loss Damage Waiver (LDW), Personal Effects Insurance (PEI) or coverage for additional drivers] must be declined (see Picking Up and Returning Your Car section above for insurance procedures).

In the rare instance where travelers are not using Hertz, the additional insurance coverage must be accepted. The Company will reimburse you for all of the coverages outlined above.

**International Car Rentals**

The Hertz negotiated insurance coverage is not available outside of the U.S.; therefore, the additional insurance offered by Hertz must be accepted.
**Personal Use**
The Hertz negotiated insurance coverage is not available on rentals for personal use only. The additional insurance coverages outlined above should be accepted.

**In Case of an Accident**
If you have an accident while driving a rental car:
1. Obtain a police report at once (ensure you get a copy of the accident report)
2. Fill out a Hertz accident report at the nearest location.
3. Send a copy of the police report to Hertz
4. Contact the Corporate Insurance Management Division at 212-576-5757 or 212-576-7265. They will instruct you on handling reports, repairs and any other arrangements resulting from the accident.

**Canceling a Reservation**
Use Concur to cancel a rental car reservation. Make sure you record your cancellation number in case of billing disputes.

**PERSONAL CAR**
You may use your personal car for business under the following conditions:
- It is less expensive than renting a car or taking a taxi
- It is timelier than public transportation
- You are delivering company goods
- You are entertaining clients

Frequent use of your personal vehicle for business trips is discouraged. It is your responsibility to carry—at your own expense—adequate insurance for the protection of the driver and passengers.

A mileage allowance is provided for authorized travel in an employee’s automobile at the IRS approved rate. The IRS rate is adjusted regularly and programmed into SAP for [travel expense reconciliation](#) and reimbursements. Provision is also made for the reimbursement of toll charges and parking fees for authorized travel.

Normally, automobile travel should not exceed 400 miles each way. An employee must obtain permission of a departmental executive officer before automobile travel in excess of 400 miles one way is permitted. When automobile travel is authorized for distances greater than 400 miles each way, the Company will allow reimbursement only to the amount of the equivalent appropriate airfare costs. This allowance should be reported via the SAP Travel Management System application and requires no supporting voucher. The comments field should include an explanation such as “appropriate air fare equivalent.” Further, where an extra workday is used as a result of an employee’s travel by automobile, a vacation day must be used.

When several Company employees travel on Company business in the same private car, the mileage allowance is payable only to the car’s owner. The total expense for all of the employees who travel together by car should not exceed what it would have been if each of them had traveled by the appropriate air accommodations.
You will not be reimbursed for any repairs to your car. To be reimbursed for business use of your car, you must provide on your expense report the purpose of the trip; date and location; a mileage log; and receipts for tolls and parking where applicable.

**BUSES, TAXIS, COURTESY VANS, LIMOUSINES**

You are encouraged to make use of the most economical and timely transportation while at your destination.

Buses, taxis and courtesy vans are the usual mode of travel, especially to and from the airport.

Limousines may be used if they are the most suitable means of travel, especially when accompanied by clients. Limousine rental costs should not be excessive and should, when possible, be approved in advance.

**RAIL TRAVEL**

Rail travel may be used when it is less expensive than air travel and will not add significantly to the total travel time and/or is timelier than driving. Domestic day rail travel should be in coach class. For overnight travel on Company business, employees are entitled to a roomette. If a roomette is not available, a single bedroom may be used. First class/reserved seating may be used when an upgrade is available at no extra cost. All Amtrak rail reservations should be made through Concur.

New York Life has negotiated an agreement with Amtrak for discounted rates for rail transportation in the Northeast Corridor (which includes Boston, New York, Philadelphia and Washington, DC).

On your SAP Travel Management System Report, you are required to enter the centrally billed rail fare. The rail ticket number must also be entered in the description field. The ticket number can be found on the rail ticket stub.
LODGING

HOTEL RESERVATIONS
Hotel reservations must be made at preferred hotels via Concur, the Company’s online booking tool. Reservations for business and industry conferences can also be made via Concur by including a note, after completing your reservation, in the "Comments for the Travel Agent" box, indicating the special conference rate. A Travel and Transport travel counselor will process the reservation. Travel and Transport will book the room at the lower of the conference rate and the New York Life discounted rate.

The Company has negotiated corporate rates at a number of premium and standard hotels in cities frequented by our travelers. In addition, the Travel and Transport RADIUS Preferred Hotel Rate Program, in cooperation with New York Life, offers over 16,000 hotels, providing a wide range of choices in accommodations from budget properties to deluxe.

A listing of Preferred Hotels is available on the NYL Travel Portal.

Booking all hotels rooms through Concur and Travel and Transport insures that all hotel information is captured as a part of the overall New York Life spend, enabling further discounts on future hotel rate negotiations. It also allows us to track all travelers so we know their whereabouts to reach them in case of an emergency or catastrophic event.

ACCOMMODATIONS
Hotel accommodation types depend on many variables, however, the exercise of good judgment is expected in the acceptance of the price of a hotel room. The location and price that best meet the traveler’s needs are primary considerations. Employees must stay at preferred hotels when possible and are not permitted to stay at luxury hotels in the U.S. unless there is a special discounted meeting rate.

All employees are entitled to stay in a single room with a private bath. Any upgrades to suites or executive floor rooms should be made only if there is no additional cost to New York Life. If you plan to stay a week or longer, you should inquire about weekly or long-term rates/discounts. You may also be eligible to stay in an extended-stay hotel if your stay will be lengthy.

REIMBURSEMENT
You are expected to adhere to the company’s hotel policy and will be reimbursed for actual and reasonable hotel room costs. All rooms should be guaranteed for late arrival with a New York Life corporate credit card.

Reimbursable items include:
- Personal services (laundry, dry cleaning, pressing, etc.) if your stay is longer than two days, in cases of inclement weather, or in an emergency situation.
- Internet usage
- Business telephone, fax and modem charges.
- Personal telephone calls of two per day for trips of more than two days
- Tipping of hotel personnel
Non-Reimbursable items include:
- Haircuts
- Toiletries
- Movies
- Drinks at mini-bars/honor bars

Personal items on your bill will not be reimbursed.

**CANCELLATIONS**
Hotels have varying cancellation policies. If a cancellation is needed, you should call the telephone number listed on your itinerary to cancel your hotel reservation as soon as possible. All hotels are guaranteed for late arrival unless otherwise specified. Be sure to obtain a cancellation number.

In the event of a dispute, your travel counselor will try to negotiate any cancellation charges.

“No show” charges will be your responsibility if you fail to cancel your reservation when you could reasonably do so.

**REWARD PROGRAMS**
Frequent guest programs that reward transient travelers with points towards free accommodations in exchange for a certain number of paid room nights may be retained for personal use. Points may not be accepted when booking travel for groups or meetings. To book groups and meetings see Group/Meeting Travel. Your participation in such programs should not influence your selection of hotels if it would result in a cost over the company’s preferred rate.

**BED AND BREAKFASTS**
You may opt for accommodations at a bed and breakfast instead of a hotel. You will be reimbursed as long as you have the proper receipts and the cost does not exceed an amount considered reasonable and consistent with available hotel accommodations.
MEALS AND ENTERTAINMENT

PERSONAL MEALS
Personal meals are defined as meals for the employee dining alone on an out-of-town business trip.

If you meet these criteria, you will be reimbursed for all actual and reasonable charges with proper receipts. Usual and customary tips will be reimbursed as part of the price of the meal.

BUSINESS MEALS AND ENTERTAINMENT
Meals and entertainment expenses related to business clients when a business discussion takes place during, immediately before or after the event will be reimbursed. Original receipts must support all expenses. Prior approval from an executive officer in your department is necessary for entertainment expense reimbursements and all such expenses must be entered, where appropriate in the Gift and Entertainment Log.

Business meals with other employees will be reimbursed only in the following situations:
- A client is present
- At least one company employee is from out of town
- When business must be conducted off company premises for confidentiality reasons
- When authorized for a recognition or other authorized business purpose

Usual and customary tips will be reimbursed as part of the price of the meal. Original receipts must support all expenses. Prior approval from an executive officer in your department is necessary and all such expenses must be entered, where appropriate in the Gift and Entertainment Log.
INTERNATIONAL TRAVEL

International travel shares many of the same conditions as domestic. Refer to those guidelines first. There are some additional considerations detailed here that you should be familiar with before planning an international trip.

If you are planning to travel to another country, advance planning is necessary. First, make sure your passport and visa (if needed) are current. Contact your Travel and Transport travel counselor (877-NYL-TRAV Option #3) well in advance to make reservations, at least 14-21 days, to take advantage of the best available pricing. Before making reservations, be sure to check with your Travel and Transport travel counselor for travel advisories that may be issued by the State Department.

UNITEDHEALTHCARE GLOBAL (UHC GLOBAL)
All international travelers are required to obtain a UHC Global card, which will assist in case of emergencies abroad. UHC Global is a leading provider of emergency medical, travel, and personal security assistance for employees working 100 or more miles away from home or outside your home country. UHC Global cards can be obtained on the Company’s Travel Portal or by contacting Corporate Travel at 212-576-4241. The card contains the New York Life membership number as well as the contact phone numbers for travelers to call in case of emergency.

PASSPORTS AND VISAS
All persons, including U.S. citizens, are required to present a valid passport for air travel to or from any country. This includes travel between the United States and Canada, Mexico, the Caribbean, Bermuda, Central America and South America. No passport is necessary to visit Alaska, Hawaii or Puerto Rico but Corporate Travel recommends that all travelers carry a valid passport whenever they leave the 48 contiguous United States. Visas are necessary to travel to some countries. For help in obtaining passports and visas, contact your Travel and Transport travel counselor. Allow 10-12 weeks if you are applying for a passport for the first time (expedited service is available at your own cost). Keep your passport in your possession at all times. Report it lost immediately to the U.S. Consulate. Information about passports can be obtained from the U.S. Department of State.

CURRENCY EXCHANGE
You are advised to take credit cards and traveler’s checks for most expenditures overseas. To obtain foreign currency, visit any main branch bank before you leave or contact your travel counselor for information.

Before returning from abroad, you should change unused local currency back to U.S. dollars. Some countries require you to turn in all local currency before leaving.
AIR TRAVEL

Reservation Process
Contact your Travel and Transport travel counselor to make air reservations. International travel reservations should not be made via Concur.

If you book a non-refundable ticket (at substantial savings) and must change your travel plans, you should consult the travel counselor for instructions (most tickets can be changed for a fee). Promotional fares are normally non-refundable, regardless of the reason for cancellation, however flights can usually be changed before the flight’s scheduled departure for a change fee, however a fare increase may also occur. In most cases, employees should accept a restricted fare because the overall savings to the Company are far greater than the sum of all change fees incurred.

Always have your photo ID ready to show when boarding the aircraft. It is now required by all airlines.

Selecting Class of Service
See Selecting Class of Service under Air Travel – General.

Using Preferred Providers
See Using Preferred Providers under Air Travel – General.

A current list of preferred airline providers is available on the Company’s Travel Portal. The preferred airlines are listed under “Web Check-In” on the right side of the page.

Securing the Lowest Airfare
Travelers are expected to seek the lowest fare possible (as is the Travel and Transport travel counselor). New York Life travelers are expected to allow flexibility by scheduling trips from any local or metropolitan airport, within a three-hour window of the desired flight time (1.5 hours either side). This procedure provides the travel agency with the ability to search for lower fares during that period of time.

You may book a flight with a Saturday night stay—in fact you may be encouraged to do so due to the significant savings—as long as the cost to New York Life for additional lodging and meals does not exceed the savings on the airline cost.

Upgrades
New York Life will not pay for upgrades. Travelers may purchase upgrades at their own expense.

GROUND TRANSPORTATION
Choose the most economical means of getting to and from the airport when traveling internationally. Public transportation is often convenient in large cities, but taxis are also plentiful. Be sure to take identified cabs and verify the fare in advance.
You may choose to rent a car for overall convenience and timesavings. Be sure to take advantage of the best prices by booking through your travel counselor. Check in advance before purchasing full insurance (although it may be advised despite the additional high cost).

Be aware, driving could be challenging, especially in countries using right-hand-drive if you are not accustomed to it.

When renting a vehicle outside of the U.S., Collision Damage Waiver (CDW) and Loss Damage Waiver (LDW) should be purchased and will be reimbursed. Insurance coverage purchased in foreign countries is reimbursable.

**Lodging**
Your travel counselor can assist you with lodging accommodations internationally. Use preferred providers whenever possible.

**Meals**
Meals should be accounted for in the same manner as domestic travel. See Travel Expense Reporting Procedures.

**Miscellaneous**
Follow the tipping customs of the country. Check with your travel counselor for the customs where you are traveling.

As an ambassador representing New York Life to business colleagues in other countries, it is your responsibility to become familiar with that country’s customs.