



March 20, 2020

Dear Contract Owners,

Today, humanity is facing a truly unprecedented challenge. The global coronavirus (COVID-19) pandemic is affecting all of our families, communities and what we think of as our normal daily way of life. I am reaching out to you to let you know how we at American Equity of New York are approaching the situation and how we can be a resource for you.

First and foremost, our hearts go out to anyone impacted by the virus, directly or indirectly. Our thoughts are especially with those who are sick or have loved ones who are sick. We extend our heartfelt wishes for a full recovery. It is inspiring to see selfless healthcare workers on the front lines caring for people in need. Their tireless dedication to caring reminds us of the parallel role we and our representatives serve to clients like yourself during tumultuous financial markets.

Equally important are those impacted indirectly. We are seeing this unfold in a number of ways, including anxiety over market turmoil, uncertainty about the spread of the virus, and concerns for changes in day to day living. Additionally, there is the direct economic impact on those whose livelihood has been affected by the acutely needed social distancing practices.

If you, or a loved one, are directly or indirectly impacted by COVID-19 and need assistance regarding your American Equity of New York annuity, please call our Service department at 866-233-6660.

### **Safety and Sleep Insurance<sup>®</sup> from American Equity of New York during heightened market volatility**

Second, let me provide some reassurance in these uncertain times. An American Equity of New York annuity protects you from declines in the equity and bond markets. This principal protection is a foundational strength during market or economic uncertainty. Couple that with our renewal rate integrity philosophy, and you can be confident you made the right choice in placing your business with us. This includes knowing the rate you saw when bought your contract, will likely be the same rate you see the following year. All of these are the benefits we call Sleep Insurance<sup>®</sup>.

### **Re-designing our ways for working to serve you during the COVID-19 uncertainty**

Third, American Equity of New York is committed to doing its part to contain the spread of the virus. Our scenario planning began weeks ago, and we are positioned to provide exceptional service through new ways of working. Rest assured, American Equity of New York is here to handle your business and service needs. We redeployed a majority of team members to “work from home” so we can continue with the service standards you are accustomed to as a part of the American Equity of New York family. Additionally, our risk management philosophy, regardless of the event or issue, is to be financially strong so we can deliver on the commitments we made to you.



### Service options

Online resources have the benefit of enabling social distancing while managing needs. We encourage you to utilize services available through our client website.

- [Interactive Client](#): 24-hour access to contract values and tax forms; and, you can make withdrawal, allocation change, and required minimum distribution requests.

We can also process withdrawals over the phone and send electronic fund transfers (EFTs). Note: An annuity withdrawal may be a taxable event. We encourage you to discuss this and other liquidity options available to you with your agent. Telephone or video chat conversations are good options for practicing social distancing and keeping everyone safe.

### Moving forward

We are in unprecedented times, but our fundamental values are unchanged. Meanwhile, the opportunities for us to add value to your financial condition while providing peace of mind are only increasing. We will continue to do everything we can to ensure we make your financial lives more peaceful and continue to provide quality service to you. I am privileged to have amazing team members across American Equity of New York who are here for you. This moment reminds us that we're all connected like never before. We're called upon to be our best selves with patience, compassion and understanding. Thank you in advance for your patience with us, as we strive to serve you during this time.

If you have any questions or concerns, please contact me directly at [contacttheCEO@ae-newyork.com](mailto:contacttheCEO@ae-newyork.com).

Stay safe and healthy,

Anant Bhalla  
Chief Executive Officer