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New York Life suspending all sales of standalone LTC and Asset Flex in Washington until November

While the WA Cares Fund has created incredible opportunities, the extraordinary volume of applications has also posed very real challenges for all long-term care carriers in the state, prompting many to suspend sales. We have sought to stay in the market as long as possible. But to ensure that we're able to process applications in an efficient, timely manner, while continuing to offer high-quality customer service to all our clients, **we've made the decision to suspend sales at this time and resume normal operations in the state in November 2021.**

New York Life will suspend the sales of all individual and multi-life standalone long-term care and linked-benefit products in the state of Washington on **Wednesday, August 18, 2021**. We will continue to process any business received up to **11:59 pm PDT** on that date. Applications received after midnight will not be accepted.

We understand how disappointing this is for you and apologize for any inconvenience this may cause. We remain committed to the long-term care market and look forward to providing consumers in Washington with valuable long-term care protection when we resume normal operations in November.

To facilitate these challenging client discussions, we've made some resources available on Agency Portal, and the LTC team is available to help answer any questions. If you need further assistance, please contact the LTC Sales Desk at 1-800-NYLIFE8 (option 4, option 4) or your LTC Product Consultant.

If you have questions about pending applications that you have submitted, please reach out to our Washington Cares Fund Customer Care Team at 888-312-5824 (Monday to Friday, 6 am to 4 pm PT).

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