
New York Life Retirement Plan Services reorganizes

By Editor Test *Wed, Sep 28, 2011*

Joan Driscoll, a 24-year industry veteran with 18 years of experience at New York Life, has been promoted to lead the new effort as managing director of client strategy.

New York Life Retirement Plan Services has announced a new service model that “aligns service teams into core industry practices,” the company said in a release.

Joan Driscoll, a 24-year industry veteran with 18 years of experience at New York Life, has been promoted to lead the new effort as managing director of client strategy and is a member of the firm’s 11-member senior leadership team, reporting to David Castellani, CEO of New York Life Retirement Plan Services.

The new structure organizes service team practice groups into four industry segments with the following directors and retirement practice leads, all reporting to Driscoll:

- Taft-Hartley, led by James Byrne.
- Technology, led by Michelle Morey.
- Finance and professional services, led by Joseph DeStefano.
- Manufacturing, materials and retail, led by Scott Francolini.

Each practice will have its own team of relationship managers, communications consultants, investment specialists, and ERISA consultants. The practice model maintains New York Life’s dedicated service team approach with plan sponsors while creating a core industry knowledge and expertise base within the practice models.

With offices in Westwood, Mass., Parsippany, N.J., and San Francisco, New York Life Retirement Plan Services offers bundled retirement plan solutions and defined contribution investment only products throughout the United States. A division of New York Life Investments, it administers \$39.2 billion in bundled retirement plans as of June 30, 2011.