

OUR MEMBERS ARE
THE MISSION®

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About Us!



MISSION: As a member-owned and not-for-profit credit union, Navy Federal's mission is to always put members first. Each area of the credit union operates with the same purpose in mind: making members' financial goals the top priority. Navy Federal is honored to serve those who serve, with a field of membership comprising all Department of Defense and Coast Guard Active Duty, Veterans, civilian and contractor personnel, and their families.

MEMBERSHIP

15
Million

DEPARTMENT OF DEFENSE
ARMY • MARINE CORPS
NAVY • AIR FORCE
SPACE FORCE • COAST GUARD
VETERANS AND FAMILIES

TEAM MEMBERS

Vienna, VA (HQ)
5,500 Employees



Winchester, VA
2,400 Employees

Pensacola, FL
8,500 Employees

San Diego, CA
201 Employees

25,200 Employees

Employee Awards:

- PEOPLE® Companies That Care
- FORTUNE 100 Best Companies to Work For®
- FORTUNE America's Most Innovative Companies
- Forbes America's Best Large Employers
- Forbes Best Employers for New Grads
- Forbes Best Employers for Tech Workers
- Forbes America's Best Employers for Company Culture
- Newsweek Most Loved Workplaces
- Newsweek Most Trustworthy Companies in America
- The Washington Post Top Workplaces
- U.S. News and World Report's Best Companies to Work For
- Computerworld Best Places to Work in IT
- RippleMatch's Campus Forward Award
- WayUp's Top 100 Internship Programs List
- Business Group on Health Best Employer

Navy Federal is an Equal Opportunity Employer.
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RECOGNITION

- #1 in Forrester's 2025 CX Index™ Survey for Multichannel Banks
- #2 in Forrester's 2025 CX Index™ Survey for Customer Experience among Credit Card Issuers
- MONEY's Best Banks for Small Businesses
- MONEY's Best VA Loan Lenders
- WalletHub's Best No Balance Transfer Fee
- WalletHub's Best Credit Union Credit Card
- WalletHub's Best Military Credit Card
- WalletHub's Best Personal Loan for Veterans
- Newsweek's America's Best Loyalty Programs
- Newsweek's America's Best Online Platforms
- Newsweek's America's Top Financial Advisory Firms
- USA Today's America's Best Customer Service 2025
- USA Today's America's Most Trusted Brands 2025
- USA Today's Best Financial Advisory Firms 2025

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BRANCHES

382
Branches
Worldwide

27 INTERNATIONAL LOCATIONS
178 BRANCHES ON OR NEAR
MILITARY INSTALLATIONS
NETWORK OF 30,000+ FREE ATMS
45% OF BRANCH EMPLOYEES ARE
DIRECTLY TIED TO THE MILITARY

MILITARY FOCUSED

- Dedicated VA Mortgage Loans and Servicing
- Financial Education Presentations to Military Recruits
- 24/7 Stateside Contact Center
- Active Duty Early Release of Direct Deposits
- Free Active Duty Checking® and Discounts

Military Accolades:

- Credit Union of the Year—Navy Distinguished Credit Union Service Award (18th consecutive year)
- America's Best Employers for Veterans—Forbes
- Best Banks and Credit Unions for Military—MONEY
- Best for Vets—Military Times
- TOP Veteran Employer—Military.com
- Top Military Spouse Employer—Military.com
- Top Veteran-Friendly Employer—US Veterans Magazine

TECHNOLOGY

- Multi-Channel Account Access
- Two-Factor & Biometric Authentication
- 24/7 Fraud Monitoring
- Custom Account Notifications
- Personalized Financial Insights
- Easy & Digital Direct Deposit Setup
- Bill Pay Accessibility
- Free Financial Dashboard & 360-Degree View of your Finances
- Spending, Budgeting & Net-Worth Tracking Tools
- Send, Request and Receive Money with Zelle
- Free Credit Monitoring & Credit History Improvement Opportunities



+85%

members use
digital banking
through
Navy Federal's
mobile app¹ and
Navy Federal
Online[®].

BUSINESS METRICS

As of September 30, 2025

- \$194.2 Billion in Assets
- \$163.7 Billion in Savings
- \$140.9 Billion in Loans
- \$18.2 Billion in Equity

MEMBER GIVEBACK: In total, our members earned or saved nearly \$4.32 billion in value in 2024.²



We Serve With Compassion

Compassionate service goes beyond knowing your name and rank. It's understanding and caring about what's important to you. That's why we're truly dedicated to your overall financial well-being and helping you achieve what you want in life.



We Put Members First

As a not-for-profit credit union, we strive to do what's right for our membership as a whole, so we can bring real value to each and every member. It's a matter of integrity and simply the right thing to do. So, you can trust that 24/7/365, we're focused on your needs.



We Champion Community

We're dedicated to embracing and celebrating inclusion and belonging, and to fostering financial health and well-being for the military, Veterans, their families and those in all the communities we serve. Because as a community, we're stronger together.



Navy Federal Credit Union is federally insured by NCUA. ¹Message and data rates may apply. Visit navyfederal.org for information. ²Dollar value shown represents the results of the 2024 Navy Federal Member Giveback Study. The Member Giveback Study takes into consideration internal market analyses comparing Navy Federal products with industry national averages, as well as discounts, incentives, and other savings. © 2025 Navy Federal NCU 20668 (12-25)

Updated: December 19, 2025
unless otherwise noted