**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 of all Department of Defense and Coast Guard Active Duty, veterans, civilian and contractor personnel, and their families.

**MEMBERSHIP**

<table>
<thead>
<tr>
<th>10.7 Million</th>
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<tr>
<td>DEPARTMENT OF DEFENSE</td>
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<tr>
<td>ARMY • MARINE CORPS • NAVY</td>
</tr>
<tr>
<td>AIR FORCE • COAST GUARD</td>
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**TEAM MEMBERS**

<table>
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<tr>
<th>Vienna, VA (HQ)</th>
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<tbody>
<tr>
<td>3,800 Employees</td>
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<td>Pensacola, FL</td>
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</tr>
<tr>
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**Employee Awards:**
- FORTUNE 100 Best Companies to Work For®
- IndustryWired Top Exceptional Companies To Work For
- Forbes America’s Best Employers for Diversity
- Forbes America’s Best Employers for Veterans
- Forbes America’s Best Employers for New Grads
- Computerworld’s Best Places to Work in IT

**MEMBER GIVE BACK:** In total, our members earned or saved nearly $2.6 billion in value in 2020

**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 diversity and inclusion, 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.

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**RECOGNITION**

- #1 for Customer Experience among Multichannel Banks/ Credit Unions in Forrester’s 2021 CX Index™ Survey
- #1 for Customer Experience among Credit Card Issuers in Forrester’s 2021 CX Index™ Survey
- KPMG Customer Experience Excellence
- GOBankingRates Best Credit Unions
- Best Banks for Small Businesses by Digital.com
- Bankrate’s Top Credit Union
- TrustScore of 4.7 out of 5 stars on Trustpilot
- Money’s Best Mortgage Refinance Company
- 2021 Mobile Banking Leader by Javelin Strategy & Research

**TECHNOLOGY**

- VoiceID
- Multi-Channel Account Access
- Two-Factor Authentication
- Biometric Authentication
- 24/7 Fraud Monitoring
- Account Security Notifications
- Zero Liability Policy

**BUSINESS METRICS**

- $149.0 Billion in Assets
- $123.3 Billion in Savings
- $92.6 Billion in Loans
- $16.3 Billion in Equity

**BRANCHES**

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<tr>
<td>26 INTERNATIONAL LOCATIONS</td>
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<td>184 BRANCHES ON OR NEAR MILITARY INSTALLATIONS</td>
</tr>
<tr>
<td>NETWORK OF 30,000+ FREE ATMS</td>
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<tr>
<td>45% OF BRANCH EMPLOYEES ARE DIRECTLY TIED TO THE MILITARY</td>
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**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 (15th consecutive year)
- Best Military Bank/Credit Union - The Military Wallet
- Best Military Bank/Credit Union - US News & World Report
- Best Military Credit Card - WalletHub
- Best Military Credit Card - CardRates.com
- Best Mortgage Lender for VA Loans - NerdWallet
- Top Military Financial Institution - The Military Wallet

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