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

12.1 Million

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

TEAM MEMBERS

Vienna, VA (HQ)
4,200 Employees

Pensacola, FL
8,300 Employees

Winchester, VA
2,200 Employees

Worldwide
22,300 Employees

Employer Awards:
• The Washington Post’s Top Workplace
• FORTUNE 100 Best Companies to Work For®
• FORTUNE Best Place to Work for Financial and Insurance Services
• FORTUNE Best Workplaces for Women
• Forbes America’s Best Employers for Veterans
• Forbes America’s Best Employers for New Grads
• Computerworld’s Best Places to Work in IT
• Newsweek’s Most Loved Workplaces
• Ripplematch’s Campus Forward Award
• WayUp’s Top 100 Internship Programs List

RECOGNITION

• #1 for Customer Experience among Multichannel Banks/Credit Unions in Forrester’s 2022 CX Index™ Survey
• #2 for Customer Experience among Credit Card Issuers in Forrester’s 2022 CX Index™ Survey
• GOBankingRates Best Credit Unions
• Bankrate’s Top Credit Union
• Bankrate’s Best for New Car Purchase
• TrustScore of 4.7 out of 5 stars on Trustpilot
• Mobile Banking Leader by Javelin Strategy & Research
• MONEY’s Best VA Loan Lenders

BRANCHES

355 Branches Worldwide

26 INTERNATIONAL LOCATIONS
189 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 (16th consecutive year)
• Credit Union of the Year - Army Distinguished Credit Union Service Award
• Best Banks for Military - Money
• Best Military Bank/Credit Union - The Military Wallet
• Best Military Bank/Credit Union - US News & World Report
• Best Military Credit Card - CardRates.com
• Top Military Financial Institution - The Military Wallet

TECHNOLOGY

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

+70% members use digital banking through Navy Federal’s Mobile App and Navy Federal Online®.

BUSINESS METRICS As of September 30, 2022

• $156.7 Billion in Assets
• $135.4 Billion in Savings
• $106.2 Billion in Loans
• $18.6 Billion in Equity

MEMBER GIVE BACK: In total, our members earned or saved nearly $2.3 billion in value in 2021.*

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.

*Delivered value shown represents the results of the 2020 Navy Federal’s Member Giveback Study. The Member Giveback Study is an internal comparative market analysis of Navy Federal’s loan and deposit account rates as compared to the national average for similar products.

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