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

10.1 Million

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

TEAM MEMBERS

Vienna, VA (HQ)
4,400 Employees

Pensacola, FL
8,400 Employees

Winchester, VA
2,200 Employees

Worldwide
22,400 Employees

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
• Computerworld’s Best Places to Work in IT

MILITARY FOCUSED

• Dedicated VA Mortgage Loans and Servicing
• Financial Literacy 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 (14th 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 Mortgage Lender for VA Loans - NerdWallet

TECHNOLOGY

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

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

RECOGNITION

• KPMG Customer Experience Excellence
• GOBankingRates Best Credit Unions
• RepTrak Most Reputable Company in Financial Institutions
• Best Banks for Small Businesses by Digital.com
• Bankrate’s Top Credit Union
• Rated a TrustScore of 4.6 out of 5 stars on Trustpilot

BUSINESS METRICS As of Feb 28, 2021

• $138.6 Billion in Assets
• $114.5 Billion in Savings
• $911 Billion in Loans
• $14.8 Billion in Equity

VALUES: Focusing on values of Service, Integrity and Community supports our mission to make you our top priority.

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.

Updated: March 18, 2021 unless otherwise noted