OUR MEMBERS ARE THE MISSION.

Scan For More Information 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

12.7 Million

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

BRANCHES

357 Branches Worldwide

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

TEAM MEMBERS

Vienna, VA (HQ)
4,400 Employees

Winchester, VA
2,400 Employees

Pensacola, FL
8,700 Employees

Worldwide
23,700 Employees

Employer Awards:

- FORTUNE 100 Best Companies to Work For®
- FORTUNE Best Workplaces for Women
- FORTUNE Best Place to Work for Financial and Insurance Services
- The Washington Post Top Workplace
- Forbes America's Best Employers for New Grads
- Computerworld's Best Places to Work in IT
- Ripplematch's Campus Forward Award
- WayUp's Top 100 Internship Programs List
- Military Times' Best for Vets
- Military.com's TOP Veteran Employer

Navy Federal is an Equal Opportunity Employer.

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

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
- TrustScore of 4.7 out of 5 stars on Trustpilot
- Mobile Banking Leader by Javelin Strategy & Research
- Bankrate's Auto Loan: Best for new car purchase

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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 March 31, 2023

- $166.1 Billion in Assets
- $143.8 Billion in Savings
- $112.2 Billion in Loans
- $17.9 Billion in Equity

MEMBER GIVE BACK: In total, our members earned or saved nearly $3.8 billion in value in 2022.*

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.

EQUAL HOUSING LENDER

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Updated: May 22, 2023 unless otherwise noted

*Dollar value shown represents the results of the 2022 Navy Federal's 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.