**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

<table>
<thead>
<tr>
<th>Membership</th>
<th>Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.2 Million</td>
<td></td>
</tr>
</tbody>
</table>

### TEAM MEMBERS

<table>
<thead>
<tr>
<th>Location</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vienna, VA (HQ)</td>
<td>4,200 Employees</td>
</tr>
<tr>
<td>Pensacola, FL</td>
<td>8,300 Employees</td>
</tr>
<tr>
<td>Winchester, VA</td>
<td>2,200 Employees</td>
</tr>
<tr>
<td>Worldwide</td>
<td>22,500 Employees</td>
</tr>
</tbody>
</table>

**Employer Awards:**
- The Washington Post 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

### 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

### BUSINESS METRICS

**As of September 30, 2022**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>$156.7 Billion in Assets</td>
<td></td>
</tr>
<tr>
<td>$135.4 Billion in Savings</td>
<td></td>
</tr>
<tr>
<td>$106.2 Billion in Loans</td>
<td></td>
</tr>
<tr>
<td>$18.6 Billion in Equity</td>
<td></td>
</tr>
</tbody>
</table>

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

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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*Updated: November 29, 2022 unless otherwise noted

*2022 Fact Sheet

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*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.