

## Navy Federal Credit Union achieves the highest overall satisfaction score in the J.D. Power 2023 U.S. Mortgage Servicer Satisfaction Study<sup>SM</sup>



### Navy Federal achieves the highest score in all six study dimensions.

Navy Federal Credit Union stands out in the *J.D. Power 2023 U.S. Mortgage Servicer Satisfaction Study* by achieving the highest Overall Satisfaction (OSAT) score and the highest score for all study dimensions. The company improved by an impressive 17 points year-over-year with an OSAT score of 746 in 2022 and 763 in 2023. Navy Federal's increased performance across all study dimensions demonstrates a steadfast commitment to delivering a satisfying service experience for mortgage members. With an OSAT score 162 points higher than the industry average score of 601, Navy Federal members receive a mortgage servicing experience that is best-in-class in the industry.

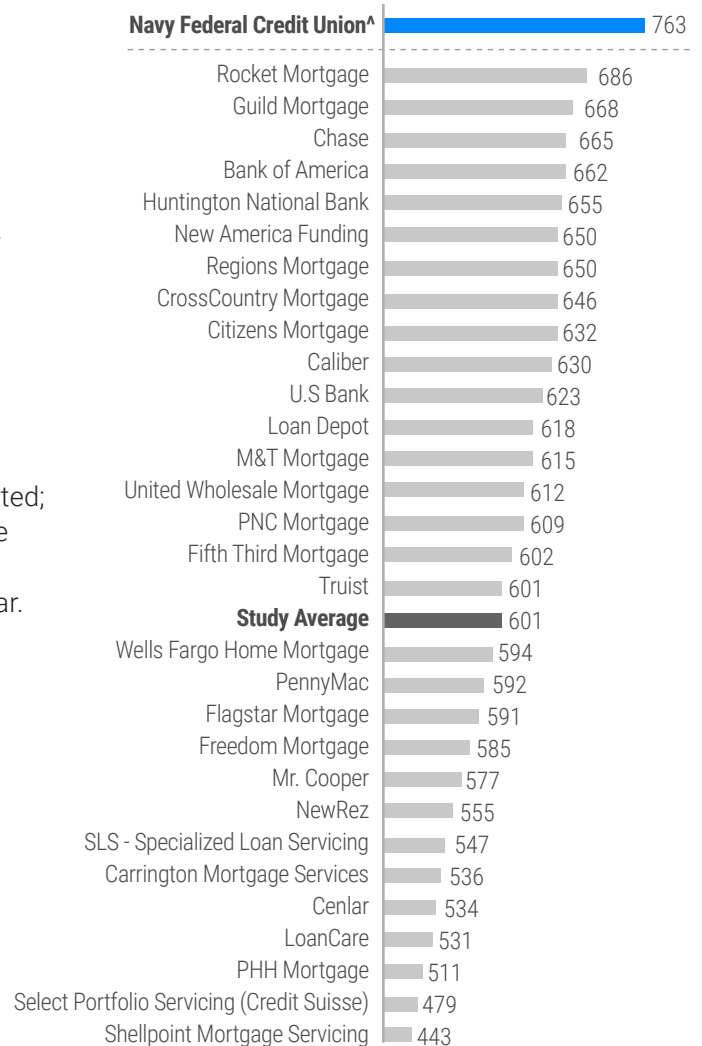
The *J.D. Power 2023 U.S. Mortgage Servicer Satisfaction Study* measures customer satisfaction with the mortgage servicing experience in six factors (in order of importance): level of trust; makes it easy to do business with; keeps me informed and educated; people; resolving problems or questions; and digital channels. The study is based on responses from 11,325 customers who have been with their current mortgage loan servicer for at least one year. The study was fielded from October 2022 through May 2023.

### Dimension Score Highlights:

DIMENSION	NAVY FEDERAL	INDUSTRY AVERAGE	YOY
Level of Trust	<b>804</b>	606	<b>+20</b>
Easy to do business with	<b>770</b>	612	<b>+9</b>
Keeps me informed and educated	<b>707</b>	574	<b>+5</b>
People	<b>768</b>	610	<b>+10</b>
Resolving Problems or Questions	<b>776</b>	606	<b>+33</b>
Digital Channels	<b>741</b>	610	<b>+39</b>

### J.D. Power 2023 U.S. Mortgage Servicer Satisfaction Study<sup>SM</sup>

Overall Customer Satisfaction Index Ranking  
(Based on a 1,000-point scale)



Source: J.D. Power 2023 U.S. Mortgage Servicer Satisfaction Study<sup>SM</sup>

Note: \*Navy Federal Credit Union is a financial services issuer that primarily serves U.S. military members, veterans and their families, and therefore is not ranked in the study or award eligible.

## Navy Federal Consistently Satisfies Mortgage Servicing Members Across Key Study Dimensions

To measure customer satisfaction, J.D. Power studies the performance of more than 30 of the largest mortgage servicers by using a comprehensive index model. The analysis yields a benchmark of excellence score for each of the dominant study dimensions. In 2023, Navy Federal Credit Union earns the highest score across all critical-to-customer experience dimensions, including:



**People** – Employees who interact with borrowers play an important role in driving satisfaction and building client relationships. Navy Federal earned a People dimension score of 768, which exceeds the industry average by 158 points. This performance illustrates the unwavering commitment of Navy Federal staff to satisfying members.



**Easy to do Business With** – Today’s customers expect providers to make it easy to do business with them and mortgage servicing customers are no exception. Navy Federal rises to the occasion by achieving a dimension score of 770, which is 158 points higher than industry average.



**Keeps Me Informed and Educated** – Members report high satisfaction with how Navy Federal works to keep them informed and educated in the process of servicing their mortgage loan. This commitment earns Navy Federal a dimension score of 707 outperforming the mortgage servicer industry average by 133 points.



**Digital Channels** – As the industry strives to expand engagement on digital, self-service channels, Navy Federal exceeds member expectations with a Digital Channels dimension score of 741 surpassing the industry average by 131 points.



At Navy Federal, our members are the mission. We focus on making the mortgage servicing process easy with self-service tools and proactive outreach, so our members can focus on the things that matter most. There’s no greater honor than providing an exceptional mortgage servicing experience to members of the military, veterans and their families.”

**Kathy Keller**

Senior Vice President,  
Real Estate Servicing and Support  
Navy Federal Credit Union