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For Immediate Release

## **Navy Federal Ranks No. 1 in Customer Experience for Full-Service Banking**

**VIENNA, Va. (Monday, July 18)** – [Navy Federal Credit Union](http://www.navyfederal.org) has been ranked No. 1 in the Full-Service Banking category according to Forrester’s report, The US Customer Experience Index, 2016. The annual CX Index™ survey measures the level of success a brand has in delivering quality interactions that create and sustain loyalty. The credit union was also recognized as Best in Class for Customer Experience, marking its third time receiving the recognition.

“The trust we’ve earned from our members is due to the level of member service and commitment our employees have provided for over 80 years,” said Cutler Dawson, President/CEO of Navy Federal. “Now we’re a best place to work and the best place to bank.”

In the overall index, Navy Federal ranked No. 2 of 319 U.S. brands across 17 industry categories from financial services to auto manufacturers, hotels and airlines. For more information about Forrester’s 2016 Customer Experience Index Report, [click here](#).

**About Navy Federal Credit Union:** Navy Federal Credit Union is a 2016 *Fortune* 100 Best Companies to Work For and the world’s largest credit union with more than \$77 billion in assets, 6 million members, 287 branches, and a workforce of over 15,000 employees worldwide. The credit union serves all Department of Defense and Coast Guard Active Duty, civilian and contractor personnel and their families. For additional information about Navy Federal, visit <https://www.navyfederal.org>.

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