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For Immediate Release

Trust and Service Drive Growth at Navy Federal

Credit Union Wins 2018 Javelin Trust in Banking Award for Overall Trust, Reliability and Goodwill in Banking as Membership Grows

VIENNA, Va. (June 29, 2018) – [Navy Federal Credit Union](#) is a 2018 Javelin Trust in Banking Leader award winner for the second consecutive year. Since first winning the award in 2017, the credit union has experienced tremendous growth while maintaining trust and service amongst its members. In the past year, Navy Federal has added 800,000 members, 3,000 new employees and 20 branches.

Navy Federal’s mission to be the most preferred and trusted financial institution serving the military and its families has been unwavering since its beginnings in 1933. The credit union builds trust with its members by focusing on service, commitment and integrity.

“As we grow, our commitment to building trust remains the same. We know our members value security, reliability and ease of doing business with us.” said Timothy Day, vice president of digital channels. “It’s our job to deliver on those values.”

Just last month, Navy Federal members logged over 123 million sessions across the credit union's digital banking channels. “We’re seeing a steady increase in the number of members using mobile and online banking, so we know our members trust us to provide a safe, secure and convenient digital banking experience,” said Day.

Javelin Strategy & Research measured trust based on reliability and goodwill. To determine those values, Navy Federal members were asked if the credit union:

- Is looking out for my best interests
- Keeps my personal information safe
- Takes necessary steps to prevent fraud on my account
- Protects from financial loss in cases of fraud

Navy Federal offers a variety of services and resources for its members to protect their accounts and seek advice on managing finances. This includes education on [account security](#), services to [manage and monitor](#) accounts as well as [financial guidance](#) on common banking topics.

The credit union’s online and mobile platforms have also been recognized in Javelin’s [2017 Online Banking Scorecard](#) and [2017 Mobile Banking Scorecard](#). For more information on Javelin’s 2018 Trust in Banking awards, see the award [whitepaper](#).

About Navy Federal Credit Union

Navy Federal Credit Union is the world's largest credit union with more than \$90 billion in assets, 7.8 million members, 319 branches and a workforce of over 17,000 employees worldwide. The credit union serves all Department of Defense and Coast Guard Active Duty, veterans, civilian and contractor personnel and their families. For additional information about Navy Federal, visit navyfederal.org.