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For Immediate Release

Navy Federal Named “Best-in-Class” Brand for Customer Experience

VIENNA, Va. (June 19, 2018) – [Navy Federal Credit Union](#) has been named as the top “Best-in-Class” Brand in Customer Experience, according to Forrester’s report, The US Customer Experience Index, 2018. Navy Federal ranked No. 1 among 287 brands across 19 industry categories in the 2018 US CX Index. And for the third consecutive year, Navy Federal ranked No. 1 in Full-Service Banking Category.

“Any time a member interacts with Navy Federal, it gives us the opportunity to prove why our team members deserve this award,” said Cutler Dawson, president/CEO of Navy Federal. “Simply put - our team members are remarkable, and they truly understand the important responsibility we have to serve our members. For 85 years, we’ve listened to what our members want, and will continue to provide an exceptional experience.”

The CX Index rankings are based on how respondents felt their needs were met and the ease and enjoyability of their experience.

Navy Federal has been continually recognized for its dedication to creating a satisfying work environment and an exceptional customer experience. Earlier this year, Navy Federal celebrated its 8th year on the [FORTUNE 100 Best Companies to Work For](#)® List, ranking 42nd, the highest in its history. Other notable accolades include being [No. 1 in Customer Experience Excellence by KPMG](#) and [No. 10 on Forbes’ List of America’s Best Employers](#).

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.

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