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For Immediate Release

Navy Federal Recognized as a Leader in Online Banking

Members cite credit union's online banking channel as easy to use and empowering

VIENNA, Va. (September 20, 2018) – [Navy Federal Credit Union](#) was named a leader in four of six categories on Javelin's 2018 [online banking scorecard](#), highlighting a range of features and functionality. Those categories include:

- Ease of use: Provides a simple, intuitive, get-it-done experience
- Security empowerment: Builds a sense of confidence and control
- Financial fitness: Empowers customers with personal insight, advice and tools
- Money movement: Makes payments, deposits and transfers seamless and secure

"We're always looking for ways to improve our online banking experience," said Tim Day, vice president of digital channels at Navy Federal Credit Union. "It all comes down to what our members want. We know they value ease of use and control, so we give them the tools and resources they need to make smart decisions." The credit union's members have access to everything from [financial calculators](#) and [education](#), to [account](#) and [card protection services](#) through online banking.

The scorecard measures user satisfaction with online banking at the top 28 U.S. financial institutions by deposit size. In its third year, Javelin's online banking scorecard has consistently ranked Navy Federal as a leader in multiple categories.

Navy Federal is continuously recognized for providing an exceptional banking experience. Earlier this year, [Forrester Research named Navy Federal "Best-in-Class" Brand for Customer Experience](#), and [KPMG ranked Navy Federal as No. 1 in Customer Experience Excellence](#).

About Navy Federal Credit Union: Established in 1933 with only seven members, Navy Federal now has the distinct honor of serving over 8 million members globally and is the world's largest credit union. As a member-owned and not-for-profit organization, Navy Federal always puts the financial needs of its members first. Membership is open to all Department of Defense and Coast Guard Active Duty, veterans, civilian and contractor personnel, and their families. Dedicated to its mission of service, Navy Federal employs a workforce of over 17,000 and has a global network of 319 branches. For more information about Navy Federal Credit Union, visit navyfederal.org.

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