



Media Contact: Martin Miller
Corporate Communications
Phone: (703) 206-2373
Email: martin_miller@navyfederal.org

For Immediate Release

Navy Federal Simplifies Security with Launch of VoicelD

VIENNA, Va. (March 2, 2020) – [Navy Federal Credit Union](#) announced today the launch of [VoicelD](#), a new technology that allows its members to use their voice to verify their identity when calling the credit union.

“Security is our priority. Similar to a fingerprint, your voiceprint is unique to you,” said Michele Wilson, Manager of Contact Center Operations Project Management for Navy Federal. “VoicelD removes the need to remember multiple pieces of personal information, making it easy and convenient for our members to access their accounts.”

When a member calls Navy Federal, VoicelD allows them the convenience of verifying their identity by repeating a simple passphrase.

First piloted with the credit union’s members and employees in late 2019, the innovative voice technology received positive initial feedback. A survey of those enrolled found that:

- 90 percent were satisfied with the VoicelD enrollment process
- 85 percent would recommend VoicelD to others

Members can enroll in VoicelD by calling Navy Federal’s 24/7 contact center at 1-888-842-6328. A Member Service Representative will then explain the enrollment process and transfer the member to an automated system to record the passphrase.

“We want it to be simple and easy for members while maintaining the security of their accounts,” said Wilson. “VoicelD is just one of the many technologies allowing us to further our mission of world-class service while also delivering a personalized digital experience.”

The launch of VoicelD adds to Navy Federal's suite of digital features which provide members with convenient and secure banking experiences. Members can control their finances at their fingertips through Navy Federal's app, allowing them to access their account, set up push notifications, freeze and unfreeze credit or debit cards, and [much more](#).

About Navy Federal Credit Union: Established in 1933 with only seven members, Navy Federal now has the distinct honor of serving over 9 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 18,000 and has a global network of 343 branches. For more information about Navy Federal Credit Union, visit navyfederal.org.

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