

# 2020 Fact Sheet

**MISSION:** As a member-owned and not-for-profit credit union, Navy Federal's mission is to always put members first. Each area of the credit union operates with the same purpose in mind: making members' financial goals the top priority. Navy Federal is honored to serve those who serve, with a field of membership comprising of all Department of Defense and Coast Guard Active Duty, veterans, civilian and contractor personnel, and their families.

## MEMBERSHIP

**9.7 Million**

- Department of Defense
- Navy, Marines, Army, Air Force, Space Force, and Coast Guard
- Veterans
- Family Members

## BRANCHES

**342 Branches Worldwide**

- 26 at International Locations
- 75 on Military Base Installations
- Network of 30,000+ Free ATMs
- 45% of Branch Employees Are Directly Tied to the Military

## EMPLOYEES



- 📍 **Vienna, VA (HQ)** 4,500 Employees
- 📍 **Winchester, VA** 2,100 Employees
- 📍 **Pensacola, FL** 8,400 Employees
- 📍 **Worldwide** 22,000 Employees 200 Overseas

## MILITARY

- Dedicated VA Mortgage Loans and Servicing
- Financial Literacy Presentations to Military Recruits
- 24/7 Stateside Contact Center
- Active Duty Early Release of Direct Deposits
- Free Active Duty Checking and Discounts

### Military Accolades:

- Credit Union of the Year - Navy Distinguished Credit Union Service Award (14th consecutive year)
- Credit Union of the Year - Army Distinguished Credit Union Service Award (2018)
- Best Military Bank/Credit Union - The Military Wallet
- Best Military Bank/Credit Union - US News & World Report
- Best Military Credit Card - WalletHub
- Best Mortgage Lender for VA Loans - NerdWallet

## TECHNOLOGY & SECURITY

- Multi-Channel Account Access
- Two-Factor Authentication
- Biometric Authentication
- 24/7 Fraud Monitoring
- Automated Account Security Notifications
- Zero Liability Policy

## AWARDS & RECOGNITION

- #1 Forrester 2019 Customer Experience
- #1 ICMI 2019 Best Contact Center
- #1 Reputation Institute Most Reputable Company in FIs
- #1 MONEY's Best Mortgage Lender for Military
- #4 KPMG Customer Experience Excellence
- #4 GOBankingRates Best Credit Unions for 2020
- #9 Computerworld Best Places to Work for IT
- #19 FORTUNE 100 Best Places to Work
- #23 Forbes List of America's Best Employers
- #39 PEOPLE's 2019 50 Companies that Care

## BUSINESS METRICS As of Sept. 30, 2020

- \$131.7 Billion in Assets
- \$106.7 Billion in Savings
- \$91 Billion in Loans
- \$14.2 Billion in Reserves

## CORPORATE SOCIAL RESPONSIBILITY

### Corporate Giving



- As a credit union, we are a not-for-profit institution, giving back to our members is at the core of who we are
- Annually, our members earn and save an average of \$361\* by banking with us



### Social Impact

- Support and assist our members during periods of natural disaster and government shutdown
- Host Financial Literacy workshops



### Sustainability

- Invest in energy-efficient buildings and campuses
- Recycle hundreds of tons of materials

Updated: October 22, 2020 unless otherwise noted

\*Dollar value shown represents the results of the 2020 Navy Federal Member Giveback Study. The Member Giveback Study is an internal comparative market analysis of Navy Federal's loan and deposit account rates as compared to the national average for similar products.