**USAA MISSION**

The mission of the association is to facilitate the financial security of its members, associates and their families through provision of a full range of highly competitive financial products and services; in so doing, USAA seeks to be the provider of choice for the military community.

**USAA HISTORY**

USAA was founded in 1922 by a group of Army officers who decided to self-insure each other, forming the United States Army Automobile Association. In 1923, the company began to extend eligibility to the other branches of the armed services, and was renamed United Services Automobile Association (USAA) the following year. In 1996, eligibility was extended to enlisted personnel serving on active duty, the National Guard and selected reserves. In 2009, USAA expanded eligibility to include all who are serving or have honorably served our nation in the U.S. military.

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**MEMBERSHIP**

- More than 13 million members.
- Nearly 96% member retention.
- In 2019, USAA returned nearly $2.4 billion to members in distributions, dividends, and bank rebates and rewards.
- 2020 Military Friendly® brand — No. 7.

**EMPLOYEES**

- More than 35,000 employees globally.
- 11 offices in 7 U.S. cities.

  - **San Antonio:** 19,000+
    - Headquarters
    - Vista Ridge
    - River Walk
  - **Phoenix Norterra:** 4,800+
  - **Colorado Springs:** 1,750+
  - **Tampa:** 3,900+
    - Tampa Crosstown I/II
    - Tampa Commerce
  - **Chesapeake:** 590+
  - **Dallas Metro:** 1,700+
    - Plano
    - Addison

- Three international offices — London, Frankfurt and Luxembourg.
- Work from home employees make up more than 23% of the USAA domestic workforce.
- More than 20% of employees are veterans or military spouses.

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**TECH, INNOVATION & SECURITY**

- 86% of USAA’s total member base was digitally active in 2019. [Member Centric Interaction Data (MCID)].
- USAA members used the organization’s virtual agent, EVA, 41 million times in 2019.
- 2.6 million members per month exclusively use mobile: a 16% increase over 2018. [Member Centric Interaction Data (MCID)]
- In 2019, USAA Labs had 6,000+ employee submissions and implemented 567 new ideas that benefit of members and employees.
- 59% of employees participated in employee innovation in 2019.
- USAA helps stop 18+ million cyber attacks and prevents $16 million in fraud loss daily.

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**MILITARY TIES**

- 50+ Veteran Service Organization (e.g. VFW, DAV, American Legion) affiliations to help be where our members are.
- 40+ representatives operating near major military installations to assist our military community.
- Field reps conducted 1,000+ sponsorship, deployment and transition events in 2019.
- Military Affinity represented USAA at 100+ Affinity group events in 2019.
- More than 60% of all philanthropic dollars benefited military-focused causes in 2019.

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**CORPORATE RESPONSIBILITY**

- In 2019, USAA, USAA Federal Savings Bank and The USAA Foundation, Inc. invested $43 million in philanthropic initiatives nationwide.
- USAA employees and retirees donated $10.5 million and volunteered more than 577,000 hours in 2019.

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**FINANCIALS AND BUSINESS RECOGNITION**

- Nearly $36 billion in revenue.
- Nearly $36 billion in net worth.
- USAA owned and managed assets grew to nearly $219 billion.
- Handled 150,000+ disaster claims in 2019 with more than $1 billion in disaster-related claims.
- USAA Bank ranks 29th largest U.S. bank based on deposits at $76 billion (as of 9/30/19).
- Satmetrix Net Promoter Score — Highest score in home insurance, auto insurance, and banking for the tenth consecutive year.

All data as of 12/31/19, unless otherwise noted. ©2020 USAA.NC-0220.