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.

KEY FACTS

EMPLEYEE

- More than 33,000 employees globally. (as of 1/31/18)
- 12 campuses in 6 cities across the country. (on and off campus numbers)
  - San Antonio: 19,000
    - SA Home Office
    - SA Vista Ridge
    - SA River Walk
    - SA Westridge
  - Phoenix Norterra: 4,600
  - Tampa: 3,600
    - Tampa Crosstown
    - Tampa Commerce
  - Chesapeake: 600
  - DFW: 950
    - Plano
    - Addison
  - Two international offices — London and Frankfurt.
  - Work from home employees make up more than 15% of the USAA domestic workforce. (1/31/18)
  - Nearly 1 in 4 employees are veterans or military spouses. (1/31/18)
  - 2018 FORTUNE 100 Best Companies to Work For® — No. 19

TECH, INNOVATION & SECURITY

- 80% of USAA’s total member base is digitally active. [Member Centric Interaction Data (MCID)]
- USAA members launched the organization’s virtual agent, EVA, 22 million times in 2017.
- Nearly 2 million members used mobile exclusively in 2017, an increase of 24% over 2016.
- In 2017, USAA Labs had over 9,000 employee submissions; implemented more than 1,300 new ideas to the benefit of both members and employees. (SalesForce)
- 92% of employees participated in employee innovation in 2017.
- Have helped stop an average of more than 9 million cyberattacks and prevent $8.7 million in fraud loss daily.

MEMBERSHIP

- More than 12.4 million members. (12/31/17)
- Nearly 98% member retention. (12/31/17)
- In 2017, USAA returned more than $1.5 billion to members in distributions, dividends, bank rebates and rewards.
- 2018 FORTUNE World’s Most Admired Companies® — No. 20

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CORPORATE RESPONSIBILITY

- USAA employees and retirees donated $11 million to support nonprofit organizations in 2017.
- $5 million of the charitable contributions from USAA, The USAA Foundation, Inc., USAA Real Estate Company and USAA employees and retirees went to support hurricane and wildfire relief efforts.
- 2017: Corporate Responsibility Champion Award Winner (National Diversity Council)

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MILITARY TIES

- 50+ veteran service organizations (e.g. VFW, DAV) partners to help be where our members are.
- More than 40 field representatives operating by major military installations to assist our military members and their families.
- Military Affinity promoted/represented USAA at 100+ Affinity group events in 2017.
- Ranked No. 4 Military Friendly® Employer in 2018.
- More than 50% of all philanthropic dollars benefited military families in 2017.

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