

Navy Federal Credit Union achieves the highest overall satisfaction score in the J.D. Power 2024 U.S. Mortgage Servicer Satisfaction StudySM



Navy Federal achieves the highest score in all six study dimensions for the second year in a row

Navy Federal Credit Union’s dedication to member satisfaction pays off with the highest Satisfaction (OSAT) score of 789 in the *J.D. Power 2024 U.S. Mortgage Servicer Satisfaction Study*,SM 183 points above the industry average. Overall satisfaction has increased in the mortgage servicing industry this year despite the headwinds of persistently high interest rates and financial uncertainty. These challenging conditions make Navy Federal’s continued strong performance and 26-point year over year improvement even more impressive. Navy Federal’s commitment to creating a satisfying experience for their borrowers is further demonstrated by achieving the highest scores in all six study dimensions.

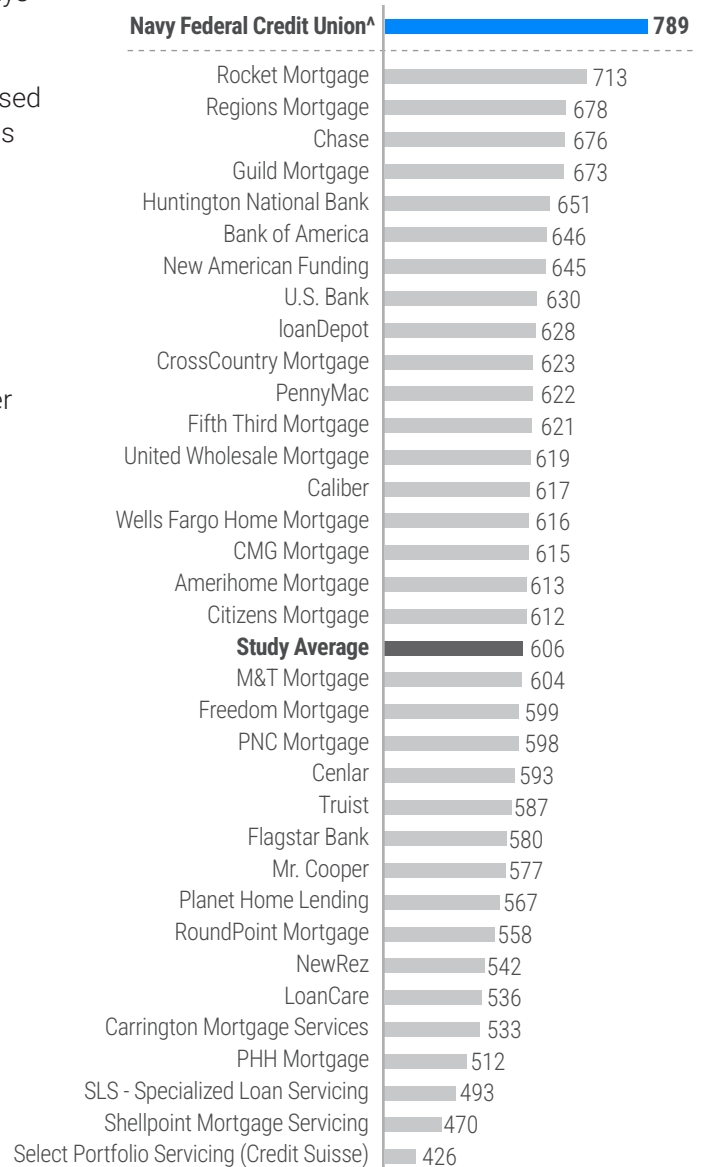
The *U.S. Mortgage Servicer Satisfaction Study* measures customer satisfaction with the mortgage servicing experience in six dimensions (in order of importance): level of trust; makes it easy to do business with; keeps me informed and educated; people; resolving problems or questions; and digital channels. The study is based on responses from 15,020 customers who have been with their current mortgage loan servicer for at least one year. The study was fielded from May 2023 through May 2024.

Navy Federal Credit Union’s Dimension score highlights:

DIMENSION	NAVY FEDERAL	INDUSTRY AVERAGE	YOY
Level of Trust	818	611	+14
Makes it easy to do business with	788	616	+18
Keeps me informed and educated	736	576	+29
People	804	615	+36
Resolving problems or questions	800	615	+24
Digital Channels	788	617	+47

J.D. Power 2024 U.S. Mortgage Servicer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking
(Based on a 1,000-point scale)



Source: J.D. Power 2024 U.S. Mortgage Servicer Satisfaction StudySM
Note: ^ANavy Federal Credit Union is a financial services issuer that primarily serves U.S. military members, veterans and their families, and therefore is not-rank eligible in the study.

Navy Federal Continues to Satisfy Mortgage Servicing Members Across Key Study Dimensions

To measure customer satisfaction, J.D. Power studies the performance of more than 35 of the largest mortgage servicers by using a comprehensive index model. The analysis yields a benchmark of excellence score for each of the dominant study dimensions. In 2024, Navy Federal Credit Union earns the highest score across all critical-to-customer experience dimensions, including:



Level of Trust – Trust is an important component of the mortgage servicing experience and crucial for driving borrower satisfaction. Navy Federal Credit Union stands out with their members by earning a dimension score of 818, 207 points above the industry average.



Makes it easy to do business with – Today’s customers expect providers to make it easy to do business with them and mortgage servicing customers are no exception. Navy Federal rises to the occasion by achieving a dimension score of 788, which is 172 points higher than industry average.



Keeps Me Informed and Educated – Members report high satisfaction with how Navy Federal works to keep them informed and educated in the process of servicing their mortgage loan. This commitment earns Navy Federal a dimension score of 736 outperforming the mortgage servicer industry average by 160 points.



People – Employees who interact with borrowers play an important role in driving satisfaction and building client relationships. Navy Federal earned a People dimension score of 804, which exceeds the industry average by 189 points. This performance illustrates the unwavering commitment of Navy Federal’s staff to satisfying members.



Resolving problems or questions – How well a servicer helps borrowers solve problems or answer questions is a material part of the borrower experience and is an important driver of satisfaction of satisfaction. Navy Federal showcases a commitment to their members in this area with a dimension score of 800, exceeding the industry average by 185.



Digital channels – Improvements to customer satisfaction through digital channels is a primary driver of this year’s higher scores and Navy Federal demonstrates their commitment in this area by earning a dimension score of 788 surpassing the industry average by 171 points.



At Navy Federal, our members are the mission. We focus on making the mortgage servicing process easy with self-service tools and proactive outreach, so our members can focus on the things that matter most. There’s no greater honor than providing an exceptional mortgage servicing experience to members of the military, veterans and their families.”

Kathy Keller

Senior Vice President, Real Estate Lending Servicing and Support
Navy Federal Credit Union

For more information about the J.D. Power 2024 U.S. U.S. Mortgage Servicer Satisfaction StudySM, visit <https://www.jdpower.com/business/press-releases/2024-us-mortgage-servicer-satisfaction-study>

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