

Our Mission and History

- Navy Mutual formed in 1879 to "self-insure" naval officers because commercial insurers would not cover their hazardous occupation. Navy Mutual's core mission remains unchanged since 1879 - **Provide Members with quality life insurance that is as close to net cost as possible.**
- Navy Mutual is the oldest federally recognized Veterans Service Organization, and our mission includes **educating** and **assisting** our **Members** and, **most importantly, survivors**, concerning government services and benefits for which they are eligible, without any charge.
- Our education presenters are recognized experts on the Survivor Benefit Plan, Casualty Assistance, as well as general financial literacy subjects. We reach over 30,000 servicemembers and spouses each year with our education presentations.

Our Service

- **Service** to Members is priority one at Navy Mutual. Our unfailing objective is to provide customer and beneficiary service that is second-to-none. Our Members and their families deserve, and EXPECT, nothing less from us.
 - Over 90% of customers are very satisfied or satisfied with Navy Mutual
 - Over 98% of beneficiaries are very satisfied or satisfied with our service to them
 - More than 98% of Members remain year after year
- **Insuring those who serve.** More than a slogan, at Navy Mutual this is a way of life for our staff. Our guiding principle is to serve our Members the same way they serve our country - with commitment, competence, and character.
- Our salaried sales representatives receive no commissions, and our life insurance and annuity products are simple and direct, with **no fine print ... no surrender charges ...** and for active duty servicemembers, **no combat, terrorism, or aviation exclusions.**

Our Financials and Business Recognition

- Navy Mutual continues to grow. We have more than 145,000 policies in force, covering our nearly 106,000 Members and their families.
- **Financial strength** is critical to Member confidence that Navy Mutual will be there for their loved ones when they need us most.
 - Strong reserves and sound investments have earned Navy Mutual an "A+" rating from Fitch Ratings for nearly two decades.
 - With over \$3 billion in total assets, Navy Mutual has the financial strength and reserves to withstand market and economic fluctuations without risk to our Members.