

CommunityBank

Operated by  NAVY FEDERAL CREDIT UNION.

MISSION: Community Bank, owned by the Department of Defense, (operated by Navy Federal Credit Union) provides convenient and affordable banking products and services to help support the local financial needs of servicemembers and their families stationed overseas, base organizations, and mission readiness.

Term of Contract – 9 Years
Cost Plus Fixed Fee
Start Date: April 2024

CUSTOMERS

45K
Worldwide

DEPARTMENT OF DEFENSE
ARMY • MARINE CORPS
NAVY • AIR FORCE
SPACE FORCE • COAST GUARD
VETERANS*

*in limited locations

ORGANIZATION

San Antonio, TX (HQ)
110 Employees

Europe District Office/Cash Vault
60 Employees

Pacific District Office
20 Employees

Overseas Military Banking Facilities FTE
350 Employees



50%
OF MILITARY BANKING
FACILITIES EMPLOYEES
ARE MILITARY DEPENDENTS

BUSINESS METRICS

(Funds and property are owned by the DoD.)

Accounts	Deposits	Loans
55K	\$1.2B	\$53M

FINANCIAL SERVICES OFFERED

- Delivers cash requirements for on-base organizations, to include Commissary, Exchange, Military Commands and Credit Unions
- Checking, savings and CD accounts
- Dual Currency ATMs
- Consumer loans
- Local Bill Pay
- Local currency exchange
- Mobile and online banking

MILITARY BANKING FACILITIES

60
Overseas Locations

270
ATMS

All Military Banking Facilities Are on Military Installations

10 COUNTRIES BY MILITARY SERVICE

- Germany & Netherlands – 17 Army / 4 Air Force
- United Kingdom – 6 Air Force
- Guantanamo Bay – 1 Navy
- Italy – 3 Army / 1 Air Force / 3 Navy
- Kwajalein – 1 Army
- Japan – 2 Army / 3 Air Force / 3 Navy / 6 MC
- Korea – 6 Army / 2 Air Force / 1 Navy
- Diego Garcia – 1 Navy
- Honduras – ATM only / Army / Navy

TECHNOLOGY

- Mobile and online banking
- Payments: Euro and Sterling Bill Pay
- Teller servers hosted by Connectria located in St Louis, MO
- Automated Sales & Service Platform
- Web-based portal for access to Worldpay business products and services (ATMs, Disputes)
- Fidelity-owned mainframe located in Little Rock, AR