WHEN PASSION MEETS PURPOSE

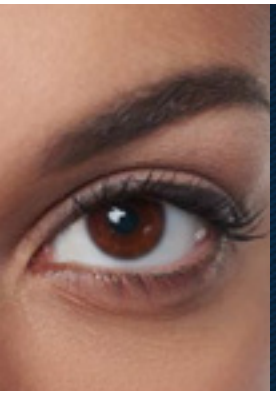
USAA®

WE MAKE AWESOME THINGS HAPPEN FOR AMAZING REASONS

Providing financial services to millions of military members and their families requires innovative thinking at every level. That's why we have over 3,400 USAA IT Department employees who advance technology every day to continually improve peoples' lives. Read some of our favorite stories of what happens when we lead with purpose.

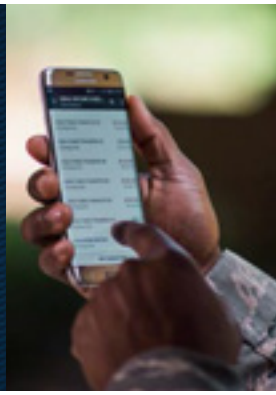
MUDSLIDES AND DRONES

USAA is one of only a few insurance companies cleared by the FAA for commercial drone usage. This means that we can better serve our over 11,000,000 members following natural disasters, such as after the devastating mudslides in Oso, WA, in 2014. Instead of waiting weeks to safely send in people, we now have the ability to send drones to inspect roofs, assess damage and expedite the distribution of claims checks.



BLINKING AND FINANCES

USAA is one of the first U.S. financial institutions to add biometric logon to its mobile app for additional protection against fraud and identity theft. Facial and voice recognition lets app users scan their face or recite a short phrase for a new layer of security. We're dedicated every day to finding ways to improve the member experience so that people can rely on more seamless and secure access.



TECH LABS AND 9 TO 5'S

USAA's tech culture is dynamic and collaborative, and supports innovation through various coding competitions and tech events. An app letting users re-create car accidents for claims purposes was developed following one of these events. Beyond app development, these opportunities have produced ideas that have been patented and used by members. And all of that tech culture is matched with the stability, benefits and work-life balance offered to all USAA employees.

WEARABLES AND WALLETS

USAA is one of the first financial institutions to launch branded apps for the wearable tech platform. Our apps for the Apple® watch and Android™ watch only exist because we were able to work closely with the development teams at Apple® and Android.™ As we take advantage of the capabilities available in the marketplace, we can continue to co-create technology that outpaces expectations.

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