



MILITARY TIMES  
**EDGE**

Best for Vets: Employers 2011

## Best for Vets: Employers 2011

This document contains respondents between 46 and 46 inclusive.

**Welcome to the Military Times EDGE "Best for Vets: Employers" survey.**

**A few notes before you get started:**

**If you quit the survey before pressing "submit" on the final page, your answers will be saved. You can return to the survey to change or add answers by clicking on the emailed link again. At the end of the survey, you will have a chance to review your answers and print a copy for your records. You cannot return to the survey once you click "submit." If you need to make changes after submitting, contact Cecilia Hadley ([chadley@militarytimes.com](mailto:chadley@militarytimes.com) or 703.642.7387).**

**Thank you for your time and interest.**

**Are you filling out this survey on behalf of all of the company's divisions and/or subsidiaries?**

- Yes
- No
- Not applicable

**Section 1 of 4: Recruiting veterans**

**Does your company specifically recruit U.S. military veterans?**

- Yes
- No

**If so, what strategies does your company use to recruit veterans?**

- Attending military-specific job fairs
- Posting job openings on military-specific job boards
- Advertising in military-specific publications and websites
- Maintaining an employment website directed at veterans
- Contracting recruiters that specialize in veterans hiring
- Developing relationships with Local Veterans Employment Representatives
- Developing relationships with local Guard and Reserve units
- Developing relationships with the military Transition Assistance Program
- Developing relationships with student veterans groups and/or colleges
- Developing relationships with professional military associations
- Developing relationships with veterans service organizations
- Recruiting through current veteran employees
- Participating in the Employer Partnership of the Armed Forces
- Participating in Employer Support of the Guard and Reserve
- Participating in the Army Partnership for Youth Success program

Other

We also post opportunities in state veteran hiring programs.

**How many military job fairs did your company attend in fiscal 2010?**

- 1 to 10
- 11 to 20
- 21 to 30
- 31 to 40
- 41 to 50
- More than 50

Other

.....

**Please list the URL address of your company's military employment site.**

Website

www.usaa.apply2jobs.com

**Does your company have full-time employees who work specifically on veterans recruitment at least 50 percent of the time?**

- Yes
- No

**If so, how many?**

Number

6

**How many of those employees are veterans themselves?**

Number

6

**Do recruiters and hiring managers receive any training in military culture, structure or career paths?**

- Yes
- No

**If so, who receives this training?**

- All recruiters
- Some recruiters
- All hiring managers
- Some hiring managers

Other

.....

## How often?

- Once
- Annually
- Biannually
- Quarterly

## Other

Training at USAA is ongoing to ensure recruiters are aware of the latest issues surrounding veterans, where to find them, how to connect with them and how best to position USAA as an advocate for veterans and the employer of choice for the military community. USAA proactively looks for opportunities to participate in national, regional and local roundtables, conferences and workshops that allow it to share its expertise in this area, as well as to stay abreast of timely and relevant details on veteran and job transition issues. USAA was recently asked to participate in the Veterans Employment Roundtable held by the Committee on Veterans' Affairs in Washington, DC., primarily because of USAA's industry leadership in this area. USAA also participates in a national consortium of corporations whose total focus is veteran employment and recruiting best practices, which are shared to ensure all veterans receive excellent support regardless of where they work. Additionally, all hiring managers attend Selecting for Success, USAA's talent hiring and interviewing class. A module for this class covers both veterans and military spouses and their unique skills, talents and backgrounds.

## Do veterans receive any special consideration in your company's hiring process?

- Yes
- No

## If so, how?

- All veterans applications are marked and/or tracked as veterans
- All veterans are given contact information for staff members who work specifically with veterans
- All veterans are contacted directly by staff members who work specifically with veterans

## Other

USAA's system allows both veterans and spouses to self-identify their status and receive a "first look" over other candidates. USAA has an annual veteran/spouse hiring goal of 25 percent and has exceeded that goal year over year since the goal was put in place.

**What percentage of your recruiting budget for the last complete fiscal year was dedicated to recruiting U.S. military veterans?**

- Zero percent
- 1 to 10 percent
- 11 to 20 percent
- 21 to 30 percent
- 31 to 40 percent
- More than 40 percent
- Do not know
- Do not disclose

**How many new hires did your company make in the U.S. in fiscal 2010?**

- Do not know
- Do not disclose

Number

> 3,500

**How many of those new hires identified themselves as military veterans?**

- Do not know
- Do not disclose

Number

570 veterans and 403 military spouses. In total, USAA has 2,626 employees who identify themselves as a veteran (11.7% of total employee population), and 1,838 who identify themselves as a military spouse (8.2%).

**How many of those new hires identified themselves as disabled military veterans?**

- Do not know
- Do not disclose

Number

USAA offers new employees as well as existing employees the opportunity to self disclose their military and veteran disability status. USAA has 443 employees reporting disabled veteran status. Please note this number reflects those individuals who have voluntarily self-disclosed this type of information. We may have many more who have chosen not to self-disclose.

## Does your company dedicate any effort and resources specifically to hiring disabled veterans?

- Yes  
 No

## If so, what strategies does your company use?

- Assigning staff specifically to recruit and/or work with disabled vets  
 Working with Defense Department and/or VA entities responsible for disabled vets  
 Working with veteran service organizations dedicated to disabled vets  
 Attending job fairs specifically for disabled vets  
 Providing job-search help specifically to disabled vets  
 Providing skills training specifically to disabled vets  
 Providing internships specifically for disabled vets

### Other

Creating an atmosphere where disabled veterans are proud to be recognized, if they wish. One example would be USAA's "Alive Day" stories on the company's employee web site. On the anniversary of their injury, veterans who wish to participate are featured in a story of how they survived. USAA also has a program whereby any Purple Heart recipient is entitled to a reserved parking space. USAA also has a peer support group for wounded warriors and recognizes them frequently at employee meetings, military holidays and ceremonies.

## Is there anything else you would like to tell us about your company's recruitment and hiring of disabled veterans?

USAA applies a segmented approach to recruiting by assigning recruiters with comparable life experience to specific military groups. When it comes to engaging future employees or employers there is no better connection than sharing a common background. Because of that, USAA hired a dedicated Wounded Warrior recruiter that supports internal and external hiring of disabled veterans. This recruiter's responsibilities include advertising available positions on national level job boards that are used for recruiting of disabled veterans and include sites such as: Wounded Warrior Project, Warriors To Work, Disabled American Veterans, and Paralyzed Veterans of America. Other responsibilities include community outreach at national level events as a guest speaker; participating in employer panels, resume writing guidance, career transitioning guidance, and informing and motivating wounded warriors about the potential employment opportunities and benefits available at USAA.

## Does your company have an active hiring program for active-duty military spouses?

- Yes  
 No

## **If so, please describe the program.**

USAA realizes the value active-duty military spouses bring to an organization. For the past year, USAA piloted and established the Relocating Military Spouse Program for employee military spouses experiencing a permanent change of station on military orders. The program provides portable employment for USAA member contact representatives to work at home. To date, USAA has spouses in Michigan, Georgia, and Virginia, who upon PCS would have had to otherwise leave their positions due to the military move. USAA is also continuing its effort to hire active-duty military spouses as more and more USAA financial centers open near military bases throughout the continental United States. Currently, we have financial centers in Killeen, Texas; San Antonio, Texas; San Diego, Calif.; Washington, D.C.; Annapolis, Md.; Colorado Springs, Colo.; and West Point, N.Y., with one scheduled to open later this summer Fort Bragg, N.C.

## **Is there anything else you would like to tell us about your company's recruitment and hiring of military veterans?**

USAA recently expanded its all-veteran, three-person team responsible for every aspect of candidate generation, résumé review and overall applicant preparation, to a six-person team headed by an assistant vice president who is also a veteran and retired Marine officer. USAA also expanded the team's responsibilities, which now cover the full life cycle of military-experienced employees (i.e., sourcing, recruiting, on-boarding, mentoring, professional development, internal communication, etc.).

In addition, the team has responsibility for addressing specific issues within those segments, such as disabled veterans/wounded warriors, junior military officers, senior officers/NCOs, veterans with corporate experience, Guard/Reserve, and military spouses. One of the newest members of the military staffing team is both a veteran and a spouse of an actively serving Marine Corps officer.

USAA's dedicated team of military veteran recruiters from different branches of the military have varying levels of experience in order to better serve and support the hiring managers in making educated decisions when considering employing military veterans for their teams. This team is made up of prior Junior Military Officers, a Retired Senior Officer, a current military Spouse and a Wounded Warrior. This highly diverse team attends multiple veteran job fairs throughout the U.S. Additionally, they post open positions on local and national level job boards, DOD boards, veteran sponsored sites (Military Spouse Corporate Career Network, G.I Jobs, Vetjobs.com, Veterans2work, military.com, etc). The Military Staffing team also supports local and regional TAP and ACAP events by participating in their employer panels. USAA has formed long lasting relationships and partnerships with many organizations geared toward veteran employment such as: Wounded Warrior Project, Warriors To Work, Disabled American Veterans, Paralyzed Veterans of America, National Naval Officers Association, and Service Academy Career Conferences. USAA strives to be a leader in the military recruiting field by maintaining its dedicated military recruiting team and focused education all USAA recruiters on the value military service brings to the association. USAA's recruiting efforts are built upon a very successful Junior Military Officer Career Development Program and Military Spouse Mobility Program. We also have established a robust presence in social media space with FaceBook and Twitter accounts. The team also maintains representation on government and private sector military related councils, such as the Texas Veteran Commission's Employment and Training subcommittee and consortium on military hiring in the private sector.

## **Section 2 of 4: Corporate culture**

**What percentage of your current U.S. employees have identified themselves as veterans?**

- Zero percent
- 1 to 5 percent
- 6 to 10 percent
- 11 to 15 percent
- 16 to 20 percent
- 21 to 25 percent
- More than 25 percent
- Do not track
- Do not disclose

**What percentage of your company's executive-level employees have identified themselves as veterans?**

- Zero percent
- 1 to 5 percent
- 6 to 10 percent
- 11 to 15 percent
- 16 to 20 percent
- More than 20 percent
- Do not track
- Do not disclose

**Does your company's orientation and/or onboarding process include any elements specifically for military veterans?**

- Yes
- No

## If so, please describe them.

USAA's entire employee on boarding process is designed around helping employees understand its military members and their families better than any other company. All USAA employees go through New Employee Orientation and specific follow-on training for their areas which includes a significant focus on military culture training designed to help them understand the military members we serve. During NEO, employees participate in facilitated discussions to help raise awareness of the unique challenges military members face, as well as a surprise deployment simulation exercise that briefly puts them in the service member's shoes. New veteran and spouse employees are encouraged to share their experiences during initial training in an effort to inculcate new employees who have no military service. NEO also includes an introduction to "Military 101" – USAA's intranet site that gives employees access to more information about the military community. Veteran and spouse employees are also introduced to and invited to participate in USAA's internal military online community and social media site – VetNet. VetNet is USAA's social media community designed for veteran and spouse employees which works much like other networking sites such as LinkedIn. It is designed to help veterans and spouses in their transition to the corporate world by connecting them with other veterans and spouses who act as "sponsors" and mentors. VetNet connects this community of veterans and spouses to answer employee questions about the military and makes them aware of social and professional events. It's also designed to help with internal retention initiatives for both veterans and spouses as well as sourcing for focus groups supporting specific business needs requiring military insight and experience.

## Does your company have any training programs (e.g., management training, skills training) exclusively or primarily for veterans?

Yes

No

## If so, please describe them.

The Junior Military Officer Career Development Program began in 2009 with 29 recently separated junior officers. The program is designed to expose these highly motivated leaders to the USAA culture and business. After two years of rotation through different lines of business, these former JMOs move into either management or individual contributor roles based on their skills and the needs of the business. For 2010, the program expanded to include non-commissioned and other senior commissioned officers. USAA also established a Flag Officer program to on-board general officer-level senior executives, ensuring USAA maintains veteran presence at all levels of the organization. This Enterprise-wide effort has been hailed by the CEO and other executive leaders as the "way ahead" in developing USAA's corporate leadership culture.

## Does your company have an employee affinity or resource group specifically for veterans and/or reservists?

Yes

No

**If so, what does the employee group do? Check all that apply.**

- Maintains a listserv to communicate veteran- and reservist-related news and information
- Maintains a website or intranet site to facilitate communication and networking among veterans/reservists
- Holds regular social and/or networking events for veterans/reservists
- Organizes military-related service projects
- Offers orientation help for new veteran/reservist hires
- Facilitates mentorship opportunities between veterans/reservists

**Other**

We've also created digital Walls of Honors in eight locations across USAA and all our regional offices to showcase employees and their family members who have served or are serving in the U.S. military. Additionally, we host military and veteran guest speakers, and print and video stories on the company intranet, to provide connections between our employees and the military.

**Does your company do anything else to connect veteran employees with each other?**

Veteran and military spouse employees are also introduced to and invited to participate in VetNet, USAA's internal military community and social media networking site. VetNet is designed for veteran and military spouse employees and works much like LinkedIn. It helps veterans and military spouses in their transition to the corporate world by connecting them with other veterans and military spouses who act as "sponsors" and can provide mentorship on the transition from military service to corporate America. VetNet is also used for connecting this community of veterans and military spouses to answer questions from other employees about military life and make them aware of social and professional events. It's also designed to help with internal retention initiatives for veterans and military spouses as well as sourcing for focus groups supporting specific business needs requiring military insight and experience.

**Does your company have any apprenticeships or on-the-job training programs that are eligible for GI Bill funding?**

- Yes
- No

**Does your company accept military experience in lieu of technical certification in any fields?**

- Yes
- No

**If so, please describe the policy.**

A great example is USAA's Auto and Property Adjuster positions. These are entry-level positions for the field of insurance claims and traditionally require a Bachelors Degree across the industry. USAA recognizes the value of military experience and allows for military experience equivalency for these positions. USAA's minimum requirement states: "Up to 2 years relevant auto claims adjusting experience OR Bachelors degree with no experience OR Successful completion of military service involving progressive responsibility." Likewise, other positions have specific requirements for which military experience may be substituted.

## Does your company observe Veterans Day?

- Yes
- No

### If so, check all that apply.

- Paid holiday for all or most employees
- Paid holiday for veteran/reservist employees
- Ceremony or event to recognize veteran/reservist employees
- Other recognition for veteran/reservist employees

### Other

USAA has an aggressive Military Culture and Awareness Program with special events throughout the year, including its annual Memorial Day and Veterans Day ceremonies which are streamed live to employee desktops and made available for their viewing. [[https://www.usaa.com/inet/ent\\_blogs/Blogs?action=blogpost&blogkey=newsroom&postkey=usaa\\_2010\\_veterans\\_day\\_ceremony](https://www.usaa.com/inet/ent_blogs/Blogs?action=blogpost&blogkey=newsroom&postkey=usaa_2010_veterans_day_ceremony)] More than 600 employees traditionally view the ceremony in person and thousands more view it on their computers at their work stations. USAA's National Guard, Reserve and military spouse employees are always recognized at these ceremonies for their service and sacrifice. These events help enhance the relationship between USAA members and employees in a memorable and meaningful way. They also are broadcasted domestically on the Pentagon Channel and carried on American Forces Network TV outlets overseas to remind U.S. troops around the world they are remembered and appreciated. Features about USAA's National Guard and Reserve employees appear regularly in employee communication channels, including online articles and closed-circuit TV programming. For example, the "Military Mail Call" feature appears on the USAA intranet site and it gives deployed military employees a chance to tell their stories.

## Is your company involved in any programs to prepare service members for civilian careers?

- Yes
- No

### If so, how is your company involved?

- Assisting with classes/workshops organized by the military Transition Assistance Program or Army Career and Alumni Program
- Assisting with classes/workshops organized by veterans service organizations
- Participating in the Secretary of Defense Corporate Fellows Program
- Participating in the American Corporate Partners program

### Other

.....

## Is your company involved in any efforts/programs to promote the hiring of veterans in the business community?

- Yes
- No

### If so, please describe your company's involvement.

USAA works closely with veterans' and disabled veterans' groups for employment opportunities. It also partners with state-level groups for the same reasons. USAA has been recognized nationally by the ESGR with the prestigious Freedom Award in 2005 -- the first large corporation in Texas to achieve that honor -- and the inaugural Prominence Award in 2008 -- a new award for companies that consistently go above and beyond to take care of their reserve component employees. Reserve and National Guard Employees routinely nominate their managers for ESGR's coveted Patriot Awards each year. USAA managers have received 9 Patriot Awards for 2011. USAA continues to advocate on behalf of National Guard and Reserve forces by staying active in ESGR and Reserve Officer Association (ROA) programs. It also frequently participates in roundtable discussions at local and national ESGR and ROA events, including conventions, boss lunches, and boss-lift (orientation flight) activities. Because of its leadership in veteran support and hiring, USAA is routinely asked to participate in roundtables and conferences supporting veteran causes. In May 2011, USAA participated in the Veterans Employment Roundtable held by the Committee on Veterans' Affairs in Washington, DC. USAA discussed how organizations could improve employment for veterans and focused on the need for transition assistance programs for all services that are consistent with the creation of a single resume database in partnership with the Department of Labor and VA plans. In 2009, USAA was asked to present to the President's Commission on Care for America's Returning Wounded Warriors where it was also recognized as an industry leader by former U.S. Senator Bob Dole and former Secretary of Health and Human Services Donna Shalala. Workplace awards include Alliance for Work Life Progress Innovative Excellence Award (for the USAA's innovative Personal Balance Tool) and the WorldatWork Rising Star Award (for development of work-life balance programs). Both tools include military leave modules designed to assist military spouse employees whose loved ones are deployed, as well as deploying and returning National Guard or Reserve employees. USAA also participates in DoD, Civilian Personnel Management Service, and the Office of Personnel Management and Army Medical Center job fairs targeting wounded warriors. USAA was asked to participate in the Hiring Heroes Career Fair at the Walter Reed Medical Center in June 2010. More than 68 employers from the federal government, DoD agencies, government contractors and corporate entities were on hand to discuss civilian employment and career opportunities with wounded service members and their families.

## Does your company make any special accommodations for employees who are military spouses?

- Yes
- No

### If so, please describe.

USAA's military spouse hiring initiative mirrors the company's commitment to veteran programs and it reaches them through the same types of efforts, such as job fairs, web sites and programs like the Army Spouse Employment Program (ASEP), where USAA is an official supporter. USAA's executive management sets annual goals to hire veterans and military spouses. In fact, in 2010 USAA was named No. 1 by Military Spouse magazine on its annual list of Military Spouse Friendly Employers for the third year in a row for demonstrated superior efforts in hiring military spouses. In addition to our spouse hiring efforts, USAA also successfully piloted and formalized its Military Spouse Program during this award period. This program allows USAA to retain military spouse employees serving as member contact representatives in Work-at-Home positions (to include base housing) when their active-duty sponsor moves on PCS orders. This program includes individuals working in a variety of fields - Claims, Insurance, Fraud, and IT. USAA recognizes the value of the military spouse and again demonstrates its commitment to serving those who serve by ensuring military spouses can continue to build portable careers even from locations away from our office locations.

## Is your company involved in any other military or veterans' causes or organizations?

- Yes
- No

## If so, please list the organizations and describe the nature of the company's involvement.

USAA works closely with veterans' and disabled veterans' groups for employment opportunities. It also partners with state-level groups for the same reasons. USAA has been recognized nationally by the ESGR with the prestigious Freedom Award in 2005 -- the first large corporation in Texas to achieve that honor -- and the inaugural Prominence Award in 2008 -- a new award for companies that consistently go above and beyond to take care of their reserve component employees. Reserve and National Guard Employees routinely nominate their managers for ESGR's coveted Patriot Awards each year. USAA managers have received 9 Patriot Awards for 2011. USAA continues to advocate on behalf of National Guard and Reserve forces by staying active in ESGR and Reserve Officer Association (ROA) programs. It also frequently participates in roundtable discussions at local and national ESGR and ROA events, including conventions, boss lunches, and boss-lift (orientation flight) activities. Because of its leadership in veteran support and hiring, USAA is routinely asked to participate in roundtables and conferences supporting veteran causes. In May 2011, USAA participated in the Veterans Employment Roundtable held by the Committee on Veterans' Affairs in Washington, DC. USAA discussed how organizations could improve employment for veterans and focused on the need for transition assistance programs for all services that are consistent with the creation of a single resume database in partnership with the Department of Labor and VA plans. In 2009, USAA was asked to present to the President's Commission on Care for America's Returning Wounded Warriors where it was also recognized as an industry leader by former U.S. Senator Bob Dole and former Secretary of Health and Human Services Donna Shalala. Workplace awards include Alliance for Work Life Progress Innovative Excellence Award (for the USAA's innovative Personal Balance Tool) and the WorldatWork Rising Star Award (for development of work-life balance programs). Both tools include military leave modules designed to assist military spouse employees whose loved ones are deployed, as well as deploying and returning National Guard or Reserve employees. USAA also participates in DoD, Civilian Personnel Management Service, and the Office of Personnel Management and Army Medical Center job fairs targeting wounded warriors. USAA was asked to participate in the Hiring Heroes Career Fair at the Walter Reed Medical Center in June 2010. More than 68 employers from the federal government, DoD agencies, government contractors and corporate entities were on hand to discuss civilian employment and career opportunities with wounded service members and their families.

## Section 3 of 4: Reserve policies

## Has your company signed a Statement of Support with the Employer Support of the Guard and Reserve, the Defense Department agency that promotes cooperation between reservists and civilian employers?

- Yes
- No

## Has your company received any awards from the Employer Support of the Guard and Reserve?

- Yes
- No

**If so, please check all that apply.**

- Patriot Award
- Above and Beyond Award
- Pro Patria Award
- Freedom Award

**Does your company have any policies to accommodate or support reservists fulfilling their reserve duty -- typically one weekend a month, two weeks a year?**

- Yes
- No

**If so, please describe them.**

- Pay: Employees will receive pay differential for up to four weeks per calendar year.

- Medical, Dental, Vision, Life Insurance: USAA benefits will continue unless an employee chooses to cancel them. USAA will pay the premiums while the employee is gone and set up payment arrangements when the employee returns to get him or her caught up on premiums.

- SIP/Pension: Employees will be allowed to make up missed contributions and have those make-up contributions matched by the company.

- Personal Time Off hours continue to accrue as if the employee were on the job.

- Employees receive a holiday bonus if awarded and an annual bonus (prorated) if awarded.

**Does your company have any policies to accommodate or support reservists called to active duty?**

- Yes
- No

**If so, what best describes them?**

- Pay
- Benefits
- Personal support

**Reservist pay**

**What best describes your company's pay for eligible activated reservists?**

- Their full civilian pay, in addition to their military pay
- The full difference between their civilian pay and their military pay
- A percentage of the difference between their civilian pay and their military pay
- A combination of full and differential pay

**Please explain your company's pay policy for activated reservists, including any time limits that apply and how differential pay is calculated.**

USAA offers differential pay for deployed employees for up to 23 months. For those activated but not deployed, USAA offers differential pay for up to 1 month.

**Are reservists who volunteer for active duty eligible for continued pay?**

- Yes
- No

**Are there any other restrictions on who is eligible for continued pay?**

-Up to one month. This is for reservists who are activated but are not deployed. USAA offers differential pay for deployed employees for up to 23 months.

**Is there anything else you would like to tell us about your company's pay policy for activated reservists?**

Yes. Employees receive a holiday bonus if awarded and an annual bonus (prorated) if awarded.

**Reservist benefits**

**What benefits does your company offer activated reservists? Check all that apply.**

- Medical insurance
- Life insurance
- Promotion opportunities
- Pay raises
- Profit sharing
- Retirement fund contributions
- Sick days
- Vacation day accrual

Other

Personal Time Off hours continue to accrue for sick days and vacation days.

**Does the medical insurance cover dependents?**

- Yes
- No

**Is there any time limit on medical coverage?**

- No limit

Limit:  
.....

**Does the life insurance cover dependents?**

- Yes
- No

**Is there any time limit on life insurance coverage?**

- No limit

Limit:  
.....

**Are reservists who volunteer for active duty eligible for these continued benefits?**

- Yes
- No

**Are there any other restrictions on who is eligible for continued benefits?**

-Medical, Dental, Vision, Life Insurance: USAA benefits will continue unless the employee chooses to cancel them. USAA will pay the premiums while the employee is gone and set up payment arrangements when the employees return to get them caught up on their premiums. The continuation of medical, life, dental insurance are true with the added caveat that premiums are collected upon the employee's return to active status at work. This is the same process we follow for all leaves of absence, including FML block to care for a family member or bonding with a new born or adopted child. The employee receives accrued PTO as pay for the portion of the leave the PTO covers with health insurance benefits automatically deducted from the PTO. Once PTO is exhausted, benefits continue for the unpaid portion of the leave and the employee's pay is adjusted for the amount owed when the employee returns to active status.

**Reservist support services**

**What kinds of support services does your company offer activated reservists and their families? Check all that apply.**

- Financial assistance
- Contact with and personal support for the family
- Contact with and personal support for the service member
- Farewell and/or welcome home events
- Programs or policies to ease reintegration
- Paid time off before or after deployment (in addition to regular vacation days)

Other

.....

**Are reservists who volunteer for active duty eligible for these support services?**

- Yes
- No

**Section 4 of 4: Company, contact info**

**Tell us more about your company.**

Company

USAA

Headquarters

San Antonio, TX

Number of U.S. employees

23,000

Number of worldwide employees

23,000

Fiscal 2010 revenue

\$18.4 billion

Website

[www.usaa.com](http://www.usaa.com)

Employment website

[www.usaa.com/careers](http://www.usaa.com/careers)

**Please describe your company's products and/or services briefly.**

USAA facilitates the financial security of its 8.2 million members by providing a full range of highly competitive financial products and services to include banking, investments and insurance. USAA offers more than 150 financial and insurance products to meet the needs of the military community it serves.

**Please check this box to confirm that you answered these questions accurately and to the best of your ability.**

I have answered these questions accurately and to the best of my ability.

**Click here to review your answers or print a copy for your records before submitting. Just be sure to return to this page and click "Submit."**

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