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Pentagon Federal Credit Union Launches a Simpler, Faster, Better PenFed.org

March 28, 2012, Alexandria, Va. — [Pentagon Federal Credit Union \(PenFed\)](#) today announced that it has launched its newest version of the credit union's website, PenFed.org—dramatically optimizing the online user experience for its over 1 million members.

“Virtually every aspect of our website, from online account access, to product information, to our loan application page, has a fresh, new look. The end result is a website specifically designed to create a better user experience for our membership,” stated Steve Troxel, Director, New Media Marketing, PenFed. “Most of our members’ transactions are conducted online, so it is critical that we give them the best tools available.”

PenFed.org was redesigned to make completing transactions simpler and faster, as well as introduce a distinctive bold new user interface that will distinguish PenFed.org from other financial institution websites.

In addition to the updated user interfaces, PenFed.org has upgraded its website technology to allow easier implementation of future updates, optimizations, and enhancements.

“We see this as the first step in creating a new experience online for our membership. We wanted to create a platform that will easily allow us to incorporate member feedback, and one that will ultimately result in an exceptional experience across all devices,” said Laurie Horstmann, VP Online Delivery Applications, PenFed.

For more information PenFed and learn how to become a member, visit PenFed.org or call 800-247-5626.

About Pentagon Federal Credit Union

Pentagon Federal Credit Union (PenFed) is the second largest federal credit union and the third largest of all credit unions in the United States, with over a million members, and more than \$15 billion in assets. The credit union provides worldwide service to the Department of Defense, Army, Marine Corps, Navy, Air Force, Coast Guard, Department of Homeland Security personnel, employees or volunteers of the American Red Cross and military associations, and many others in the defense community and their families.

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