



MISSION

Since 1895, the Army & Air Force Exchange Service has gone where Warfighters and their families go to provide quality, tax-free merchandise and goods and services military communities need —regardless of location, risk or challenge.

Exchange Financials (FY 2021):

Revenue: **\$8.2B**

Earnings: **\$318M**

EARNINGS:

Army: **\$111M**

Air Force: **\$75M**

Marine Corps/Navy **\$19M**

Total: **\$205M**

Earnings per active-duty
Airman & Soldier: **\$233**

STRUCTURE

The Department of Defense's largest retailer, the Exchange is governed by a Board of Directors responsible to the Secretaries of the Army and Air Force.

The Exchange is fully aligned with the Army, Air Force and Space Force. A force multiplier for Soldiers, Airmen, Guardians and military communities, the Exchange improves military readiness, recruiting and retention.

VALUE PROPOSITION

The Exchange is a lifetime benefit that provides goods and services to the military community worldwide, offering tax-free shopping and military-exclusive pricing. 100% of Exchange earnings support the military community.

WHO WE SERVE

The Exchange serves an eligible customer base of 33.5 million active-duty military; retirees; National Guard members; Reservists; Purple Heart recipients; former prisoners of war; Veterans with service-connected disabilities; caregivers of eligible disabled Veterans designated by the Department of Veterans Affairs as primary family caregivers; non-disabled, honorably discharged Veterans (online only); authorized Public Health Service associates; authorized National Oceanic and Atmospheric Administration associates; Coast Guard members; DoD and Coast Guard civilian employees; and military family members.

EARNINGS

The Exchange is the 54th-largest retailer in the U.S., achieving competitive earnings of 5% of sales in 2021. 100% of Exchange earnings support our military community. In the last 10 years, the Exchange benefit has provided \$3.5 billion in earnings for critical military Quality-of-Life programs such as outfitting more than 712,000 Warfighters at cost annually, providing school meal support for Department of Defense Education Activity facilities overseas and delivering needed services to locations impacted by natural disasters.

The Exchange self-funds its operations budget through customer revenues, except for 3% of its funding, which is paid from appropriated funds for expenses such as the transportation of merchandise by sea, incremental costs incurred in support of contingency operations and military personnel assigned to the Exchange.

FOOTPRINT

The Exchange operates more than 4,330 facilities with operations in more than 30 countries, 50 states and four U.S. territories. No matter where troops go, the Exchange goes with them. The Exchange serves troops in Southwest Asia, Africa, Europe and the Pacific.

FAMILY SERVING FAMILY

The Exchange supports Warfighters at the tip of the spear, bringing products, services and a taste of home to remote locations and war zones where traditional retailers can't operate. Since 9/11, more than 4,900 Exchange associates have deployed to serve in conflict situations.

The Exchange is a major employer of military families. 85% of the Exchange's 29,000 associates are connected to the military, and 45.6% of the Exchange's U.S. workforce is made up of Veterans, military spouses and dependents.

The Exchange has hired more than 54,000 Veterans and military spouses since 2013, with a goal of hiring 75,000 heroes by 2026. Hiring our heroes is a Quality-of-Life force multiplier.

The Exchange gives spouses first consideration for open positions, and the continuity program lets military spouses transfer to an Exchange when their family has a permanent change of station. For military families, an Exchange career means benefit retention, retirement opportunity and stability.

For more on careers with the Exchange, visit [ApplyMyExchange.com](https://www.exchange.com/apply).

BUSINESS LINES AND SERVICES

Facilities, lines of business and services include:



121

PXs/BXs



580

Convenience and
Specialty Stores



1600+

Quick-serve
Restaurants with
BE FIT options



52

Movie Theaters



3M+

Items offered at
ShopMyExchange.com



165

Military Clothing
stores outfitting
712,000 troops with
combat uniforms
in 2021



10

Distribution centers
worldwide and the
10th-largest private
retail fleet in the
world



4.2M

School meal
program lunches
served to
Warfighters'
children in 2021



1.8M

MILITARY STAR®
cardholders which
is operated by
The Exchange
Credit Program



3,470+

Mall stores and
kiosks, including
barbershops and
wellness services
such as dentistry
and optometry



249

Gas stations
dispensing more
than 390 million
gallons of fuel
in 2021



7

Plants providing
baked goods and
bottled water to
troops overseas

PLUS

- Mobile field exchanges (stores on wheels) supporting military exercises and disaster support efforts (hurricanes, typhoons, forest fires, etc.)
- TV, internet and cellphone services on military installations around the world
- Robust logistics network—third-largest shipper in the Defense Transportation System
- Contingency operations including 370 facilities in Southwest Asia and Eastern Europe
- Business opportunities for Veterans, military spouses and dependents

EXCHANGE CREDIT PROGRAM

The Exchange Credit Program offers affordable credit to the military community. Established by Congress in 1979 to protect service members from predatory lending, the credit program operates the MILITARY STAR® card for 1.8 million cardholders and manages a \$2.1 billion credit card receivables portfolio. Benefits include one of the lowest flat interest rates in the country among store cards, free shipping on online purchases and acceptance at all military exchanges and commissaries and online at ShopMyExchange.com, MyNavyExchange.com and ShopCGX.com.