



EXCHANGE

Exchange Financials (FY 2023):

Revenue: **\$8.5B**

Earnings: **\$512M**

Dividends:

Army: **\$168M**

Air Force: **\$120M**

Navy/Marine Corps **\$20M**

Total: **\$308M**

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.

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 31 million shoppers, including:

- 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
- Military family members

EARNINGS

The Exchange is the 54th-largest retailer in the U.S., achieving competitive earnings of 7.9% of sales in 2023.

100% of Exchange earnings support our military community. In the last 10 years, the Exchange benefit has provided \$3.7 billion in earnings that support the military community, including through contributions to critical military Quality-of-Life programs, outfitting more than 600,000 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 is nearly self-funded, funding the majority of its operations budget through customer revenues.

FOOTPRINT

The Exchange operates more than 5,500 facilities with operations nationwide, in more than 30 countries 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. More than 80% of the Exchange's 26,000 associates are connected to the military, and 45% of the Exchange's U.S. workforce is made up of Veterans, military spouses and dependents.

The Exchange has hired more than 60,000 Veterans and military spouses since 2013. Hiring our heroes is a Quality-of-Life force multiplier.

The Exchange gives spouses and Veterans 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.applymyexchange.com).



BUSINESS LINES AND SERVICES

Facilities, lines of business and services include:



119

PXs/BXs



549

Convenience and Specialty Stores



1,400+

Quick-serve restaurants with BE FIT options



46

Movie Theaters



4.6M

Items offered at ShopMyExchange.com



164

Military Clothing stores outfitting 600,000 troops with combat uniforms in 2023



10

Distribution centers worldwide and the 14th-largest private retail fleet in the world



3.1M

School meal program lunches served to Warfighters' children in 2023



1.1M

MILITARY STAR® cardmembers. Card is administered by the Exchange Credit Program.



3,400+

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



250

Gas stations dispensing more than 386 million gallons of fuel in 2023



7

Plants providing baked goods and bottled water to troops overseas



232

Cell towers/small cells installed in 2023

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 300+ 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 1.1 million cardholders and manages a \$2.3 billion credit card receivables portfolio. Benefits include one of the lowest flat interest rates in the country among store cards, free standard shipping on online purchases and acceptance at all military exchanges and commissaries and online at ShopMyExchange.com, MyNavyExchange.com and ShopCGX.com.



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