



USAA® Historical Timeline

1924

Headquarters moves to Fort Sam Houston



1927

Headquarters moves to 1400 E. Grayson Street

1928

USAA advertises 8,000 active members among 38,000 possible

1956-1957

Headquarters moves to new building at Broadway and Hildebrand



1969

Charles Cheever retires



Robert McDermott named USAA president



1976

- Investment Management Company (IMCO) formed
- New home office opens on Fredericksburg Road



1988-1989

- USAA Foundation is formed
- USAA Educational Foundation established

1993

Robert T. Herres named Chairman and CEO



1999

usaa.com goes live for the entire membership

Post-September 11, 2001

- USAA is only insurer invited by Department of Defense to Survivor Assistance Center
- USAA deploys special services teams to Lower Manhattan

2007

- *BusinessWeek* names USAA its first Customer Service Champ
- Robert Davis retires
- John Moellering named Chairman of the Board and Joe Robles named CEO



1922

- USAA is founded – formed as a mutual insurance company in the Gunter Hotel, San Antonio
- William Garrison elected first president
- Membership cards sent to friends to circulate at military bases
- Headquarters soon established at Kelly Field, then in the Calcasieu Building in downtown San Antonio



1952-1953

- USAA begins writing policies in Europe
- USAA opens Frankfurt, Germany office

1962

USAA forms American Officers' Insurance Company in London

1963

USAA Life Company formed

1970

USAA Fund Management Company forms to provide mutual fund services

1972

5 of 6 active-duty officers are members

1978

USAA began offering a toll-free number in 1978.

1983

- USAA Volunteer Corps forms in San Antonio
- USAA Federal Savings Bank founded



1992

Fortune names USAA one of "America's Most Admired Companies"

1995

- Board of Directors votes to extend eligibility to enlisted effective Jan. 1, 1996
- *Money Magazine* names USAA FSB "Best Bank in America"

2000

- Robert G. Davis becomes CEO
- Phoenix office opens to secure continuity of operations



2002

USAA wins J.D. Power & Associates' Chairman's Award



2008

- *BusinessWeek* names USAA its #1 Customer Service Champ ... again
- 1 millionth logon to mobile.usaa.com
- USAA expands membership eligibility to all military retirees and service members honorably discharged after 1995, and their families