

D.C.'S LEADING CREDIT UNIONS

Banking Without Friction

With a future-focused, “invisible” approach to banking, Justice Federal Credit Union improves the lives of those who serve within the justice, law enforcement, and public safety community, their families, and supporters.



President and CEO
Mark L. Robnett

Justice Federal Credit Union was founded in 1935 as a mission-driven organization committed to members of the Department of Justice. Today, the Credit Union provides banking services catered to members of the justice, law enforcement, and public safety community, their families, and supporters.

“Everything we do is centered on improving the financial well-being of our communities and the people we serve,” says President and CEO Mark L. Robnett. “We talk a lot about reducing friction. We’re focused on making banking simple and intuitive.”

Robnett’s IT background informs his approach at Justice Federal. His interest in seamlessness and straightforward usability has led to the incorporation of what he calls “invisible” banking, which allows members to move through financial decisions with less effort and more confidence. Robnett transitioned the organization from a transactional model to a relationship-based approach. Under his leadership, Justice Federal has grown to 75,000 members and more than \$1.2 billion in assets.

Justice Federal understands what it means to serve. From everyday spending, savings, and lending to investment services, the Credit Union provides all the services its members need. One offering Robnett finds particularly exciting is the Freedom Direct Savings

Account, which allows members to build emergency savings through automatic transfers to a 4.00% APY account (as of June 2026). The Credit Union also provides financial wellness programs, educational resources, counseling, and more to support the communities they serve.

“I was raised by a single mother, so I saw firsthand how important financial knowledge and access can be,” says Robnett. “The most rewarding part of my role is knowing that the strategies we put in place can help people feel more stable and prepared for the future.”

The Future of Financial Services

As part of a broader strategy to improve access and scale service, Justice Federal has invested heavily in technologies like AI and analytics tools. This, says Robnett, will help the Credit Union become more agile and member focused.

As they move into the future, the team is always asking how they can serve better, simplify more, and become more relevant in their members’ lives. This defines the overall organizational mindset, which is firmly focused on progress. As the world continues to rapidly evolve, a forward-thinking approach is necessary for Justice Federal to not only survive but to thrive.

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“We’re building for what’s next. We believe in readiness and making disciplined investments in technology, service, and financial wellness so that we’re prepared before those changes become urgent,” says Robnett. “That means we’re continuing to invest in technology, AI, analytics, and the digital experience, but always with a clear purpose. Our guiding principle is to be an unwavering partner for the justice, law enforcement, and public safety community.”



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