

"USAA's core values align very well with Baylor's School of Business mission. We have found that Baylor alum employed at USAA exemplify that visionary standard, "integrity stands shoulder to shoulder with analytic and strategic strengths to build leaders, not simply careers," into their professional careers. Baylor graduates are forward-thinking change agents, intrinsically guided by principles which acclimate well into USAA's culture and translate into results for our valued members."

Kimberly Haynes | BBA '83, MBA '84  
AVP Program Delivery, USAA

#### About USAA

In 1922, when 25 Army officers met in San Antonio, Texas, and decided to insure each other's vehicles, they could not have imagined that their tiny organization would one day serve over 8 million members and become one of the only fully integrated financial services companies in America. USAA, a diversified financial services group of companies, is among the leading providers of financial planning, insurance, investments and banking products to members of the U.S. military and their families. USAA's mission is to facilitate the financial security of its members, associates, and their families through provision of a full range of highly competitive financial products and services; in so doing, USAA seeks to be the provider of choice for the military community.

- > 2011 Customer Service Champion  
- J.D. Power and Associates
- > Top 100 U.S. Companies for Customer Experience (No. 1 in 2011)  
- Nunwood

[bbr.baylor.edu/why-hire-sp12](http://bbr.baylor.edu/why-hire-sp12)

WHY HIRE a Baylor Grad?



For information about hiring Baylor BBA graduates, contact Kevin Nall at 254.710.3771 or [Kevin\\_Nall@baylor.edu](mailto:Kevin_Nall@baylor.edu).  
For hiring Baylor MBA graduates, contact Ken Buckley at 254.710.7053 or [Kenneth\\_Buckley@baylor.edu](mailto:Kenneth_Buckley@baylor.edu).