## Capital One Financial Corporation

Financial Supplement
Third Quarter $2011{ }^{(1)}$
Table of Contents
Page
Capital One Financial Consolidated
Table 1: Financial \& Statistical Summary—Consolidated ..... 1
Table 2: Notes to Consolidated Financial \& Statistical Summary (Table 1) ..... 2
Table 3: Consolidated Statements of Income ..... 3
Table 4: Consolidated Balance Sheets ..... 4
Table 5: Average Balances, Net Interest Income and Net Interest Margin ..... 5
Table 6: Loan Information and Performance Statistics ..... 6
Business Segment Detail
Table 7: Financial \& Statistical Summary—Credit Card Business ..... 7
Table 8: Financial \& Statistical Summary-Consumer Banking Business ..... 8
Table 9: Financial \& Statistical Summary—Commercial Banking Business ..... 9
Table 10: Financial \& Statistical Summary—Other and Total ..... 10
Table 11: Notes to Loan and Business Segment Disclosures (Tables 6-10) ..... 11
Other
Table 12: Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures ..... 12
(1) The information contained in this Financial Supplement is preliminary and based on data available at the time of the earnings presentation, and investors should refer to our Quarterly Report on Form 10-Q once it is filed with the Securities and Exchange Commission.

## CAPITAL ONE FINANCIAL CORPORATION (COF)

## Table 1: Financial \& Statistical Summary-Consolidated

| (Dollars in millions, except per share data and as noted) (unaudited) | $2011$ |  | $\begin{gathered} 2011 \\ \text { Q2 } \end{gathered}$ |  |  | $\begin{gathered} 2011 \\ \text { Q1 } \\ \hline \end{gathered}$ |  |  | $\begin{gathered} 2010 \\ \text { Q4 } \\ \hline \end{gathered}$ |  |  | $\begin{gathered} 2010 \\ \text { Q3 } \\ \hline \end{gathered}$ |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Earnings |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 3,283 | \$ | 3,136 |  | \$ | 3,140 |  | \$ | 3,023 |  | \$ | 3,109 |  |
| Non-interest income ${ }^{(1)(2)}$ |  | 871 |  | 857 |  |  | 942 |  |  | 939 |  |  | 907 |  |
| Total revenue ${ }^{(3)}$ | \$ | 4,154 | \$ | 3,993 |  | \$ | 4,082 |  | \$ | 3,962 |  | \$ | 4,016 |  |
| Provision for loan and lease losses |  | 622 |  | 343 |  |  | 534 |  |  | 839 |  |  | 867 |  |
| Marketing expenses |  | 312 |  | 329 |  |  | 276 |  |  | 308 |  |  | 250 |  |
| Operating expenses ${ }^{(4)}$ |  | 1,985 |  | 1,926 |  |  | 1,886 |  |  | 1,783 |  |  | 1,746 |  |
| Income from continuing operations before income taxes | \$ | 1,235 | \$ | 1,395 |  | \$ | 1,386 |  | \$ | 1,032 |  | \$ | 1,153 |  |
| Income tax provision |  | 370 |  | 450 |  |  | 354 |  |  | 331 |  |  | 335 |  |
| Income from continuing operations, net of tax |  | 865 |  | 945 |  |  | 1,032 |  |  | 701 |  |  | 818 |  |
| Loss from discontinued operations, net of tax ${ }^{(2)}$ |  | (52) |  | (34) |  |  | (16) |  |  | (4) |  |  | (15) |  |
| Net income | \$ | 813 | \$ | 911 |  | \$ | 1,016 |  | \$ | 697 |  | \$ | 803 |  |
| Common Share Statistics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Basic EPS: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Income from continuing operations, net of tax | \$ | 1.90 | \$ | 2.07 |  | \$ | 2.27 |  | \$ | 1.55 |  | \$ | 1.81 |  |
| Loss from discontinued operations, net of tax |  | (0.12) |  | (0.07) |  |  | (0.03) |  |  | (0.01) |  |  | (0.03) |  |
| Net income per common share | \$ | 1.78 | \$ | 2.00 |  | \$ | 2.24 |  | \$ | 1.54 |  | \$ | 1.78 |  |
| Diluted EPS: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Income from continuing operations, net of tax | \$ | 1.88 | \$ | 2.04 |  | \$ | 2.24 |  | \$ | 1.53 |  | \$ | 1.79 |  |
| Loss from discontinued operations, net of tax |  | (0.11) |  | (0.07) |  |  | (0.03) |  |  | (0.01) |  |  | (0.03) |  |
| Net income per common share | \$ | 1.77 | \$ | 1.97 |  | \$ | 2.21 |  | \$ | 1.52 |  | \$ | 1.76 |  |
| Weighted average common shares outstanding (in millions): |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Basic EPS |  | 456.0 |  | 455.6 |  |  | 454.1 |  |  | 452.7 |  |  | 452.5 |  |
| Diluted EPS |  | 460.4 |  | 462.2 |  |  | 460.3 |  |  | 457.2 |  |  | 456.6 |  |
| Common shares outstanding (period end) |  | 456.1 |  | 455.8 |  |  | 455.2 |  |  | 452.8 |  |  | 452.6 |  |
| Dividends per common share | \$ | 0.05 | \$ | 0.05 |  | \$ | 0.05 |  | \$ | 0.05 |  | \$ | 0.05 |  |
| Tangible book value per common share (period end) ${ }^{(5)}$ |  | 33.82 |  | 32.20 |  |  | 29.70 |  |  | 27.73 |  |  | 26.60 |  |
| Stock price per common share (period end) |  | 39.63 |  | 51.67 |  |  | 51.96 |  |  | 42.56 |  |  | 39.55 |  |
| Total market capitalization (period end) |  | 18,075 |  | 23,551 |  |  | 23,652 |  |  | 19,271 |  |  | 17,900 |  |
| Balance Sheet (Period End) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Loans held for investment ${ }^{(6)}$ | \$ | 129,952 | \$ | 128,965 |  | \$ | 124,092 |  | \$ | 125,947 |  | \$ | 126,334 |  |
| Interest-earning assets |  | 174,308 |  | 174,302 |  |  | 172,849 |  |  | 172,024 |  |  | 170,520 |  |
| Total assets |  | 200,148 |  | 199,753 |  |  | 199,300 |  |  | 197,503 |  |  | 196,933 |  |
| Tangible assets ${ }^{(7)}$ |  | 185,891 |  | 185,715 |  |  | 184,928 |  |  | 183,158 |  |  | 182,904 |  |
| Interest-bearing deposits |  | 110,777 |  | 109,278 |  |  | 109,097 |  |  | 107,162 |  |  | 104,741 |  |
| Total deposits |  | 128,318 |  | 126,117 |  |  | 125,446 |  |  | 122,210 |  |  | 119,212 |  |
| Borrowings |  | 34,315 |  | 37,735 |  |  | 39,797 |  |  | 41,796 |  |  | 44,333 |  |
| Stockholders' equity |  | 29,378 |  | 28,681 |  |  | 27,550 |  |  | 26,541 |  |  | 26,061 |  |
| Tangible common equity (TCE) ${ }^{(8)}$ |  | 15,425 |  | 14,675 |  |  | 13,520 |  |  | 12,558 |  |  | 12,037 |  |
| Balance Sheet (Quarterly Average Balances) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Average loans held for investment ${ }^{(6)}$ | \$ | 129,043 | \$ | 127,916 |  | \$ | 125,077 |  | \$ | 125,441 |  | \$ | 126,307 |  |
| Average interest-earning assets |  | 177,710 |  | 174,143 |  |  | 173,540 |  |  | 173,992 |  |  | 172,473 |  |
| Average total assets |  | 201,611 |  | 199,229 |  |  | 198,075 |  |  | 197,704 |  |  | 196,598 |  |
| Average interest-bearing deposits |  | 110,750 |  | 109,251 |  |  | 108,633 |  |  | 106,597 |  |  | 104,186 |  |
| Average total deposits |  | 128,268 |  | 125,834 |  |  | 124,158 |  |  | 121,736 |  |  | 118,255 |  |
| Average borrowings |  | 37,366 |  | 39,451 |  |  | 40,538 |  |  | 42,428 |  |  | 45,910 |  |
| Average stockholders' equity |  | 29,316 |  | 28,255 |  |  | 27,009 |  |  | 26,255 |  |  | 25,307 |  |
| Performance Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income growth (quarter over quarter) |  | 5 |  | - | \% |  | 4 | \% |  | (3) | \% |  | - | \% |
| Non-interest income growth (quarter over quarter) |  | 2 |  | (9) |  |  | - |  |  | 4 |  |  | 12 |  |
| Revenue growth (quarter over quarter) |  | 4 |  | (2) |  |  | 3 |  |  | (1) |  |  | 3 |  |
| Revenue margin ${ }^{(9)}$ |  | 9.35 |  | 9.17 |  |  | 9.41 |  |  | 9.11 |  |  | 9.31 |  |
| Net interest margin ${ }^{(10)}$ |  | 7.39 |  | 7.20 |  |  | 7.24 |  |  | 6.95 |  |  | 7.21 |  |
| Return on average assets ${ }^{(11)}$ |  | 1.72 |  | 1.90 |  |  | 2.08 |  |  | 1.42 |  |  | 1.66 |  |
| Return on average equity ${ }^{(12)}$ |  | 11.80 |  | 13.38 |  |  | 15.28 |  |  | 10.68 |  |  | 12.93 |  |
| Return on average tangible common equity ${ }^{(13)}$ |  | 22.58 |  | 26.57 |  |  | 31.73 |  |  | 22.90 |  |  | 28.95 |  |
| Non-interest expense as a \% of average loans held for investment ${ }^{(14)}$ |  | 7.12 |  | 7.05 |  |  | 6.91 |  |  | 6.67 |  |  | 6.32 |  |
| Efficiency ratio ${ }^{(15)}$ |  | 55.30 |  | 56.47 |  |  | 52.96 |  |  | 52.78 |  |  | 49.70 |  |
| Effective income tax rate |  | 30.0 |  | 32.3 |  |  | 25.5 |  |  | 32.1 |  |  | 29.1 |  |
| Full-time equivalent employees (in thousands) |  | 29.5 |  | 28.2 |  |  | 27.9 |  |  | 25.7 |  |  | 25.7 |  |
| Credit Quality Metrics ${ }^{(16)}$ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Allowance for loan and lease losses | \$ | 4,280 | \$ | 4,488 |  | \$ | 5,067 |  | \$ | 5,628 |  | \$ | 6,175 |  |
| Allowance as a \% of loans held for investment |  | 3.29 |  | 3.48 | \% |  | 4.08 | \% |  | 4.47 | \% |  | 4.89 | \% |
| Net charge-offs | \$ | 812 | \$ | 931 |  | \$ | 1,145 |  | \$ | 1,394 |  | \$ | 1,522 |  |
| Net charge-off rate ${ }^{(17)(18)}$ |  | 2.52 |  | 2.91 | \% |  | 3.66 | \% |  | 4.45 | \% |  | 4.82 | \% |
| 30+ day performing delinquency rate |  | 3.13 |  | 2.90 |  |  | 3.07 |  |  | 3.52 |  |  | 3.71 |  |
| Capital Ratios |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Tier 1 risk-based capital ratio ${ }^{(19)}$ |  | 12.4 |  | 11.8 | \% |  | 10.9 | \% |  | 11.6 | \% |  | 11.1 | \% |
| Tier 1 common equity ratio ${ }^{(20)}$ |  | 10.0 |  | 9.4 |  |  | 8.4 |  |  | 8.8 |  |  | 8.2 |  |
| Total risk-based capital ratio ${ }^{(21)}$ |  | 15.4 |  | 15.0 |  |  | 14.2 |  |  | 16.8 |  |  | 16.4 |  |
| Tangible common equity (TCE) ratio ${ }^{(22)}$ |  | 8.3 |  | 7.9 |  |  | 7.3 |  |  | 6.9 |  |  | 6.6 |  |
|  |  | Page 1 |  |  |  |  |  |  |  |  |  |  |  |  |

## CAPITAL ONE FINANCIAL CORPORATION (COF)

## Table 2: Notes to Consolidated Financial \& Statistical Summary (Table 1)

(1) Includes the impact from the change in fair value of retained interests, including interest-only strips, which totaled \$12 million in Q3 2011 , \$16 million in Q2 2011, \$7 million in Q1 2011, \$8 million in Q4 2010 and \$6 million in Q3 2010.
(2) The mortgage representation and warranty reserve increased to $\$ 892$ million as of September 30, 2011,from $\$ 869$ million as of June 30, 2011 . We recorded a provision for repurchase losses of \$72 million in Q3 2011, \$37 million in Q2 2011, \$44 million in Q1 2011, \$(7) million in Q4 2010 and \$16 million in Q3 2010. The majority of the provision for repurchase losses is included in discontinued operations, with the remaining portion included in non-interest income.
(3) The estimated uncollectible amount of billed finance charges and fees excluded from revenue totaled $\$ 24$ million in Q3 2011, \$112 million in Q2 $2011, \$ 105$ million in Q1 2011, $\$ 144$ million in Q4 2010 and $\$ 190$ million in Q3 2010. In the third quarter of 2011, we made a change to the way we estimate recoveries in determining the uncollectible amount of finance charges and fees, which significantly reduced the uncollectible amount of billed finance charges and fees excluded from revenue in Q3 2011.
(4) Includes core deposit intangible amortization expense of $\$ 42$ million in Q3 2011, $\$ 44$ million in Q2 2011, $\$ 45$ million in Q1 2011 , $\$ 47$ million in Q4 2010 and \$49 million in Q3 2010 and integration costs of \$1 million in Q3 2011, \$0 million in Q2 2011, \$2 million in Q1 2011, \$15 million in Q4 2010 and \$27 million in Q3 2010.
(5) Tangible book value per common share is a non-GAAP measure calculated based on tangible common equity divided by common shares outstanding. See "Table 12: Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures" for the calculation oftangible common equity.
(6) Amounts for Q3 2011 and Q2 2011 reflect the impact of the April 1, 2011 acquisition of the existing private-label credit card loan portfolio of Kohl's Deparment Stores ("Kohl's"), which had an outstanding principal and interest balance of approximately $\$ 3.7$ billion at acquistion.
(7) Tangible assets is a non-GAAP measure consisting of total assets less assets from discontinued operations and intangible assets. See "Table 12 Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures" for the calculation of this measure.
(8) Tangible common equity is a non-GAAP measure consisting of total stockholders' equity less intangible assets. See "Table 12: Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures" for the calculation of this measure.
(9) Calculated based on annualized total revenue for the period divided by average interest-earning assets for the period.
(10) Calculated based on annualized net interest income for the period divided by average interest-earning assets for the period.
(11) Calculated based on annualized income from continuing operations, net of tax, for the period divided by average total assets for the period.
(12) Calculated based on annualized income from continuing operations, net of tax, for the period divided by average stockholders' equity for the period.
(13) Calculated based on annualized income from continuing operations, net of tax, for the period divided by average tangible common equity for the period.
(14) Calculated based on annualized non-interest expense for the period divided by average loans held for investment for the period.
(15) Calculated based on non-interest expense for the period divided by total revenue for the period
(16) Purchased credit impaired ("PCI") loans acquired as part of the Chevy Chase Bank ("CCB") acquisition are included in the denominator used in calculating the credit quality metrics presented in Table 1. These metrics excluding the impact of loans acquired from CCB from the denominator are presented below:

(17) In accordance with our loss-sharing agreement with Kohl's, charge-offs for the portfolio are reported net of any reimbursement of credit losses from Kohl's, which has the impact of lowering the overall charge-off rate.
(18) Calculated based on annualized net charge-offs for the period divided by average loans held for investment for the period.
(19) Tier 1 risk-based capital ratio is a regulatory capital measure calculated based on Tier 1 capital divided by risk-weighted assets. See "Table 12: Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures" for the calculation of this ratio.
(20) Tier 1 common equity ratio is a non-GAAP measure calculated based on Tier 1 common equity divided by risk-weighted assets. See "Table 12: Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures" for the calculation of this ratio and non-GAAP reconciliation.
(21) Total risk-based capital ratio is a regulatory capital measure calculated based on total risk-based capital divided by risk-weighted assets. See "Table 12: Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures" for the calculation of this ratio.
(22) Tangible common equity ratio ("TCE ratio") is a non-GAAP measure calculated based on tangible common equity divided by tangible assets. See "Table 12 Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures" for the calculation of this ratio and non-GAAP reconciliation.

## CAPITAL ONE FINANCIAL CORPORATION (COF)

## Table 3: Consolidated Statements of Income

| (Dollars in millions, except per share data) (unaudited) | Three Months Ended |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $\begin{gathered} \hline \text { September 30, } \\ 2011 \end{gathered}$ |  | $\begin{gathered} \hline \text { June 30, } \\ 2011 \end{gathered}$ |  | $\begin{gathered} \hline \text { September 30, } \\ 2010 \end{gathered}$ |  |
| Interest income: |  |  |  |  |  |  |
| Loans held for investment, including past-due fees | \$ | 3,550 | \$ | 3,367 | \$ | 3,447 |
| Investment securities |  | 264 |  | 313 |  | 347 |
| Cash equivalents and other |  | 21 |  | 19 |  | 21 |
| Total interest income |  | 3,835 |  | 3,699 |  | 3,815 |
| Interest expense: |  |  |  |  |  |  |
| Deposits |  | 294 |  | 307 |  | 358 |
| Securitized debt obligations |  | 89 |  | 113 |  | 191 |
| Senior and subordinated notes |  | 84 |  | 63 |  | 72 |
| Other borrowings |  | 85 |  | 80 |  | 85 |
| Total interest expense |  | 552 |  | 563 |  | 706 |
| Net interest income |  | 3,283 |  | 3,136 |  | 3,109 |
| Provision for loan and lease losses |  | 622 |  | 343 |  | 867 |
| Net interest income after provision for loan and lease losses |  | 2,661 |  | 2,793 |  | 2,242 |
| Non-interest income: |  |  |  |  |  |  |
| Servicing and securitizations |  | 12 |  | 12 |  | 13 |
| Service charges and other customer-related fees |  | 542 |  | 460 |  | 496 |
| Interchange |  | 321 |  | 331 |  | 346 |
| Net other-than-temporary impairment losses recognized in earnings |  | (6) |  | (6) |  | (5) |
| Other |  | 2 |  | 60 |  | 57 |
| Total non-interest income |  | 871 |  | 857 |  | 907 |
| Non-interest expense: |  |  |  |  |  |  |
| Salaries and associate benefits |  | 750 |  | 715 |  | 641 |
| Marketing |  | 312 |  | 329 |  | 250 |
| Communications and data processing |  | 178 |  | 162 |  | 178 |
| Supplies and equipment |  | 143 |  | 124 |  | 129 |
| Occupancy |  | 122 |  | 118 |  | 135 |
| Other |  | 792 |  | 807 |  | 663 |
| Total non-interest expense |  | 2,297 |  | 2,255 |  | 1,996 |
| Income from continuing operations before income taxes |  | 1,235 |  | 1,395 |  | 1,153 |
| Income tax provision |  | 370 |  | 450 |  | 335 |
| Income from continuing operations, net of tax |  | 865 |  | 945 |  | 818 |
| Loss from discontinued operations, net of tax |  | (52) |  | (34) |  | (15) |
| Net income | \$ | 813 | \$ | 911 | \$ | 803 |
| Basic earnings per common share: |  |  |  |  |  |  |
| Income from continuing operations | \$ | 1.90 | \$ | 2.07 | \$ | 1.81 |
| Loss from discontinued operations |  | (0.12) |  | (0.07) |  | (0.03) |
| Net income per common share | \$ | 1.78 | \$ | 2.00 | \$ | 1.78 |
| Diluted earnings per common share: |  |  |  |  |  |  |
| Income from continuing operations | \$ | 1.88 | \$ | 2.04 | \$ | 1.79 |
| Loss from discontinued operations |  | (0.11) |  | (0.07) |  | (0.03) |
| Net income per common share | \$ | 1.77 | \$ | 1.97 | \$ | 1.76 |
| Weighted average common shares outstanding (in millions): |  |  |  |  |  |  |
| Basic EPS |  | 456.0 |  | 455.6 |  | 452.5 |
| Diluted EPS |  | 460.4 |  | 462.2 |  | 456.6 |
| Dividends per common share | \$ | 0.05 | \$ | 0.05 | \$ | 0.05 |


| $\begin{gathered} \frac{\text { Nine Mc }}{} \text { September 30, } \\ \hline 2011 \end{gathered}$ |  | s |  |
| :---: | :---: | :---: | :---: |
|  |  | $\begin{gathered} \hline \text { September 30, } \\ 2010 \end{gathered}$ |  |
| \$ | 10,334 | \$ | 10,582 |
|  | 893 |  | 1,037 |
|  | 59 |  | 60 |
|  | 11,286 |  | 11,679 |
| 923 |  |  | 1,125 |
| 342 |  |  | 644 |
| 211 |  |  | 211 |
| 251 |  |  | 265 |
| 1,727 |  |  | 2,245 |
| 9,559 |  |  | 9,434 |
| 1,499 |  |  | 3,069 |
| 8,060 |  |  | 6,365 |
| 35 |  |  | (3) |
| 1,527 |  |  | 1,577 |
| 972 |  |  | 991 |
| (15) |  |  | (62) |
| 151 |  |  | 272 |
| 2,670 |  |  | 2,775 |
| 2,206 |  |  | 1,937 |
| 917 |  |  | 650 |
| 504 |  |  | 512 |
| 402 |  |  | 381 |
| 359 |  |  | 371 |
| 2,326 |  |  | 1,992 |
| 6,714 |  |  | 5,843 |
| 4,016 |  |  | 3,297 |
| 1,174 |  |  | 948 |
| 2,842 |  |  | 2,349 |
| (102) |  |  | (303) |
| \$ | 2,740 | \$ | 2,046 |
| \$ | $\begin{array}{r} 6.24 \\ (0.22) \\ \hline \end{array}$ | \$ | 5.19 |
|  |  |  | (0.66) |
| \$ | 6.02 | \$ | 4.53 |
| \$ | $\begin{array}{r} 6.17 \\ (0.22) \\ \hline \end{array}$ | \$ | 5.15 |
|  |  |  | (0.66) |
| \$ | 5.95 | \$ | 4.49 |
|  | 455.2 |  | 451.9 |
|  | 461.0 |  | 456.0 |
| \$ | 0.15 | \$ | 0.15 |

## CAPITAL ONE FINANCIAL CORPORATION (COF)

## Table 4: Consolidated Balance Sheets

| (Dollars in millions)(unaudited) | $\begin{gathered} \text { September 30, } \\ 2011 \\ \hline \end{gathered}$ |  | $\begin{gathered} \text { December 31, } \\ 2010 \\ \hline \end{gathered}$ |  | $\begin{gathered} \text { September } 30 \text {, } \\ 2010 \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Assets: |  |  |  |  |  |  |
| Cash and due from banks | \$ | 1,794 | \$ | 2,067 | \$ | 2,015 |
| Interest-bearing deposits with banks |  | 3,238 |  | 2,776 |  | 2,391 |
| Federal funds sold and repurchase agreements |  | 1,326 |  | 406 |  | 536 |
| Cash and cash equivalents |  | 6,358 |  | 5,249 |  | 4,942 |
| Restricted cash for securitization investors |  | 984 |  | 1,602 |  | 2,686 |
| Securities available for sale, at fair value |  | 38,400 |  | 41,537 |  | 39,926 |
| Loans held for investment: |  |  |  |  |  |  |
| Unsecuritized loans held for investment, at amortized cost |  | 83,010 |  | 71,921 |  | 74,719 |
| Restricted loans for securitization investors |  | 46,942 |  | 54,026 |  | 51,615 |
| Total loans held for investment |  | 129,952 |  | 125,947 |  | 126,334 |
| Less: Allowance for loan and lease losses |  | $(4,280)$ |  | $(5,628)$ |  | $(6,175)$ |
| Net loans held for investment |  | 125,672 |  | 120,319 |  | 120,159 |
| Loans held for sale, at lower-of-cost-or-fair-value |  | 312 |  | 228 |  | 197 |
| Accounts receivable from securitizations |  | 101 |  | 118 |  | 127 |
| Premises and equipment, net |  | 2,785 |  | 2,749 |  | 2,722 |
| Interest receivable |  | 958 |  | 1,070 |  | 1,025 |
| Goodwill |  | 13,593 |  | 13,591 |  | 13,593 |
| Other |  | 10,985 |  | 11,040 |  | 11,556 |
| Total assets | \$ | 200,148 | \$ | 197,503 | \$ | 196,933 |
|  |  |  |  |  |  |  |
| Liabilities: |  |  |  |  |  |  |
| Interest payable | \$ | 401 | \$ | 488 | \$ | 464 |
| Customer deposits: |  |  |  |  |  |  |
| Non-interest bearing deposits |  | 17,541 |  | 15,048 |  | 14,471 |
| Interest-bearing deposits |  | 110,777 |  | 107,162 |  | 104,741 |
| Total customer deposits |  | 128,318 |  | 122,210 |  | 119,212 |
| Securitized debt obligations |  | 17,120 |  | 26,915 |  | 29,504 |
| Other debt: |  |  |  |  |  |  |
| Federal funds purchased and securities loaned or sold under agreements to repurchase |  | 1,441 |  | 1,517 |  | 947 |
| Senior and subordinated notes |  | 11,051 |  | 8,650 |  | 9,083 |
| Other borrowings |  | 4,703 |  | 4,714 |  | 4,799 |
| Total other debt |  | 17,195 |  | 14,881 |  | 14,829 |
| Other liabilities |  | 7,736 |  | 6,468 |  | 6,863 |
| Total liabilities |  | 170,770 |  | 170,962 |  | 170,872 |
| Stockholders' equity: |  |  |  |  |  |  |
| Common stock |  | 5 |  | 5 |  | 5 |
| Paid-in capital, net |  | 19,234 |  | 19,084 |  | 19,059 |
| Retained earnings and accumulated other comprehensive income |  | 13,382 |  | 10,654 |  | 10,199 |
| Less: Treasury stock, at cost |  | $(3,243)$ |  | $(3,202)$ |  | $(3,202)$ |
| Total stockholders' equity |  | 29,378 |  | 26,541 |  | 26,061 |
| Total liabilities and stockholders' equity | \$ | 200,148 | \$ | 197,503 | \$ | 196,933 |

## CAPITAL ONE FINANCIAL CORPORATION (COF)

Table 5: Average Balances, Net Interest Income and Net Interest Margin

| 'Dollars in millions)(unaudited) | Quarter Ended 09/30/11 |  |  |  | Quarter Ended 06/30/11 |  |  |  |  | Quarter Ended 09/30/10 |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Average Balance | Interest <br> Income/ <br> Expense |  | Yield/ Rate |  |  Interest <br> Average <br> BalanceIncome/ <br> Expense |  |  | Yield/ Rate | Average Balance |  | Interest Income/ Expense |  | Yield/ Rate |  |
| \|nterest-earning assets: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Loans held for investment | \$ 129,043 | \$ | 3,550 | 11.00 | \% | \$ 127,916 | \$ | 3,367 | 10.53 | \% | \$ 126,307 | \$ | 3,447 | 10.92 | \% |
| Investment securities | 37,189 |  | 264 | 2.84 |  | 40,381 |  | 313 | 3.10 |  | 39,872 |  | 347 | 3.48 |  |
| Cash equivalents and other | 11,478 |  | 21 | 0.73 |  | 5,846 |  | 19 | 1.30 |  | 6,294 |  | 21 | 1.33 |  |
| Total interest-earning assets | \$ 177,710 | \$ | 3,835 | 8.63 | \% | \$ 174,143 | \$ | 3,699 | 8.50 | \% | \$ 172,473 | \$ | 3,815 | 8.85 | \% |
| \|nterest-bearing liabilities: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Interest-bearing deposits |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| NOW accounts | \$ 12,602 | \$ | 9 | 0.29 | \% | \$ 13,186 | \$ | 9 | 0.27 | \% | \$ 11,333 | \$ | 10 | 0.35 | \% |
| Money market deposit accounts | 47,483 |  | 100 | 0.84 |  | 45,527 |  | 99 | 0.87 |  | 43,260 |  | 104 | 0.96 |  |
| Savings accounts | 30,944 |  | 56 | 0.72 |  | 29,329 |  | 60 | 0.82 |  | 22,572 |  | 49 | 0.87 |  |
| Other consumer time deposits | 13,530 |  | 84 | 2.48 |  | 14,330 |  | 91 | 2.54 |  | 18,726 |  | 133 | 2.84 |  |
| Public fund CD's of \$100,000 or more | 92 |  | 1 | 4.35 |  | 110 |  | 1 | 3.64 |  | 220 |  | 1 | 1.82 |  |
| CD's of \$100,000 or more | 5,407 |  | 43 | 3.18 |  | 5,867 |  | 46 | 3.14 |  | 7,256 |  | 59 | 3.25 |  |
| Foreign time deposits | 692 |  | 1 | 0.58 |  | 902 |  | 1 | 0.44 |  | 819 |  | 2 | 0.98 |  |
| Total interest-bearing deposits | \$ 110,750 | \$ | 294 | 1.06 | \% | \$ 109,251 | \$ | 307 | 1.12 | \% | \$ 104,186 | \$ | 358 | 1.37 | \% |
| Securitized debt obligations | 18,478 |  | 89 | 1.93 |  | 22,191 |  | 113 | 2.04 |  | 30,750 |  | 191 | 2.48 |  |
| Senior and subordinated notes | 10,519 |  | 84 | 3.19 |  | 8,093 |  | 63 | 3.11 |  | 8,677 |  | 72 | 3.32 |  |
| Other borrowings | 8,369 |  | 85 | 4.06 |  | 9,167 |  | 80 | 3.49 |  | 6,483 |  | 85 | 5.24 |  |
| Total interest-bearing liabilities | \$ 148,116 | \$ | 552 | 1.49 | \% | \$ 148,702 | \$ | 563 | 1.51 | \% | \$ 150,096 | \$ | 706 | 1.88 | \% |
| Vet interest income/spread |  | \$ | 3,283 | 7.14 | \% |  | \$ | 3,136 | 6.99 | \% |  | \$ | 3,109 | 6.97 | \% |
| nterest income to average interest-earning assets |  |  |  | 8.63 | \% |  |  |  | 8.50 | \% |  |  |  | 8.85 | \% |
| nterest expense to average interest-earning assets |  |  |  | 1.24 |  |  |  |  | 1.30 |  |  |  |  | 1.64 |  |
| Vet interest margin |  |  |  | 7.39 | \% |  |  |  | 7.20 | \% |  |  |  | 7.21 | \% |

CAPITAL ONE FINANCIAL CORPORATION (COF)
Table 6: Loan Information and Performance Statistics ${ }^{(1)}$


## CAPITAL ONE FINANCIAL CORPORATION (COF)

## Table 7: Financial \& Statistical Summary - Credit Card Business

| (Dollars in millions) (unaudited) | $\begin{gathered} 2011 \\ \text { Q3 } \end{gathered}$ |  | $\begin{gathered} 2011 \\ \text { Q2 } \end{gathered}$ |  | $\begin{gathered} 2011 \\ \text { Q1 } \end{gathered}$ |  | $\begin{gathered} 2010 \\ \text { Q4 } \end{gathered}$ |  |  | $\begin{gathered} 2010 \\ \text { Q3 } \end{gathered}$ |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Credit Card |  |  |  |  |  |  |  |  |  |  |  |  |
| Earnings: |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 2,042 | \$ | 1,890 | \$ | 1,941 |  | \$ | 1,870 |  | \$ | 1,934 |
| Non-interest income |  | 678 |  | 619 |  | 674 |  |  | 672 |  |  | 671 |
| Total revenue | \$ | 2,720 | \$ | 2,509 | \$ | 2,615 |  | \$ | 2,542 |  | \$ | 2,605 |
| Provision for loan and lease losses |  | 511 |  | 309 |  | 450 |  |  | 589 |  |  | 660 |
| Non-interest expense |  | 1,188 |  | 1,238 |  | 1,178 |  |  | 1,056 |  |  | 978 |
| Income from continuing operations before taxes |  | 1,021 |  | 962 |  | 987 |  |  | 897 |  |  | 967 |
| Income tax provision |  | 358 |  | 344 |  | 344 |  |  | 311 |  |  | 336 |
| Income from continuing operations, net of tax | \$ | 663 | \$ | 618 | \$ | 643 |  | \$ | 586 |  | \$ | 631 |
| Selected metrics: |  |  |  |  |  |  |  |  |  |  |  |  |
| Period end loans held for investment | \$ | 62,030 | \$ | 62,705 | \$ | 59,305 |  | \$ | 61,371 |  | \$ | 61,326 |
| Average loans held for investment |  | 62,371 |  | 62,691 |  | 60,586 |  |  | 60,608 |  |  | 61,391 |
| Average yield on loans held for investment |  | 14.84 \% |  | 13.83 \% |  | 14.68 | \% |  | 14.28 | \% |  | 14.65 \% |
| Revenue margin |  | 17.44 |  | 16.01 |  | 17.26 |  |  | 16.78 |  |  | 16.97 |
| Net charge-off rate |  | 4.23 |  | 5.06 |  | 6.13 |  |  | 7.21 |  |  | 8.16 |
| $30+$ day delinquency rate ${ }^{(9)}$ |  | 3.87 |  | 3.60 |  | 3.88 |  |  | 4.29 |  |  | 4.69 |
| Purchase volume ${ }^{(10)}$ | \$ | 34,918 | \$ | 34,226 | \$ | 27,797 |  | \$ | 29,379 |  | \$ | 27,039 |
| Domestic Card |  |  |  |  |  |  |  |  |  |  |  |  |
| Earnings: |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 1,753 | \$ | 1,607 | \$ | 1,651 |  | \$ | 1,621 |  | \$ | 1,691 |
| Non-interest income |  | 588 |  | 584 |  | 583 |  |  | 594 |  |  | 575 |
| Total revenue | \$ | 2,341 | \$ | 2,191 | \$ | 2,234 |  | \$ | 2,215 |  | \$ | 2,266 |
| Provision for loan and lease losses |  | 381 |  | 187 |  | 230 |  |  | 505 |  |  | 577 |
| Non-interest expense |  | 972 |  | 1,008 |  | 990 |  |  | 935 |  |  | 844 |
| Income from continuing operations before taxes |  | 988 |  | 996 |  | 1,014 |  |  | 775 |  |  | 845 |
| Income tax provision |  | 351 |  | 354 |  | 360 |  |  | 276 |  |  | 301 |
| Income from continuing operations, net of tax | \$ | 637 | \$ | 642 | \$ | 654 |  | \$ | 499 |  | \$ | 544 |
| Selected metrics: |  |  |  |  |  |  |  |  |  |  |  |  |
| Period end loans held for investment | \$ | 53,820 | \$ | 53,994 | \$ | 50,570 |  | \$ | 53,849 |  | \$ | 53,839 |
| Average loans held for investment |  | 53,668 |  | 53,868 |  | 51,889 |  |  | 53,189 |  |  | 54,049 |
| Average yield on loans held for investment |  | 14.62 \% |  | 13.52 \% |  | 14.42 | \% |  | 13.96 | \% |  | 14.40 \% |
| Revenue margin |  | 17.45 |  | 16.27 |  | 17.22 |  |  | 16.66 |  |  | 16.77 |
| Net charge-off rate ${ }^{(4)}$ |  | 3.92 |  | 4.74 |  | 6.20 |  |  | 7.28 |  |  | 8.23 |
| $30+$ day delinquency rate ${ }^{(9)}$ |  | 3.65 |  | 3.33 |  | 3.59 |  |  | 4.09 |  |  | 4.53 |
| Purchase volume ${ }^{(10)}$ | \$ | 31,686 | \$ | 31,070 | \$ | 25,024 |  | \$ | 26,985 |  | \$ | 24,858 |
| International Card |  |  |  |  |  |  |  |  |  |  |  |  |
| Earnings: |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 289 | \$ | 283 | \$ | 290 |  | \$ | 249 |  | \$ | 243 |
| Non-interest income |  | 90 |  | 35 |  | 91 |  |  | 78 |  |  | 96 |
| Total revenue | \$ | 379 | \$ | 318 | \$ | 381 |  | \$ | 327 |  | \$ | 339 |
| Provision for loan and lease losses |  | 130 |  | 122 |  | 220 |  |  | 84 |  |  | 83 |
| Non-interest expense |  | 216 |  | 230 |  | 188 |  |  | 121 |  |  | 134 |
| Income (loss) from continuing operations before taxes |  | 33 |  | (34) |  | (27) |  |  | 122 |  |  | 122 |
| Income tax provision (benefit) |  | 7 |  | (10) |  | (16) |  |  | 35 |  |  | 35 |
| Income (loss) from continuing operations, net of tax | \$ | 26 | \$ | (24) | \$ | (11) |  | \$ | 87 |  | \$ | 87 |
| Selected metrics: |  |  |  |  |  |  |  |  |  |  |  |  |
| Period end loans held for investment | \$ | 8,210 | \$ | 8,711 | \$ | 8,735 |  | \$ | 7,522 |  | \$ | 7,487 |
| Average loans held for investment |  | 8,703 |  | 8,823 |  | 8,697 |  |  | 7,419 |  |  | 7,342 |
| Average yield on loans held for investment |  | 16.24 \% |  | 15.77 \% |  | 16.28 | \% |  | 16.61 | \% |  | 16.40 \% |
| Revenue margin |  | 17.42 |  | 14.42 |  | 17.52 |  |  | 17.63 |  |  | 18.47 |
| Net charge-off rate |  | 6.15 |  | 7.02 |  | 5.74 |  |  | 6.68 |  |  | 7.60 |
| $30+$ day delinquency rate ${ }^{(9)}$ |  | 5.35 |  | 5.30 |  | 5.55 |  |  | 5.75 |  |  | 5.84 |
| Purchase volume ${ }^{(10)}$ | \$ | 3,232 | \$ | 3,156 | \$ | 2,773 |  | \$ | 2,394 |  | \$ | 2,181 |

## CAPITAL ONE FINANCIAL CORPORATION (COF)

Table 8: Financial \& Statistical Summary - Consumer Banking Business

| (Dollars in millions) (unaudited) | $\begin{gathered} 2011 \\ \text { Q3 } \\ \hline \end{gathered}$ |  |  | $\begin{gathered} 2011 \\ \text { Q2 } \\ \hline \end{gathered}$ |  | $\begin{gathered} 2011 \\ \text { Q1 } \\ \hline \end{gathered}$ |  |  | $\begin{gathered} 2010 \\ \text { Q4 } \\ \hline \end{gathered}$ |  |  | $\begin{gathered} 2010 \\ \text { Q3 } \end{gathered}$ |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Consumer Banking |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Earnings: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 1,097 |  | \$ | 1,051 |  | \$ | 983 |  | \$ | 950 |  | \$ | 946 |  |
| Non-interest income |  | 188 |  |  | 194 |  |  | 186 |  |  | 196 |  |  | 196 |  |
| Total revenue | \$ | 1,285 |  | \$ | 1,245 |  | \$ | 1,169 |  | \$ | 1,146 |  | \$ | 1,142 |  |
| Provision for loan and lease losses |  | 136 |  |  | 41 |  |  | 95 |  |  | 189 |  |  | 114 |  |
| Non-interest expense |  | 853 |  |  | 758 |  |  | 740 |  |  | 770 |  |  | 757 |  |
| Income from continuing operations before taxes |  | 296 |  |  | 446 |  |  | 334 |  |  | 187 |  |  | 271 |  |
| Income tax provision |  | 106 |  |  | 159 |  |  | 119 |  |  | 67 |  |  | 96 |  |
| Income from continuing operations, net of tax | \$ | 190 |  | \$ | 287 |  | \$ | 215 |  | \$ | 120 |  | \$ | 175 |  |
| Selected metrics: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Period end loans held for investment | \$ | 35,352 |  | \$ | 34,592 |  | \$ | 34,306 |  | \$ | 34,383 |  | \$ | 34,997 |  |
| Average loans held for investment |  | 34,862 |  |  | 34,441 |  |  | 34,236 |  |  | 34,751 |  |  | 35,090 |  |
| Average yield on loans held for investment |  | 9.83 | \% |  | 9.51 | \% |  | 9.60 | \% |  | 9.20 | \% |  | 9.28 | \% |
| Auto loan originations | \$ | 3,409 |  | \$ | 2,910 |  | \$ | 2,571 |  | \$ | 2,217 |  | \$ | 2,439 |  |
| Period end deposits |  | 88,589 |  |  | 87,282 |  |  | 86,355 |  |  | 82,959 |  |  | 79,506 |  |
| Average deposits |  | 88,266 |  |  | 86,926 |  |  | 83,884 |  |  | 81,834 |  |  | 78,224 |  |
| Deposit interest expense rate |  | 0.95 | \% |  | 1.00 | \% |  | 1.06 | \% |  | 1.13 | \% |  | 1.18 | \% |
| Core deposit intangible amortization | \$ | 32 |  | \$ | 34 |  | \$ | 35 |  | \$ | 34 |  | \$ | 36 |  |
| Net charge-off rate ${ }^{(5)(6)}$ |  | 1.32 | \% |  | 1.01 | \% |  | 1.57 | \% |  | 1.98 | \% |  | 1.79 | \% |
| Nonperforming loans as a percentage of loans held for investment ${ }^{(6)(7)}$ |  | 1.88 |  |  | 1.83 |  |  | 1.84 |  |  | 1.97 |  |  | 1.92 |  |
| Nonperforming asset rate ${ }^{(6)(7)}$ |  | 2.04 |  |  | 2.00 |  |  | 2.00 |  |  | 2.17 |  |  | 2.11 |  |
| $30+$ day performing delinquency rate ${ }^{(6)(7)}$ |  | 4.01 |  |  | 3.70 |  |  | 3.42 |  |  | 4.28 |  |  | 4.14 |  |
| Period end loans serviced for others | \$ | 18,624 |  | \$ | 19,226 |  | \$ | 19,956 |  | \$ | 20,689 |  | \$ | 20,298 |  |

## CAPITAL ONE FINANCIAL CORPORATION (COF)

## Table 9: Financial \& Statistical Summary - Commercial Banking Business

| (Dollars in millions) (unaudited) | $\begin{gathered} 2011 \\ \text { Q3 } \end{gathered}$ |  |  | $\begin{gathered} 2011 \\ \text { Q2 } \\ \hline \end{gathered}$ | $\begin{gathered} 2011 \\ \text { Q1 } \\ \hline \end{gathered}$ |  | $\begin{gathered} 2010 \\ \text { Q4 } \end{gathered}$ |  | $\begin{gathered} 2010 \\ \text { Q3 } \\ \hline \end{gathered}$ |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Commercial Banking |  |  |  |  |  |  |  |  |  |  |  |
| Earnings: |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 353 |  | 333 |  | 321 |  | 336 |  | 325 |  |
| Non-interest income |  | 62 |  | 62 |  | 71 |  | 49 |  | 30 |  |
| Total revenue | \$ | 415 |  | 395 |  | 392 |  | 385 |  | 355 |  |
| Provision for loan and lease losses |  | (10) |  | (18) |  | (15) |  | 34 |  | 95 |  |
| Non-interest expense |  | 200 |  | 192 |  | 177 |  | 207 |  | 199 |  |
| Income from continuing operations before taxes |  | 225 |  | 221 |  | 230 |  | 144 |  | 61 |  |
| Income tax provision |  | 80 |  | 79 |  | 82 |  | 51 |  | 22 |  |
| Income from continuing operations, net of tax | \$ | 145 |  | 142 |  | 148 |  | 93 |  | 39 |  |
| Selected metrics: |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Average loans held for investment |  | 31,345 |  | 30,316 |  | 29,793 |  | 29,617 |  | 29,435 |  |
| Average yield on loans held for investment |  | 4.69 |  | 4.74 | \% | 4.80 | \% | 5.13 | \% | 5.13 | \% |
| Period end deposits | \$ | 25,282 |  | 24,304 |  | 24,244 |  | 22,630 |  | 22,100 |  |
| Average deposits |  | 25,227 |  | 24,282 |  | 24,138 |  | 22,808 |  | 21,899 |  |
| Deposit interest expense rate |  | 0.48 |  | 0.52 | \% | 0.55 | \% | 0.61 | \% | 0.67 | \% |
| Core deposit intangible amortization | \$ | 10 |  | 10 |  | 11 |  | 13 |  | 14 |  |
| Net charge-off rate ${ }^{(6)}$ |  | 0.37 |  | 0.50 | \% | 0.79 | \% | 1.43 | \% | 1.27 | \% |
| Nonperforming loans as a percentage of loans held for investment ${ }^{(6)}$ |  | 1.43 |  | 1.54 |  | 1.84 |  | 1.66 |  | 1.81 |  |
| Nonperforming asset rate ${ }^{(6)}$ |  | 1.55 |  | 1.66 |  | 1.95 |  | 1.80 |  | 1.94 |  |
| Risk category: ${ }^{(11)}$ |  |  |  |  |  |  |  |  |  |  |  |
| Noncriticized | \$ | 29,374 |  | 28,459 |  | 27,008 |  | 26,663 |  | 26,011 |  |
| Criticized performing |  | 1,781 |  | 1,765 |  | 1,924 |  | 2,025 |  | 2,277 |  |
| Criticized nonperforming |  | 459 |  | 481 |  | 553 |  | 494 |  | 534 |  |
| Total non-PCI loans |  | 31,614 |  | 30,705 |  | 29,485 |  | 29,182 |  | 28,822 |  |
| Total PCI loans |  | 491 |  | 498 |  | 532 |  | 560 |  | 720 |  |
| Total | \$ | 32,105 |  | 31,203 |  | 30,017 |  | 29,742 |  | 29,542 |  |
| \% of period end held for investment commercial loans: |  |  |  |  |  |  |  |  |  |  |  |
| Noncriticized |  | 91.49 |  | 91.21 | \% | 89.98 | \% | 89.65 | \% | 88.05 | \% |
| Criticized performing |  | 5.55 |  | 5.66 |  | 6.41 |  | 6.81 |  | 7.71 |  |
| Criticized nonperforming |  | 1.43 |  | 1.54 |  | 1.84 |  | 1.66 |  | 1.81 |  |
| Total non-PCI loans |  | 98.47 |  | 98.40 |  | 98.23 |  | 98.12 |  | 97.56 |  |
| Total PCI loans |  | 1.53 |  | 1.60 |  | 1.77 |  | 1.88 |  | 2.44 |  |
| Total |  | 100.00 |  | 100.00 | \% | 100.00 | \% | 100.00 | \% | 100.00 |  |

## CAPITAL ONE FINANCIAL CORPORATION (COF)

## Table 10: Financial \& Statistical Summary - Other and Total

| (Dollars in millions) (unaudited) | $\begin{gathered} 2011 \\ \text { Q3 } \end{gathered}$ |  | $\begin{gathered} 2011 \\ \text { Q2 } \\ \hline \end{gathered}$ |  | $\begin{gathered} 2011 \\ \text { Q1 } \\ \hline \end{gathered}$ |  | $\begin{gathered} 2010 \\ \text { Q4 } \\ \hline \end{gathered}$ |  | $\begin{gathered} 2010 \\ \text { Q3 } \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Other |  |  |  |  |  |  |  |  |  |  |
| Earnings: |  |  |  |  |  |  |  |  |  |  |
| Net interest expense | \$ | (209) | \$ | (138) | \$ | (105) | \$ | (133) | \$ | (93) |
| Non-interest income (expense) |  | (57) |  | (18) |  | 11 |  | 22 |  | 7 |
| Total revenue | \$ | (266) | \$ | (156) | \$ | (94) | \$ | (111) | \$ | (86) |
| Provision for loan and lease losses |  | (15) |  | 11 |  | 4 |  | 27 |  | (2) |
| Non-interest expense |  | 56 |  | 67 |  | 67 |  | 58 |  | 62 |
| Loss from continuing operations before taxes |  | (307) |  | (234) |  | (165) |  | (196) |  | (146) |
| Income tax benefit |  | (174) |  | (132) |  | (191) |  | (98) |  | (119) |
| Income (loss) from continuing operations, net of tax | \$ | (133) | \$ | (102) | \$ | 26 | \$ | (98) | \$ | (27) |
| Selected metrics: |  |  |  |  |  |  |  |  |  |  |
| Period end loans held for investment ${ }^{(4)}$ | \$ | 465 | \$ | 465 | \$ | 464 | \$ | 451 | \$ | 469 |
| Average loans held for investment ${ }^{(4)}$ |  | 465 |  | 468 |  | 462 |  | 465 |  | 475 |
| Period end deposits |  | 14,447 |  | 14,531 |  | 14,847 |  | 16,621 |  | 17,606 |
| Average deposits |  | 14,775 |  | 14,626 |  | 16,136 |  | 17,094 |  | 18,132 |
| Earnings: |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 3,283 | \$ | 3,136 | \$ | 3,140 | \$ | 3,023 | \$ | 3,112 |
| Non-interest income |  | 871 |  | 857 |  | 942 |  | 939 |  | 904 |
| Total revenue | \$ | 4,154 | \$ | 3,993 | \$ | 4,082 | \$ | 3,962 | \$ | 4,016 |
| Provision for loan and lease losses |  | 622 |  | 343 |  | 534 |  | 839 |  | 867 |
| Non-interest expense |  | 2,297 |  | 2,255 |  | 2,162 |  | 2,091 |  | 1,996 |
| Income from continuing operations before taxes |  | 1,235 |  | 1,395 |  | 1,386 |  | 1,032 |  | 1,153 |
| Income tax provision |  | 370 |  | 450 |  | 354 |  | 331 |  | 335 |
| Income from continuing operations, net of tax | \$ | 865 | \$ | 945 | \$ | 1,032 | \$ | 701 | \$ | 818 |
| Selected metrics: |  |  |  |  |  |  |  |  |  |  |
| Period-end loans held for investment | \$ | 129,952 | \$ | 128,965 | \$ | 124,092 | \$ | 125,947 | \$ | 126,334 |
| Average loans held for investment |  | 129,043 |  | 127,916 |  | 125,077 |  | 125,441 |  | 126,391 |
| Period end deposits |  | 128,318 |  | 126,117 |  | 125,446 |  | 122,210 |  | 119,212 |
| Average deposits |  | 128,268 |  | 125,834 |  | 124,158 |  | 121,736 |  | 118,255 |

## CAPITAL ONE FINANCIAL CORPORATION (COF)

## Table 11: Notes to Loan and Segment Disclosures (Tables 6 - 10)

(1) Certain prior period amounts have been reclassified to conform to the current period presentation.
(2) Amounts for Q2 2011 and Q2 2011 reflect the impact of the April 1, 2011 acquisition of the existing private-label credit card loan portfolio of Kohl's Department Stores ("Kohl's"), which had an outstanding principal and interest balance of apporximately $\$ 3.7$ billion at acquisition.
${ }^{(3)}$ Other loans held for investment includes unamortized premiums and discounts on loans acquired as part of the North Fork and Hibernia acquisitions.
(4) In accordance with our loss-sharing agreement with Kohl's, charge-offs for the portfolio are reported net of any reimbursement of credit losses from Kohl's, which has the impact of lowering the overall Domestic Card charge-off rate.
(5) The third quarter 2011 annualized net charge-off rate for Auto reflects the impact of a true-up of recoveries for certain bankruptcy-related Auto loans that were previously charged-off, which resulted in a decrease in the annualized net charge off rate of 19 basis points in the 3Q 2011.
(6) PCI loans acquired as part of the CCB acquisition are included in the denominator used in calculating the credit quality ratios presented in Tables 6-10. These metrics excluding the impact of loans acquired from CCB from the denominator are presented below:

(7) Nonperforming assets consist of nonperforming loans and real estate owned ("REO") and foreclosed assets. The nonperforming asset ratios are calculated based on nonperforming assets for each segment divided by the combined total of loans held for investment, REO and foreclosed assets for each respective segment.
(8) As permitted by regulatory guidance, our policy is generally to exempt delinquent credit card loans from being classified as nonperforming. We continue to accrue finance charges and fees on credit card loans until the loan is charged off, typically when the account becomes 180 days past due. Billed finance charges and fees considered uncollectible are not recognized in income.
(9) The September 30, 2011 30+ day delinquency rate for Domestic Card reflects the impact of a change in the way we estimate recoveries in determining the uncollectible amount of finance charges and fees, which resulted in an increase of 11 basis points as of September 30, 2011. For International Card, the change did not have a significant impact on the 30+ day delinquency rate as of September 30, 2011.
(10) Includes credit card purchase transactions net of returns. Excludes cash advance transactions.
(11) Criticized exposures correspond to the "Special Mention," "Substandard" and "Doubtful" asset categories defined by banking regulatory authorities.

## CAPITAL ONE FINANCIAL CORPORATION (COF)

## Table 12: Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures

In addition to disclosing required regulatory capital measures, we also report certain non-GAAP capital measures that management uses in assessing its capital adequacy. These nonGAAP measures include average tangible common equity, tangible common equity (TCE), TCE ratio, Tier 1 common equity and Tier 1 common equity ratio. The table below provides the details of the calculation of each of these measures. While these non-GAAP capital measures are widely used by investors, analysts and bank regulatory agencies to assess the capital position of financial services companies, they may not be comparable to similarly titled measures reported by other companies.

(1) Includes impact from related deferred taxes.
(2) Calculated based on tangible common equity divided by tangible assets.
(3) Amounts presented are net of tax.
(4) Consists primarily of trust preferred securities.
(5) Total risk-based capital equals the sum of Tier 1 capital and Tier 2 capital.
(6) Calculated based on prescribed regulatory guidelines.
(7) Tier 1 common equity ratio is a non-GAAP measure calculated based on Tier 1 common equity divided by risk-weighted assets.
${ }^{(8)}$ Tier 1 risk-based capital ratio is a regulatory capital measure calculated based on Tier 1 capital divided by risk-weighed assets.
(9) Total risk-based capital ratio is a regulatory capital measure calculated based on total risk-based capital divided by risk-weighed assets.
(10) Capital ratios as of the end of Q3 2011 are preliminary and therefore subject to change once the calculations have been finalized.

