Capital One Financial Corporation Financial Supplement Third Quarter 2011 ⁽¹⁾ Table of Contents

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⁽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.

Table 1: Financial & Statistical Summary—Consolidated

(Dollars in millions, except per share data and as noted) (unaudited)		2011 Q3		2011 Q2			2011 Q1			2010 Q4			2010 Q3	
Earnings					•			,						_
Net interest income	\$	3,283	\$	3,136		\$	3,140		\$	3,023		\$	3,109	
Non-interest income ^{(1) (2)} Total revenue ⁽³⁾	\$	871 4,154	\$	857 3,993	-	\$	942 4,082	,	\$	939 3,962		\$	907 4,016	_
Provision for loan and lease losses	φ	622	Ф	343		Ф	534		Ф	839		Ф	4,016	
Marketing expenses		312		329			276			308			250	
Operating expenses (4)		1,985		1,926			1,886			1,783			1,746	i
Income from continuing operations before income taxes	\$	1,235	\$	1,395		\$	1,386		\$	1,032		\$	1,153	
Income tax provision		370		450	-		354	į.		331			335	_
Income from continuing operations, net of tax Loss from discontinued operations, net of tax (2)		865 (52)		945 (34)			1,032 (16)			701 (4)			818 (15)	
Net income	\$	813	\$	911	-	\$	1,016		\$	697		\$	803	_
Common Share Statistics					=			l						-
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)	i)
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) 1.77	•	(0.07) 1.97	-	¢	(0.03)		•	(0.01) 1.52		•	(0.03)	_
Net income per common share Weighted average common shares outstanding (in millions):	Φ	1.77	\$	1.97	=	\$	2.21	3	\$	1.32		\$	1.70	-
Basic EPS		456.0		455.6			454.1			452.7			452.5	j
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	i
Dividends per common share	\$	0.05	\$	0.05		\$	0.05		\$	0.05		\$	0.05	i
Tangible book value per common share (period end) ⁽⁵⁾		33.82		32.20			29.70			27.73			26.60	1
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	1
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 (1)		185,891		185,715			184,928			183,158			182,904	
Interest-bearing deposits Total deposits		110,777 128,318		109,278 126,117			109,097 125,446			107,162 122,210			104,741 119,212	
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	í
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 berrousings		128,268		125,834			124,158			121,736			118,255 45,910	
Average borrowings Average stockholders' equity		37,366 29,316		39,451 28,255			40,538 27,009			42,428 26,255			25,307	
	_	20,010		20,200			27,000			20,200			20,001	
Performance Metrics Net interest income growth (quarter over quarter)	_	5 9)/		%		4	%		(2)	0/			%
Non-interest income growth (quarter over quarter)		2	/0	(9)	70		- 4	70		(3)	70		- 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	j
Return on average equity (12)		11.80		13.38			15.28			10.68			12.93	į.
Return on average tangible common equity (13)		22.58		26.57			31.73			22.90			28.95	i
Non-interest expense as a % of average loans held for investment (14)		7.12		7.05			6.91			6.67			6.32	1
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	•		%	3.48	%	æ	4.08	%		4.47	%	•	4.89	
Net charge-offs Net charge-off rate (17) (18)	\$	812 2.52	\$	931	%	\$	1,145	0/	\$	1,394	0/	\$	1,522 4.82	
30+ day performing delinquency rate		3.13	/0	2.91 2.90	70		3.66 3.07	70		4.45 3.52	70		4.82 3.71	
	_	5.15		2.30			3.07			5.52			5.71	
Capital Ratios Tier 1 risk-based capital ratio (19)	_	10.4	0/.	44.0	0/.		10.0	0/		11.0	0/		11 4	0.
Tier 1 risk-based capital ratio (20) Tier 1 common equity ratio (20)		12.4 10.0	7/0	11.8 9.4	%		10.9 8.4	%		11.6 8.8	%		11.1 8.2	
Total risk-based capital ratio (21)		15.4		15.0			14.2			16.8			16.4	
		13.4		13.0			14.2			10.0			10.4	
Tangible common equity (TCE) ratio (22)		8.3		7.9			7.3			6.9			6.6	1

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 of tangible 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 Department Stores ("Kohl's"), which had an outstanding principal and interest balance of approximately \$3.7 billion at acquisition.
- (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:

	2011		2011		2011		20	10		2	2010	
(Dollars in millions) (unaudited)	Q3		Q2		Q1	_	Q	4			Q3	
CCB period-end acquired loan portfolio	\$ 4,873	\$	5,181	\$	5,351		\$ 5	,532	-	\$	5,891	
CCB average acquired loan portfolio	4,982		5,112		5,305		5	,633			6,014	
Allowance as a % of loans held for investment, excluding CCB loans	3.42	%	3.63	%	4.27	%		4.67	%		5.12	%
Net charge-off rate, excluding CCB loans	2.62		3.03		3.82			4.65			5.06	
30+ day performing delinquency rate, excluding CCB loans	3.32		3.08		3.25			3.76			3.89	

- (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

			Three N	onths Ende	ed			Nine Mont		led
	Septe	mber 30,	Ju	ne 30,	Septe	ember 30,	Sep	tember 30,	Sept	ember 30,
(Dollars in millions, except per share data) (unaudited)		2011	:	2011	:	2010		2011		2010
Interest income:		<u>.</u>		<u>.</u>						
Loans held for investment, including past-due fees	\$	3,550	\$	3,367	\$	3,447	\$	10,334	\$	10,582
Investment securities		264		313		347		893		1,037
Cash equivalents and other		21		19		21		59		60
Total interest income		3,835		3,699		3,815		11,286		11,679
Interest expense:										
Deposits		294		307		358		923		1,125
Securitized debt obligations		89		113		191		342		644
Senior and subordinated notes		84		63		72		211		211
Other borrowings		85		80		85		251		265
Total interest expense		552		563		706		1,727		2,245
Net interest income		3,283		3,136		3,109		9,559		9,434
Provision for loan and lease losses		622		343		867		1,499		3,069
Net interest income after provision for loan and lease losses		2,661		2,793		2,242		8,060		6,365
Non-interest income:						<u> </u>				
Servicing and securitizations		12		12		13		35		(3)
Service charges and other customer-related fees		542		460		496		1,527		1,577
Interchange		321		331		346		972		991
Net other-than-temporary impairment losses recognized in earnings		(6)		(6)		(5)		(15)		(62)
Other		2		60		57		151		272
Total non-interest income		871		857		907		2,670		2,775
Non-interest expense:										
Salaries and associate benefits		750		715		641		2,206		1,937
Marketing		312		329		250		917		650
Communications and data processing		178		162		178		504		512
Supplies and equipment		143		124		129		402		381
Occupancy		122		118		135		359		371
Other		792		807		663		2,326		1,992
Total non-interest expense		2,297		2,255		1,996		6,714	-	5,843
Income from continuing operations before income taxes		1,235		1,395		1,153		4,016		3,297
Income tax provision		370		450		335		1,174		948
Income from continuing operations, net of tax		865		945		818		2,842	-	2,349
Loss from discontinued operations, net of tax		(52)		(34)		(15)		(102)		(303)
Net income	\$	813	\$	911	\$	803	\$	2,740	\$	2,046
Basic earnings per common share:	Φ.	4.00	Φ.	0.07	Φ.	4.04	•	0.04	•	5.40
Income from continuing operations Loss from discontinued operations	\$	1.90 (0.12)	\$	2.07 (0.07)	\$	1.81 (0.03)	\$	6.24 (0.22)	\$	5.19 (0.66)
Net income per common share	\$	1.78	\$	2.00	\$	1.78	\$	6.02	\$	4.53
Not moone per common share	Ψ	1.70	Ψ	2.00	Ψ	1.70	<u> </u>	0.02	Ψ	4.00
Diluted earnings per common share:										
Income from continuing operations	\$	1.88	\$	2.04	\$	1.79	\$	6.17	\$	5.15
Loss from discontinued operations		(0.11)		(0.07)		(0.03)		(0.22)		(0.66)
Net income per common share	\$	1.77	\$	1.97	\$	1.76	\$	5.95	\$	4.49
										
Weighted average common shares outstanding (in millions):										
Basic EPS		456.0		455.6		452.5		455.2		451.9
Diluted EPS		460.4		462.2		456.6		461.0		456.0
Dividends per common share	\$	0.05	\$	0.05	\$	0.05	\$	0.15	\$	0.15

CAPITAL ONE FINANCIAL CORPORATION (COF) Table 4: Consolidated Balance Sheets

(Dollars in millions)(unaudited)	Sept	tember 30, 2011	Dec	ember 31, 2010	Sept	tember 30, 2010
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:		00.040		74.004		7.4.740
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 Net loans held for investment		(4,280) 125,672		(5,628) 120,319		(6,175) 120,159
Loans held for sale, at lower-of-cost-or-fair-value		312		228		120,159
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

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

	Quar	ter Eı	nded 09/	30/11	Quarter Ended 06/30/11				Quarter Ended 09/30/10						
		In	terest			In	terest			Interest					
	Average	Inc	come/	Yield/	Average	In	come/	Yield/	Average	Income/	Yield/				
(Dollars in millions)(unaudited)	Balance	Ex	pense	Rate	Balance	Ex	pense	Rate	Balance	Expense	Rate				
nterest-earning assets:															
Loans held for investment	\$ 129,043	\$	3,550	11.00 %	\$ 127,916	\$	3,367		\$ 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 %				
Interest-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 %				
Net interest income/spread		\$	3,283	7.14 %		\$	3,136	6.99 %	1	\$ 3,109	6.97 %				
Interest income to average interest-earning assets				8.63 %				8.50 %)		8.85 %				
interest expense to average interest-earning assets				1.24				1.30			1.64				
Net interest margin				7.39 %				7.20 %)		<u>7.21</u> %				

Table 6: Loan Information and Performance Statistics (1)

	2011	2011	2011	2010	2010
(Dollars in millions)(unaudited) Period-end loans held for investment	Q3	Q2	Q1	Q4	Q3
Credit card:					
Domestic credit card (2)	\$ 53,820	53,994	\$ 50,570	\$ 53,849	\$ 53,839
International credit card	8,210	8,711	8,735	7,522	7,487
Total credit card	62,030	62,705	59,305	61,371	61,326
Consumer banking:					
Automobile	20,422	19,223	18,342	17,867	17,643
Home loan	10,916	11,323	11,741	12,103	12,763
Retail banking	4,014	4,046	4,223	4,413	4,591
Total consumer banking	35,352	34,592	34,306	34,383	34,997
Commercial banking:				40.000	
Commercial and multifamily real estate Middle market	14,389	14,035 11,404	13,543	13,396	13,475
Specialty lending	11,924 4,221	4,122	10,758 3,936	10,484 4,020	10,364 3,813
Total commercial lending	30,534	29,561	28,237	27,900	27,652
Small-ticket commercial real estate	1,571	1,642	1,780	1,842	1,890
Total commercial banking	32,105	31,203	30,017	29,742	29,542
Other loans ⁽³⁾	465	465	464	451	469
Total	\$ 129,952		\$ 124,092	\$ 125,947	\$ 126,334
Average loans held for investment		· · · · · · · · · · · · · · · · · · ·		<u> </u>	
Credit card:					
Domestic credit card (2)	¢ 52.669	F2 060	¢ 51.000	¢ 52.100	¢ 54.040
International credit card	\$ 53,668 8,703	53,868 8,823	\$ 51,889 8,697	\$ 53,189 7,419	\$ 54,049 7,342
Total credit card	62,371	62,691	60,586	60,608	61,391
Consumer banking:	02,571	32,001	00,000	00,000	01,001
Automobile	19,757	18,753	18,025	17,763	17,397
Home loan	11,126	11,534	11,960	12,522	13,024
Retail banking	3,979	4,154	4,251	4,466	4,669
Total consumer banking	34,862	34,441	34,236	34,751	35,090
Commercial banking:			·	<u> </u>	
Commercial and multifamily real estate	14,021	13,597	13,345	13,323	13,411
Middle market	11,572	10,979	10,666	10,460	10,352
Specialty lending	4,154	4,014	3,964	3,947	3,715
Total commercial lending	29,747	28,590	27,975	27,730	27,478
Small-ticket commercial real estate	1,598	1,726	1,818	1,887	1,957
Total commercial banking	31,345	30,316	29,793	29,617	29,435
Other loans (3)	465	468	462	465	475
Total	\$ 129,043	127,916	\$ 125,077	\$ 125,441	\$ 126,391
Net charge-off rates					
Credit card:					
Domestic credit card ⁽⁴⁾	3.92 %	4.74 %		7.28 %	8.23 %
International credit card	6.15	7.02	5.74	6.68	7.60
Total credit card Consumer banking:	4.23_%	5.06_%	6.13 %	7.21 %	8.16_%
•					
Automobile (5)	1.69 %	1.11 %	1.98 %	2.65 %	2.71 %
Home loan ⁽⁶⁾	0.53	0.60	0.71	0.89	0.41
Retail banking (6)	1.67	1.73	2.24	2.40	2.20
Total consumer banking (6)	1.32 %	1.01 %	1.57 %	1.98 %	1.79 %
Commercial banking:	7.02	1.01	1.01	1.00 /0	
Commercial and multifamily real estate (6)	0.12 %	0.39 %	0.56 %	1.15 %	1.78 %
Middle market (6)	0.41	0.13	0.18	0.94	0.43
Specialty lending	0.44	0.47	0.30	0.63	0.64
Total commercial lending ⁽⁶⁾	0.28 %	0.30 %	0.38 %	1.00 %	1.11 %
Small-ticket commercial real estate	2.19	3.77	7.14	7.72	3.48
Total commercial banking (6)	0.37 %	0.50 %	0.79 %	1.43 %	1.27 %
Other loans	6.39 %	10.57 %	19.91 %	21.11 %	17.63 %
Total	2.52 %	2.91 %	3.66 %	4.45 %	4.82 %
30+ day performing delinquency rates					
Credit card:	_				
Domestic credit card	3.65 %	3.33 %	3.59 %	4.09 %	4.53 %
International credit card	5.35	5.30	5.55	5.75	5.84
Total credit card	3.87 %	3.60 %	3.88 %	4.29 %	4.69 %
Consumer banking:	22.01				=
Automobile	6.34 %	6.09 %	5.79 %	7.58 %	7.42 %
Home loan ⁽⁶⁾	0.78	0.70	0.61	0.64	0.69
Retail banking (6)	0.89	0.76	0.93	0.93	1.08
Total consumer banking ⁽⁶⁾	4.01 %	3.70 %	3.42 %	4.28 %	4.14 %
Nonperforming asset rates (7) (8)					
Consumer banking:					
Consumer banking: Automobile	0.53 %	0.49 %	0.39 %	0.64 %	0.60 %
Home loan ⁽⁶⁾					
	4.74	4.40	4.34	4.25	4.09
Retail banking ⁽⁶⁾	2.37	2.45	2.44	2.66	2.41
Total consumer banking (6)	2.04 %	2.00 %	2.00 %	2.17 %	2.11 %
Commercial banking:			·	<u> </u>	
	0.40.04	2.35 %	2.63 %	2.23 %	2.42 %
Commercial and multifamily real estate (6)	2.16 %				
			1 14	1 33	1 32
Middle market (6)	1.04	1.19	1.14 1.19	1.33 1.30	1.38 1.75
Middle market ⁽⁶⁾ Specialty lending	1.04 	1.19 0.95	1.19	1.30	1.75
Middle market ⁽⁶⁾ Specialty lending Total commercial lending ⁽⁶⁾	1.04 0.87 1.54 %	1.19 0.95 1.71 %	1.19 1.86 %	1.30 1.76 %	1.75 1.94 %
Middle market ⁽⁶⁾ Specialty lending	1.04 	1.19 0.95	1.19	1.30	

CAPITAL ONE FINANCIAL CORPORATION (COF) Table 7: Financial & Statistical Summary - Credit Card Business

(Dollars in millions) (unaudited)		2011 Q3		2011 Q2		2011 Q1		2010 Q4		2010 Q3
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 Income from continuing operations before taxes		1,188 1,021		1,238 962		1,178 987		1,056 897		978 967
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	Ψ	62,371	Ψ	62,691	Ψ	60,586	Ψ	60,608	Ψ	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	Ф.	351	Φ.	354	•	360 654	Φ.	276 499	Φ.	301 544
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 Revenue margin		14.62 % 17.45		13.52 % 16.27		14.42 % 17.22		13.96 % 16.66		14.40 % 16.77
Net charge-off rate ⁽⁴⁾										
		3.92		4.74		6.20		7.28		8.23
30+ day delinquency rate ⁽⁹⁾ Purchase volume ⁽¹⁰⁾	Φ.	3.65	Φ.	3.33	Φ.	3.59	Φ.	4.09	Φ.	4.53
	\$	31,686	\$	31,070	\$	25,024	\$	26,985	\$	24,858
International Card										
Earnings: Net interest income	\$	289	\$	283	\$	290	\$	249	\$	243
Non-interest income	Ψ	90	Ψ	35	Ψ	91	Ψ	78	Ψ	96
Total revenue	\$	379	\$	318	\$	381	\$	327	\$	339
Provision for loan and lease losses	Ψ	130	Ψ	122	Ψ	220	Ψ	84	Ψ	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

	2011		2011		2011		2010		2010	
(Dollars in millions) (unaudited)	Q3		Q2		Q1		Q4		Q3	
Consumer Banking		_								
Earnings:										
Net interest income	\$ 1,097	5	\$ 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	3	\$ 287		\$ 215		\$ 120	-	\$ 175	
Selected metrics:										
Period end loans held for investment	\$ 35,352	5	\$ 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 %	6
Auto loan originations	\$ 3,409	5	\$ 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 %	6
Core deposit intangible amortization	\$ 32	5	\$ 34		\$ 35		\$ 34		\$ 36	
Net charge-off rate (5) (6)	1.32	%	1.01	%	1.57	%	1.98	%	1.79 %	6
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)	2011 Q3		2011 Q2		2011 Q1		2010 Q4			2010 Q3	
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:											
Period end loans held for investment	\$ 32,105		\$ 31,203		\$ 30,017		\$ 29,742		\$	29,542	
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 9	%
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 9	%
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	%

Table 10: Financial & Statistical Summary - Other and Total

(Dollars in millions) (unaudited)		2011 Q3		2011 Q2		2011 Q1		2010 Q4		2010 Q3
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 Income (loss) from continuing operations, net of		(174)		(132)	-	(191)		(98)		(119)
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
Total										
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:

	2011	2011	2011	2010	2010
(Dollars in millions) (unaudited)	Q3	Q2	Q1	Q4	Q3
CCB period end acquired loan portfolio	\$4,873 \$	-, -	\$ 5,351	\$ 5,532	\$ 5,891
CCB average acquired loan portfolio	4,982	5,112	5,305	5,633	6,014
Net charge-off rates					
Consumer banking:					
Home loan	0.87 %	0.98 %	1.16 %	1.46 %	0.68 %
Retail banking	1.69	1.76	2.32	2.49	2.29
Total consumer banking	1.51 %	1.17 %	1.82 %	2.32 %	2.11 %
Commercial banking:					
Commercial and multifamily real estate	0.12 %	0.40 %	0.57 %	1.17 %	1.81 %
Middle market	0.42	0.13	0.18	0.97	0.44
Total commercial lending	0.28 %	0.31 %	0.38 %	1.02 %	1.14 %
Total commercial banking	0.38 %	0.51 %	0.80 %	1.45 %	1.30 %
30+ day performing delinquency rates					
Consumer banking:					
Home loan	1.28 %	1.18 %	1.02 %	1.06 %	1.16 %
Retail banking	0.90	0.77	0.93	0.97	1.12
Total consumer banking	4.57 %	4.29 %	3.98 %	5.01 %	4.88 %
Nonperforming asset rates					
Consumer banking:					
Home loan	7.80 %	7.38 %	7.24 %	7.05 %	6.83 %
Retail banking	2.40	2.48	2.44	2.77	2.51
Total consumer banking	2.33 %	2.32 %	2.32 %	2.54 %	2.49 %
Commercial banking:					
Commercial and multifamily real estate	2.18 %	2.39 %	2.68 %	2.28 %	2.47 %
Middle market	1.07	1.22	1.17	1.36	1.42
Total commercial lending	1.57 %	1.73 %	1.90 %	1.79 %	1.98 %
Total commercial banking	1.57 %	1.68 %		1.83 %	1.98 %
Nonperforming loans as a percentage of loans held for investment					
Consumer banking	2.15 %	2.12 %	2.14 %	2.30 %	2.26 %
Commercial banking	1.45	1.56	1.88	1.69	1.84
Commorcial parining	1.45	1.50	1.00	1.00	1.04

- (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.

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 non-GAAP 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.

(Dollars in millions)(unaudited)	2011 Q3	2011 Q2	2011 Q1	2010 Q4	2010 Q3
Average Equity to Non-GAAP Average Tangible Common Equity					
Average total stockholders' equity	\$ 29,316	\$ 28,255	\$ 27,009	\$ 26,255	\$ 25,307
Less: Average intangible assets (1)	(13,990)	(14,025)	(14,001)	(14,008)	(14,003)
Average tangible common equity	\$ 15,326	\$ 14,230	\$ 13,008	\$ 12,247	\$ 11,304
Stockholders' Equity to Non-GAAP Tangible Common Equity					
Total stockholders' equity	\$ 29,378	\$ 28,681	\$ 27,550	\$ 26,541	\$ 26,061
Less: Intangible assets (1)	(13,953)	(14,006)	(14,030)	(13,983)	(14,024)
Tangible common equity	\$ 15,425	\$ 14,675	\$ 13,520	\$ 12,558	\$ 12,037
Total Assets to Tangible Assets					
Total assets	\$ 200,148	\$ 199,753	\$ 199,300	\$ 197,503	\$ 196,933
Less: Assets from discontinued operations	(304)	(32)	(342)	(362)	(5)
Total assets from continuing operations	199,844	199,721	198,958	197,141	196,928
Less: Intangible assets ⁽¹⁾ Tangible assets	(13,953) \$ 185,891	(14,006) \$ 185,715	(14,030) \$ 184,928	(13,983) \$ 183,158	\$ 182,904
	\$ 165,691	\$ 165,715	\$ 104,926	ф 163,136	\$ 162,904
Non-GAAP TCE Ratio	A. 45.405	A 44.075	A 40.500	A 40.550	A 40.007
Tangible common equity Tangible assets	\$ 15,425 185,891	\$ 14,675 185,715	\$ 13,520 184,928	\$ 12,558 183,158	\$ 12,037 182,904
TCE ratio (2)		7.9 %	7.3 %		
I GE Tatio	8.3 %	7.9 70	7.3%	6.9 %	6.6 %
Non-GAAP Tier 1 Common Equity and Regulatory Capital Ratios					
Total stockholders' equity	\$ 29,378	\$ 28,681	\$ 27,550	\$ 26,541	\$ 26,061
Less: Net unrealized (gains) losses on AFS securities recorded in AOCI (3)	(401)	(482)	(314)	(368)	(580)
Net (gains) losses on cash flow hedges recorded in AOCI (3)	54	71	95	86	79
Disallowed goodwill and other intangible assets	(13,899)	(13,954)	(13,993)	(13,953)	(13,993)
Disallowed deferred tax assets	(227)	(647)	(1,377)	(1,150)	(1,324)
Other Tier 1 common equity	(2) \$ 14,903	(2) \$ 13,667	(2) \$ 11,959	(2) \$ 11,154	(2) \$ 10,241
Plus: Tier 1 restricted core capital items ⁽⁴⁾	,	•			
Tier 1 capital	3,636 \$ 18,539	3,636 \$ 17,303	3,636 \$ 15,595	3,636 \$ 14,790	3,636 \$ 13,877
Plus: Long-term debt qualifying as Tier 2 capital	2,438	2,727	2,827	2,827	2,827
Qualifying allowance for loan and lease losses	1,897	1,864	1,825	3,748	3,726
Other Tier 2 components	24	28	20	29	24
Tier 2 capital	\$ 4,359	\$ 4,619	\$ 4,672	\$ 6,604	\$ 6,577
Total risk-based capital (5)	\$ 22,898	\$ 21,922	\$ 20,267	\$ 21,394	\$ 20,454
Risk-weighted assets ⁽⁶⁾	\$ 149,050	\$ 146,201	\$ 142,495	\$ 127,043	\$ 124,726
Tier 1 common equity ratio (7)	10.0 %	9.4 %	8.4 %	8.8 %	8.2 %
Tier 1 risk-based capital ratio (8)	12.4	11.8	10.9	11.6	11.1
Total risk-based capital ratio (9)	15.4	15.0	14.2	16.8	16.4

⁽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.