## CapitalOne

Second Quarter 2016 Results
July 21, 2016

## Forward-Looking Statements

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You should carefully consider the factors discussed above in evaluating these forward-looking statements. All information in these slides is based on the consolidated results of Capital One Financial Corporation, unless otherwise noted. A reconciliation of any non-GAAP financial measures included in this presentation can be found in Capital One's Current Report on Form 8-K filed July 21, 2016, available on its website at www.capitalone.com under "Investors."

## Second Quarter 2016 Results

## Income Statement

| (Dollars in millions, except per share data and as noted) (unaudited) | $\begin{gathered} 2016 \\ \text { Q2 } \end{gathered}$ |  | $\begin{gathered} 2016 \\ \text { Q1 } \end{gathered}$ |  | $\begin{gathered} 2015 \\ \text { Q4 } \end{gathered}$ |  | $\begin{gathered} 2015 \\ \text { Q3 } \end{gathered}$ |  | $\begin{gathered} 2015 \\ \mathbf{Q 2} \end{gathered}$ |  | 2016 Q2 vs. |  | Six Months Ended June 30, |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{gathered} 2016 \\ \text { Q1 } \end{gathered}$ | $\begin{gathered} 2015 \\ \text { Q2 } \end{gathered}$ |  |  |  | 2016 |  |  |  | 015 | $\begin{gathered} \hline 2016 \text { vs. } \\ 2015 \\ \hline \end{gathered}$ |
| Income Statement |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 5,093 |  |  | \$ | 5,056 |  |  | \$ | 4,961 | \$ | 4,760 | \$ | 4,537 | 1\% | 12\% | \$ | 10,149 | \$ | 9,113 | 11\% |
| Non-interest income |  | 1,161 |  | 1,164 |  | 1,233 |  | 1,140 |  | 1,135 | - | 2 |  | 2,325 |  | 2,206 | 5 |
| Total net revenue |  | 6,254 |  | 6,220 |  | 6,194 |  | 5,900 |  | 5,672 | 1 | 10 |  | 12,474 |  | 11,319 | 10 |
| Provision for credit losses |  | 1,592 |  | 1,527 |  | 1,380 |  | 1,092 |  | 1,129 | 4 | 41 |  | 3,119 |  | 2,064 | 51 |
| Non-interest expense: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Marketing |  | 415 |  | 428 |  | 564 |  | 418 |  | 387 | (3) | 7 |  | 843 |  | 762 | 11 |
| Amortization of intangibles |  | 95 |  | 101 |  | 103 |  | 106 |  | 111 | (6) | (14) |  | 196 |  | 221 | (11) |
| Operating expenses |  | 2,785 |  | 2,694 |  | 2,813 |  | 2,636 |  | 2,809 | 3 | (1) |  | 5,479 |  | 5,373 | 2 |
| Total non-interest expense |  | 3,295 |  | 3,223 |  | 3,480 |  | 3,160 |  | 3,307 | 2 | - |  | 6,518 |  | 6,356 | 3 |
| Income from continuing operations before income taxes |  | 1,367 |  | 1,470 |  | 1,334 |  | 1,648 |  | 1,236 | (7) | 11 |  | 2,837 |  | 2,899 | (2) |
| Income tax provision |  | 424 |  | 452 |  | 426 |  | 530 |  | 384 | (6) | 10 |  | 876 |  | 913 | (4) |
| Income from continuing operations, net of tax |  | 943 |  | 1,018 |  | 908 |  | 1,118 |  | 852 | (7) | 11 |  | 1,961 |  | 1,986 | (1) |
| Income (loss) from discontinued operations, net of tax |  | (1) |  | (5) |  | 12 |  | (4) |  | 11 | (80) | ** |  | (6) |  | 30 | ** |
| Net income |  | 942 |  | 1,013 |  | 920 |  | 1,114 |  | 863 | (7) | 9 |  | 1,955 |  | 2,016 | (3) |
| Dividends and undistributed earnings allocated to participating securities |  | (6) |  | (6) |  | (4) |  | (6) |  | (4) | - | 50 |  | (12) |  | (10) | 20 |
| Preferred stock dividends |  | (65) |  | (37) |  | (68) |  | (29) |  | (29) | 76 | 124 |  | (102) |  | (61) | 67 |
| Net income available to common stockholders | \$ | 871 | \$ | 970 | \$ | 848 | \$ | 1,079 | \$ | 830 | (10) | 5 | \$ | 1,841 | \$ | 1,945 | (5) |
| Diluted Earnings Per Common Share |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net income from continuing operations | \$ | 1.69 | \$ | 1.85 | \$ | 1.56 | \$ | 1.99 | \$ | 1.48 | (9)\% | 14\% | \$ | 3.53 | \$ | 3.45 | 2\% |
| Income (loss) from discontinued operations |  | - |  | (0.01) |  | 0.02 |  | (0.01) |  | 0.02 | ** | ** |  | (0.01) |  | 0.06 | ** |
| Net income per diluted common share | \$ | 1.69 | \$ | 1.84 | \$ | 1.58 | \$ | 1.98 | \$ | 1.50 | (8) | 13 | \$ | 3.52 | \$ | 3.51 | - |

## Second Quarter 2016 Highlights

- Q2 2016 net income of $\$ 942$ million, or $\$ 1.69$ per share; pre-provision earnings before tax of $\$ 3.0$ billion
- Q2 2016 return on average tangible common equity ${ }^{1}$ of $11.61 \%$
- Higher provision for credit losses; net charge-offs of $\$ 1.2$ billion; $\$ 465$ million allowance build including $\$ 3$ million related to commercial oil and gas portfolio

[^0]
## Net Interest Margin

## Average Balances, Net Interest Income and Net Interest Margin

|  | 2016 Q2 |  |  |  |  | 2016 Q1 |  |  |  |  | 2015 Q2 |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (Dollars in millions) (unaudited) | Average Balance |  | Interest Income/ Expense |  | Yield/ <br> Rate | Average Balance |  | Interest Income/ Expense |  | Yield/ <br> Rate | Average Balance |  | Interest Income/ Expense |  | Yield/ <br> Rate |
| Interest-earning assets: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Loans, including loans held for sale | \$ | 231,496 | \$ | 5,148 | 8.90\% | \$ | 227,573 | \$ | 5,085 | 8.94\% | \$ | 207,335 | \$ | 4,531 | 8.74\% |
| Investment securities |  | 65,754 |  | 405 | 2.46 |  | 65,156 |  | 415 | 2.55 |  | 63,771 |  | 382 | 2.40 |
| Cash equivalents and other |  | 5,514 |  | 18 | 1.31 |  | 6,727 |  | 17 | 1.01 |  | 5,479 |  | 24 | 1.75 |
| Total interest-earning assets | \$ | 302,764 | \$ | 5,571 | 7.36 | \$ | 299,456 | \$ | 5,517 | 7.37 | \$ | 276,585 | \$ | 4,937 | 7.14 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Interest-bearing liabilities: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Interest-bearing deposits | \$ | 195,641 | \$ | 292 | 0.60\% | \$ | 194,125 | \$ | 283 | 0.58\% | \$ | 183,946 | \$ | 272 | 0.59\% |
| Securitized debt obligations |  | 15,226 |  | 47 | 1.23 |  | 15,361 |  | 48 | 1.25 |  | 13,219 |  | 36 | 1.09 |
| Senior and subordinated notes |  | 21,717 |  | 111 | 2.04 |  | 21,993 |  | 106 | 1.93 |  | 20,336 |  | 80 | 1.57 |
| Other borrowings and liabilities |  | 18,255 |  | 28 | 0.61 |  | 17,176 |  | 24 | 0.56 |  | 8,857 |  | 12 | 0.54 |
| Total interest-bearing liabilities | \$ | 250,839 | \$ | 478 | 0.76 | \$ | 248,655 | \$ | 461 | 0.74 | \$ | 226,358 | \$ | 400 | 0.71 |
| Net interest income/spread |  |  | \$ | 5,093 | 6.60 |  |  | \$ | 5,056 | 6.63 |  |  | \$ | 4,537 | 6.43 |
| Impact of non-interest-bearing funding |  |  |  |  | 0.13 |  |  |  |  | 0.12 |  |  |  |  | 0.13 |
| Net interest margin |  |  |  |  | 6.73\% |  |  |  |  | 6.75\% |  |  |  |  | 6.56\% |

## Second Quarter 2016 Highlights

- Net interest margin decreased 2 basis points quarter-over-quarter primarily driven by lower yields on investment securities
- Net interest margin increased 17 basis points year-over-year primarily driven by strong growth in Domestic Card loans


## Capital

- Common equity Tier 1 capital ratio under Basel III Standardized Approach of $10.9 \%$ at June 30, 2016
- Estimated common equity Tier 1 capital ratio under Basel III Advanced Approaches remained above $8 \%^{1}$ target at June 30, 2016
- Reduced net common shares outstanding by 8.6 million shares in Q2 2016 driven by share repurchases


## Credit Card

## Credit Card Performance Metrics



## Domestic Card

## Domestic Card Performance Metrics

| (Dollars in millions) (unaudited) | $\begin{gathered} 2016 \\ \text { Q2 } \end{gathered}$ |  | $2016$ |  | $\begin{gathered} 2015 \\ \text { Q4 } \end{gathered}$ |  | $\begin{gathered} 2015 \\ \text { Q3 } \end{gathered}$ |  | $\begin{gathered} 2015 \\ \text { Q2 } \\ \hline \end{gathered}$ |  | 2016 Q2 vs. |  | Six Months Ended June 30, |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{gathered} 2016 \\ \text { Q1 } \\ \hline \end{gathered}$ | $\begin{gathered} 2015 \\ \text { Q2 } \\ \hline \end{gathered}$ |  |  |   2016 vs. <br> 2016 2015 2015 |  |  |
| Earnings: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | \$ 2,769 |  |  | \$ | 2,756 |  |  | \$ | 2,718 | \$ | 2,613 | \$ | 2,395 | - | 16\% |  | 5,525 | \$ | 4,816 | 15\% |
| Non-interest income |  | 792 |  | 774 |  | 830 |  | 814 |  | 796 | 2\% | (1) |  | 1,566 |  | 1,539 | 2 |
| Total net revenue |  | 3,561 |  | 3,530 |  | 3,548 |  | 3,427 |  | 3,191 | 1 | 12 |  | 7,091 |  | 6,355 | 12 |
| Provision for credit losses |  | 1,164 |  | 972 |  | 945 |  | 796 |  | 853 | 20 | 36 |  | 2,136 |  | 1,463 | 46 |
| Non-interest expense |  | 1,669 |  | 1,671 |  | 1,796 |  | 1,630 |  | 1,621 | - | 3 |  | 3,340 |  | 3,201 | 4 |
| Income from continuing operations before taxes |  | 728 |  | 887 |  | 807 |  | 1,001 |  | 717 | (18) | 2 |  | 1,615 |  | 1,691 | (4) |
| Income tax provision |  | 265 |  | 323 |  | 293 |  | 362 |  | 259 | (18) | 2 |  | 588 |  | 612 | (4) |
| Income from continuing operations, net of tax |  | S 463 | \$ | 564 | \$ | 514 | \$ | 639 | \$ | 458 | (18) | 1 | \$ | 1,027 |  | 1,079 | (5) |
| Selected performance metrics: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Period-end loans held for investment |  | 888,581 | \$ | 84,561 | \$ | 87,939 | \$ | 82,178 | \$ | 78,984 | 5\% | 12\% |  | 88,581 | \$ | 78,984 | 12\% |
| Average loans held for investment |  | 85,981 |  | 85,148 |  | 83,760 |  | 80,402 |  | 75,924 | 1 | 13 |  | 85,564 |  | 75,349 | 14 |
| Average yield on loans held for investment |  | 14.40\% |  | 14.43\% |  | 14.31\% |  | 14.35\% |  | 13.95\% | (3)bps | 45 bps |  | 14.41\% |  | 14.09\% | 32 bps |
| Total net revenue margin |  | 16.57 |  | 16.58 |  | 16.95 |  | 17.05 |  | 16.81 | (1) | (24) |  | 16.58 |  | 16.87 | (29) |
| Net charge-off rate |  | 4.07 |  | 4.16 |  | 3.75 |  | 3.08 |  | 3.42 | (9) | 65 |  | 4.12 |  | 3.49 | 63 |
| $30+$ day delinquency rate |  | 3.14 |  | 3.09 |  | 3.39 |  | 3.28 |  | 2.84 | 5 | 30 |  | 3.14 |  | 2.84 | 30 |
| Purchase volume |  | 71,050 | \$ | 62,617 | \$ | 68,740 | \$ | 63,777 | \$ | 62,198 | 13\% | 14\% |  | 133,667 |  | 114,223 | 17\% |

## Second Quarter 2016 Highlights

- Ending loans up $\$ 9.6$ billion, or $12 \%$, year-over-year, average loans up $\$ 10.1$ billion, or $13 \%$, year-over-year
- Revenue up $\$ 370$ million, or $12 \%$, year-over-year
- Non-interest expense up $\$ 48$ million, or $3 \%$, year-over-year
- Provision for credit losses up $\$ 311$ million
- Net charge-off rate up 65 basis points year-over-year to $4.07 \%$


## Consumer Banking

## Consumer Banking Performance Metrics

|  | $\begin{gathered} 2016 \\ \text { Q2 } \end{gathered}$ | $\begin{gathered} 2016 \\ \text { Q1 } \end{gathered}$ |  | $\begin{gathered} 2015 \\ \text { Q4 } \end{gathered}$ |  | $\begin{gathered} 2015 \\ \text { Q3 } \end{gathered}$ |  | $\begin{gathered} 2015 \\ \text { Q2 } \end{gathered}$ |  | 2016 Q2 vs. |  | Six Months Ended June 30, |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (Dollars in millions) (unaudited) |  |  |  | $\begin{gathered} 2016 \\ \text { Q1 } \end{gathered}$ | $\begin{gathered} 2015 \\ \text { Q2 } \\ \hline \end{gathered}$ |  |  |  | 2016 |  | 2015 | $\begin{gathered} 2016 \text { vs. } \\ 2015 \end{gathered}$ |
| Earnings: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ 1,439 | \$ | 1,420 |  |  | \$ | 1,434 |  |  | \$ | 1,443 | \$ | 1,444 | 1\% | - |  | 2,859 |  | 2,878 | (1)\% |
| Non-interest income | 175 |  | 191 |  | 182 |  | 174 |  | 196 | (8) | (11)\% |  | 366 |  | 354 | 3 |
| Total net revenue | 1,614 |  | 1,611 |  | 1,616 |  | 1,617 |  | 1,640 | - | (2) |  | 3,225 |  | 3,232 | - |
| Provision for credit losses | 204 |  | 230 |  | 240 |  | 188 |  | 185 | (11) | 10 |  | 434 |  | 391 | 11 |
| Non-interest expense | 1,006 |  | 990 |  | 1,057 |  | 1,001 |  | 998 | 2 | 1 |  | 1,996 |  | 1,968 | 1 |
| Income from continuing operations before taxes | 404 |  | 391 |  | 319 |  | 428 |  | 457 | 3 | (12) |  | 795 |  | 873 | (9) |
| Income tax provision | 147 |  | 142 |  | 115 |  | 155 |  | 166 | 4 | (11) |  | 289 |  | 316 | (9) |
| Income from continuing operations, net of tax | \$ 257 | \$ | 249 | \$ | 204 | \$ | 273 | \$ | 291 | 3 | (12) | \$ | 506 | \$ | 557 | (9) |
| Selected performance metrics: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Period-end loans held for investment | \$ 71,415 | \$ | 70,591 | \$ | 70,372 | \$ | 70,990 |  | 71,176 | 1\% | - |  | 71,415 |  | 71,176 | - |
| Average loans held for investment | 70,988 |  | 70,296 |  | 70,704 |  | 71,097 |  | 71,367 | 1 | (1)\% |  | 70,642 |  | 71,404 | (1)\% |
| Average yield on loans held for investment | 6.28\% |  | 6.18\% |  | 6.25\% |  | 6.25\% |  | 6.27\% | 10 bps | 1 bps |  | 6.23\% |  | 6.27\% | (4)bps |
| Auto loan originations | \$ 6,529 | \$ | 5,844 | \$ | 4,977 |  | 5,590 |  | 5,433 | 12\% | 20\% |  | 12,373 |  | 10,618 | 17\% |
| Period-end deposits | 176,340 |  | 177,803 |  | 172,702 |  | 170,866 |  | 170,321 | (1) | 4 |  | 176,340 |  | 170,321 | 4 |
| Average deposits | 176,808 |  | 174,254 |  | 171,521 |  | 170,816 |  | 171,076 | 1 | 3 |  | 175,531 |  | 170,339 | 3 |
| Average deposit interest rate | 0.55\% |  | 0.54\% |  | 0.54\% |  | 0.56\% |  | 0.57\% | 1 bps | (2)bps |  | 0.54\% |  | 0.57\% | (3)bps |
| Net charge-off rate | 0.83 |  | 1.04 |  | 1.32 |  | 1.14 |  | 0.76 | (21) | 7 |  | 0.93 |  | 0.83 | 10 |
| $30+$ day performing delinquency rate | 3.56 |  | 3.19 |  | 4.05 |  | 3.62 |  | 3.24 | 37 | 32 |  | 3.56 |  | 3.24 | 32 |
| $30+$ day delinquency rate | 4.07 |  | 3.67 |  | 4.67 |  | 4.22 |  | 3.80 | 40 | 27 |  | 4.07 |  | 3.80 | 27 |

## Second Quarter 2016 Highlights

- Ending loans up $\$ 239$ million, or less than $1 \%$, year-over-year; average loans down $\$ 379$ million, or $1 \%$, year-over-year
- Revenue down $\$ 26$ million, or $2 \%$, year-over-year
- Non-interest expense up $\$ 8$ million, or $1 \%$, year-over-year
- Provision for credit losses up $\$ 19$ million


## Commercial Banking

## Commercial Banking Performance Metrics

|  | $2016$ |  | $2016$ |  | $2015$ |  | $2015$ |  | $2015$ |  | 2016 Q2 vs. |  | Six Months Ended June 30, |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (Dollars in millions) (unaudited) |  |  | $\begin{gathered} 2016 \\ \text { Q1 } \end{gathered}$ | $\begin{gathered} 2015 \\ \text { Q2 } \\ \hline \end{gathered}$ |  |  |  | 2016 |  |  |  | 2015 | $\begin{gathered} 2016 \text { vs. } \\ 2015 \\ \hline \end{gathered}$ |
| Earnings: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 559 |  |  | \$ | 537 |  |  | \$ | 484 | \$ | 454 | \$ | 466 | 4\% | 20\% | \$ | 1,096 | \$ | 927 | 18\% |
| Non-interest income |  | 129 |  | 118 |  | 142 |  | 108 |  | 123 | 9 | 5 |  | 247 |  | 237 | 4 |
| Total net revenue |  | 688 |  | 655 |  | 626 |  | 562 |  | 589 | 5 | 17 |  | 1,343 |  | 1,164 | 15 |
| Provision for credit losses |  | 128 |  | 228 |  | 118 |  | 75 |  | 49 | (44) | 161 |  | 356 |  | 109 | ** |
| Non-interest expense |  | 343 |  | 322 |  | 342 |  | 272 |  | 270 | 7 | 27 |  | 665 |  | 542 | 23 |
| Income from continuing operations before taxes |  | 217 |  | 105 |  | 166 |  | 215 |  | 270 | 107 | (20) |  | 322 |  | 513 | (37) |
| Income tax provision |  | 79 |  | 38 |  | 60 |  | 78 |  | 98 | 108 | (19) |  | 117 |  | 186 | (37) |
| Income from continuing operations, net of tax | \$ | 138 | \$ | 67 | \$ | 106 | \$ | 137 | \$ | 172 | 106 | (20) | \$ | 205 | \$ | 327 | (37) |
| Selected performance metrics: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Period-end loans held for investment |  | 6,202 | \$ | 64,241 | \$ | 63,266 | \$ | 52,112 | \$ | 51,231 | 3\% | 29\% | \$ | 66,202 | \$ | 51,231 | 29\% |
| Average loans held for investment |  | 64,938 |  | 63,375 |  | 57,379 |  | 51,592 |  | 50,976 | 2 | 27 |  | 64,156 |  | 51,023 | 26 |
| Average yield on loans held for investment |  | 3.45\% |  | 3.38\% |  | 3.18\% |  | 3.21\% |  | 3.26\% | 7 bps | 19 bps |  | 3.42\% |  | 3.24\% | 18bps |
| Period-end deposits |  | 3,281 | \$ | 33,383 | \$ | 34,257 | \$ | 32,751 | \$ | 32,909 | 3\% | 4\% | \$ | 34,281 | \$ | 32,909 | 4\% |
| Average deposits |  | 3,764 |  | 34,076 |  | 33,797 |  | 32,806 |  | 32,778 | (1) | 3 |  | 33,920 |  | 32,811 | 3 |
| Average deposit interest rate |  | 0.27\% |  | 0.27\% |  | 0.26\% |  | 0.25\% |  | 0.25\% | - | 2bps |  | 0.27\% |  | 0.24\% | 3bps |
| Net charge-off rate |  | 0.37 |  | 0.29 |  | 0.03 |  | 0.26 |  | 0.05 | 8bps | 32 |  | 0.33 |  | 0.04 | 29 |
| Nonperforming loan rate |  | 1.59 |  | 1.63 |  | 0.87 |  | 0.87 |  | 0.90 | (4) | 69 |  | 1.59 |  | 0.90 | 69 |
| Nonperforming asset rate |  | 1.60 |  | 1.64 |  | 0.87 |  | 0.87 |  | 0.91 | (4) | 69 |  | 1.60 |  | 0.91 | 69 |

## Second Quarter 2016 Highlights

- Ending loans up $\$ 15.0$ billion, or $29 \%$, year-over-year; average loans up $\$ 14.0$ billion, or $27 \%$, year-over-year
- Revenue up $\$ 99$ million, or $17 \%$, year-over-year
- Non-interest expense up $\$ 73$ million, or $27 \%$, year-over-year
- Provision for credit losses up $\$ 79$ million year-over-year
- Net charge-off rate up 32 basis points year-over-year to $0.37 \%$


## Commercial Oil and Gas Portfolio



[^1]
## Select 2016 and 2015 Results Excluding Adjustments

|  | QTD Q2 2016 |  |  |  |  |  | QTD Q1 2016 |  |  |  |  | QTD Q4 2015 |  |  |  |  |  | YTD Q4 2015 |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (Dollars in millions, except per share data and as noted) (unaudited) |  | $\begin{aligned} & \text { Reported } \\ & \text { Results } \end{aligned}$ | ${ }^{\text {Adjustments }{ }^{(1)}}$ |  | $\begin{gathered} \text { Adjusted } \\ \text { Results } \end{gathered}$ |  | Reported Results |  | Adjustments | $\begin{gathered} \text { Adjusted } \\ \text { Results } \end{gathered}$ |  |  | Reported Results | Adjustments ${ }^{(2)}$ |  | $\begin{gathered} \text { Adjusted } \\ \text { Results } \end{gathered}$ |  |  | Reported Results | Adjustments ${ }^{(2)}$ |  | $\begin{gathered} \hline \begin{array}{c} \text { Adjusted } \\ \text { Results } \end{array} \\ \hline \end{gathered}$ |
| Selected income statement data: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income |  | \$ 5,093 | \$ | 7 | \$ | 5,100 | \$ | 5,056 | - | \$ | 5,056 |  | 4,961 |  | - | \$ | 4,961 |  | 18,834 | \$ | 36 | \$ 18,870 |
| Non-interest income |  | 1,161 |  | 8 |  | 1,169 |  | 1,164 | - |  | 1,164 |  | 1,233 |  | - |  | 1,233 |  | 4,579 |  | 50 | 4,629 |
| Total net revenue |  | 6,254 |  | 15 |  | 6,269 |  | 6,220 | - |  | 6,220 |  | 6,194 |  | - |  | 6,194 |  | 23,413 |  | 86 | 23,499 |
| Provision for credit losses |  | 1,592 |  | - |  | 1,592 |  | 1,527 | - |  | 1,527 |  | 1,380 | \$ | (49) |  | 1,331 |  | 4,536 |  | (49) | 4,487 |
| Non-interest expense |  | 3,295 |  | (15) |  | 3,280 |  | 3,223 | - |  | 3,223 |  | 3,480 |  | (23) |  | 3,457 |  | 12,996 |  | (231) | 12,765 |
| Income from continuing operations before income taxes |  | 1,367 |  | 30 |  | 1,397 |  | 1,470 | - |  | 1,470 |  | 1,334 |  | 72 |  | 1,406 |  | 5,881 |  | 366 | 6,247 |
| Income tax provision (benefit) |  | 424 |  | (7) |  | 417 |  | 452 | - |  | 452 |  | 426 |  | 26 |  | 452 |  | 1,869 |  | 96 | 1,965 |
| Income from continuing operations, net of tax |  | 943 |  | 37 |  | 980 |  | 1,018 | - |  | 1,018 |  | 908 |  | 46 |  | 954 |  | 4,012 |  | 270 | 4,282 |
| Income (loss) from discontinued operations, net of tax |  | (1) |  | - |  | (1) |  | (5) | - |  | (5) |  | 12 |  | - |  | 12 |  | 38 |  | - | 38 |
| Net income |  | 942 |  | 37 |  | 979 |  | 1,013 | - |  | 1,013 |  | 920 |  | 46 |  | 966 |  | 4,050 |  | 270 | 4,320 |
| Net income available to common stockholders |  | 871 |  | 37 |  | 908 |  | 970 | - |  | 970 |  | 848 |  | 46 |  | 894 |  | 3,872 |  | 270 | 4,142 |
| Selected performance metrics: |  |  |  |  |  |  |  |  |  | \$ | - |  |  |  |  |  |  |  |  |  |  |  |
| Diluted EPS | \$ | \$ 1.69 | \$ | 0.07 | \$ | 1.76 | \$ | 1.84 | - | \$ | 1.84 | \$ | 1.58 | \$ | 0.09 | \$ | 1.67 |  | 7.07 | \$ | 0.49 | \$ 7.56 |
| Net interest margin |  | 6.73\% |  | 1bps |  | 6.74\% |  | 6.75\% | - |  | 6.75\% |  | 6.79\% |  | - |  | 6.79\% |  | 6.66\% |  | 2 bps | 6.68\% |
| Efficiency ratio |  | 52.69 |  | (37) |  | 52.32 |  | 51.82 | - |  | 51.82 |  | 56.18 |  | (36)bps |  | 55.82 |  | 55.51 |  | (119) | 54.32 |
| Average yield on loans held for investment - Credit Card |  | 14.49 |  | 3 |  | 14.52 |  | 14.60 | - |  | 14.60 |  | 14.45 |  | - |  | 14.45 |  | 14.28 |  | 4 | 14.32 |
| Average yield on loans held for investment - International Card |  | 15.45 |  | 33 |  | 15.78 |  | 16.47 | - |  | 16.47 |  | 15.96 |  | - |  | 15.96 |  | 15.02 |  | 45 | 15.47 |
| Total net revenue margin - Credit Card |  | 16.55 |  | 6 |  | 16.61 |  | 16.69 | - |  | 16.69 |  | 16.97 |  | - |  | 16.97 |  | 16.81 |  | 10 | 16.91 |
| Total net revenue margin - International Card |  | 16.32 |  | 73 |  | 17.05 |  | 17.85 | - |  | 17.85 |  | 17.21 |  | - |  | 17.21 |  | 15.66 |  | 108 | 16.74 |

[^2] million related to the exchange of our ownership interest in Visa Europe with Visa Inc. as a result of Visa Inc's acquisition of Visa Europe.
 acquired; (ii) certain planned site closures; and (iii) revisions to the restructuring charges recorded in Q2 2015 to reflect updated information. In Q3 2015, we recorded a build in the U.K. PPI Reserve of \$69 million In Q2 2015, we recorded charges totaling $\$ 225$ million associated with (i) a restructuring charge of $\$ 147$ million for severance and related benefits pursuant to our ongoing benefit programs as a result of the realignment of our workforce; and (ii) a build in the U.K. PPI Reserve of $\$ 78$ million.

## Appendix

## Commercial Taxi Medallion Lending Portfolio

| (Dollars in millions) (unaudited) | $\begin{gathered} 2016 \\ \text { Q2 } \\ \hline \end{gathered}$ | $\begin{gathered} 2016 \\ \text { Q1 } \\ \hline \end{gathered}$ | $\begin{gathered} 2015 \\ \text { Q2 } \end{gathered}$ | $\begin{gathered} 2015 \\ \text { Q1 } \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: |
| Commercial taxi medallion lending portfolio: |  |  |  |  |
| Total loans held for investment ${ }^{(1)}$ | \$ 854 | \$ 873 | \$ 959 | \$ 972 |
|  |  |  |  |  |
| Selected performance metrics: |  |  |  |  |
| Allowance for loan and lease losses | \$ 128 | \$ 68 | \$ 37 | \$ 27 |
| Allowance as a percentage of loans held for investment | 15.04\% | 7.78\% | 3.86\% | 2.76\% |
| Loans as a percentage of total commercial loans held for investment | 1.29 | 1.36 | 1.87 | 1.92 |
| Loans as a percentage of total company loans held for investment | 0.36 | 0.38 | 0.46 | 0.48 |
| Criticized performing loan rate | 36.05 | 40.50 | 41.51 | 42.56 |
| Nonperforming loan rate | 37.85 | 29.93 | 13.88 | 1.14 |

${ }^{(1)}$ Total loans held for investment represents unpaid principal balance less charge-offs and reflects the company's maximum credit exposure for the taxi portfolio.

## Interest Rate Sensitivity Analysis ${ }^{(1)(2)}$

|  | Previous Methodology |  |  | Revised Methodology |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $\begin{gathered} \hline \text { June 30, } \\ 2016 \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { March 31, } \\ 2016 \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { December 31, } \\ 2015 \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { June 30, } \\ 2016 \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { March 31, } \\ 2016 \end{gathered}$ | $\begin{gathered} \hline \text { December 31, } \\ 2015 \\ \hline \end{gathered}$ |
| Estimated impact on projected base-line net interest income |  |  |  |  |  |  |
| +200 basis points | 3.8\% | 3.5\% | 2.6\% | 1.7\% | 1.3\% | 0.3\% |
| +100 basis points | 2.5 | 2.2 | 1.6 | 1.9 | 1.5 | 0.8 |
| +50 basis points | 1.7 | 1.4 | 0.9 | 1.4 | 1.2 | 0.6 |
| -50 basis points | (2.0) | (2.1) | (1.6) | (1.9) | (1.9) | (1.4) |
| Estimated impact on economic value of equity |  |  |  |  |  |  |
| +200 basis points | (0.1) | (2.6) | (5.2) | 0.3 | (3.0) | (4.8) |
| +100 basis points | 1.8 | 0.2 | (1.5) | 1.8 | (0.1) | (1.3) |
| +50 basis points | 1.4 | 0.6 | (0.4) | 1.4 | 0.4 | (0.3) |
| -50 basis points | (2.8) | (1.7) | (0.6) | (2.6) | (1.4) | (0.6) |

 2016 once it is filed with the Securities and Exchange Commission.
 includes our interest rate sensitivity impacts to both projected base-line net interest income and economic value of equity under our previous and revised methodologies for the periods presented.


[^0]:     and Calculation of Regulatory Capital Measures" of Exhibit 99.2 of Capital One's Current Report on Form 8-K filed on July 21, 2016 for additional information.

[^1]:    ${ }^{(1)}$ Loans held for investment represents unpaid principal balance less charge-offs.
    (2) Total reserves represents the allowance for loan and lease losses and the reserve for unfunded lending commitments recorded in other liabilities.

[^2]:    

