

SASB Commercial Banks

Metric/Code	Code	Report Location
(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	FN-CB-230a.1	There were no material data breaches involving PII in 2020, 2021, 2022, or 2023.
Description of approach to identifying and addressing data security risks	FN-CB-230a.2	Please refer to the Privacy and Data Security section of our 2023 ESG Report . For additional information, please see pg. 35 of our 2024 Proxy Statement and pgs. 43-45 of our 2023 Form 10-K .
(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	FN-CB-240a.1	Please refer to the Community Reinvestment Act page on the FFIEC website and view reports for the legal entities Capital One Bank (USA), N.A. and Capital One, N.A.
Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	FN-CB-240a.4	Please refer to the Consumer Well-Being and Financial Inclusion and Capital One Impact Initiative sections of our 2023 ESG Report .
Commercial and industrial credit exposure, by industry	FN-CB-410a.1	Please refer to our 10-K filings. 2020 10-K , pg. 87 2021 10-K , pg. 89 2022 10-K , pg. 85 2023 10-K , pg. 93
Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	FN-CB-510a.1	For information on any legal proceedings, please refer to our 2023 Form 10-K .
Description of whistleblower policies and procedures	FN-CB-510a.2	Please refer to the Business Ethics and Responsible Business Practices section of our 2023 ESG Report . For additional information, please see our Code of Conduct .
Global Systemically Important Bank (G-SIB) score, by category Basis points (bps)	FN-CB-550a.1	We are not a G-SIB based on the most recent available data. For additional information, please refer to pg. 8 of our 2023 Form 10-K .
Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	FN-CB-550a.2	Please refer to pg. 85 of our 2023 Form 10-K . Additional information on capital can be found in our Basel Pillar 3 Disclosures .

SASB Consumer Finance

Metric/Code	Code	Report Location
Number of account holders whose information is used for secondary purposes	FN-CF-220a.1	Please refer to the Privacy and Data Security section of our 2023 ESG Report . For additional information, please refer to http://www.capitalone.com/privacy .
Total amount of monetary losses as a result of legal proceedings associated with customer privacy	FN-CF-220a.2	For information on any legal proceedings, please refer to our 2023 Form 10-K .
(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	FN-CF-230a.1	There were no material data breaches involving PII in 2020, 2021, 2022, or 2023.
Description of approach to identifying and addressing data security risks	FN-CF-230a.3	Please refer to the Privacy and Data Security section of our 2023 ESG Report . For additional information, please see pg. 35 of our 2024 Proxy Statement and pgs. 43-45 of our 2023 Form 10-K .
(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or non-monetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB	FN-CF-270a.4	Please see the Consumer Financial Protection Bureau database . Please refer to our 2023 Form 10-K for any material items related to the CFPB.
Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	FN-CF-270a.5	For information on any legal proceedings, please refer to our 2023 Form 10-K .