


 new accounting standards has a significant impact on the comparability of the Company's GAAP financial results prior to and subsequent to adoption, the Company's reported GAAP results after adoption are now comparable to the prior "managed" results.

CAPITAL ONE FINANCIAL CORPORATION (COF)
FINANCIAL \& STATISTICAL SUMMARY MANAGED BASIS * (for 2009 data)


[^0]
## CAPITAL ONE FINANCIAL CORPORATION (COF)

## FINANCIAL \& STATISTICAL SUMMARY NOTES

 Q4 2009 and \$37 million in Q3 2009.
 Q1 2010, \$490 million in Q4 2009 and \$517 million in Q3 2009.
(3) The Company completed its 2007 restructuring initiative during 2009.
 \$27 million in Q3 2010, \$22 million in Q2 2010, \$17million in Q1 2010, \$22 million in Q4 2009 and \$11 million in Q3 2009.
 ("CCB").
(6) The ratios excluding the impact of loans acquired as part of the CCB acquisition are as follows.

|  | Q3 2010 |  | Q2 2010 |  | Q1 2010 |  | Q4 2009 |  | Q3 2009 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| CCB period end acquired loan portfolio (in millions)(unaudited) | \$ | 5,891 | \$ | 6,381 | \$ | 6,799 | \$ | 7,251 | \$ | 7,885 |
| CCB average acquired loan portfolio (in millions)(unaudited) | \$ | 6,014 | \$ | 6,541 | \$ | 7,037 | \$ | 7,512 | \$ | 8,029 |
| Allowance as a \% of loans held for investment, excluding CCB |  | 5.12\% |  | 5.63\% |  | 6.29\% |  | 4.95\% |  | 5.08\% |
| Net charge-off rate (GAAP), excluding CCB |  | 5.06\% |  | 5.64\% |  | 6.35\% |  | 5.44\% |  | 4.94\% |
| Net charge-off rate (Managed), excluding CCB |  | 5.06\% |  | 5.64\% |  | 6.35\% |  | 6.70\% |  | 6.36\% |
| $30+$ day performing delinquency rate (GAAP), excluding CCB |  | 3.89\% |  | 4.01\% |  | 4.46\% |  | 4.49\% |  | 4.48\% |
| $30+$ day performing delinquency rate (Managed), excluding CCB |  | 3.89\% |  | 4.01\% |  | 4.46\% |  | 4.99\% |  | 4.82\% |

 warranty matters. A portion of this expense is included in Discontinued Operations and the remainder is included in Non-Interest Income.
 which is included in non-interest income.

## STATISTICS / METRIC CALCULATIONS

(A) Consists of net income (loss) less dividends on preferred shares.
(B) Calculated based on net income (loss) available to common shareholders.
(C) Calculated based on tangible common equity divided by common shares outstanding, which is a non-GAAP measure. See page 4 for a reconciliation of our tangible common equity.
(D) Calculated based on income from continuing operations divided by average tangible common equity, which is a non-GAAP measure. See page 4,Reconciliation To GAAP Financial Measures for a reconciliation of average equity to average tangible common equity.
(E) Calculated based on continuing operations, except for Average Equity and Return on Average Equity (ROE), which are based on average stockholders' equity.
 common equity ratio.
(G) Consists of stockholders' equity, intangible assets and the related deferred tax liabilities.
 common equity ratio.
(I) Calculated based on total revenue less net charge-offs divided by average earning assets, expressed as a percentage.
(J) Calculated based on non-interest expense less restructuring expense divided by total revenue.

## CAPITAL ONE FINANCIAL CORPORATION

## REGULATORY AND NON-GAAP CAPITAL MEASURES

In addition to disclosing required regulatory measures, the Company also reports certain non-GAAP capital measures that management uses in assessing its capital adequacy. These 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, | $\begin{array}{r} 2010 \\ \text { Q3 }^{*} \\ \hline \end{array}$ |  | $\begin{array}{r} 2010 \\ \text { Q2 }^{*} \\ \hline \end{array}$ |  | $\begin{gathered} 2010 \\ \mathrm{Q}^{*} \end{gathered}$ |  | $\begin{gathered} 2009 \\ \text { Q4 } \\ \hline \end{gathered}$ |  | $\begin{gathered} 2009 \\ \text { Q3 } \\ \hline \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Average Equity to Average Tangible Common Equity |  |  |  |  |  |  |  |  |  |  |
| Average Equity | \$ | 25,307 | \$ | 24,526 | \$ | 23,681 | \$ | 26,518 | \$ | 26,002 |
| Less: Average Intangible Assets ${ }^{(1)}$ |  | $(14,003)$ |  | $(14,039)$ |  | $(14,075)$ |  | $(14,105)$ |  | $(14,151)$ |
| Average Tangible Common Equity | \$ | 11,304 | \$ | 10,487 | \$ | 9,606 | \$ | 12,413 | \$ | 11,851 |
| Period End Equity Tangible Common Equity |  |  |  |  |  |  |  |  |  |  |
| Stockholders' Equity | \$ | 26,061 | \$ | 25,270 | \$ | 24,374 | \$ | 26,589 | \$ | 26,192 |
| Less: Intangible Assets ${ }^{(1)}$ |  | $(14,024)$ |  | $(14,011)$ |  | $(14,044)$ |  | $(14,106)$ |  | $(14,117)$ |
| Period End Tangible Common Equity | \$ | $\underline{12,037}$ | \$ | $\underline{11,259}$ | \$ | 10,330 | \$ | 12,483 | \$ | 12,075 |
| Tangible Assets |  |  |  |  |  |  |  |  |  |  |
| Total Assets | \$ | 196,933 | \$ | 197,489 | \$ | 200,707 | \$ | 169,646 | \$ | 168,464 |
| Less: Discontinued Operations Assets |  | (5) |  | (4) |  | (16) |  | (24) |  | (31) |
| Total Assets-Continuing Operations |  | 196,928 |  | 197,485 |  | 200,691 |  | 169,622 |  | 168,433 |
| Less: Intangible Assets ${ }^{(1)}$ |  | $(14,024)$ |  | $(14,011)$ |  | $(14,044)$ |  | $(14,106)$ |  | $(14,117)$ |
| Period End Tangible Assets | \$ | 182,904 | \$ | 183,474 | \$ | 186,647 | \$ | 155,516 | \$ | 154,316 |
| TCE ratio ${ }^{(2)}$ |  | 6.58 |  | 6.14 |  | 5.53 |  | 8.03 |  | 7.82 |
| Reconciliation of Period End Assets to Tangible Assets on a Managed Basis (for 2009)* |  |  |  |  |  |  |  |  |  |  |
| Total Assets | \$ | 196,933 | \$ | 197,489 | \$ | 200,707 | \$ | 169,646 | \$ | 168,464 |
| Securitization Adjustment ${ }^{(3)}$ |  | - |  | - |  | - |  | 42,767 |  | 41,251 |
| Total Assets on a Managed Basis |  | 196,933 |  | 197,489 |  | 200,707 |  | 212,413 |  | 209,715 |
| Less: Assets-Discontinued Operations |  | (5) |  | (4) |  | (16) |  | (24) |  | (31) |
| Total Assets-Continuing Operations |  | 196,928 |  | 197,485 |  | 200,691 |  | 212,389 |  | 209,684 |
| Less: Intangible Assets ${ }^{(1)}$ |  | $(14,024)$ |  | $(14,011)$ |  | $(14,044)$ |  | $(14,106)$ |  | $(14,117)$ |
| Period End Tangible Assets | \$ | 182,904 | \$ | 183,474 | \$ | 186,647 | \$ | 198,283 | \$ | 195,567 |
| TCE ratio ${ }^{(2)}$ |  | 6.58 |  | 6.14 |  | 5.53 |  | 6.30 |  | 6.17 |
| Tier 1 Common Equity AND Tier 1 Capital |  |  |  |  |  |  |  |  |  |  |
| Common Stockholders' Equity | \$ | 26,061 | \$ | 25,270 | \$ | 24,374 | \$ | 26,589 | \$ | 26,192 |
| Less: Net Unrealized Gains (Losses) on Available-For-Sale Securities ${ }^{(7)}$ |  | 580 |  | 661 |  | 319 |  | 200 |  | 230 |
| Less: Accumulated Net Gains (Losses) on Cash Flow Hedges ${ }^{(7)}$ |  | (79) |  | (73) |  | (80) |  | (92) |  | (127) |
| Less: Disallowed Goodwill and Other Intangibles |  | 13,993 |  | 14,023 |  | 14,078 |  | 14,125 |  | 14,103 |
| Less: Disallowed Deferred Tax Assets |  | 1,326 |  | 1,977 |  | 2,183 |  | - |  | - |
| Less: Other |  | 2 |  | 2 |  | 1 |  | 9 |  | (20) |
| Tier 1 Common Equity |  | 10,239 |  | 8,680 |  | 7,873 |  | 12,347 |  | 12,006 |
| Tier 1 Restricted Core Capital Items ${ }^{(4)}$ |  | 3,636 |  | 3,637 |  | 3,638 |  | 3,642 |  | 2,641 |
| Total Tier 1 Capital | \$ | 13,875 | \$ | 12,317 | \$ | 11,511 | \$ | 15,989 | \$ | 14,647 |
| Risk-Weighted Assets | \$ | $\underline{124,431}$ | \$ | 124,038 | \$ | $\underline{\text { 120,330 }}$ | \$ | 116,309 | \$ | 123,227 |
| Tier 1 Common Equity Ratio ${ }^{(5)(6)}$ |  | 8.23\% |  | 7.00\% |  | 6.54\% |  | 10.62\% |  | 9.74\% |
| Tier 1 Risk Based Capital Ratio ${ }^{(5)(8)}$ |  | 11.15\% |  | 9.93\% |  | 9.57\% |  | 13.75\% |  | 11.89\% |

${ }^{(1)}$ Includes impact from related deferred taxes.
${ }^{(2)}$ Calculated based on tangible common equity divided by tangible assets
${ }^{(3)}$ Adjustments to our GAAP results to reflect loans that have been securitized and sold as though the loans remained on our consolidated balance sheet.
${ }^{(4)}$ Consists primarily of trust preferred securities
${ }^{(5)}$ Ratios as of the end of Q3 2010 are preliminary.
${ }^{(6)}$ Calculated based on Tier 1 common equity divided by risk-weighted assets.
${ }^{(7)}$ Amounts are net of tax impacts.
${ }^{(8)}$ Calculated based on Tier 1 capital divided by risk-weighted assets.

* In addition to analyzing the Company's results on a reported basis, management previously evaluated Capital One's results on a "managed" basis, which consisted of non-GAAP financial measures. Capital One's managed results reflected the Company's reported results, adjusted to reflect the consolidation of the majority of the Company's credit securitization trusts. Because of the January 1 , 2010, adoption of the new consolidation accounting standards, the Company's consolidated reported results subsequent to January 1, 2010 are comparable to its "managed" results. The accompanying Exhibit "Reconciliation to GAAP Financial Measures" presents a reconciliation of the Company's non-GAAP "managed" results to its GAAP results for periods prior to January $1,2010$.


## Capital One Financial Corporation <br> Impact of Adopting New Accounting Guidance

## Consolidation of VIEs

| (dollars in millions)(unaudited) | Opening Balance Sheet <br> January 1, 2010 |  | VIE Consolidation Impact |  | Ending Balance Sheet December 31, 2009 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Assets: |  |  |  |  |  |  |
| Cash and due from banks | \$ | 12,683 | \$ | 3,998 | \$ | 8,685 |
| Loans held for investment |  | 138,184 |  | 47,565 |  | 90,619 |
| Allowance for loan and lease losses |  | $(8,391)$ |  | $(4,264)$ |  | $(4,127)$ |
| Net loans held for investment |  | 129,793 |  | 43,301 |  | 86,492 |
| Accounts receivable from securitizations |  | 166 |  | $(7,463)$ |  | 7,629 |
| Other assets |  | 68,869 |  | 2,029 |  | 66,840 |
| Total assets |  | 211,511 |  | 41,865 |  | 169,646 |
| Liabilities: |  |  |  |  |  |  |
| Securitization liability |  | 48,300 |  | 44,346 |  | 3,954 |
| Other liabilities |  | 139,561 |  | 458 |  | 139,103 |
| Total liabilities |  | 187,861 |  | 44,804 |  | 143,057 |
| Stockholders' equity |  | 23,650 |  | $(2,939)$ |  | 26,589 |
| Total liabilities and stockholders' equity | \$ | 211,511 | \$ | 41,865 | \$ | 169,646 |

## Allocation of the Allowance by Segment

| (dollars in millions)(unaudited) | January 1, 2010 |  | Consolidation Impact |  |  | December 31, 2009 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Domestic credit card | \$ | 5,590 | \$ | 3,663 | ${ }^{(2)}$ | \$ | 1,927 |
| International credit card |  | 727 |  | 528 |  |  | 199 |
| Total credit card |  | 6,317 |  | 4,191 |  |  | 2,126 |
| Commercial and multi-family real estate |  | 471 |  | - |  |  | 471 |
| Middle market |  | 131 |  | - |  |  | 131 |
| Specialty lending |  | 90 |  | - |  |  | 90 |
| Total commercial lending |  | 692 |  | - |  |  | 692 |
| Small ticket commercial real estate |  | 93 |  | - |  |  | 93 |
| Total commercial banking |  | 785 |  | - |  |  | 785 |
| Automobile |  | 665 |  | - |  |  | 665 |
| Mortgage (includes all new CCB originations) |  | 248 |  | 73 | (3) |  | 175 |
| Other retail |  | 236 |  | - |  |  | 236 |
| Total consumer banking |  | 1,149 |  | 73 |  |  | 1,076 |
| Other |  | 140 |  | - |  |  | 140 |
| Total company | \$ | 8,391 | \$ | 4,264 |  | \$ | 4,127 |

(1) Included within the "Other assets" line item is a deferred tax asset of $\$ 3.9$ billion, of which $\$ 1.6$ billion related to the January 1 , 2010, adoption of the new consolidation accounting standards.
(2) An adjustment of $\$ 34$ million to retained earnings and the allowance for loan and lease losses was made in the second quarter of 2010 for the impact of impairment on consolidated loans accounted for troubled debt restructurings. These adjustments are not reflected in the above table.

## CAPITAL ONE FINANCIAL CORPORATION

## Consolidated Statements of Income

(in millions, except per share data)(unaudited)

Interest Income:
Loans held for investment, including past-due fees
Investment securities
Other
Total interest income

Interest Expense:
Deposits
Securitized debt
Senior and subordinated notes
Other borrowings
Total interest expense
Net interest income
Provision for loan and lease losses
Net interest income after provision for loan and lease losses
Non-Interest Income:
Servicing and securitizations
Service charges and other customer-related fees
Interchange
Net other-than-temporary impairment losses recognized in earnings Other

Total non-interest income
Non-Interest Expense:
Salaries and associate benefits
Marketing
Communications and data processing
Supplies and equipment
Occupancy
Restructuring expense ${ }^{(2)}$
Other
Total non-interest expense
Income from continuing operations before income taxes
Income tax provision
Income from continuing operations, net of tax
Loss from discontinued operations, net of tax
Net income
Preferred stock dividends
Net income (loss) available to common shareholders



Basic earnings per common share:
Income (loss) from continuing operations
Loss from discontinued operations
Net Income (loss) per common share

Diluted earnings per common share:
Income (loss) from continuing operations
Loss from discontinued operations
Net Income (loss) per common share
Dividends paid per common share

(1) Certain prior period amounts have been revised to conform to the current period presentation.
(2) The Company completed its 2007 restructuring initiative during 2009.

## CAPITAL ONE FINANCIAL CORPORATION

## Consolidated Balance Sheets

(in millions)(unaudited)

## Assets:

Cash and due from banks
Interest-bearing deposits with banks
Federal funds sold and repurchase agreements
Cash and cash equivalents
Restricted cash for securitization investors
Investment in securities:
Available for sale, at fair value
Held to maturity, at amortized cost
Total investment in securities
Loans held for investment:
Unsecuritized loans held for investment, at amortized cost
Restricted loans for securitization investors
Total loans held for investment
Less: Allowance for loan and lease losses
Net loans held for investment
Loans held for sale, at lower-of-cost-or-fair-value
Accounts receivable from securitizations
Premises and equipment, net
Interest receivable
Goodwill
Other
Total assets

## Liabilities:

Interest payable
Customer deposits
Securitized debt obligations

## Other debt:

Federal funds purchased and securities loaned or sold under agreements to repurchase
Senior and subordinated notes
Other borrowings
Total other debt
Other liabilities
Total liabilities

## Stockholders' Equity:

Common stock

| \$ | 464 |
| ---: | ---: |
|  | 119,212 |
| 29,504 |  |
|  | 947 |
|  | 9,083 |
| 4,799 |  |
| 14,829 |  |
| 6,863 |  |
|  | 170,872 |


| As of |
| :---: |
| September 30 |
| 2010 |


| $\$$ | 2,015 |
| ---: | ---: |
| 2,391 |  |
|  | 536 |
|  | 4,942 |
| 2,686 |  |
|  | 39,926 |
|  | - |
|  | 39,926 |


| 74,719 |
| ---: |
| 51,615 |
| 126,334 |
| $(6,175)$ |
| 120,159 |

Paid-in capital, net
Retained earnings and accumulated other comprehensive income
Less: Treasury stock, at cost
Total stockholders' equity
Total liabilities and stockholders' equity

| $\$$ | 509 |
| ---: | ---: |
|  | 115,809 |
|  | 3,954 |
|  | 1,140 |
|  | 9,045 |
|  | 6,875 |
| 17,060 |  |
| 5,725 |  |
|  | 143,057 |


| \$ | 583 |
| ---: | ---: |
|  | 114,504 |
|  | 4,608 |
|  | 1,621 |
|  | 9,209 |
|  | 5,897 |
|  | 16,727 |
|  | 5,850 |
|  | 142,272 |
|  |  |
|  | 5 |
|  | 18,928 |
|  | 10,431 |
|  | $(3,172)$ |
|  | 26,192 |
| $\$$ | 168,464 |


| As of | As of |
| :---: | :---: |
| December 31 | September 30 |
| $2009^{(1)}$ | $2009{ }^{(1)}$ |


| $\begin{gathered} \text { December } 31 \\ 2009^{(1)} \end{gathered}$ |  | $\begin{aligned} & \text { September } 30 \\ & 2009^{(1)} \end{aligned}$ |  |
| :---: | :---: | :---: | :---: |
| \$ | 3,100 | \$ | 2,719 |
|  | 5,043 |  | 863 |
|  | 542 |  | 545 |
|  | 8,685 |  | 4,127 |
|  | 501 |  | 547 |
|  | 38,830 |  | 37,693 |
|  | 80 |  | 84 |
|  | 38,910 |  | 37,777 |
|  | 75,097 |  | 78,392 |
|  | 15,522 |  | 18,322 |
|  | 90,619 |  | 96,714 |
|  | $(4,127)$ |  | $(4,513)$ |
|  | 86,492 |  | 92,201 |
|  | 268 |  | 141 |
|  | 7,128 |  | 6,438 |
|  | 2,736 |  | 2,773 |
|  | 936 |  | 911 |
|  | 13,596 |  | 13,565 |
|  | 10,394 |  | 9,984 |
| \$ | 169,646 | \$ | 168,464 |


| $\begin{gathered} \text { December } 31 \\ 2009^{(1)} \end{gathered}$ |  | $\begin{aligned} & \text { September } 30 \\ & 2009^{(1)} \end{aligned}$ |  |
| :---: | :---: | :---: | :---: |
| \$ | 3,100 | \$ | 2,719 |
|  | 5,043 |  | 863 |
|  | 542 |  | 545 |
|  | 8,685 |  | 4,127 |
|  | 501 |  | 547 |
|  | 38,830 |  | 37,693 |
|  | 80 |  | 84 |
|  | 38,910 |  | 37,777 |
|  | 75,097 |  | 78,392 |
|  | 15,522 |  | 18,322 |
|  | 90,619 |  | 96,714 |
|  | $(4,127)$ |  | $(4,513)$ |
|  | 86,492 |  | 92,201 |
|  | 268 |  | 141 |
|  | 7,128 |  | 6,438 |
|  | 2,736 |  | 2,773 |
|  | 936 |  | 911 |
|  | 13,596 |  | 13,565 |
|  | 10,394 |  | 9,984 |
| \$ | 169,646 | \$ | 168,464 |


|  | 5 | 5 |
| ---: | ---: | ---: |
|  | 18,955 |  |
| 10,809 |  | 18,928 |
|  | $(3,180)$ |  |
|  | 26,589 |  |
|  |  |  |

(1) Certain prior period amounts have been revised to conform to the current period presentation.

## CAPITAL ONE FINANCIAL CORPORATION

Statements of Average Balances, Income and Expense, Yields and Rates ${ }^{(1)}$
(dollars in millions)(unaudited)

## GAAP Basis

Interest-earning assets:
Loans held for investment
Investment securities ${ }^{(2)}$
Other
Total interest-earning assets
Interest-bearing liabilities:
Interest-bearing deposits
NOW accounts
Money market deposit accounts
Savings accounts
Other consumer time deposits
Public fund CD's of $\$ 100,000$ or more
CD's of $\$ 100,000$ or more
Foreign time deposits
Total interest-bearing deposits
Senior and subordinated notes
Other borrowings
Securitization liability
Total interest-bearing liabilities
Net interest spread
Interest income to average interest-earning assets Interest expense to average interest-earning assets Net interest margin

| Quarter Ended 09/30/10 |  |  |
| :---: | :---: | :---: |
| Average | Income/ | Yield/ |
| Balance | Expense | Rate |


| Quarter |  |  |
| :---: | :---: | :---: |
| Averaged 06/30/10 | Income/ | Yield/ |
| Balance | Expense | Rate |


| Quarter Ended 09/30/09 |  |  |
| :---: | :---: | :---: |
| Average | Income/ | Yield/ |
| Balance | Expense | Rate |


| \$ | 126,307 | \$ | 3,447 | $10.92 \%$ |
| :--- | ---: | :--- | ---: | ---: |
|  | 39,872 |  | 347 | $3.48 \%$ |
|  | 6,294 |  | 21 | $1.33 \%$ |
| $\$$ | 172,473 | $\$$ | 3,815 |  |


| \$ | 128,203 | $\$$ | 3,476 | $10.85 \%$ |
| :--- | ---: | :--- | ---: | ---: |
|  | 39,022 |  | 342 | $3.51 \%$ |
|  | 7,425 |  | 17 | $0.92 \%$ |
| $\$$ | 174,650 | $\$$ | 3,835 | $8.78 \%$ |


| $\$$ | 99,354 | $\$$ | 2,220 | $8.94 \%$ |
| :--- | ---: | :--- | ---: | :--- |
|  | 37,377 |  | 399 | $4.27 \%$ |
|  | 8,549 |  | 83 | $3.88 \%$ |
| $\$$ | 145,280 | $\$$ | 2,702 | $7.44 \%$ |

Managed Basis*
Interest-earning assets:
Loans held for investment
Investment securities ${ }^{(2)}$
Other
Total interest-earning assets

| $\$$ | 126,307 | \$ | 3,447 | $10.92 \%$ |
| :--- | ---: | :--- | ---: | ---: |
|  | 39,872 |  | 347 | $3.48 \%$ |
|  | 6,294 |  | 21 | $1.33 \%$ |
| $\$$ | 172,473 | $\$$ | 3,815 | $8.85 \%$ |


| \$ | 128,203 | \$ | 3,476 | $10.85 \%$ |
| :--- | ---: | :--- | ---: | ---: |
|  | 39,022 |  | 342 | $3.51 \%$ |
|  | 7,425 |  | 17 | $0.92 \%$ |
| $\$$ | 174,650 | $\$$ | 3,835 | $8.78 \%$ |


| \$ | 143,540 | \$ | 3,750 | $10.45 \%$ |
| :--- | ---: | :--- | ---: | ---: |
|  | 37,377 |  | 399 | $4.27 \%$ |
|  | 4,957 |  | 18 | $1.45 \%$ |
| $\$$ | 185,874 | $\$$ | 4,167 | $8.97 \%$ |

Interest-bearing liabilities:
Interest-bearing deposits
NOW accounts
Money market deposit accounts
Savings accounts
Other consumer time deposits
Public fund CD's of $\$ 100,000$ or more
CD's of $\$ 100,000$ or more
Foreign time deposits
Total interest-bearing deposits
Senior and subordinated notes
Other borrowings
Securitization liability
Total interest-bearing liabilities
Net interest spread
Interest income to average interest-earning assets Interest expense to average interest-earning assets Net interest margin

| \$ | 11,333 | \$ | 10 | 0.35\% |
| :---: | :---: | :---: | :---: | :---: |
|  | 43,260 |  | 104 | 0.96\% |
|  | 22,572 |  | 49 | 0.87\% |
|  | 18,726 |  | 133 | 2.84\% |
|  | 220 |  | 1 | 1.82\% |
|  | 7,256 |  | 59 | 3.25\% |
|  | 819 |  | 2 | 0.98\% |
| \$ | 104,186 | \$ | 358 | 1.37\% |
|  | 8,677 |  | 72 | 3.32\% |
|  | 6,483 |  | 85 | 5.24\% |
|  | 30,750 |  | 191 | 2.48\% |
| \$ | 150,096 | \$ | 706 | 1.88\% |
|  |  |  |  | 6.97\% |
|  |  |  |  | 8.85\% |
|  |  |  |  | 1.64\% |
|  |  |  |  | 7.21\% |


|  | 11,601 |  | 10 | 0.34\% |
| :---: | :---: | :---: | :---: | :---: |
|  | 42,127 |  | 99 | 0.94\% |
|  | 21,017 |  | 44 | 0.84\% |
|  | 20,744 |  | 150 | 2.89\% |
|  | 240 |  | 1 | 1.67\% |
|  | 7,601 |  | 63 | 3.32\% |
|  | 833 |  | 1 | 0.48\% |
| \$ | 104,163 | \$ | 368 | 1.41\% |
|  | 8,760 |  | 72 | 3.29\% |
|  | 6,375 |  | 86 | 5.40\% |
|  | 35,248 |  | 212 | 2.41\% |
| \$ | 154,546 | \$ | 738 | 1.91\% |
|  |  |  |  | 6.87\% |
|  |  |  |  | 8.78\% |
|  |  |  |  | 1.69\% |
|  |  |  |  | 7.09\% |


| \$ | 10,419 | \$ | 13 | 0.50\% |
| :---: | :---: | :---: | :---: | :---: |
|  | 36,037 |  | 96 | 1.07\% |
|  | 12,266 |  | 23 | 0.75\% |
|  | 32,076 |  | 248 | 3.09\% |
|  | 1,061 |  | 3 | 1.13\% |
|  | 9,764 |  | 93 | 3.81\% |
|  | 1,482 |  | 3 | 0.81\% |
| \$ | 103,105 | \$ | 479 | 1.86\% |
|  | 9,554 |  | 74 | 3.10\% |
|  | 8,553 |  | 81 | 3.79\% |
|  | 46,179 |  | 320 | 2.77\% |
| \$ | 167,391 | \$ | 954 | 2.28\% |
|  |  |  |  | 6.69\% |
|  |  |  |  | 8.97\% |
|  |  |  |  | 2.05\% |
|  |  |  |  | $\underline{ }$ |

(1) Reflects amounts based on continuing operations.
(2) Consists of available-for-sale and held-to-maturity securities.
(3) Certain prior period amounts have been revised to conform to the current period presentation.

* Prior to the adoption of the new consolidation accounting standards, management evaluated the Company and each of its lines of business results on a "managed" basis. With the adoption of the new consolidation accounting standards, the Company's reported results are comparable to the "managed" basis which now reflect the consolidation of the majority of the Company's credit card securitization trusts. The accompanying Exhibit "Reconciliation to GAAP Financial Measures" presents a reconciliation of the Company's non-GAAP "managed" results to its reported results for periods prior to January 1, 2010.

| CAPITAL ONE FINANCIAL CORPORATION (COF) LENDING INFORMATION AND STATISTICS MANAGED BASIS ${ }^{(1)}$ |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (Dollars in millions) (unaudited) | 2010 |  | 2010 |  | 2010 |  | 2009 |  | 2009 |  |
| Period end loans held for investment |  |  |  |  |  |  |  |  |  |  |
| Domestic credit card | \$ | 53,839 | \$ | 54,628 | \$ | 56,228 | \$ | 60,300 | \$ | 61,892 |
| International credit card |  | 7,487 |  | 7,269 |  | 7,578 |  | 8,224 |  | 8,477 |
| Total Credit Card | \$ | 61,326 | \$ | 61,897 | \$ | 63,806 | \$ | 68,524 | \$ | 70,369 |
| Commercial and multifamily real estate | \$ | 13,383 | \$ | 13,580 | \$ | 13,618 | \$ | 13,843 | \$ | 13,978 |
| Middle market |  | 10,456 |  | 10,203 |  | 10,310 |  | 10,062 |  | 10,023 |
| Specialty lending |  | 3,813 |  | 3,815 |  | 3,619 |  | 3,555 |  | 3,399 |
| Total Commercial Lending | \$ | 27,652 | \$ | 27,598 | \$ | 27,547 | \$ | 27,460 | \$ | 27,400 |
| Small-ticket commercial real estate |  | 1,890 |  | 1,977 |  | 2,065 |  | 2,153 ${ }^{(7)}$ |  | 2,413 |
| Total Commercial Banking | \$ | 29,542 | \$ | 29,575 | \$ | 29,612 | \$ | 29,613 | \$ | 29,813 |
| Automobile | \$ | 17,643 | \$ | 17,221 | \$ | 17,446 | \$ | 18,186 | \$ | 19,295 |
| Mortgages |  | 12,763 |  | 13,322 |  | 13,967 |  | 14,893 |  | 15,639 |
| Retail banking |  | 4,591 |  | 4,770 |  | 4,970 |  | 5,135 |  | 5,215 |
| Total Consumer Banking | \$ | 34,997 | \$ | 35,313 | \$ | 36,383 | \$ | 38,214 | \$ | 40,149 |
| Other loans ${ }^{(2)}$ | \$ | 469 | \$ | 470 | \$ | 464 | \$ | 452 | \$ | 659 |
| Total | \$ | $\underline{126,334}$ | \$ | $\underline{127,255}$ | \$ | $\underline{130,265}$ | \$ | 136,803 | \$ | $\underline{\text { 140,990 }}$ |
| Average loans held for investment |  |  |  |  |  |  |  |  |  |  |
| Domestic credit card | \$ | 54,049 | \$ | 55,252 | \$ | 58,108 | \$ | 60,443 | \$ | 63,299 |
| International credit card |  | 7,342 |  | 7,427 |  | 7,814 |  | 8,300 |  | 8,609 |
| Total Credit Card | \$ | 61,391 | \$ | 62,679 | \$ | 65,922 | \$ | 68,743 | \$ | 71,908 |
| Commercial and multifamily real estate | \$ | 13,411 | \$ | 13,543 | \$ | 13,716 | \$ | 13,926 | \$ | 13,938 |
| Middle market |  | 10,352 |  | 10,276 |  | 10,324 |  | 10,052 |  | 9,911 |
| Specialty lending |  | 3,715 |  | 3,654 |  | 3,609 |  | 3,535 |  | 3,753 |
| Total Commercial Lending | \$ | 27,478 | \$ | 27,473 | \$ | 27,649 | \$ | 27,513 | \$ | 27,602 |
| Small-ticket commercial real estate |  | 1,957 |  | 2,060 |  | 2,074 |  | 2,354 |  | 2,471 |
| Total Commercial Banking | \$ | 29,435 | \$ | 29,533 | \$ | 29,723 | \$ | 29,867 | \$ | 30,073 |
| Automobile | \$ | 17,397 | \$ | 17,276 | \$ | 17,769 | \$ | 18,768 | \$ | 19,636 |
| Mortgages |  | 13,024 |  | 13,573 |  | 15,434 |  | 15,170 |  | 15,925 |
| Retail banking |  | 4,669 |  | 4,811 |  | 5,042 |  | 5,176 |  | 5,515 |
| Total Consumer Banking | \$ | 35,090 | \$ | 35,660 | \$ | 38,245 | \$ | 39,114 | \$ | 41,076 |
| Other loans ${ }^{(2)}$ | \$ | 475 | \$ | 463 | \$ | 489 | \$ | 460 | \$ | 483 |
| Total | \$ | 126,391 | \$ | 128,335 | \$ | $\underline{134,379}$ | \$ | 138,184 | \$ | $\underline{143,540}$ |
| Net charge-off rates |  |  |  |  |  |  |  |  |  |  |
| Domestic credit card |  | 8.23\% |  | 9.49\% |  | 10.48\% |  | 9.59\% |  | 9.64\% |
| International credit card |  | 7.60\% |  | 8.38\% |  | 8.83\% |  | 9.52\% |  | 9.19\% |
| Total Credit Card |  | 8.16\% |  | 9.36\% |  | 10.29\% |  | 9.58\% |  | 9.59\% |
| Commercial and multifamily real estate ${ }^{(3)}$ |  | 1.78\% |  | 1.17\% |  | 1.45\% |  | 3.02\% |  | 1.37\% |
| Middle market ${ }^{(3)}$ |  | 0.43\% |  | 0.78\% |  | 0.82\% |  | 0.75\% |  | 0.56\% |
| Specialty lending |  | 0.64\% |  | 0.87\% |  | 0.90\% |  | 1.85\% |  | 1.39\% |
| Total Commercial Lending ${ }^{(3)}$ |  | 1.11\% |  | 0.98\% |  | 1.14\% |  | 2.04\% |  | 1.08\% |
| Small-ticket commercial real estate |  | 3.48\% |  | 4.21\% |  | 4.43\% |  | $13.08 \%{ }^{(7)}$ |  | 5.19\% |
| Total Commercial Banking ${ }^{(3)}$ |  | 1.27\% |  | 1.21\% |  | 1.37\% |  | 2.91\% |  | 1.42\% |
| Automobile |  | 2.71\% |  | 2.09\% |  | 2.97\% |  | 4.55\% |  | 4.38\% |
| Mortgages ${ }^{(3)}$ |  | 0.41\% |  | 0.46\% |  | 0.94\% |  | 0.72\% |  | 0.69\% |
| Retail banking ${ }^{(3)}$ |  | 2.20\% |  | 2.11\% |  | 2.11\% |  | 2.93\% |  | 2.44\% |
| Total Consumer Banking ${ }^{(3)}$ |  | 1.79\% |  | 1.47\% |  | 2.03\% |  | 2.85\% |  | 2.69\% |
| Other loans |  | 17.63\% |  | 27.95\% |  | 18.82\% |  | 28.25\% |  | 28.53\% |
| Total |  | 4.82\% |  | 5.36\% |  | 6.02\% |  | 6.33\% |  | 6.00\% |
| 30+ day performing delinquency rate |  |  |  |  |  |  |  |  |  |  |
| Domestic credit card |  | 4.53\% |  | 4.79\% |  | 5.30\% |  | 5.78\% |  | 5.38\% |
| International credit card |  | 5.84\% |  | 6.03\% |  | 6.39\% |  | 6.55\% |  | 6.63\% |
| Total Credit Card |  | 4.69\% |  | 4.94\% |  | 5.43\% |  | 5.88\% |  | 5.53\% |
| Automobile |  | 7.95\% |  | 7.74\% |  | 7.58\% |  | 10.03\% |  | 9.52\% |
| Mortgages ${ }^{(3)}$ |  | 0.69\% |  | 0.68\% |  | 0.93\% |  | 1.26\% |  | 1.17\% |
| Retail banking ${ }^{(3)}$ |  | 1.08\% |  | 0.87\% |  | 1.02\% |  | 1.23\% |  | 1.26\% |
| Total Consumer Banking ${ }^{(3)}$ |  | 4.40\% |  | 4.15\% |  | 4.13\% |  | 5.43\% |  | 5.19\% |
| Nonperforming asset rates ${ }^{(5)(6)}$ |  |  |  |  |  |  |  |  |  |  |
| Commercial and multifamily real estate ${ }^{(3)}$ |  | 2.44\% |  | 2.82\% |  | 3.65\% |  | 3.25\% |  | 2.66\% |
| Middle market ${ }^{(3)}$ |  | 1.36\% |  | 1.20\% |  | 1.15\% |  | 1.09\% |  | 1.25\% |
| Specialty lending |  | 1.75\% |  | 1.94\% |  | 2.18\% |  | 2.25\% |  | 2.12\% |
| Total Commercial Lending ${ }^{(3)}$ |  | 1.94\% |  | 2.10\% |  | 2.52\% |  | 2.33\% |  | 2.08\% |
| Small-ticket commercial real estate |  | 2.04\% |  | 3.57\% |  | 4.18\% |  | $4.87 \%{ }^{(7)}$ |  | 11.39\% |
| Total Commercial Banking ${ }^{(3)}$ |  | 1.94\% |  | 2.20\% |  | 2.64\% |  | 2.52\% |  | 2.84\% |
| Automobile ${ }^{(4)}$ |  | 0.60\% |  | 0.56\% |  | 0.55\% |  | 0.92\% |  | 0.87\% |
| Mortgages ${ }^{(3)}$ |  | 4.09\% |  | 3.78\% |  | 3.17\% |  | 2.24\% |  | 1.83\% |
| Retail banking ${ }^{(3)}$ |  | 2.41\% |  | 2.25\% |  | 2.07\% |  | 2.11\% |  | 1.98\% |
| Total Consumer Banking ${ }^{(3)}$ |  | 2.11\% |  | 2.00\% |  | 1.76\% |  | 1.60\% |  | 1.39\% |

# CAPITAL ONE FINANCIAL CORPORATION (COF) CREDIT CARD SEGMENT FINANCIAL \& STATISTICAL SUMMARY FOR CONTINUING OPERATIONS MANAGED BASIS ${ }^{(1)}$ 

| (Dollars in millions) (unaudited) | $\begin{gathered} 2010 \\ \text { Q3 } \end{gathered}$ |  | $\begin{gathered} 2010 \\ \text { Q2 } \end{gathered}$ |  | $\begin{gathered} 2010 \\ \text { Q1 } \end{gathered}$ |  | $\begin{gathered} 2009 \\ \text { Q4 } \end{gathered}$ |  | $\begin{gathered} 2009 \\ \text { Q3 } \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Credit Card: |  |  |  |  |  |  |  |  |  |  |
| Earnings |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 1,934 | \$ | 1,977 | \$ | 2,113 | \$ | 2,029 | \$ | 2,024 |
| Non-interest income |  | 671 |  | 659 |  | 718 |  | 897 |  | 967 |
| Total revenue | \$ | 2,605 | \$ | 2,636 | \$ | 2,831 | \$ | 2,926 | \$ | 2,991 |
| Provision for loan and lease losses |  | 660 |  | 765 |  | 1,175 |  | 1,204 |  | 1,644 |
| Non-interest expense |  | 978 |  | 1,002 |  | 914 |  | 943 |  | 897 |
| Income before taxes |  | 967 |  | 869 |  | 742 |  | 779 |  | 450 |
| Income tax provision |  | 336 |  | 301 |  | 253 |  | 269 |  | 158 |
| Net income | \$ | 631 | \$ | 568 | \$ | 489 | \$ | 510 | \$ | 292 |
| Selected Metrics |  |  |  |  |  |  |  |  |  |  |
| Period end loans held for investment | \$ | 61,326 | \$ | 61,897 | \$ | 63,806 | \$ | 68,524 | \$ | 70,369 |
| Average loans held for investment | \$ | 61,391 | \$ | 62,679 | \$ | 65,922 | \$ | 68,743 | \$ | 71,908 |
| Loans held for investment yield |  | 14.27\% |  | 14.24\% |  | 14.88\% |  | 14.21\% |  | 13.75\% |
| Revenue margin |  | 16.97\% |  | 16.82\% |  | 17.18\% |  | 17.03\% |  | 16.64\% |
| Net charge-off rate |  | 8.16\% |  | 9.36\% |  | 10.29\% |  | 9.58\% |  | 9.59\% |
| $30+$ day performing delinquency rate |  | 4.69\% |  | 4.94\% |  | 5.43\% |  | 5.88\% |  | 5.53\% |
| Purchase volume ${ }^{(8)}$ | \$ | 27,039 | \$ | 26,570 | \$ | 23,924 | \$ | 26,866 | \$ | 25,982 |
| Domestic Card Sub-segment |  |  |  |  |  |  |  |  |  |  |
| Earnings |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 1,691 | \$ | 1,735 | \$ | 1,865 | \$ | 1,781 | \$ | 1,797 |
| Non-interest income |  | 575 |  | 560 |  | 618 |  | 794 |  | 856 |
| Total revenue | \$ | 2,266 | \$ | 2,295 | \$ | 2,483 | \$ | 2,575 | \$ | 2,653 |
| Provision for loan and lease losses |  | 577 |  | 675 |  | 1,096 |  | 1,033 |  | 1,437 |
| Non-interest expense |  | 844 |  | 869 |  | 809 |  | 833 |  | 770 |
| Income before taxes |  | 845 |  | 751 |  | 578 |  | 709 |  | 446 |
| Income tax provision |  | 301 |  | 268 |  | 206 |  | 248 |  | 156 |
| Net income | \$ | 544 | \$ | 483 | \$ | 372 | \$ | 461 | \$ | 290 |
| Selected Metrics |  |  |  |  |  |  |  |  |  |  |
| Period end loans held for investment | \$ | 53,839 | \$ | 54,628 | \$ | 56,228 | \$ | 60,300 | \$ | 61,892 |
| Average loans held for investment | \$ | 54,049 | \$ | 55,252 | \$ | 58,108 | \$ | 60,443 | \$ | 63,299 |
| Loans held for investment yield |  | 13.95\% |  | 13.98\% |  | 14.78\% |  | 14.08\% |  | 13.74\% |
| Revenue margin |  | 16.77\% |  | 16.61\% |  | 17.09\% |  | 17.04\% |  | 16.76\% |
| Net charge-off rate |  | 8.23\% |  | 9.49\% |  | 10.48\% |  | 9.59\% |  | 9.64\% |
| 30+ day performing delinquency rate |  | 4.53\% |  | 4.79\% |  | 5.30\% |  | 5.78\% |  | 5.38\% |
| Purchase volume ${ }^{(8)}$ | \$ | 24,858 | \$ | 24,513 | \$ | 21,988 | \$ | 24,593 | \$ | 23,761 |
| International Card Sub-segment |  |  |  |  |  |  |  |  |  |  |
| Earnings |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 243 | \$ | 242 | \$ | 248 | \$ | 248 | \$ | 227 |
| Non-interest income |  | 96 |  | 99 |  | 100 |  | 103 |  | 111 |
| Total revenue | \$ | 339 | \$ | 341 | \$ | 348 | \$ | 351 | \$ | 338 |
| Provision for loan and lease losses |  | 83 |  | 90 |  | 79 |  | 171 |  | 207 |
| Non-interest expense |  | 134 |  | 133 |  | 105 |  | 110 |  | 127 |
| Income before taxes |  | 122 |  | 118 |  | 164 |  | 70 |  | 4 |
| Income tax provision |  | 35 |  | 33 |  | 47 |  | 21 |  | 2 |
| Net income | \$ | 87 | \$ | 85 | \$ | 117 | \$ | 49 | \$ | 2 |
| Selected Metrics |  |  |  |  |  |  |  |  |  |  |
| Period end loans held for investment | \$ | 7,487 | \$ | 7,269 | \$ | 7,578 | \$ | 8,224 | \$ | 8,477 |
| Average loans held for investment | \$ | 7,342 | \$ | 7,427 | \$ | 7,814 | \$ | 8,300 | \$ | 8,609 |
| Loans held for investment yield |  | 16.62\% |  | 16.21\% |  | 15.66\% |  | 15.18\% |  | 13.80\% |
| Revenue margin |  | 18.47\% |  | 18.37\% |  | 17.81\% |  | 16.92\% |  | 15.70\% |
| Net charge-off rate |  | 7.60\% |  | 8.38\% |  | 8.83\% |  | 9.52\% |  | 9.19\% |
| 30+ day performing delinquency rate |  | 5.84\% |  | 6.03\% |  | 6.39\% |  | 6.55\% |  | 6.63\% |
| Purchase volume ${ }^{(8)}$ | \$ | 2,181 | \$ | 2,057 | \$ | 1,936 | \$ | 2,273 | \$ | 2,221 |

CAPITAL ONE FINANCIAL CORPORATION (COF)
COMMERCIAL BANKING SEGMENT FINANCIAL \& STATISTICAL SUMMARY FOR CONTINUING OPERATIONS MANAGED BASIS ${ }^{(1)}$

| (Dollars in millions) (unaudited) | 2010 |  | 2010 |  | 2010 |  | 2009 |  | 2009 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Commercial Banking: |  |  |  |  |  |  |  |  |  |  |
| Earnings |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 325 | \$ | 319 | \$ | 312 | \$ | 318 | \$ | 301 |
| Non-interest income |  | 30 |  | 60 |  | 42 |  | 38 |  | 43 |
| Total revenue | \$ | 355 | \$ | 379 | \$ | 354 | \$ | 356 | \$ | 344 |
| Provision for loan and lease losses |  | 95 |  | 62 |  | 238 |  | 368 |  | 375 |
| Non-interest expense |  | 199 |  | 198 |  | 192 |  | 197 |  | 166 |
| Income (loss) before taxes |  | 61 |  | 119 |  | (76) |  | (209) |  | (197) |
| Income tax provision (benefit) |  | 22 |  | 42 |  | (27) |  | (73) |  | (69) |
| Net income (loss) | \$ | 39 | \$ | 77 | \$ | (49) | \$ | (136) | \$ | (128) |
| Selected Metrics |  |  |  |  |  |  |  |  |  |  |
| Period end loans held for investment | \$ | 29,542 | \$ | 29,575 | \$ | 29,612 | \$ | 29,613 | \$ | 29,813 |
| Average loans held for investment | \$ | 29,435 | \$ | 29,533 | \$ | 29,723 | \$ | 29,867 | \$ | 30,073 |
| Loans held for investment yield |  | 5.13\% |  | 4.94\% |  | 5.03\% |  | 5.11\% |  | 5.06\% |
| Period end deposits | \$ | 22,100 | \$ | 21,527 | \$ | 21,605 | \$ | 20,480 | \$ | 18,617 |
| Average deposits | \$ | 21,899 | \$ | 22,171 | \$ | 21,859 | \$ | 19,420 | \$ | 17,761 |
| Deposit interest expense rate |  | 0.67\% |  | 0.67\% |  | 0.72\% |  | 0.80\% |  | 0.75\% |
| Core deposit intangible amortization | \$ | 14 | \$ | 14 | \$ | 14 | \$ | 14 | \$ | 10 |
| Net charge-off rate ${ }^{(3)}$ |  | 1.27\% |  | 1.21\% |  | 1.37\% |  | 2.91\% |  | 1.42\% |
| Nonperforming loans as a percentage of loans held for investment ${ }^{(3)}$ |  | 1.81\% |  | 2.04\% |  | 2.48\% |  | 2.37\% |  | 2.65\% |
| Nonperforming asset rate ${ }^{(3)}$ |  | 1.94\% |  | 2.20\% |  | 2.64\% |  | 2.52\% |  | 2.84\% |

# CAPITAL ONE FINANCIAL CORPORATION (COF) <br> CONSUMER BANKING SEGMENT FINANCIAL \& STATISTICAL SUMMARY FOR CONTINUING OPERATIONS MANAGED BASIS ${ }^{(\mathbf{1})}$ 

| (Dollars in millions) (unaudited) | 2010Q3 |  | $\begin{gathered} 2010 \\ \text { Q2 } \\ \hline \end{gathered}$ |  | $\begin{gathered} 2010 \\ \text { Q1 } \\ \hline \end{gathered}$ |  | $\begin{gathered} 2009 \\ \text { Q4 } \\ \hline \end{gathered}$ |  | $\begin{gathered} 2009 \\ \text { Q3 } \\ \hline \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Consumer Banking: |  |  |  |  |  |  |  |  |  |  |
| Earnings |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 946 | \$ | 935 | \$ | 896 | \$ | 833 | \$ | 848 |
| Non-interest income |  | 196 |  | 162 |  | 316 |  | 153 |  | 212 |
| Total revenue | \$ | 1,142 | \$ | 1,097 | \$ | 1,212 | \$ | 986 | \$ | 1,060 |
| Provision for loan and lease losses |  | 114 |  | (112) |  | 50 |  | 249 |  | 156 |
| Non-interest expenses |  | 757 |  | 735 |  | 688 |  | 749 |  | 681 |
| Income (loss) before taxes |  | 271 |  | 474 |  | 474 |  | (12) |  | 223 |
| Income tax provision (benefit) |  | 96 |  | 169 |  | 169 |  | (4) |  | 78 |
| Net income (loss) | \$ | 175 | \$ | 305 | \$ | 305 | \$ | (8) | \$ | 145 |
| Selected Metrics |  |  |  |  |  |  |  |  |  |  |
| Period end loans held for investment | \$ | 34,997 | \$ | 35,313 | \$ | 36,383 | \$ | 38,214 | \$ | 40,149 |
| Average loans held for investment | \$ | 35,090 | \$ | 35,660 | \$ | 38,245 | \$ | 39,114 | \$ | 41,076 |
| Loans held for investment yield |  | 9.28\% |  | 8.99\% |  | 8.96\% |  | 8.83\% |  | 8.89\% |
| Auto loan originations | \$ | 2,439 | \$ | 1,765 | \$ | 1,343 | \$ | 1,018 | \$ | 1,513 |
| Period end deposits | \$ | 79,506 | \$ | 77,407 | \$ | 76,883 | \$ | 74,145 | \$ | 72,253 |
| Average deposits | \$ | 78,224 | \$ | 77,082 | \$ | 75,115 | \$ | 72,976 | \$ | 73,284 |
| Deposit interest expense rate |  | 1.18\% |  | 1.18\% |  | 1.27\% |  | 1.41\% |  | 1.58\% |
| Core deposit intangible amortization | \$ | 36 | \$ | 36 | \$ | 38 | \$ | 40 | \$ | 46 |
| Net charge-off rate ${ }^{(3)}$ |  | 1.79\% |  | 1.47\% |  | 2.03\% |  | 2.85\% |  | 2.69\% |
| Nonperforming loans as a percentage of loans held for investment ${ }^{(3)}{ }^{(4)}$ |  | 1.92\% |  | 1.82\% |  | 1.62\% |  | 1.45\% |  | 1.26\% |
| Nonperforming asset rate ${ }^{(3)(4)}$ |  | 2.11\% |  | 2.00\% |  | 1.76\% |  | 1.60\% |  | 1.39\% |
| $30+$ day performing delinquency rate ${ }^{(3)(4)}$ |  | 4.40\% |  | 4.15\% |  | 4.13\% |  | 5.43\% |  | 5.19\% |
| Period end loans serviced for others | \$ | 20,298 | \$ | 21,425 | \$ | 26,778 | \$ | 30,283 | \$ | 30,659 |

# CAPITAL ONE FINANCIAL CORPORATION (COF) OTHER AND TOTAL SEGMENT FINANCIAL \& STATISTICAL SUMMARY FOR CONTINUING OPERATIONS MANAGED BASIS ${ }^{(1)}$ 

| (Dollars in millions) (unaudited) | $\begin{gathered} 2010 \\ \text { Q3 } \end{gathered}$ |  | $\begin{gathered} 2010 \\ \text { Q2 } \\ \hline \end{gathered}$ |  | $\begin{gathered} 2010 \\ \text { Q1 } \\ \hline \end{gathered}$ |  | $\begin{gathered} 2009 \\ \text { Q4 } \\ \hline \end{gathered}$ |  | $\begin{gathered} 2009 \\ \text { Q3 } \\ \hline \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Other: |  |  |  |  |  |  |  |  |  |  |
| Earnings |  |  |  |  |  |  |  |  |  |  |
| Net interest income (expense) | \$ | (93) | \$ | (132) | \$ | (91) | \$ | (11) | \$ | 39 |
| Non-interest income (expense) |  | 7 |  | (74) |  | (14) |  | 111 |  | 151 |
| Total revenue | \$ | (86) | \$ | (206) | \$ | (105) | \$ | 100 | \$ | 190 |
| Provision for loan and lease losses |  | (2) |  | 10 |  | 18 |  | 24 |  | 25 |
| Restructuring expenses ${ }^{(9)}$ |  | - |  | - |  | - |  | 32 |  | 26 |
| Non-interest expense |  | 62 |  | 65 |  | 53 |  | 27 |  | 32 |
| Income (loss) before taxes |  | (146) |  | (281) |  | (176) |  | 17 |  | 107 |
| Income tax benefit |  | (119) |  | (143) |  | (151) |  | (21) |  | (21) |
| Net income (loss) | \$ | (27) | \$ | (138) | \$ | (25) | \$ | 38 | \$ | 128 |
| Selected Metrics |  |  |  |  |  |  |  |  |  |  |
| Period end loans held for investment ${ }^{(2)}$ | \$ | 469 | \$ | 470 | \$ | 464 | \$ | 452 | \$ | 659 |
| Average loans held for investment ${ }^{(2)}$ | \$ | 475 | \$ | 463 | \$ | 489 | \$ | 460 | \$ | 483 |
| Period end deposits | \$ | 17,606 | \$ | 18,397 | \$ | 19,299 | \$ | 21,184 | \$ | 23,634 |
| Average deposits | \$ | 18,132 | \$ | 19,231 | \$ | 20,556 | \$ | 22,202 | \$ | 24,837 |
| Total: |  |  |  |  |  |  |  |  |  |  |
| Earnings |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 3,112 | \$ | 3,099 | \$ | 3,230 | \$ | 3,169 | \$ | 3,212 |
| Non-interest income |  | 904 |  | 807 |  | 1,062 |  | 1,199 |  | 1,373 |
| Total revenue | \$ | 4,016 | \$ | 3,906 | \$ | 4,292 | \$ | 4,368 | \$ | 4,585 |
| Provision for loan and lease losses |  | 867 |  | 725 |  | 1,481 |  | 1,845 |  | 2,200 |
| Restructuring expenses ${ }^{(9)}$ |  | - |  | - |  | - |  | 32 |  | 26 |
| Non-interest expense |  | 1,996 |  | 2,000 |  | 1,847 |  | 1,916 |  | 1,776 |
| Income before taxes |  | 1,153 |  | 1,181 |  | 964 |  | 575 |  | 583 |
| Income tax provision |  | 335 |  | 369 |  | 244 |  | 171 |  | 146 |
| Net income | \$ | 818 | \$ | 812 | \$ | 720 | \$ | 404 | \$ | 437 |
| Selected Metrics |  |  |  |  |  |  |  |  |  |  |
| Period end loans held for investment | \$ | 126,334 | \$ | 127,255 | \$ | 130,265 | \$ | 136,803 | \$ | 140,990 |
| Average loans held for investment | \$ | 126,391 | \$ | 128,335 | \$ | 134,379 | \$ | 138,184 | \$ | 143,540 |
| Period end deposits | \$ | 119,212 | \$ | 117,331 | \$ | 117,787 | \$ | 115,809 | \$ | 114,504 |
| Average deposits | \$ | 118,255 | \$ | 118,484 | \$ | 117,530 | \$ | 114,598 | \$ | 115,882 |

## CAPITAL ONE FINANCIAL CORPORATION (COF)

## LOAN DISCLOSURES AND SEGMENT

## FINANCIAL \& STATISTICAL SUMMARY FOR CONTINUING OPERATIONS NOTES

(1) Prior to the adoption of the new consolidation accounting standards management evaluated the Company and each of its lines of business results on a "managed' basis, which is a non-GAAP measure. With the adoption of the new consolidation accounting standards, the Company's reported results are comparable to the "managed" basis, which now reflect the consolidation of the majority of the Company's credit card securitization trusts. However, the Company's total segment results differs from its reported consolidated results because our segment results include the loans underlying one of our securitization trusts that remains unconsolidated. The Company exercised its clean-up call option on this trust effective September 15, 2010. At this time the trust was called, $\$ 93$ million of loans were moved on-balance sheet.The accompanying Exhibit "Reconciliation to GAAP Financial Measures" presents a reconciliation of the Company's non-GAAP "managed" results to its GAAP results for periods prior to January 1, 2010.
(2) Other loans held for investment includes unamortized premiums and discounts on loans acquired as part of North Fork and Hibernia acquisitions.
(3) The ratios excluding the impact of loans acquired as part of the CCB acquisition are as follows

|  | Q3 2010 |  | Q2 2010 |  | Q1 2010 |  | Q4 2009 |  | Q3 2009 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| CCB period end acquired loan portfolio (in millions)(unaudited) | \$ | 5,891 | \$ | 6,381 | \$ | 6,799 | \$ | 7,251 | \$ | 7,885 |
| CCB average acquired loan portfolio (in millions)(unaudited) | \$ | 6,014 | \$ | 6,541 | \$ | 7,037 | \$ | 7,512 | \$ | 8,029 |
| Net charge-off rate |  |  |  |  |  |  |  |  |  |  |
| Commercial and Multifamily Real Estate |  | 1.81\% |  | 1.19\% |  | 1.48\% |  | 3.05\% |  | 1.38\% |
| Middle Market |  | 0.44\% |  | 0.82\% |  | 0.87\% |  | 0.75\% |  | 0.56\% |
| Total Commercial Lending |  | 1.14\% |  | 1.01\% |  | 1.48\% |  | 2.05\% |  | 1.08\% |
| Total Commercial Banking |  | 1.30\% |  | 1.24\% |  | 1.41\% |  | 2.93\% |  | 1.43\% |
| Mortgage |  | 0.68\% |  | 0.77\% |  | 1.02\% |  | 1.24\% |  | 1.24\% |
| Retail Banking |  | 2.29\% |  | 2.23\% |  | 2.22\% |  | 3.20\% |  | 2.57\% |
| Total Consumer Banking |  | 2.11\% |  | 1.76\% |  | 2.28\% |  | 3.45\% |  | 3.28\% |
| 30+ day performing delinquency rate |  |  |  |  |  |  |  |  |  |  |
| Mortgage |  | 1.16\% |  | 1.14\% |  | 1.58\% |  | 2.18\% |  | 2.06\% |
| Retail Banking |  | 1.12\% |  | 0.91\% |  | 1.07\% |  | 1.30\% |  | 1.33\% |
| Total Consumer Banking |  | 5.19\% |  | 4.93\% |  | 4.95\% |  | 6.56\% |  | 6.27\% |
| Nonperforming asset rate |  |  |  |  |  |  |  |  |  |  |
| Commercial and Multifamily Real Estate |  | 2.47\% |  | 2.90\% |  | 3.71\% |  | 3.34\% |  | 2.79\% |
| Middle Market |  | 1.42\% |  | 1.25\% |  | 1.23\% |  | 1.13\% |  | 1.30\% |
| Total Commercial Lending |  | 1.98\% |  | 2.16\% |  | 2.60\% |  | 2.39\% |  | 2.15\% |
| Total Commercial Banking |  | 1.98\% |  | 2.26\% |  | 2.72\% |  | 2.62\% |  | 2.95\% |
| Mortgage |  | 6.83\% |  | 6.30\% |  | 5.36\% |  | 3.88\% |  | 3.24\% |
| Retail Banking |  | 2.51\% |  | 2.37\% |  | 2.17\% |  | 2.23\% |  | 2.09\% |
| Total Consumer Banking |  | 2.49\% |  | 2.38\% |  | 2.11\% |  | 1.93\% |  | 1.68\% |
| Nonperforming loans as a percentage of loans held for investment |  |  |  |  |  |  |  |  |  |  |
| Commercial Banking |  | 1.84\% |  | 2.09\% |  | 2.55\% |  | 2.43\% |  | 2.72\% |
| Consumer Banking |  | 2.26\% |  | 2.16\% |  | 1.93\% |  | 1.75\% |  | 1.53\% |

(4) Includes nonaccrual consumer auto loans $90+$ days past due.
(5) 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 the segment.
(6) The Company's policy is not to classify delinquent credit card loans as nonperforming as permitted by regulatory guidance. Instead, 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.
(7) During Q4 2009, the Company reclassified $\$ 128$ million of small ticket commercial real estate from loans held for investment to loans held for sale and recognized charge-offs of $\$ 80$ million.
(8) Includes all purchase transactions net of returns. Excludes cash advance transactions.
(9) The Company completed its 2007 restructuring initiative during 2009.


[^0]:    *Prior to the adoption of the new consolidation accounting standards, management evaluated the Company and each of its lines of business results on a "managed" basis, which is a non GAAP measure. With the adoption of the new consolidation accounting standards, the Company's reported results are comparable to the "managed" basis, which reflect the consolidation of the majority of the Company's credit card securitization trusts. The accompanying Exhibit "Reconciliation to GAAP Financial Measures" presents a reconciliation of the Company's non-GAAP "managed" results to its GAAP results for periods prior to January 1, 2010. See the accompanying schedule "Impact of Adopting New Accounting Guidance" for additional information on the impact of new accounting standards.

