

CAPITAL ONE FINANCIAL CORP  
Form 10-Q  
August 05, 2011  
Table of Contents

**UNITED STATES**  
**SECURITIES AND EXCHANGE COMMISSION**

Washington, D.C. 20549

**FORM 10-Q**

x **QUARTERLY REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934**

For the quarterly period ended June 30, 2011

OR

.. **TRANSITION REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934**

For the transition period from                      to

Commission File No. 1-13300

**CAPITAL ONE FINANCIAL CORPORATION**

(Exact name of registrant as specified in its charter)

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**Delaware**  
(State or Other Jurisdiction of  
Incorporation or Organization)

**54-1719854**  
(I.R.S. Employer  
Identification No.)

**1680 Capital One Drive,**

**McLean, Virginia**  
(Address of Principal Executive Offices)

**22102**  
(Zip Code)

**Registrant's telephone number, including area code:**

**(703) 720-1000**

**(Former name, former address and former fiscal year, if changed since last report)**

**(Not applicable)**

Indicate by check mark whether the registrant (1) has filed all reports required to be filed by Section 13 or 15(d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the registrant was required to file such reports), and (2) has been subject to such filing requirements for the past 90 days. Yes  No

Indicate by check mark whether the registrant has submitted electronically and posted on its corporate Web site, if any, every Interactive Data File required to be submitted and posted pursuant to Rule 405 of Regulation S-T (§232.405 of this chapter) during the preceding 12 months (or for such shorter period that the registrant was required to submit and post such files). Yes  No

Indicate by check mark whether the registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer, or a smaller reporting company. See the definitions of large accelerated filer, accelerated filer and smaller reporting company in Rule 12b-2 of the Exchange Act.

Large accelerated filer  Accelerated filer   
Non-accelerated filer  Smaller reporting company

Indicate by check mark whether the registrant is a shell company (as defined in Rule 12b-2 of the Exchange Act) Yes  No

As of July 31, 2011, there were 459,374,369 shares of the registrant's Common Stock, par value \$.01 per share, outstanding.

**Table of Contents****TABLE OF CONTENTS**

	<b>Page</b>
<b><u>PART I FINANCIAL INFORMATION</u></b>	<b>1</b>
Item 1. <u>Financial Statements</u>	66
<u>Condensed Consolidated Statements of Income</u>	66
<u>Condensed Consolidated Balance Sheets</u>	67
<u>Condensed Consolidated Statements of Changes in Stockholders' Equity</u>	68
<u>Condensed Consolidated Statements of Cash Flows</u>	69
<u>Notes to Condensed Consolidated Financial Statements</u>	70
<u>Note 1 Summary of Significant Accounting Policies</u>	70
<u>Note 2 Acquisitions</u>	72
<u>Note 3 Discontinued Operations</u>	74
<u>Note 4 Investment Securities</u>	74
<u>Note 5 Loans</u>	82
<u>Note 6 Allowance for Loan and Lease Losses</u>	100
<u>Note 7 Variable Interest Entities and Securitizations</u>	102
<u>Note 8 Goodwill and Other Intangible Assets</u>	110
<u>Note 9 Deposits and Borrowings</u>	113
<u>Note 10 Derivative Instruments and Hedging Activities</u>	116
<u>Note 11 Stockholders' Equity</u>	122
<u>Note 12 Earnings Per Common Share</u>	122
<u>Note 13 Fair Value of Financial Instruments</u>	123
<u>Note 14 Business Segments</u>	134
<u>Note 15 Commitments, Contingencies and Guarantees</u>	138
<u>Note 16 Subsequent Events</u>	148
Item 2. <u>Management's Discussion and Analysis of Financial Condition and Results of Operations</u>	1
<u>Summary of Selected Financial Data</u>	1
<u>Introduction</u>	4
<u>Executive Summary and Business Outlook</u>	6
<u>Critical Accounting Policies and Estimates</u>	11
<u>Consolidated Results of Operations</u>	13
<u>Business Segment Financial Performance</u>	20
<u>Consolidated Balance Sheet Analysis and Credit Performance</u>	32
<u>Off-Balance Sheet Arrangements and Variable Interest Entities</u>	50
<u>Risk Management</u>	51
<u>Liquidity and Capital Management</u>	51
<u>Market Risk Management</u>	58
<u>Supervision and Regulatory Developments</u>	60
<u>Accounting Changes and Developments</u>	62
<u>Forward-Looking Statements</u>	62
<u>Supplemental Tables</u>	64
Item 3. <u>Quantitative and Qualitative Disclosures about Market Risk</u>	149
Item 4. <u>Controls and Procedures</u>	149
<b><u>PART II OTHER INFORMATION</u></b>	<b>150</b>
Item 1. <u>Legal Proceedings</u>	150
Item 1A. <u>Risk Factors</u>	150
Item 2. <u>Unregistered Sales of Equity Securities and Use of Proceeds</u>	150
Item 3. <u>Defaults upon Senior Securities</u>	150
Item 5. <u>Other Information</u>	150
Item 6. <u>Exhibits</u>	150
<b><u>SIGNATURES</u></b>	<b>151</b>
<b><u>INDEX TO EXHIBITS</u></b>	<b>152</b>

**Table of Contents****INDEX OF MD&A TABLES AND SUPPLEMENTAL TABLES**

<b>Table</b>	<b>Description</b>	<b>Page</b>
	<b>MD&amp;A Tables:</b>	
1	<u>Consolidated Financial Highlights (Unaudited)</u>	1
2	<u>Business Segments Results</u>	5
3	<u>Average Balances, Net Interest Income and Net Interest Yield</u>	14
4	<u>Rate/Volume Analysis of Net Interest Income</u>	16
5	<u>Non-Interest Income</u>	17
6	<u>Non-Interest Expense</u>	19
7	<u>Credit Card Business Results</u>	22
7.1	<u>Domestic Credit Card Business Results</u>	24
7.2	<u>International Credit Card Business Results</u>	25
8	<u>Consumer Banking Business Results</u>	27
9	<u>Commercial Banking Business Results</u>	30
10	<u>Investment Securities</u>	32
11	<u>Loan Portfolio Composition</u>	34
12	<u>30+ Day Delinquencies</u>	36
13	<u>Aging of 30+ Day Delinquent Loans</u>	37
14	<u>90+ Day Delinquent Loans Accruing Interest</u>	37
15	<u>Nonperforming Loans and Other Nonperforming Assets</u>	38
16	<u>Net Charge-Offs</u>	39
17	<u>Loan Modifications and Restructurings</u>	40
18	<u>Allowance for Loan and Lease Losses Activity</u>	43
19	<u>Allocation of the Allowance for Loan and Lease Losses</u>	44
20	<u>Unpaid Principal Balance of Mortgage Loans Originated and Sold to Third Parties Based on Category of Purchaser</u>	46
21	<u>Open Pipeline All Vintages (all entities)</u>	47
22	<u>Changes in Representation and Warranty Reserve</u>	49
23	<u>Allocation of Representation and Warranty Reserve</u>	50
24	<u>Liquidity Reserves</u>	51
25	<u>Deposits</u>	52
26	<u>Expected Maturity Profile of Short-term Borrowings and Long-term Debt</u>	53
27	<u>Borrowing Capacity</u>	54
28	<u>Senior Unsecured Debt Credit Ratings</u>	55
29	<u>Capital Ratios Under Basel I</u>	56
30	<u>Risk-Based Capital Components Under Basel I</u>	57
31	<u>Interest Rate Sensitivity Analysis</u>	60
	<b>Supplemental Tables:</b>	
A	<u>Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures</u>	64

**Table of Contents****PART I FINANCIAL INFORMATION****Item 2. Management's Discussion and Analysis of Financial Condition and Results of Operations**

*This Management's Discussion and Analysis of Financial Condition and Results of Operations ( MD&A ) should be read in conjunction with our unaudited condensed consolidated financial statements and related notes in this Report and the more detailed information contained in our 2010 Annual Report on Form 10-K ( 2010 Form 10-K ). This discussion contains forward-looking statements that are based upon management's current expectations and are subject to significant uncertainties and changes in circumstances. Please review*

*Forward-Looking Statements* for more information on the forward-looking statements in this Report. Our actual results may differ materially from those included in these forward-looking statements due to a variety of factors including, but not limited to, those described in this Report in Part II Item 1A. Risk Factors, in our 2010 Form 10-K in Part I Item 1A. Risk Factors and in Exhibit 99.5 to our Current Report on Form 8-K filed on July 13, 2011.

**SUMMARY OF SELECTED FINANCIAL DATA**

Below we provide selected consolidated financial data from our results of operations for the three and six months ended June 30, 2011 and 2010, and selected comparative consolidated balance sheet data as of June 30, 2011, and December 31, 2010. We also provide selected key metrics we use in evaluating our performance.

**Table 1: Consolidated Financial Highlights (Unaudited)**

(Dollars in millions)	Three Months Ended June 30,			Six Months Ended June 30,		
	2011	2010	Change	2011	2010	Change
<b>Income statement</b>						
Net interest income <sup>(17)</sup>	\$ 3,136	\$ 3,097	1%	\$ 6,276	\$ 6,325	(1)%
Non-interest income	857	807	6	1,799	1,868	(4)
Total revenue	3,993	3,904	2	8,075	8,193	(1)
Provision for loan and lease losses <sup>(17)</sup>	343	723	(53)	877	2,201	(60)
Non-interest expense	2,255	2,000	13	4,417	3,847	15
Income from continuing operations before income taxes	1,395	1,181	18	2,781	2,145	30
Income tax provision	450	369	22	804	613	31
Income from continuing operations, net of taxes	945	812	16	1,977	1,532	29
Loss from discontinued operations, net of taxes <sup>(1)</sup>	(34)	(204)	83	(50)	(288)	83
Net income	\$ 911	\$ 608	50	\$ 1,927	\$ 1,244	55
<b>Common share statistics</b>						
Earnings per common share:						
Basic earnings per common share	\$ 2.00	\$ 1.34	49%	\$ 4.24	\$ 2.75	54%
Diluted earnings per common share	1.97	1.33	48	4.18	2.73	53
Weighted average common shares outstanding:						
Basic earnings per common share	455.6	452.1	1	454.9	451.6	1
Diluted earnings per common share	462.2	456.4	1	461.3	455.9	1

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Dividends per common share	<b>0.05</b>	0.05		<b>0.10</b>	0.10	
Stock price per common share at period end	<b>51.67</b>	40.30	<b>28</b>	<b>51.67</b>	40.30	<b>28</b>
Total market capitalization at period end	<b>23,551</b>	18,228	<b>29</b>	<b>23,551</b>	18,228	<b>29</b>

**Table of Contents**

(Dollars in millions)	Three Months Ended June 30,			Six Months Ended June 30,		
	2011	2010	Change	2011	2010	Change
<b>Average balances</b>						
Loans held for investment	\$ 127,916	\$ 128,203	**%	\$ 126,504	\$ 131,222	(4)%
Interest-earning assets	174,143	174,672	**	173,844	178,296	(2)
Total assets	199,229	199,357	**	198,612	203,159	(2)
Interest-bearing deposits	109,251	104,163	5	108,944	104,083	5
Total deposits	125,834	118,484	6	125,001	118,011	6
Borrowings	39,451	50,404	(22)	39,991	55,162	(28)
Stockholders' equity	28,255	24,526	15	27,636	24,091	15
<b>Performance metrics</b>						
Purchase volume <sup>(2)</sup>	\$ 34,226	\$ 26,570	29%	\$ 62,023	\$ 50,494	23%
Revenue margin <sup>(3)(17)</sup>	9.17%	8.94%	23bps	9.29%	9.19%	10bps
Net interest margin <sup>(4)(17)</sup>	7.20	7.09	11	7.22	7.09	13
Net charge-off rate <sup>(5)(17)</sup>	2.91	5.36	(245)	3.28	5.69	(241)
Risk-adjusted margin <sup>(6)</sup>	7.03	5.01	202	6.90	5.00	190
Return on average assets <sup>(7)</sup>	1.90	1.63	27	1.99	1.51	48
Return on average equity <sup>(8)</sup>	13.38	13.24	14	14.31	12.71	160
Non-interest expense as a % of average loans held for investment <sup>(9)</sup>	7.05	6.24	81	6.98	5.86	112
Efficiency ratio <sup>(10)</sup>	56.47	51.23	524	54.70	46.95	775
Effective income tax rate	32.26	31.24	102	28.91	28.58	33

(Dollars in millions)	June 30,	December 31,	Change
	2011	2010	
<b>Balance sheet (period end)</b>			
Loans held for investment	\$ 128,965	\$ 125,947	2%
Interest-earning assets	174,302	172,024	1
Total assets	199,753	197,503	1
Interest-bearing deposits	109,278	107,162	2
Total deposits	126,117	122,210	3
Borrowings	37,735	41,796	(10)
Total liabilities	171,072	170,962	**
Stockholders' equity	28,681	26,541	8
Tangible common equity ( TCE <sup>(11)</sup> )	14,675	12,558	17
<b>Credit quality metrics (period end)</b>			
Allowance for loan and lease losses <sup>(17)</sup>	\$ 4,488	\$ 5,628	(20)%
Allowance as a % of loans held of investment	3.48%	4.47%	(99)bps
30+ day performing delinquency rate <sup>(12)</sup>	2.90	3.52	(62)
30+ day delinquency rate	3.57	4.23	(66)
<b>Capital ratios</b>			
Tier 1 common equity ratio <sup>(13)</sup>	9.4%	8.8%	40bps
Tier 1 risk-based capital ratio <sup>(14)</sup>	11.8	11.6	
Total risk-based capital ratio <sup>(15)</sup>	15.0	16.8	(200)
Tangible common equity ratio ( TCE ratio <sup>(16)</sup> )	7.9	6.9	100

\*\* Change is less than one percent.

(1) Discontinued operations reflect ongoing costs related to the mortgage origination operations of GreenPoint's wholesale mortgage banking unit, GreenPoint Mortgage Funding, Inc. ( GreenPoint ), which we closed in 2007.

**Table of Contents**

- (2) Consists of credit card purchase transactions for the period, net of returns. Excludes cash advance transactions.
- (3) Calculated based on annualized total revenue for the period divided by average interest-earning assets for the period.
- (4) Calculated based on annualized net interest income for the period divided by average interest-earning assets for the period.
- (5) Calculated based on annualized net charge-offs for the period divided by average loans held for investment for the period. Average loans held for investment include purchased credit-impaired loans acquired as part of the Chevy Chase Bank acquisition.
- (6) Calculated based on annualized total revenue less net charge-offs for the period divided by average interest-earning assets for the period.
- (7) Calculated based on annualized income from continuing operations, net of tax, for the period divided by average total assets for the period.
- (8) Calculated based on annualized income from continuing operations, net of tax, for the period divided by average stockholders' equity for the period.
- (9) Calculated based on annualized non-interest expense, excluding restructuring and goodwill impairment charges, for the period divided by average loans held for investment for the period.
- (10) Calculated based on non-interest expense, excluding restructuring and goodwill impairment charges, for the period divided by total revenue for the period.
- (11) Tangible common equity is a non-GAAP measure consisting of total assets less assets from discontinued operations and intangible assets. See Supplemental Tables Table A: Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures for the calculation of this measure and reconciliation to the comparative GAAP measure.
- (12) See Consolidated Balance Sheet Analysis and Credit Performance Credit Performance Nonperforming Assets for our policies for classifying loans as nonperforming by loan category.
- (13) Tier 1 common equity ratio is a non-GAAP measure calculated based on Tier 1 common equity divided by risk-weighted assets. See Liquidity and Capital Management Capital Management and Supplemental Tables Table A: Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures for additional information, including the calculation of this ratio and non-GAAP reconciliation.
- (14) Tier 1 risk-based capital ratio is a regulatory measure calculated based on Tier 1 capital divided by risk-weighted assets. See Liquidity and Capital Management Capital Management and Supplemental Tables Table A: Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures for additional information, including the calculation of this ratio.
- (15) Total risk-based capital ratio is a regulatory measure calculated based on total risk-based capital divided by risk-weighted assets. See Liquidity and Capital Management Capital Management and Supplemental Tables Table A: Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures for additional information, including the calculation of this ratio.
- (16) Tangible common equity ratio ( TCE ratio ) is a non-GAAP measure calculated based on tangible common equity divided by tangible assets. See Supplemental Tables Table A: Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures for the calculation of this measure and reconciliation to the comparative GAAP measure.
- (17) Interest income was reduced by \$215 million in the second quarter and first six months of 2011 for amounts earned by Kohl's. The reduction in the provision for loan and lease losses attributable to Kohl's was \$212 million for the second quarter and first six months of 2011. Loss sharing amounts attributable to Kohl's reduced charge-offs by \$42 million in the second quarter and first six months of 2011. The expected reimbursement from Kohl's netted in our allowance for loan and lease losses was approximately \$170 million as of June 30, 2011.



## Table of Contents

### INTRODUCTION

Capital One Financial Corporation (the Company) is a diversified financial services holding company with banking and non-banking subsidiaries that offer a broad array of financial products and services to consumers, small businesses and commercial clients through branches, the internet and other distribution channels. Our principal subsidiaries include:

Capital One Bank (USA), National Association (COBNA), which currently offers credit and debit card products, other lending products and deposit products; and

Capital One, National Association (CONA), which offers a broad spectrum of banking products and financial services to consumers, small businesses and commercial clients.

The Company and its subsidiaries are collectively referred to as we, us or our in this Report. CONA and COBNA are collectively referred to as the Banks in this Report.

Our revenues are primarily driven by lending to consumers and commercial customers and by deposit-taking activities, which generate net interest income, and by activities that generate non-interest income, including the sale and servicing of loans and providing fee-based services to customers. Customer usage and payment patterns, credit quality, levels of marketing expense and operating efficiency all affect our profitability. Our expenses primarily consist of the cost of funding our assets, our provision for loan and lease losses, operating expenses (including associate salaries and benefits, infrastructure maintenance and enhancements and branch operations and expansion costs), marketing expenses and income taxes. We had \$129.0 billion in total loans outstanding and \$126.1 billion in deposits as of June 30, 2011, compared with \$125.9 billion in total loans outstanding and \$122.2 billion in deposits as of December 31, 2010.

Our principal operations are currently organized, for management reporting purposes, into three major business segments, which are defined based on the products and services provided or the type of customer served: Credit Card, Consumer Banking and Commercial Banking. The operations of acquired businesses have been integrated into our existing business segments.

*Credit Card:* Consists of our domestic consumer and small business card lending, national small business lending, national closed end installment lending and the international card lending businesses in Canada and the United Kingdom.

*Consumer Banking:* Consists of our branch-based lending and deposit gathering activities for consumers and small businesses, national deposit gathering, national automobile lending and consumer home loan lending and servicing activities.

*Commercial Banking:* Consists of our lending, deposit gathering and treasury management services to commercial real estate and middle market customers. Our middle market customers typically include commercial and industrial companies with annual revenues between \$10 million to \$1.0 billion.

Certain activities that are not part of a segment are included in our Other category.

Table 2 summarizes our business segment results, which we report based on income from continuing operations, net of tax, for the three and six months ended June 30, 2011 and 2010. We provide a reconciliation of our total business segment results to our consolidated U.S. GAAP results in Note 14 Business Segments of this Report.



**Table of Contents****Table 2: Business Segment Results**

(Dollars in millions)	Three Months Ended June 30,							
	2011				2010			
	Total Revenue <sup>(1)</sup>		Net Income (Loss) <sup>(2)</sup>		Total Revenue <sup>(1)</sup>		Net Income (Loss) <sup>(2)</sup>	
Amount	% of Total	Amount	% of Total	Amount	% of Total	Amount	% of Total	
Credit Card	\$ 2,509	63%	\$ 618	66%	\$ 2,636	67%	\$ 568	70%
Consumer Banking	1,245	31	287	30	1,097	28	305	38
Commercial Banking	395	10	142	15	379	10	77	9
Other <sup>(3)</sup>	(156)	(4)	(102)	(11)	(206)	(5)	(138)	(17)
<b>Total from continuing operations</b>	<b>\$ 3,993</b>	<b>100%</b>	<b>\$ 945</b>	<b>100%</b>	<b>\$ 3,906</b>	<b>100%</b>	<b>\$ 812</b>	<b>100%</b>

(Dollars in millions)	Six Months Ended June 30,							
	2011				2010			
	Total Revenue <sup>(1)</sup>		Net Income (Loss) <sup>(2)</sup>		Total Revenue <sup>(1)</sup>		Net Income (Loss) <sup>(2)</sup>	
Amount	% of Total	Amount	% of Total	Amount	% of Total	Amount	% of Total	
Credit Card	\$ 5,124	63%	\$ 1,261	64%	\$ 5,467	67%	\$ 1,057	69%
Consumer Banking	2,414	30	502	25	2,309	28	610	40
Commercial Banking	787	10	290	15	733	9	28	2
Other <sup>(3)</sup>	(250)	(3)	(76)	(4)	(311)	(4)	(163)	(11)
<b>Total from continuing operations</b>	<b>\$ 8,075</b>	<b>100%</b>	<b>\$ 1,977</b>	<b>100%</b>	<b>\$ 8,198</b>	<b>100%</b>	<b>\$ 1,532</b>	<b>100%</b>

(1) Total revenue consists of net interest income and non-interest income.

(2) Net income (loss) for our business segments reflects income from continuing operations, net of tax.

(3) Includes the residual impact of the allocation of our centralized Corporate Treasury group activities, such as management of our corporate investment portfolio and asset/liability management, to our business segments as well as other items as described in Note 14 Business Segments.

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**Table of Contents**

**EXECUTIVE SUMMARY AND BUSINESS OUTLOOK**

**Financial Highlights**

We reported net income of \$911 million (\$1.97 per diluted share) in the second quarter of 2011. In comparison, we reported net income of \$1.0 billion (\$2.21 per diluted share) in the first quarter of 2011 and net income of \$608 million (\$1.33 per diluted share) in the second quarter of 2010. Net income totaled \$1.9 billion (\$4.18 per diluted share) for the first six months of 2011, compared with net income of \$1.2 billion (\$2.73 per diluted share) for the first six months of 2010.

Our earnings in the second quarter of 2011 further bolstered our Tier 1 risk-based capital ratio under Basel I to 11.8% as of June 30, 2011, up 90 basis points from 10.9% as of March 31, 2011, and comfortably above the current minimum regulatory requirement of 4.0%. Our Tier 1 common equity ratio, a non-GAAP measure, rose to 9.4% as of June 30, 2011, up 100 basis points from 8.4% as of March 31, 2011. See

Supplemental Tables below for a calculation of our regulatory capital ratios and a reconciliation of our supplemental non-GAAP capital measures.

We grew loans and deposits in the second quarter of 2011. Our strategies and actions are designed to deliver profitable long-term growth through the acquisition and retention of franchise-enhancing customer relationships across our businesses. We believe that franchise-enhancing customer relationships produce strong long-term economics through low credit costs, low customer attrition and a gradual build in loan balances and revenues over time. Examples of franchise-enhancing customer relationships include transactor customers and new partnerships in our Credit Card business, long-term retail deposit customers in our Consumer Banking business and primary banking relationships with commercial customers in our Commercial Banking business. We intend to grow these customer relationships by continuing to invest in our bank infrastructure to allow us to provide more convenient and flexible customer banking options, including a broader range of fee-based and credit products and services, by leveraging our direct bank customer franchise with national reach and by continued marketing investments to further strengthen our brand. We believe our actions have created a well-positioned balance sheet and strong capital and liquidity levels which have provided us with investment flexibility to take advantage of attractive opportunities and adjust, where we believe appropriate, to changing market conditions.

Our recent investments and partnership alliances include our September 2010 acquisition of the \$807 million Sony Card legacy portfolio associated with our partnership alliance with Sony Corporation of America ( Sony ) and our January 2011 acquisition of the existing \$1.4 billion credit card loan portfolio of Hudson's Bay Company ( HBC ), one of the largest retailers in Canada. In April 2011, we acquired the existing \$3.7 billion private-label credit card loan portfolio of Kohl's Department Stores ( Kohl's ) from JPMorgan Chase & Co, which consists of more than 20 million Kohl's customer accounts. In June 2011, we entered into a definitive agreement with ING Groep N.V., ING Bank N.V., ING Direct N.V., ING Direct Bancorp, collectively, the Sellers, under which we will acquire substantially all of the Sellers' ING Direct business in the United States, for an estimated price of \$9.0 billion at announcement. We expect the ING Direct transaction to close in late 2011 or early 2012, subject to customary closing conditions, including certain governmental clearances and approvals.

In conjunction with the announcement of the ING Direct acquisition, we announced that we expected to finance a portion of the cash consideration through a public equity raise prior to the close of the transaction. On July 19, 2011, we closed a public underwritten offering of 40 million shares of our common stock, subject to forward sale agreements. We also closed a public offering of our senior notes for total proceeds of approximately \$3.0 billion. Each of these offerings is described in more detail below under Recent Acquisitions and Related Developments Equity and Debt Offerings. In addition to these public offerings, we may seek to rebalance our investment portfolio prior to the close of the ING Direct acquisition.

Our financial strength and flexibility and our experience in the credit card and direct banking businesses are key factors that we believe have enabled us to take advantage of our recent investment opportunities. We believe these factors will help us deliver attractive financial results as well as compelling value creation over time.

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**Table of Contents**

Below are additional highlights of our performance for the second quarter and first six months of 2011. These highlights generally are based on a comparison to the same prior year periods. The changes in our financial condition and credit performance are generally based on our financial condition and credit performance as of June 30, 2011, compared with our financial condition and credit performance as of December 31, 2010. We provide a more detailed discussion of our financial performance in the sections following this Executive Summary and Business Outlook.

**Total Company**

*Earnings:* We reported earnings of \$911 million in the second quarter of 2011 and \$1.9 billion in the first six months of 2011. Our earnings increased by \$303 million, or 50%, in the second quarter of 2011, and by \$683 million, or 55%, in the first six months of 2011, compared with the same prior year periods. The increase in net income was attributable to lower credit costs and strong underlying credit improvement trends, including lower provision for loan and lease losses compared to the prior year periods, as well as a substantial reduction in the provision for mortgage repurchase losses for legacy mortgage related representation and warranty claims in the second quarter and first six months of 2011 as compared to the prior year periods. The impact of these factors was partially offset by higher operating expenses related to our recent acquisitions and increased marketing expenditures.

*Total Loans:* Period-end loans held for investment increased by \$3.0 billion, or 2%, during the first six months of 2011, to \$129.0 billion as of June 30, 2011, from \$125.9 billion as of December 31, 2010. The increase was primarily attributable to the additions of the Kohl's portfolio of \$3.7 billion and the HBC portfolio of \$1.4 billion. Excluding the impact of the addition of the Kohl's and HBC portfolios, total loans decreased by \$2.1 billion, or 2%, in the first six months of 2011, due to the continued expected run-off of installment loans in our Credit Card business and home loans in our Consumer Banking business, other loan paydowns and charge-offs. The impact from these factors more than offset the strong growth in purchase volume across the Domestic Card business.

*Charge-off and Delinquency Statistics:* Net charge-off and delinquency rates continued to improve during the second quarter of 2011. The net charge-off rate decreased to 2.91% from 3.66% in the first quarter of 2011 and 5.36% in the second quarter of 2010. The 30+ day delinquency rate decreased to 3.57% as of June 30, 2011, from 3.79% as of March 31, 2011, and 4.23% as of December 31, 2010.

*Allowance for Loan and Lease Losses:* As a result of the continued improvement in credit performance, we reduced our allowance by \$579 million in the second quarter of 2011 and by \$1.1 billion in the first six months of 2011 to \$4.5 billion as of June 30, 2011. In comparison, we reduced our allowance by \$1.0 billion in the second quarter of 2010 and by \$1.6 billion in the first six months of 2010. The allowance as a percentage of our total loans held for investment decreased to 3.48% as of June 30, 2011, from 4.47% as of December 31, 2010.

*Representation and Warranty Reserve:* Our representation and warranty reserve totaled \$869 million as of June 30, 2011, compared with \$816 million as of December 31, 2010. This reserve relates to our mortgage loan repurchase exposure for legacy mortgage loans sold by our subsidiaries to various parties under contractual provisions that include various representations and warranties. The reserve reflects losses as of each balance sheet date that we consider to be both probable and reasonably estimable. We recorded a provision for this exposure of \$37 million and \$81 million in the second quarter and first six months of 2011, respectively, compared with a provision of \$404 million and \$628 million in the second quarter and first six months of 2010, respectively.

**Business Segments**

*Credit Card Business:* Our Credit Card business generated net income from continuing operations of \$618 million and \$1.3 billion in the second quarter and first six months of 2011, respectively, compared with net income from continuing operations of \$568 million and \$1.1 billion in the second quarter and first six months of 2010, respectively. Continued favorable credit performance was the primary driver of the improvement in our Credit Card business, resulting in a significant decrease in the provision for loan and lease losses. The provision decrease was partially offset by an increase in non-interest expense attributable to increased operating and legal costs related to the acquisitions of the private-label credit card loan portfolios of Sony, HBC and Kohl's and increased marketing expenditures.



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## **Table of Contents**

*Consumer Banking Business:* Our Consumer Banking business generated net income from continuing operations of \$287 million and \$502 million in the second quarter and first six months of 2011, respectively, compared with net income from continuing operations of \$305 million and \$610 million in the second quarter and first six months of 2010, respectively. The decrease in net income reflected the impact of a one-time pre-tax gain of \$128 million recorded in the first quarter of 2010 from the deconsolidation of certain option-adjustable rate mortgage trusts and an increase in the provision for loan and lease losses due to growth in auto loans. These factors were partially offset by an increase in total revenue due to higher pricing for new auto loan originations and deposit growth resulting from our continued strategy to leverage our bank outlets to attract lower cost funding sources.

*Commercial Banking:* Our Commercial Banking business generated net income from continuing operations of \$142 million and \$290 million in the second quarter and first six months of 2011, respectively, compared with net income from continuing operations of \$77 million and \$28 million in the second quarter and first six months of 2010, respectively. The improvement in results for our Commercial Banking business reflected an increase in revenues, a decrease in non-interest expense and a decrease in the provision for loan and lease losses due to the continued improvement in our Commercial Banking credit performance metrics. As a result of this improvement, we reduced our allowance for loan and lease losses and recorded a negative provision for loan and lease losses of \$18 million and \$33 million in the second quarter and first six months of 2011, respectively. In comparison, we recorded a provision for loan and lease losses of \$62 million and \$300 million in the second quarter and first six months of 2010, respectively, related to our Commercial Banking business.

### **Business Environment and Recent Developments**

#### ***Recent Business and Regulatory Developments***

During the second quarter, the operating environment continued to be challenging and uncertain given global macroeconomic concerns and fragile U.S. economic conditions. The banking industry continues to face a difficult and increasingly complex environment in which economic uncertainty, regulation and changes in customer and competitor behavior impact how we allocate resources and manage operations, as well as how we position ourselves for future earnings growth. Despite these challenges, our recent partnerships and acquisitions have contributed to new account originations and an increase in purchase volumes.

We are continuing to assess the potential impact of proposed rules promulgated by the agencies charged with implementing the Dodd-Frank Wall Street Reform and Consumer Protection Act (the Dodd-Frank Act), including rules relating to resolution plans and credit exposure reports, the FDIC's orderly liquidation authority, derivatives, risk retention and other securitization matters. These rules may result in modifications to our business models and organizational structure and may subject us to escalating costs associated with any such changes.

#### ***Recent Acquisitions and Related Developments***

During the past several years, we have explored opportunities to acquire financial services companies and financial assets and enter into strategic partnerships as part of our growth strategy. In the first six months of 2011, we acquired the existing credit card loan portfolios of HBC and Kohl's and announced our planned acquisition of ING Direct. We continue to evaluate and anticipate engaging in additional strategic partnerships and selected acquisitions of financial institutions and other financial assets, including credit card and other loan portfolios. We may issue common stock or debt in connection with future acquisitions, including in public offerings, to fund such acquisitions.

#### ***Hudson's Bay Company***

On January 7, 2011, we acquired the existing \$1.4 billion credit card loan portfolio of HBC, one of the largest retailers in Canada, from GE Capital Retail Finance. The acquisition and partnership with HBC significantly expand our credit card customer base in Canada, tripling the number of customer accounts, and provide an additional distribution channel. The acquisition included a transfer of approximately 400 employees directly involved in managing HBC's loan portfolio.

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**Table of Contents***Kohl's*

On April 1, 2011, we acquired Kohl's existing \$3.7 billion private-label credit card loan portfolio from JPMorgan Chase & Co., which consists of more than 20 million Kohl's customer accounts. Under the related partnership agreement with Kohl's, we share a fixed percentage of revenues, consisting of finance charges and late fees, with Kohl's, and Kohl's is responsible for reimbursing us for a fixed percentage of credit losses incurred. The revenue-sharing arrangement with Kohl's has the effect of reducing our overall revenue margins for our Domestic Card business, while the loss-sharing arrangement has the effect of reducing the net charge-off rate. However, because we replaced lower yielding cash and other investments with the Kohl's receivables, we do not expect that the addition of the Kohl's portfolio will have a material impact on our total company revenue margin or net interest margin.

Interest income was reduced by \$215 million in the second quarter and first six months of 2011 for amounts earned by Kohl's. Loss sharing amounts attributable to Kohl's reduced charge-offs by \$42 million in the second quarter and first six months of 2011. In addition, the expected reimbursement from Kohl's netted in our allowance for loan and lease losses was approximately \$170 million as of June 30, 2011. The reduction in the provision for loan and lease losses attributable to Kohl's for the second quarter and first six months of 2011 was \$212 million.

*ING Direct*

On June 16, 2011, we entered into a purchase and sale agreement with ING Groep N.V., ING Bank N.V., ING Direct N.V., ING Direct Bancorp, collectively, the Sellers, under which we will acquire substantially all of the Sellers' ING Direct business in the United States in exchange for \$6.2 billion in cash and approximately 55.9 million shares of our common stock, subject to certain adjustments described in the purchase and sale agreement. We will effect the transaction through (i) the acquisition of the equity interests of ING Bank, fsb, (ii) the acquisition of the equity interests of each of WS Realty, LLC and ING Direct Community Development LLC and (iii) the acquisition of certain assets and the assumption of certain liabilities of ING Direct Bancorp. We expect the ING Direct transaction to close in late 2011 or early 2012, subject to customary closing conditions, including certain governmental clearances and approvals.

*Equity and Debt Offerings*

On July 19, 2011, we closed a public offering of shares of our common stock, subject to forward sale agreements that we entered into with certain counterparties acting as forward purchasers. The forward purchasers agreed to borrow and sell to the public, through the underwriters, 40 million shares of our common stock at a price per share of \$50.00. After underwriter's discounts and commissions, the net proceeds to the company will be at an initial forward sale price per share of \$48.50. We did not receive any proceeds from this public offering of our shares of common stock. Under the terms of the forward sale agreements, we must settle the forward sale agreements on or before February 15, 2012. We expect to settle the forward sale agreements entirely by physical delivery of shares of common stock in exchange for cash proceeds from the forward purchasers of \$1.9 billion based on the initial forward price. The forward sale price is subject to adjustment under the forward sale agreements. However, we may, subject to certain conditions, elect cash or net share settlement of all or a portion of our obligation to deliver shares of common stock. In addition, we granted the underwriters a 30-day option to purchase an additional 6 million shares of our common stock to cover any over-allotments, which shares are not subject to the forward sale agreements.

We also closed a public offering of four different series of our senior notes on July 19, 2011, for total proceeds of approximately \$3.0 billion. The offering of senior notes included \$250 million aggregate principal amount of our Floating Rate Senior Notes due 2014, \$750 million aggregate principal amount of our 2.125% Senior Notes due 2014, \$750 million aggregate principal amount of our 3.150% Senior Notes due 2016 and \$1.25 billion aggregate principal amount of our 4.750% Senior Notes due 2021.



## **Table of Contents**

We expect to use the net proceeds of these offerings, along with cash sourced from current liquidity, to fund the \$6.2 billion in cash consideration payable in connection with the ING Direct acquisition.

### **Business Outlook**

We discuss below our current expectations regarding our total company performance and the performance of each of our business segments over the near-term based on market conditions, the regulatory environment and our business strategies as of the time we filed this Report. The statements contained in this section are based on our current expectations regarding our outlook for our financial results and business strategies. Our expectations take into account, and should be read in conjunction with, our expectations regarding economic trends and analysis of our business as discussed in Part I Item 1. Business and Part I Item 7. Management's Discussion and Analysis of Financial Condition and Results of Operations in our 2010 Form 10-K. Certain statements are forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. Actual results could differ materially from those in our forward-looking statements. Forward-looking statements do not reflect (i) any change in current dividend or repurchase strategies, (ii) the effect of any acquisitions, divestitures or similar transactions or (iii) any changes in laws, regulations or regulatory interpretations, in each case after the date as of which such statements are made. See Forward-Looking Statements in this Report Item 1A. Risk Factors in our 2010 Form 10-K and Exhibit 99.5 to our Current Report on Form 8-K filed on July 13, 2011, for factors that could materially influence our results.

### ***Total Company Expectations***

We continue to gain traction across all of our businesses as a result of our focus on franchise-enhancing customer relationships. We believe the recently announced ING Direct acquisition will deliver strong financial results in the near-term as well as compelling long-term value creation. As a result, we believe we are in a strong position to deliver attractive and sustainable results over the long-term, including moderate growth and attractive risk-adjusted returns on assets in our Credit Card and Auto Finance businesses, moderate growth in low-risk loans in our Commercial Banking business and strong growth in low-cost deposits and high-quality commercial and retail customer relationships. Based on recent trends and our targeted initiatives to attract new business and develop customer relationships, we expect modest year-over-year growth in ending loan balances in 2011. Although we expect growth in our period-end loan balances in 2011, we expect that our average loan balances for 2011 will be comparable to our average loan balances for 2010 given the lower starting point for our loan balances in 2011.

### ***Business Segments Expectations***

#### ***Credit Card Business***

Based on the traction we are gaining in our Domestic Card business, we believe that our Domestic Card loan balances reached a low point in the first quarter of 2011. We expect modest loan growth in the second half of 2011, as the headwinds of elevated charge-offs and the run-off of the installment loan portfolio continue to diminish. We believe we are well positioned to gain market share in the new level playing field resulting from the CARD Act. We believe the credit performance improvement in our Credit Card business will continue despite elevated unemployment.

#### ***Consumer Banking Business***

In our Consumer Banking business, we expect that auto originations and returns will remain strong and drive growth in auto loans in 2011. We expect that the continuing run-off of the mortgage portfolio will largely offset the growth in auto loans. While we expect that our Auto Finance business will continue to deliver strong credit performance and economic results, we believe that we have likely experienced the low point for the Auto Finance charge-off rate. We expect the Auto Finance charge-off rate will increase in the second half of 2011, driven by seasonal patterns, competitive factors and expected changes in auction prices for used vehicles. We

## **Table of Contents**

believe loan pricing in some loan portfolio categories is approaching historic highs and is likely to moderate or decline over time.

### *Commercial Banking Business*

In our Commercial Banking business, we believe that the worst of the commercial credit downturn is behind us and there is positive trajectory. However, we continue to expect some quarterly uncertainty and volatility in commercial charge-offs and nonperforming loans. We have been growing commercial loans with lower credit risk and expect further modest growth to continue in 2011. Growth in treasury management and capital market services is driving higher fee revenues and deepening relationships with our commercial customers.

## **CRITICAL ACCOUNTING POLICIES AND ESTIMATES**

The preparation of financial statements in accordance with U.S. GAAP requires management to make a number of judgments, estimates and assumptions that affect the reported amount of assets, liabilities, income and expenses in the consolidated financial statements. Understanding our accounting policies and the extent to which we use management judgment and estimates in applying these policies is integral to understanding our financial statements. We provide a summary of our significant accounting policies in Note 1 Summary of Significant Accounting Policies of our 2010 Form 10-K.

We have identified the following accounting policies as critical because they require significant judgments and assumptions about highly complex and inherently uncertain matters and the use of reasonably different estimates and assumptions could have a material impact on our reported results of operations or financial condition. These critical accounting policies govern:

- Fair value
- Allowance for loan and lease losses
- Asset impairment
- Representation and warranty reserve
- Revenue recognition
- Derivative and hedge accounting
- Income taxes

We evaluate our critical accounting estimates and judgments on an ongoing basis and update them as necessary based on changing conditions. The use of fair value to measure our financial instruments is fundamental to the preparation of our consolidated financial statements because we account for and record a significant portion of our assets and liabilities at fair value. Accordingly, we provide information below on financial instruments recorded at fair value in our consolidated balance sheets. Management has discussed our critical accounting policies and estimates with the Audit and Risk Committee of the Board of Directors.

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**Table of Contents**

**Fair Value**

Fair value is defined as the price that would be received for an asset or paid to transfer a liability in an orderly transaction between market participants on the measurement date (also referred to as an exit price). The fair value accounting guidance provides a three-level fair value hierarchy for classifying financial instruments. This hierarchy is based on whether the inputs to the valuation techniques used to measure fair value are observable or unobservable. Fair value measurement of a financial asset or liability is assigned to a level based on the lowest level of any input that is significant to the fair value measurement in its entirety. The three levels of the fair value hierarchy are described below:

- Level 1: Quoted prices (unadjusted) in active markets for identical assets or liabilities.
- Level 2: Observable market-based inputs, other than quoted prices in active markets for identical assets or liabilities.
- Level 3: Unobservable inputs.

The degree of management judgment involved in determining the fair value of a financial instrument is dependent upon the availability of quoted prices in active markets or observable market parameters. When quoted prices and observable data in active markets are not fully available, management judgment is necessary to estimate fair value. Changes in market conditions, such as reduced liquidity in the capital markets or changes in secondary market activities, may reduce the availability and reliability of quoted prices or observable data used to determine fair value.

We have developed policies and procedures to determine when markets for our financial assets and liabilities are inactive if the level and volume of activity has declined significantly relative to normal conditions. If markets are determined to be inactive, it may be appropriate to adjust price quotes received. When significant adjustments are required to price quotes or inputs, it may be appropriate to utilize an estimate based primarily on unobservable inputs.

Significant judgment may be required to determine whether certain financial instruments measured at fair value are included in Level 2 or Level 3. In making this determination, we consider all available information that market participants use to measure the fair value of the financial instrument, including observable market data, indications of market liquidity and orderliness, and our understanding of the valuation techniques and significant inputs used. Based upon the specific facts and circumstances of each instrument or instrument category, judgments are made regarding the significance of the Level 3 inputs to the instruments' fair value measurement in its entirety. If Level 3 inputs are considered significant, the instrument is classified as Level 3. The process for determining fair value using unobservable inputs is generally more subjective and involves a high degree of management judgment and assumptions.

Our financial instruments recorded at fair value on a recurring basis represented approximately 21% of our total assets of \$199.8 billion as of June 30, 2011, compared with 22% of our total assets of \$197.5 billion as of December 31, 2010. Financial assets for which the fair value was determined using significant Level 3 inputs represented approximately 2% of these financial instruments (less than 1% of total assets) as of June 30, 2011, and approximately 2% of these financial instruments (1% of total assets) as of December 31, 2010.

We discuss changes in the valuation inputs and assumptions used in determining the fair value of our financial instruments, including the extent to which we have relied on significant unobservable inputs to estimate fair value and our process for corroborating these inputs, in Note 13 Fair Value of Financial Instruments.

## **Table of Contents**

### ***Key Controls Over Fair Value Measurement***

We have a governance framework and a number of key controls that are intended to ensure that our fair value measurements are appropriate and reliable. Our governance framework provides for independent oversight and segregation of duties. Our control processes include review and approval of new transaction types, price verification and review of valuation judgments, methods, models, process controls and results. Groups independent from our trading and investing function, including our Valuations Group and Valuations Advisory Committee, participate in the review and validation process. The Valuation Advisory Committee includes senior representation from business areas, our Enterprise Risk Oversight division and our Finance division.

Our Valuations Group performs monthly independent verification of fair value measurements by comparing the methodology driven price to other market source data (to the extent available), and uses independent analytics to determine if assigned fair values are reasonable. The Valuations Advisory Committee regularly reviews and approves our valuation methodologies to ensure that our methodologies and practices are consistent with industry standards and adhere to regulatory and accounting guidance.

For additional information on our critical accounting policies and estimates, see Part II Item 7. MD&A Critical Accounting Policies and Estimates of our 2010 Form 10-K.

## **CONSOLIDATED RESULTS OF OPERATIONS**

The section below provides a comparative discussion of our consolidated financial performance for the three and six months ended June 30, 2011 and 2010. Following this section, we provide a discussion of our business segment results. You should read this section together with our Executive Summary and Business Outlook where we discuss trends and other factors that we expect will affect our future results of operations.

### **Net Interest Income**

Net interest income represents the difference between the interest income and applicable fees earned on our interest-earning assets, which include loans held for investment and investment securities, and the interest expense on our interest-bearing liabilities, which include interest-bearing deposits, senior and subordinated notes, securitized debt and other borrowings. We include in interest income any past due fees on loans that we deem are collectible. Our net interest margin represents the difference between the yield on our interest-earning assets and the cost of our interest-bearing liabilities, including the impact of non-interest bearing funding. We expect net interest income and our net interest margin to fluctuate based on changes in interest rates and changes in the amount and composition of our interest-earning assets and interest-bearing liabilities.

Table 3 below presents, for each major category of our interest-earning assets and interest-bearing liabilities, the average outstanding balances, interest income earned or interest expense incurred, and the average yield or cost for the three and six months ended June 30, 2011 and 2010.

**Table of Contents****Table 3: Average Balances, Net Interest Income and Net Interest Yield**

(Dollars in millions)	Three Months Ended June 30,					
	Average Balance	2011 Interest Income/Expense <sup>(1)</sup>	Yield/Rate	Average Balance	2010 Interest Income/Expense <sup>(1)</sup>	Yield/Rate
<b>Assets:</b>						
Interest-earning assets:						
Consumer loans: <sup>(2)</sup>						
Domestic <sup>(3)</sup>	\$ 88,777	\$ 2,658	11.98%	\$ 91,243	\$ 2,815	12.34%
International	8,823	349	15.82	7,427	296	15.94
Total consumer loans <sup>(3)</sup>	97,600	3,007	12.32	98,670	3,111	12.61
Commercial loans <sup>(3)</sup>	30,316	360	4.75	29,533	365	4.94
Total loans held for investment	127,916	3,367	10.53	128,203	3,476	10.85
Investment securities	40,381	313	3.10	39,022	342	3.51
Other interest-earning assets:						
Domestic	5,148	16	1.24	6,933	17	0.98
International	698	3	1.72	514		0.00
Total other interest-earning assets	5,846	19	1.30	7,447	17	0.91
Total interest-earning assets	\$ 174,143	\$ 3,699	8.50%	\$ 174,672	\$ 3,835	8.78%
Cash and due from banks	1,870			2,413		
Allowance for loan and lease losses	(5,069)			(7,735)		
Premises and equipment, net	2,715			2,723		
Other assets	25,570			27,284		
Total assets	\$ 199,229			\$ 199,357		
<b>Liabilities and equity:</b>						
Interest-bearing liabilities:						
Deposits	\$ 109,251	\$ 307	1.12%	\$ 104,163	\$ 368	1.41%
Securitized debt obligations:						
Domestic	18,384	91	1.98	30,333	182	2.40
International	3,807	22	2.31	4,915	30	2.44
Total securitized debt obligations	22,191	113	2.04	35,248	212	2.41
Senior and subordinated notes	8,093	63	3.11	8,760	72	3.29
Other borrowings	9,167	80	3.49	6,396	86	5.38
Total interest-bearing liabilities	\$ 148,702	\$ 563	1.51%	\$ 154,567	\$ 738	1.91%
Non-interest bearing deposits	16,583			14,321		
Other liabilities	5,689			5,943		
Total liabilities	170,974			174,831		
Stockholders' equity	28,255			24,526		

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Total liabilities and stockholders' equity	<b>\$ 199,229</b>		\$ 199,357	
Net interest income/spread	<b>\$ 3,136</b>	<b>6.99%</b>	\$ 3,097	6.87%
Interest income to average interest-earning assets		<b>8.50%</b>		8.78%
Interest expense to average interest-earning assets		<b>1.30</b>		1.69
Net interest margin		<b>7.20%</b>		7.09%

**Table of Contents**

(Dollars in millions)	Six Months Ended June 30,					
	Average Balance	2011 Interest Income/Expense <sup>(1)</sup>	Yield/Rate	Average Balance	2010 Interest Income/Expense <sup>(1)</sup>	Yield/Rate
<b>Assets:</b>						
Interest-earning assets:						
Consumer loans: <sup>(2)</sup>						
Domestic <sup>(3)</sup>	\$ 87,687	\$ 5,364	12.23%	\$ 93,975	\$ 5,795	12.33%
International	8,761	703	16.05	7,619	601	15.78
Total consumer loans <sup>(3)</sup>	96,448	6,067	12.58	101,594	6,396	12.59
Commercial loans <sup>(3)</sup>	30,056	717	4.77	29,627	738	4.98
Total loans held for investment	126,504	6,784	10.73	131,221	7,134	10.87
Investment securities	40,953	629	3.07	38,525	691	3.59
Other interest-earning assets:						
Domestic	5,698	32	1.12	7,942	39	0.98
International	689	6	1.74	608	1	0.33
Total other interest-earning assets	6,387	38	1.19	8,550	40	0.94
Total interest-earning assets	\$ 173,844	\$ 7,451	8.57%	\$ 178,296	\$ 7,865	8.82%
Cash and due from banks	1,912			2,338		
Allowance for loan and lease losses	(5,348)			(8,040)		
Premises and equipment, net	2,717			2,724		
Other assets	25,487			27,841		
Total assets	\$ 198,612			\$ 203,159		
<b>Liabilities and equity:</b>						
Interest-bearing liabilities:						
Deposits	\$ 108,944	\$ 629	1.15%	\$ 104,083	\$ 767	1.47%
Securitized debt obligations:						
Domestic	19,983	208	2.08	34,253	390	2.28
International	3,869	45	2.33	5,230	64	2.45
Total securitized debt obligations	23,852	253	2.12	39,483	454	2.30
Senior and subordinated notes	8,091	127	3.14	8,758	140	3.20
Other borrowings	8,048	166	4.13	6,921	179	5.17
Total interest-bearing liabilities	\$ 148,935	\$ 1,175	1.58%	\$ 159,245	\$ 1,540	1.93%
Non-interest bearing deposits	16,057			13,928		
Other liabilities	5,984			5,895		
Total liabilities	170,976			179,068		
Stockholders' equity	27,636			24,091		
Total liabilities and stockholders' equity	\$ 198,612			\$ 203,159		
Net interest income/spread		\$ 6,276	6.99%		\$ 6,325	6.89%

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Interest income to average interest-earning assets	<b>8.57%</b>	8.82%
Interest expense to average interest-earning assets	<b>1.35</b>	1.73
Net interest margin	<b>7.22%</b>	7.09%



**Table of Contents**

- (1) Past due fees included in interest income totaled approximately \$245 million and \$312 million for the three months ended June 30, 2011 and 2010, respectively, and approximately \$490 million and \$644 million for the six months ended June 30, 2011 and 2010, respectively.
- (2) Interest income on credit card, auto, home and retail banking loans is reflected in consumer loans. Interest income generated from small business credit cards also is included in consumer loans.
- (3) In the first quarter of 2011, we revised our previously reported interest income on interest-earning assets and average yield on loans held for investment for 2010 to conform to the internal management accounting methodology used in our segment reporting. The interest income and average loan yields presented reflect this revision. The previously reported interest income and average yields for the second quarter of 2010 were as follows: domestic consumer loans (\$2,882 million and 12.63%); total consumer loans (\$3,178 million and 12.88%); and commercial loans (\$298 million and 4.04%). The previously reported interest income and average yields for the first six months were as follows: domestic consumer loans (\$5,844 million and 12.44%); total consumer loans (\$6,445 million and 12.69%); and commercial loans (\$689 million and 4.65%).

Table 4 presents the variance between our net interest income for the three months ended June 30, 2011 and 2010, and for the six months ended June 30, 2011 and 2010, and the extent to which the variance was attributable to: (i) changes in the volume of our interest-earning assets and interest-bearing liabilities or (ii) changes in the interest rates of these assets and liabilities.

**Table 4: Rate/Volume Analysis of Net Interest Income<sup>(1)</sup>**

(Dollars in millions)	Three Months Ended June 30, 2011 vs. 2010			Six Months Ended June 30, 2011 vs. 2010		
	Total Variance	Variance Due to Volume	Rate	Total Variance	Variance Due to Volume	Rate
<b>Interest income:</b>						
Loans held for investment:						
Consumer loans	\$ (104)	\$ (34)	\$ (70)	\$ (329)	\$ (325)	\$ (4)
Commercial loans	(5)	10	(15)	(21)	11	(32)
Total loans held for investment, including past-due fees	(109)	(24)	(85)	(350)	(314)	(36)
Investment securities	(29)	12	(41)	(62)	42	(104)
Other	2	(4)	6	(2)	(11)	9
Total interest income	(136)	(16)	(120)	(414)	(283)	(131)
<b>Interest expense:</b>						
Deposits	(61)	17	(78)	(138)	34	(172)
Securitized debt obligations	(99)	(70)	(29)	(201)	(168)	(33)
Senior and subordinated notes	(9)	(5)	(4)	(13)	(11)	(2)
Other borrowings	(6)	30	(36)	(13)	27	(40)
Total interest expense	(175)	(28)	(147)	(365)	(118)	(247)
Net interest income	\$ 39	\$ 12	\$ 27	\$ (49)	\$ (165)	\$ 116

(1) We calculate the change in interest income and interest expense separately for each item. The change in net interest income attributable to both volume and rates is allocated based on the relative dollar amount of each item.

Our net interest income of \$3.1 billion for the second quarter of 2011 increased slightly from the second quarter of 2010, driven by an 11 basis points expansion of our net interest margin to 7.20%, which was partially offset by a modest decline in average interest-earning assets.

Our net interest income of \$6.3 billion for the first six months of 2011 decreased slightly from the first six months of 2010, driven by a 2% decrease in average interest-earning assets, which was offset by a 13 basis points expansion of our net interest margin to 7.22%.



**Table of Contents**

The decrease in average interest-earning assets in the second quarter and first six months of 2011 reflected the continued run-off of businesses that we exited or repositioned, including our installment, home loan and small-ticket commercial real estate loan portfolios, which more than offset the impact of modest revolving credit card loan growth and the addition of the existing HBC credit card loan portfolio of \$1.4 billion in the first quarter of 2011 and the addition of the existing Kohl's private-label credit card loan portfolio of \$3.7 billion in the second quarter of 2011.

The increase in our net interest margin in the second quarter of 2011 and first six months of 2011 was primarily attributable to an improvement in our cost of funds, which was partially offset by a decline in the yield on our interest-earning assets. Our cost of funds continued to benefit from the shift in the mix of our funding to lower cost consumer and commercial banking deposits from higher cost wholesale sources. In addition, the overall interest rate environment, combined with our disciplined pricing, contributed to the decrease in our average deposit interest rates.

The decrease in yield on interest-earning assets was attributable to a reduction in late payment fees resulting from the Federal Reserve guidelines regarding reasonable fees that went into effect in the third quarter of 2010 and the addition of the Kohl's portfolio. Under our partnership agreement with Kohl's, we share a fixed percentage of revenues, consisting of finance charges and late fees. We report revenues related to Kohl's credit card loans on a net basis in our consolidated financial statements, which has the effect of reducing the yield on our average interest-earning assets. The impact of these factors was partially offset by the run-off of lower margin installment loans, a reduced level of new accounts with low introductory promotional rates and an increase in the recognition of billed finance charges and fees due to the improvement in credit performance.

**Non-Interest Income**

Non-interest income consists of servicing and securitizations income, service charges and other customer-related fees, interchange income and other non-interest income. We also record the provision for mortgage repurchase losses related to continuing operations in non-interest income. The servicing fees, finance charges, other fees, net of charge-offs and interest paid to third party investors related to our consolidated securitization trusts are reported as a component of net interest income.

Table 5 displays the components of non-interest income for the three and six months ended June 30, 2011 and 2010.

**Table 5: Non-Interest Income**

(Dollars in millions)	Three Months Ended		Six Months Ended June 30,	
	2011	June 30, 2010	2011	2010
Servicing and securitizations	\$ 12	\$ 21	\$ 23	\$ (15)
Service charges and other customer-related fees	460	496	985	1,081
Interchange	331	333	651	644
Net other-than-temporary impairment	(6)	(26)	(9)	(57)
Provision for mortgage repurchase losses <sup>(1)</sup>	(4)	(95)	(9)	(195)
Other	64	78	158	410
<b>Total non-interest income</b>	<b>\$ 857</b>	<b>\$ 807</b>	<b>\$ 1,799</b>	<b>\$ 1,868</b>

<sup>(1)</sup> We recorded a total provision for mortgage repurchase losses of \$37 million and \$404 million in the second quarter of 2011 and 2010, respectively. The remaining portion of the provision for repurchase losses is included in discontinued operations. Non-interest income of \$857 million for the second quarter of 2011 increased by \$50 million, or 6%, from non-interest income of \$807 million for the second quarter of 2010. This increase was primarily due to a

## **Table of Contents**

reduction in the provision for mortgage repurchase losses and a decline in other-than-temporary impairment, which was partially offset by a decrease in service charges and other customer-related fees due to the reduction in penalty fees as a result of the CARD Act. In the second quarter of 2010, we significantly increased our reserve for mortgage representation and warranty claims for legacy mortgage loans sold by our subsidiaries to various parties. The increase was primarily attributable to a refinement we made in estimating our reserve for representation and warranty claims to extend the timeframe, in most instances, over which we estimated our repurchase liability to the full life of the mortgage loans sold by our subsidiaries. We provide additional information on our reserve for representation and warranty claims in Consolidated Balance Sheet Analysis and Credit Performance Potential Mortgage Representation and Warranty Liabilities. The other-than-temporary losses recorded in the second quarter of 2010 were attributable to certain non-agency mortgage-backed securities that had deteriorated in credit quality due to the continued weakness in the housing market and elevated unemployment.

Non-interest income of \$1.8 billion for the first six months of 2011 decreased by \$69 million, or 4%, from non-interest income of \$1.9 billion from the first six months of 2010. This decrease reflected the impact of a one-time pre-tax gain of \$128 million recorded in the first quarter of 2010 as result of the deconsolidation of certain option-adjustable rate mortgage trusts and the reduction in penalty fees as a result of the CARD Act. The impact of these factors was partially offset by the decreases in the provision for mortgage repurchase losses and other-than-temporary impairment losses.

### **Provision for Loan and Lease Losses**

We build our allowance for loan and lease losses through the provision for loan and lease losses. Our provision for loan and lease losses in each period is driven by charge-offs and the level of allowance for loan and lease losses that we determine is necessary to provide for probable credit losses inherent in our loan portfolio as of each balance sheet date.

Our provision for loan and lease losses fell by \$380 million to \$343 million in the second quarter of 2011 and by \$1.3 billion in the first six months of 2011 to \$877 million, compared with the same prior year periods. The decrease in the provision was largely driven by a substantial decline in net charge-offs across all of our business segments, as underlying credit trends and credit performance continued to improve. The net charge-off rate was 2.91% and 3.28% for the second quarter and first six months of 2011, respectively, compared with 5.36% and 5.69% for the second quarter and first six months of 2010, respectively. As charge-offs declined, we recorded an allowance release of \$579 million and \$1.1 billion in the second quarter and first six months of 2011, respectively.

See Consolidated Balance Sheet Analysis and Credit Performance Allowance for Loan and Lease Losses for a discussion of changes in our allowance for loan and lease losses and details of our provision for loan and lease losses and charge-offs by loan category for the three and six months ended June 30, 2011 and 2010.

### **Non-Interest Expense**

Non-interest expense consists of ongoing operating costs, such as salaries and associated employee benefits, communications and other technology expenses, supplies and equipment, occupancy costs and miscellaneous expenses. Marketing expenses also are included in non-interest expense. Table 6 displays the components of non-interest expense for the three and six months ended June 30, 2011 and 2010.

**Table of Contents****Table 6: Non-Interest Expense**

(Dollars in millions)	Three Months Ended June 30,		Six Months Ended June 30,	
	2011	2010	2011	2010
Salaries and associated benefits	\$ 715	\$ 650	\$ 1,456	\$ 1,296
Marketing	329	219	605	399
Communications and data processing	162	164	326	333
Supplies and equipment	124	129	259	253
Occupancy	118	117	237	237
Other <sup>(1)</sup>	807	721	1,534	1,329
<b>Total non-interest expense</b>	<b>\$ 2,255</b>	<b>\$ 2,000</b>	<b>\$ 4,417</b>	<b>\$ 3,847</b>

<sup>(1)</sup> Consists of professional services expenses, credit collection costs, fee assessments and intangible amortization expense.

Non-interest expense of \$2.3 billion for the second quarter of 2011 was up \$255 million, or 13%, from the second quarter of 2010. Non-interest expense of \$4.4 billion for the first six months of 2011 was up \$570 million, or 15%, from the first six months of 2010. The increase was attributable to higher operating costs associated with increased purchase volumes and with the recent acquisitions of the Sony, HBC and Kohl's loan portfolios, higher legal fees and increased marketing costs. We have expanded our marketing efforts to attract and support targeted customers and new business volume through a variety of channels.

**Income Taxes**

Our effective tax rate may vary between periods due, in part, to fluctuations in our pre-tax earnings, which affects the relative tax benefit of tax-exempt income, tax credits and permanent tax items.

We recorded an income tax provision based on income from continuing operations of \$450 million (32.3% effective income tax rate) in the second quarter of 2011, compared with an income tax provision of \$369 million (31.2% effective income tax rate) in the second quarter of 2010, and \$804 million (28.9% effective income tax rate) for the first six months of 2011 compared with \$613 million (28.6% effective income tax rate) for the first six months of 2010.

We recorded tax benefits of \$45 million and \$50 million for the first six months of 2011 and 2010, respectively, related to the resolution of certain tax issues and audits, which lowered our effective income tax rate for those periods. Our effective income tax rate excluding the benefit from these discrete tax items was 30.5% and 30.9% for the first six months of 2011 and 2010, respectively.

We provide additional information on items affecting our income taxes and effective tax rate in our 2010 Form 10-K under Note 18 Income Taxes.

**Loss from Discontinued Operations, Net of Tax**

Loss from discontinued operations reflects ongoing costs, which primarily consist of mortgage loan repurchase representation and warranty charges, related to the mortgage origination operations of GreenPoint's wholesale mortgage banking unit, which we closed in 2007. We recorded a loss from discontinued operations, net of tax, of \$34 million and \$50 million in the second quarter and first six months of 2011, respectively. In comparison, we recorded a loss from discontinued operations, net of tax, of \$204 million and \$288 million in the second quarter and first six months of 2010, respectively.

## **Table of Contents**

The decrease in the loss from discontinued operations in the second quarter and first six months of 2011 was attributable to a significant reduction in the provision for mortgage repurchase losses. We recorded a pre-tax provision for mortgage repurchase losses of \$37 million in the second quarter of 2011, of which \$33 million (\$22 million, net of tax) was included in discontinued operations, and a pre-tax provision of \$81 million in the first six months of 2011, of which \$72 million (\$51 million, net of tax) was included in discontinued operations. In comparison, we recorded a pre-tax provision for mortgage repurchase losses of \$404 million in the second quarter of 2010, of which \$309 million (\$212 million, net of tax) was included in discontinued operations, and a pre-tax provision of \$628 million in the first six months of 2010, of which \$433 million (\$309 million, net of tax) was included in discontinued operations.

In the second quarter of 2010, we significantly increased our reserve for mortgage representation and warranty claims for legacy mortgage loans sold by our subsidiaries to various parties. The increase was primarily attributable to a refinement we made in estimating our reserve for representation and warranty claims to extend the timeframe, in most instances, over which we estimated our repurchase liability to the full life of the mortgage loans sold by our subsidiaries. We provide additional information on our reserve for representation and warranty claims in Consolidated Balance Sheet Analysis and Credit Performance Potential Mortgage Representation and Warranty Liabilities.

## **BUSINESS SEGMENT FINANCIAL PERFORMANCE**

Our principal operations are currently organized into three major business segments, which are defined based on the products and services provided or the type of customer served: Credit Card, Consumer Banking and Commercial Banking. The operations of acquired businesses have been integrated into our existing business segments.

The results of our individual businesses, which we report on a continuing operations basis, reflect the manner in which management evaluates performance and makes decisions about funding our operations and allocating resources. Our business segment results are intended to reflect each segment as if it were a stand-alone business. We use an internal management and reporting process to derive our business segment results. Our internal management and reporting process employs various allocation methodologies, including funds transfer pricing, to assign certain balance sheet assets, deposits and other liabilities and their related revenue and expenses directly or indirectly attributable to each business segment. We may periodically change our business segments or reclassify business segment results based on modifications to our management reporting methodologies and changes in organizational alignment. See Note 20 Business Segments of our 2010 Form 10-K for information on the allocation methodologies used to derive our business segment results.

We summarize our business segment results for the three and six months ended June 30, 2011 and 2010 in the tables below and provide a comparative discussion of these results. We also discuss changes in our financial condition and credit performance statistics as of June 30, 2011, compared with December 31, 2010. See Note 14 Business Segments of this Report for a reconciliation of our business segment results to our consolidated U.S. GAAP results. Information on the outlook for each of our business segments is presented above under Executive Summary and Business Outlook.

## **Table of Contents**

### **Credit Card Business**

Our Credit Card business generated net income from continuing operations of \$618 million and \$1.3 billion in the second quarter and first six months of 2011, respectively, compared with net income from continuing operations of \$568 million and \$1.1 billion in the second quarter and first six months of 2010, respectively. The primary sources of revenue for our Credit Card business are net interest income and non-interest income from customer and interchange fees. Expenses primarily consist of ongoing operating costs, such as salaries and associated benefits, communications and other technology expenses, supplies and equipment, occupancy costs and marketing expenses.

Table 7 summarizes the financial results of our Credit Card business, which is comprised of the Domestic Card and International Card operations, and displays selected key metrics for the periods indicated. Our Credit Card business results for 2011 reflect the impact of the acquisitions of the existing portfolio credit card loan portfolios of Kohl's and HBC. The results related to the Kohl's loan portfolio, which totaled approximately \$3.7 billion at acquisition on April 1, 2011, are included in our Domestic Card business. The results related to the HBC loan portfolio, which totaled approximately \$1.4 billion at acquisition on January 7, 2011, are included in our International Card business.

Under the terms of the partnership agreement with Kohl's, we share a fixed percentage of revenues, consisting of finance charges and late fees, with Kohl's, and Kohl's is required to reimburse us for fixed percentage of credit losses incurred. Revenues and losses related to the Kohl's credit card program are reported on a net basis in our consolidated financial statements. The revenue sharing amounts earned by Kohl's are reflected as an offset against our revenues in our consolidated statements of income, which has the effect of reducing our net interest income and revenue margins. The loss sharing amounts from Kohl's are reflected as a reduction in our provision for loan and lease losses in our consolidated statements of income. We also report the related allowance for loan and lease losses attributable to the Kohl's portfolio in our consolidated balance sheets net of the loss sharing amount due from Kohl's.

Interest income was reduced by \$215 million in the second quarter and first six months of 2011 for amounts earned by Kohl's. Loss sharing amounts attributable to Kohl's reduced charge-offs by \$42 million in the second quarter and first six months of 2011. In addition, the expected reimbursement from Kohl's netted in our allowance for loan and lease losses was approximately \$170 million as of June 30, 2011. The reduction in the provision for loan and lease losses attributable to Kohl's was \$212 million for the second quarter and first six months of 2011.

We provide additional information on the acquisition of the existing credit card loan portfolios of Kohl's and HBC in Note 2 Acquisitions.

**Table of Contents****Table 7: Credit Card Business Results**

(Dollars in millions)	Three Months Ended June 30,			Six Months Ended June 30,		
	2011	2010	Change	2011	2010	Change
<b>Selected income statement data:</b>						
Net interest income	\$ 1,890	\$ 1,977	(4)%	\$ 3,831	\$ 4,090	(6)%
Non-interest income	619	659	(6)	1,293	1,377	(6)
Total revenue	2,509	2,636	(5)	5,124	5,467	(6)
Provision for loan and lease losses	309	765	(60)	759	1,940	(61)
Non-interest expense	1,238	1,002	24	2,416	1,916	26
Income from continuing operations before income taxes	962	869	11	1,949	1,611	21
Income tax provision	344	301	14	688	554	24
Income from continuing operations, net of tax	\$ 618	\$ 568	9%	\$ 1,261	\$ 1,057	19%
<b>Selected performance metrics:</b>						
Average loans held for investment	\$ 62,691	\$ 62,679	**%	\$ 61,644	\$ 64,292	(4)%
Average yield on loans held for investment <sup>(1)</sup>	13.83%	14.67%	(84)bps	14.25%	14.78%	(53)bps
Revenue margin <sup>(2)</sup>	16.01	16.82	(81)	16.62	17.01	(39)
Net charge-off rate <sup>(3)</sup>	5.06	9.36	(430)	5.59	9.84	(425)
Purchase volume <sup>(4)</sup>	\$ 34,226	\$ 26,570	29%	\$ 62,023	\$ 50,494	23%
<b>Selected period-end data:</b>						
(Dollars in millions)	June 30, 2011	December 31, 2010	Change			
Loans held for investment	\$ 62,705	\$ 61,371	2%			
30+ day delinquency rate <sup>(5)</sup>	3.60%	4.29%	(69)bps			
Allowance for loan and lease losses	\$ 3,093	\$ 4,041	(23)%			

\*\* Change is less than one percent.

(1) Average yield on loans held for investment is calculated by dividing annualized interest income for the period by average loans held for investment during the period. In preparing our Report on Form 10-Q for the first quarter of 2011 we determined that beginning in the second quarter of 2010, our management accounting processes excluded certain accounts that should have been included in the calculation of the average yield on loans held for investment. The mapping error was limited to the average yields on loans held for investment for our Credit Card business and had no impact on income statement amounts or the yields reported for any of our other business segments or for the total company. The revised average loan yields for our Credit Card business were 14.67%, 14.65%, 14.28% for the second quarter, third quarter and fourth quarter of 2010, respectively, and 14.78% for the six months ended June 30, 2010, 14.74% for the nine months ended September 30, 2010 and 14.63% for full year 2010. The previously reported average loan yields for our Credit Card business were 14.25%, 14.27%, 13.97% for the second quarter, third quarter and fourth quarter of 2010, respectively, and 14.57% for the six months ended June 30, 2010, 14.48% for the nine months ended September 30, 2010 and 14.36% for full year 2010.

(2) Revenue margin is calculated by dividing annualized revenues for the period by average loans held for investment during the period for the specified loan category.

(3) The net charge-off rate is calculated by loan category by dividing annualized net charge-offs for the period by average loans held for investment during the period for the specified loan category.

(4) Consists of purchase transactions for the period, net of returns. Excludes cash advance transactions.

(5) The delinquency rate is calculated by loan category by dividing 30+ day delinquent loans as of the end of the period by period-end loans held for investment for the specified loan category. The 30+ day performing delinquency rate is the same as the 30+ day delinquency rate for our Credit Card business, as credit card loans remain on accrual status until the loan is charged-off.



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**Table of Contents**

Key factors affecting the results of our Credit Card Banking business for the second quarter and first six months of 2011, compared with the second quarter and first six months of 2010 included the following.

*Net Interest Income:* Net interest income decreased by \$87 million, or 4%, in the second quarter of 2011, reflecting the impact of a 4% decrease in the average yield on loans held for investment coupled with relatively stable average loan balances. The decrease in the average yield on loans was primarily driven by the impact from the addition of the Kohl's portfolio. The expected run-off of the installment loan portfolio and seasonal credit card balance paydowns resulted in a decrease in loan balances, which was offset by the addition of the HBC and Kohl's portfolios. Net interest income decreased by \$259 million, or 6%, in the first six months of 2011, reflecting the impact of a 2% decrease in the average yield on loans held for investment and a 4% decrease in average loan balances. The decrease in the average yield in the first six months of 2011 was also due to a reduction in late fees and addition of the HBC and Kohl's portfolios. The expected run-off of the installment loan portfolio was the primary driver of the decline in average loan balances in the first six months of 2011, more than offsetting the impact of modest revolving card loan growth and the addition of the HBC and Kohl's portfolios.

*Non-Interest Income:* Non-interest income decreased by \$40 million, or 6%, in the second quarter of 2011 and \$84 million, or 6%, in the first six months of 2011. The decrease reflects the impact of contra-revenue amounts recorded in the second quarter of 2011, including a provision of \$52 million for anticipated refunds to U.K. customers related to retrospective regulatory requirements pertaining to payment protection insurance ( PPI ) in our U.K. business and a provision of \$21 million related to the periodic adjustment of our customer rewards points liability to reflect the estimated cost of points earned to date that are ultimately expected to be redeemed. These decreases were partially offset by higher interchange fees in the second quarter of 2011 resulting from increased purchase volume attributable to growth in our higher spend customer segments.

*Provision for Loan and Lease Losses:* The provision for loan and lease losses related to our Credit Card business decreased by \$456 million in the second quarter of 2011, to \$309 million and by \$1.2 billion in the first six months of 2011, to \$759 million. The significant reduction in the provision was primarily attributable to the continued improvement in underlying credit trends, including reduced delinquency rates, lower bankruptcy losses and higher recoveries. As estimated net charge-offs declined, we recorded an allowance release of \$483 million and \$948 million in the second quarter and first six months of 2011, respectively.

*Non-Interest Expense:* Non-interest expense increased by \$236 million, or 24%, in the second quarter of 2011 and \$500 million, or 26%, in the first six months of 2011. The increase was attributable to higher operating costs associated with increased purchase volumes and with the recent acquisitions of the Sony, HBC and Kohl's loan portfolios, higher legal fees and increased marketing costs. We have expanded our marketing efforts to attract and support targeted customers and new business volume through a variety of channels.

*Total Loans:* Period-end loans in the Credit Card business increased by \$1.3 billion, or 2%, in the first six months of 2011, to \$62.7 billion as of June 30, 2011, from \$61.4 billion as of December 31, 2010. The increase was primarily attributable to the acquisitions of the Kohl's credit card portfolio of \$3.7 billion and the HBC credit card portfolio of \$1.4 billion, which were partially offset by the continued run-off of the installment loan portfolio and seasonal credit card balance paydowns.

*Charge-off and Delinquency Statistics:* Net charge-off and delinquency rates continued to improve in the second quarter and first six months of 2011. The net charge-off rate decreased to 5.06% and 5.59% in the second quarter and first six months of 2011, respectively, from 9.36% and 9.84% in the second quarter and first six months of 2010, respectively. The 30+ day delinquency rate decreased to 3.60% as of June 30, 2011, from 3.88% as of March 31, 2011 and 4.29% as of December 31, 2010. The improvement in net charge-off and delinquency rates reflects the impact of tighter underwriting standards since the recession.

**Table of Contents****Domestic Credit Card Business**

Table 7.1 summarizes the financial results for Domestic Card and displays selected key metrics for the periods indicated. Domestic Card accounted for 87% of total revenues for our Credit Card business in the second quarter of 2011 and 86% in the first six months of 2011, compared with 87% in both the second quarter and first six months of 2010. Because our Domestic Card business currently accounts for the substantial majority of our Credit Card business, the key factors driving the results for this division are similar to the key factors affecting our total Credit Card business.

**Table 7.1: Domestic Card Business Results**

(Dollars in millions)	Three Months Ended June 30,			Six Months Ended June 30,		
	2011	2010	Change	2011	2010	Change
<b>Selected income statement data:</b>						
Net interest income	\$ 1,607	\$ 1,735	(7)%	\$ 3,258	\$ 3,600	(10)%
Non-interest income	584	560	4	1,167	1,178	(1)
Total revenue	2,191	2,295	(5)	4,425	4,778	(7)
Provision for loan and lease losses	187	675	(72)	417	1,771	(76)
Non-interest expense	1,008	869	16	1,998	1,678	19
Income from continuing operations before income taxes	996	751	33	2,010	1,329	51
Income tax provision	354	268	32	714	474	51
Income from continuing operations, net of tax	\$ 642	\$ 483	33%	\$ 1,296	\$ 855	52%
<b>Selected performance metrics:</b>						
Average loans held for investment	\$ 53,868	\$ 55,252	(3)%	\$ 52,884	\$ 56,672	(7)%
Average yield on loans held for investment <sup>(1)</sup>	13.52%	14.49%	(97)bps	13.96%	14.64%	(68)bps
Revenue margin <sup>(2)</sup>	16.27	16.61	(34)	16.73	16.86	(13)
Net charge-off rate <sup>(3)</sup>	4.74	9.49	(475)	5.45	10.00	(455)
Purchase volume <sup>(4)</sup>	\$ 31,070	\$ 24,513	27%	\$ 56,094	\$ 46,501	21%
<b>Selected period-end data:</b>						
Loans held for investment	\$ 53,994	\$ 53,849	**%			
30+ day delinquency rate <sup>(5)</sup>	3.33%	4.09%	(76)bps			
Allowance for loan and lease losses	\$ 2,555	\$ 3,581	(29)%			

\*\* Change is less than one percent.

(1) Average yield on loans held for investment is calculated by dividing annualized interest income for the period by average loans held for investment during the period. As indicated above, in preparing our Report on Form 10-Q for the first quarter of 2011, we determined that beginning in the second quarter of 2010, our management accounting processes excluded certain accounts that affected the calculation of the average yield on loans held for investment for our Credit Card business. The revised average loan yields for our Domestic Credit Card business were 14.49%, 14.40%, 13.96% for the second quarter, third quarter and fourth quarter of 2010, respectively, and 14.64% for the six months ended June 30, 2010, 14.57% for the nine months ended September 30, 2010 and 14.42% for full year 2010. The previously reported average loan yields for our Domestic Credit Card business were 13.98%, 13.95%, 13.57% for the second quarter, third quarter and fourth quarter of 2010, respectively, and 14.39% for the six months ended June 30, 2010, 14.25% for the nine months ended September 30, 2010 and 14.09% for full year 2010.

(2) Revenue margin is calculated by dividing annualized revenues for the period by average loans held for investment during the period for the specified loan category.



**Table of Contents**

- (3) The net charge-off rate is calculated by loan category by dividing annualized net charge-offs for the period by average loans held for investment during the period for the specified loan category.
- (4) Consists of purchase transactions for the period, net of returns. Excludes cash advance transactions.
- (5) The delinquency rate is calculated by loan category by dividing 30+ day delinquent loans as of the end of the period by period-end loans held for investment for the specified loan category. The 30+ day performing delinquency rate is the same as the 30+ day delinquency rate for our Credit Card business, as credit card loans remain on accrual status until the loan is charged-off.

Our Domestic Card division generated net income from continuing operations of \$642 million and \$1.3 billion in the second quarter and first six months of 2011, respectively, compared with net income from continuing operations of \$483 million and \$855 million in the second quarter and first six months of 2010, respectively.

The primary factors affecting Domestic Card results for the second quarter and the first six months of 2011, compared with the second quarter and the first six months of 2010 include: (1) a decline in total revenue attributable to a decrease in average loan yields as a result of reduced fees and the impact of the addition of the Kohl's loan portfolio and lower average loan balances; (2) a significant reduction in the provision for loan and lease losses due to the continued improvement in credit performance metrics, including decreases in delinquency and charge-off rates; and (3) an increase in non-interest expense attributable to increased operating costs associated with higher purchase volumes and with the acquisitions of the Sony and Kohl's loan portfolios, higher legal expenses and increased marketing expenditures.

**International Credit Card Business**

Table 7.2 summarizes the financial results for International Card and displays selected key metrics for the periods indicated. International Card accounted for 13% of total revenues for our Credit Card business in the second quarter of 2011 and 14% in the first six months of 2011, compared with 13% in both the second quarter and first six months of 2010.

**Table 7.2: International Card Business Results**

(Dollars in millions)	Three Months Ended June 30,			Six Months Ended June 30,		
	2011	2010	Change	2011	2010	Change
<b>Selected income statement data:</b>						
Net interest income	\$ 283	\$ 242	17%	\$ 573	\$ 490	17%
Non-interest income	35	99	(65)	126	199	(37)
Total revenue	318	341	(7)	699	689	1
Provision for loan and lease losses	122	90	36	342	169	102
Non-interest expense	230	133	73	418	238	76
Income from continuing operations before income taxes	(34)	118	(129)	(61)	282	(122)
Income tax provision	(10)	33	(130)	(26)	80	(133)
Income from continuing operations, net of tax	\$ (24)	\$ 85	(128)%	\$ (35)	\$ 202	(117)%
<b>Selected performance metrics:</b>						
Average loans held for investment	\$ 8,823	\$ 7,427	19%	\$ 8,760	\$ 7,620	15%
Average yield on loans held for investment <sup>(1)</sup>	15.77%	16.00%	(23)bps	16.02%	15.83%	19bps
Revenue margin <sup>(2)</sup>	14.42	18.37	(395)	15.96	18.09	(213)
Net charge-off rate <sup>(3)</sup>	7.02	8.38	(136)	6.39	8.61	(222)
Purchase volume <sup>(4)</sup>	\$ 3,156	\$ 2,057	53%	\$ 5,929	\$ 3,993	48%

**Table of Contents**

(Dollars in millions)	June 30, 2011	December 31, 2010	Change
<b>Selected period-end data:</b>			
Loans held for investment	\$ 8,711	\$ 7,522	16%
30+ day delinquency rate <sup>(5)</sup>	5.30%	5.75%	(45)bps
Allowance for loan and lease losses	\$ 538	\$ 460	17%

- (1) Average yield on loans held for investment is calculated by dividing annualized interest income for the period by average loans held for investment during the period. As indicated above, in preparing our Report on Form 10-Q for the first quarter of 2011, we determined that beginning in the second quarter of 2010, our management accounting processes excluded certain accounts that affected the calculation of the average yield on loans held for investment for our Credit Card business. The revised average loan yields for our International Credit Card business were 16.00%, 16.40%, 16.61% for the second quarter, third quarter and fourth quarter of 2010, respectively, and 15.83% for the six months ended June 30, 2010, 16.02% for the nine months ended September 30, 2010 and 16.16% for full year 2010. The previously reported average loan yields for our International Credit Card business were 16.21%, 16.62%, 16.82% for the second quarter, third quarter and fourth quarter of 2010, respectively, and 15.93% for the six months ended June 30, 2010, 16.16% for the nine months ended September 30, 2010 and 16.33% for full year 2010.
- (2) Revenue margin is calculated by dividing annualized revenues for the period by average loans held for investment during the period for the specified loan category.
- (3) The net charge-off rate is calculated by loan category by dividing annualized net charge-offs for the period by average loans held for investment during the period for the specified loan category.
- (4) Consists of purchase transactions for the period, net of returns. Excludes cash advance transactions.
- (5) The delinquency rate is calculated by loan category by dividing delinquent loans as of the end of the period by period-end loans held for investment for the specified loan category. The 30+ day performing delinquency rate is the same as the 30+ day delinquency rate for our Credit Card business, as credit card loans remain on accrual status until the loan is charged-off.

Our International Card division generated a net loss from continuing operations of \$24 million and \$35 million in the second quarter and first six months of 2011, respectively, compared with net income from continuing operations of \$85 million and \$202 million in the second quarter and first six months of 2010, respectively.

The primary factors contributing to the International Card net losses in the second quarter and the first six months of 2011, compared with net income in the second quarter and the first six months of 2010 include: (1) a decrease in non-interest income due to the contra-revenue provision of \$52 million recorded in the second quarter of 2011 for the anticipated refunds to U.K. customers related to retrospective regulatory requirements pertaining to PPI insurance in our U.K. business; (2) an increase in the provision for loan losses due to the addition of the HBC loan portfolio and lower allowance releases relative to the same prior year periods; and (3) an increase in non-interest expense attributable to increased operating costs associated with HBC associates who joined us as a result of the acquisition. These factors were partially offset by an increase in non-interest income attributable to higher loan balances.

**Consumer Banking Business**

Our Consumer Banking business generated net income from continuing operations of \$287 million and \$502 million in the second quarter and first six months of 2011, respectively, compared with \$305 million and \$610 million in the second quarter and first six months of 2010, respectively. The primary sources of revenue for our Consumer Banking business are net interest income from loans and deposits and non-interest income from customer fees. Expenses primarily consist of ongoing operating costs, such as salaries and associated benefits, communications and other technology expenses, supplies and equipment and occupancy costs.

Table 8 summarizes the financial results of our Consumer Banking business and displays selected key metrics for the periods indicated.

**Table of Contents****Table 8: Consumer Banking Business Results**

(Dollars in millions)	Three Months Ended June 30,			Six Months Ended June 30,		
	2011	2010	Change	2011	2010	Change
<b>Selected income statement data:</b>						
Net interest income	\$ 1,051	\$ 935	12%	\$ 2,034	\$ 1,831	11%
Non-interest income	194	162	20	380	478	(21)
Total revenue	1,245	1,097	13	2,414	2,309	5
Provision for loan and lease losses	41	(112)	137	136	(62)	319
Non-interest expense	758	735	3	1,498	1,423	5
Income from continuing operations before income taxes	446	474	(6)	780	948	(18)
Income tax provision	159	169	(6)	278	338	(18)
Income from continuing operations, net of tax	\$ 287	\$ 305	(6)%	\$ 502	\$ 610	(18)%
<b>Selected performance metrics:</b>						
Average loans held for investment:						
Auto	\$ 18,753	\$ 17,276	9%	\$ 18,391	\$ 17,521	5%
Home loan	11,534	13,573	(15)	11,746	14,531	(19)
Retail banking	4,154	4,811	(14)	4,202	4,926	(15)
Total consumer banking	\$ 34,441	\$ 35,660	(3)%	\$ 34,339	\$ 36,978	(7)%
Average yield on loans held for investment	9.51%	8.99%	52bps	9.55%	8.97%	58bps
Average deposits	\$ 86,926	\$ 77,082	13%	\$ 85,413	\$ 76,104	12%
Average deposit interest rate	1.00%	1.18%	(18)bps	1.03%	1.23%	(20)bps
Core deposit intangible amortization	\$ 34	\$ 36	(6)%	\$ 68	\$ 74	(8)%
Net charge-off rate <sup>(1)(2)</sup>	1.01%	1.47%	(46)bps	1.29%	1.76%	(47)bps
Automobile loan originations	\$ 2,910	\$ 1,765	65%	\$ 5,481	\$ 3,108	76%
<b>Selected period-end data:</b>						
Loans held for investment:						
Auto	\$ 19,223	\$ 17,867	8%			
Home loans	11,323	12,103	(6)			
Retail banking	4,046	4,413	(8)			
Total consumer banking	\$ 34,592	\$ 34,383	1%			
30+ day performing delinquency rate <sup>(1)(3)</sup>	3.70%	4.28%	(58)bps			
30+ day delinquency rate <sup>(1)(3)</sup>	5.26	5.96	(70)			
Nonperforming loan rate <sup>(1)(4)</sup>	1.83	1.97	(14)			
Nonperforming asset rate <sup>(1)(5)</sup>	2.00	2.17	(17)			
Allowance for loan and lease losses	\$ 598	\$ 675	(11)%			
Deposits	87,282	82,959	5			
Loans serviced for others	19,226	20,689	(7)			

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- <sup>(1)</sup> Average loans held for investment used in the denominator in calculating net charge-off, delinquency and nonperforming loan and nonperforming asset rates includes the impact of loans acquired as part of the Chevy Chase Bank acquisition, which were considered purchased credit impaired ( PCI ) loans. However, we separately track and report PCI loans and exclude these loans from our net charge-off, delinquency, nonperforming loan and nonperforming asset rates.

**Table of Contents**

- (2) The net charge-off rate is calculated by loan category by dividing annualized net charge-offs for the period by average loans held for investment during the period for the specified loan category. The net charge-off rate, excluding loans acquired from Chevy Chase Bank from the denominator, was 1.17% and 1.76% for the three months ended June 30, 2011 and 2010, respectively, and 1.50% and 2.10% for the six months ended June 30, 2011 and 2010, respectively.
- (3) The delinquency rate is calculated by loan category by dividing delinquent loans as of the end of the period by period-end loans held for investment for the specified loan category. The 30+ day performing delinquency rate, excluding loans acquired from Chevy Chase Bank from the denominator, was 4.29% as of June 30, 2011 and 5.01% as of December 31, 2010. The 30+ day delinquency rate, excluding loans acquired from Chevy Chase Bank from the denominator, was 6.09% as of June 30, 2011 and 6.98% as of December 31, 2010.
- (4) Nonperforming loans generally include loans that have been placed on nonaccrual status and certain restructured loans whose contractual terms have been restructured in a manner that grants a concession to a borrower experiencing financial difficulty. The nonperforming loan rate is calculated by loan category by dividing nonperforming loans as of the end of the period by period-end loans held for investment for the specified loan category. The nonperforming loan rate, excluding the impact of loans acquired from Chevy Chase Bank from the denominator, was 2.12% and 2.30% as of June 30, 2011 and December 31, 2010, respectively.
- (5) Nonperforming assets consist of nonperforming loans and real estate owned ( REO ). The nonperforming asset rate is calculated by loan category by dividing nonperforming assets as of the end of the period by period-end loans held for investment and REO for the specified loan category. The nonperforming asset rate, excluding loans acquired from Chevy Chase Bank from the denominator, was 2.32% and 2.54% as of June 30, 2011 and December 31, 2010, respectively.

Key factors affecting the results of our Consumer Banking business for the second quarter and first six months of 2011, compared with the second quarter of 2010 included the following:

*Net Interest Income:* Net interest income increased by \$116 million, or 12%, in the second quarter of 2011, and \$203 million, or 11%, in the first six months of 2011. The primary drivers of the increase in net interest income were improved loan margins, primarily resulting from higher pricing for new auto loan originations and lower interest expense associated with deposit growth resulting from our continued strategy to leverage our banking branches to attract lower cost funding sources. In addition, better than expected performance of PCI loans related to our Chevy Chase Bank acquisition resulted in an increase in the accretion of amounts into income. The favorable impact from these factors more than offset the decline in average loans held for investment resulting from the continued run-off of home loans.

*Non-Interest Income:* Non-interest income increased by \$32 million, or 20%, in the second quarter of 2011 and decreased by \$98 million, or 21%, in the first six months of 2011. The increase in non-interest income in the second quarter of 2011 from the same prior year period was primarily due to the absence of an impairment charge on mortgage servicing rights recorded in the second quarter of 2010. The decrease in non-interest income in the first six months of 2011 from the same prior year period was primarily attributable to the combined impact of the absence of a net gain of \$128 million recorded in the first quarter of 2010 related to the deconsolidation of certain option-adjustable rate mortgage trusts that were consolidated on January 1, 2010 as a result of our adoption of the new consolidation accounting standards and the absence of the impairment charge on mortgage servicing rights recorded in the second quarter of 2010.

*Provision for Loan and Lease Losses:* The provision for loan and lease losses increased by \$153 million in the second quarter of 2011, to \$41 million and by \$198 million in the first six months of 2011, to \$136 million. Although we experienced continued improvement in credit performance in our Consumer Banking business, including reduced delinquency and net charge-off rates, we recorded a higher provision for loan and lease losses in the second quarter and first six months of 2011 relative to the same prior year periods due to a reduction in allowance releases and growth in our auto loan portfolio.

*Non-Interest Expense:* Non-interest expense increased by \$23 million, or 3%, in the second quarter and by \$75 million, or 5%, in the first six months of 2011. The increases over the same prior year periods were largely attributable to higher infrastructure expenditures due to increased headcount and increased marketing expenditures, primarily related to our retail banking operations.

*Total Loans:* Period-end loans in the Consumer Banking business increased by \$209 million, or less than 1%, in the first six months of 2011, to \$34.6 billion as of June 30, 2011, from \$34.4 billion as of December 31, 2010, primarily due to growth in auto loans that was partially offset by continued run-off of home loans.





**Table of Contents**

*Deposits:* Period-end deposits in the Consumer Banking business increased by \$4.3 billion, or 5%, in the first six months of 2011, to \$87.3 billion as of June 30, 2011, reflecting the impact of our strategy to replace maturing higher cost wholesale funding sources with lower cost funding sources and our increased retail marketing efforts to attract new business to meet this objective.

*Charge-off and Delinquency Statistics:* The net charge-off rate decreased to 1.01% and 1.29% in the second quarter and first six months of 2011, respectively, from 1.47% and 1.76% in the second quarter and first six months of 2010, respectively. The 30+ day delinquency rate was 5.26% as of June 30, 2011, compared to 4.96% as of March 31, 2011 and 5.96% as of December 31, 2010. The improvement in the net charge-off and delinquency rates reflects the impact from strong underlying credit performance trends and the higher credit quality of our more recent auto loan vintages, as well as current favorable benefits from elevated auction prices.

**Commercial Banking Business**

Our Commercial Banking business generated net income from continuing operations of \$142 million and \$290 million for the second quarter and first six months of 2011, respectively, compared with a net income from continuing operations of \$77 million and \$28 million in the second quarter and first six months of 2010, respectively. The primary sources of revenue for our Commercial Banking business are net interest income from loans and deposits and non-interest income from customer fees. Expenses primarily consist of ongoing operating costs, such as salaries and associated benefits, communications and other technology expenses, supplies and equipment and occupancy costs.

Table 9 summarizes the financial results of our Commercial Banking business and displays selected key metrics for the periods indicated.

**Table of Contents****Table 9: Commercial Banking Business Results**

(Dollars in millions)	Three Months Ended June 30,			Six Months Ended June 30,		
	2011	2010	Change	2011	2010	Change
<b>Selected income statement data:</b>						
Net interest income	\$ 333	\$ 319	4%	\$ 654	\$ 631	4%
Non-interest income	62	60	3	133	102	30
Total revenue	395	379	4	787	733	7
Provision for loan and lease losses	(18)	62	(129)	(33)	300	(89)
Non-interest expense	192	198	(3)	369	390	(5)
Income from continuing operations before income taxes	221	119	86	451	43	949
Income tax provision	79	42	88	161	15	973
Income from continuing operations, net of tax	\$ 142	\$ 77	84%	\$ 290	\$ 28	936%
<b>Selected performance metrics:</b>						
Average loans held for investment:						
Commercial and multifamily real estate	\$ 13,597	\$ 13,543	**%	\$ 13,472	\$ 13,629	(1)%
Middle market	10,979	10,276	7	10,823	10,300	5
Specialty lending	4,014	3,654	10	3,989	3,632	10
Total commercial lending	28,590	27,473	4	28,284	27,561	3
Small-ticket commercial real estate	1,726	2,060	(16)	1,772	2,067	(14)
Total commercial banking	\$ 30,316	\$ 29,533	3%	\$ 30,056	\$ 29,628	1%
Average yield on loans held for investment	4.74%	4.94%	(20)bps	4.77%	4.99%	(22)bps
Average deposits	\$ 24,282	\$ 22,171	10%	\$ 24,210	\$ 22,016	10%
Average deposit interest rate	0.52%	0.67%	(15)bps	0.53%	0.71%	(18)bps
Core deposit intangible amortization	\$ 10	\$ 14	(29)%	\$ 21	\$ 28	(25)%
Net charge-off rate <sup>(1)(2)</sup>	0.50%	1.21%	(71)bps	0.64%	1.29%	(65)bps
<b>Selected period-end data:</b>						
Loans held for investment:						
Commercial and multifamily real estate	\$ 14,035	\$ 13,396	5%			
Middle market	11,404	10,484	9			
Specialty lending	4,122	4,020	3			
Total commercial lending	29,561	27,900	6			
Small-ticket commercial real estate	1,642	1,842	(11)			
Total commercial banking	\$ 31,203	\$ 29,742	5%			
Nonperforming loan rate <sup>(1)(3)</sup>	1.54%	1.66%	(12)bps			
Nonperforming asset rate <sup>(1)(4)</sup>	1.66	1.80	(14)			
Allowance for loan and lease losses	\$ 730	\$ 826	(12)%			
Deposits	24,304	22,630	7			

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\*\* Change is less than one percent.

- (1) Average loans held for investment used in the denominator in calculating net charge-off, delinquency and nonperforming loan and nonperforming asset rates includes the impact of loans acquired as part of the Chevy Chase Bank acquisition, which were considered purchased credit impaired ( PCI ) loans. However, we separately track and report PCI loans and exclude these loans from our net charge-off, delinquency, nonperforming loan and nonperforming asset rates.
- (2) The net charge-off rate is calculated by loan category by dividing annualized net charge-offs for the period by average loans held for investment during the period for the specified loan category. The net charge-off rate, excluding loans

**Table of Contents**

acquired from Chevy Chase Bank from the denominator, was 0.51% and 1.24% for the three months ended June 30, 2011 and 2010, respectively, and 0.65% and 1.33% for the six months ended June 30, 2011 and 2010, respectively.

- (3) The nonperforming loan rate is calculated by loan category by dividing nonperforming loans as of the end of the period by period-end loans held for investment for the specified loan category. The nonperforming loan rate, excluding the impact of loans acquired from Chevy Chase Bank from the denominator, was 1.56% and 1.69% as of June 30, 2011 and December 31, 2010, respectively.
- (4) The nonperforming asset rate is calculated by loan category by dividing nonperforming assets as of the end of the period by period-end loans held for investment and REO for the specified loan category. The nonperforming asset rate, excluding loans acquired from Chevy Chase Bank from the denominator, was 1.68% and 1.83% as of June 30, 2011 and December 31, 2010, respectively.

Key factors affecting the results of our Commercial Banking business for the second quarter and first six months of 2011, compared with the second quarter and first six months of 2010 included the following:

*Net Interest Income:* Net interest income increased by \$14 million, or 4%, in the second quarter of 2011, and by \$23 million, or 4%, in the first six months of 2011. The primary drivers of the increase in net interest income from the same prior year periods were lower interest expense associated with strong deposit growth resulting from our continued strategy to shift our funding mix to lower cost commercial banking deposits from higher cost wholesale sources, more favorable deposit pricing resulting from the repricing of higher rate deposits to lower rates in response to the overall lower interest rate environment and commercial loan growth.

*Non-Interest Income:* Non-interest income increased by \$2 million, or 3%, in the second quarter of 2011 and \$31 million, or 30%, in the first six months of 2011. The increase in non-interest income from the same prior year periods was largely attributable to growth in fees in the middle market segment, as well as increased customer fees related to treasury management and public financing activities.

*Provision for Loan and Lease Losses:* The Commercial Banking business recorded a negative provision for loan and lease losses of \$18 million and \$33 million in the second quarter and first six months of 2011, respectively, compared with provision expense of \$62 million and \$300 million in the second quarter and first six months of 2010, respectively. The negative provision in the second quarter and first six months of 2011 was attributable to lower loss severities resulting from an improvement in underlying credit performance trends. As a result, we reduced the allowance related to the Commercial Banking business by \$52 million and \$96 million in the second quarter and first six months of 2011, respectively. In comparison, we reduced the allowance by \$36 million in the second quarter of 2010 and increased the allowance by \$97 million in the first six months of 2010.

*Non-Interest Expense:* Non-interest expense decreased by \$6 million, or 3%, in the second quarter of 2011 to \$192 million and by \$21 million, or 5%, in the first six months of 2011 to \$369 million. The decreases from the same prior year periods were attributable to a reduction in the integration costs related to the Chevy Chase Bank acquisition incurred in the first six months of 2010.

*Total Loans:* Period-end loans increased by \$1.5 billion, or 5%, in the first six months of 2011 to \$31.2 billion as of June 30, 2011, from \$29.7 billion as of December 31, 2010. The increase was driven by stronger loan demand in the middle market and commercial real estate businesses, which was partially offset by attrition in our multifamily real estate portfolio and the run-off and sale of a portion of the small-ticket commercial real estate loan portfolio.

*Deposits:* Period-end deposits in the Commercial Banking business increased by \$1.7 billion, or 7%, in the first six months of 2011, to \$24.3 billion as of June 30, 2011, driven by our increased effort to build and expand commercial relationships and attract lower cost funding sources.

*Charge-off and Nonperforming Loan Statistics:* The net charge-off rate decreased to 0.50% and 0.64% in the second quarter and first six months of 2011, respectively, from 1.21% and 1.29% in the second quarter and first six months of 2010, respectively. The nonperforming loan rate decreased to 1.54% as of June 30, 2011, from 1.66% as of December 31, 2010. The improvement in the net charge-off and nonperforming loan rates was attributable to strong underlying credit improvement trends.



**Table of Contents****CONSOLIDATED BALANCE SHEET ANALYSIS AND CREDIT PERFORMANCE**

Total assets of \$199.8 billion as of June 30, 2011 increased by \$2.3 billion, or 1%, from \$197.5 billion as of December 31, 2010. Total liabilities of \$171.1 billion as of June 30, 2011, increased by \$110 million, or less than 1%, from \$171.0 billion as of December 31, 2010. Stockholders equity increased by \$2.1 billion during the first six months of 2011, to \$28.7 billion as of June 30, 2011 from \$26.5 billion as of December 31, 2010. The increase in stockholders equity was primarily attributable to our net income of \$1.9 billion in the first six months of 2011.

Following is a discussion of material changes in the major components of our assets and liabilities during the first six months of 2011.

**Investment Securities**

Our investment securities portfolio, which had a fair value of \$39.5 billion and \$41.5 billion, as of June 30, 2011 and December 31, 2010, respectively, consists of the following: U.S. Treasury and U.S. agency debt obligations; agency and non-agency mortgage-backed securities; other asset-backed securities collateralized primarily by credit card loans, auto loans, student loans, auto dealer floor plan inventory loans and leases, equipment loans and home equity lines of credit; municipal securities; and limited Community Reinvestment Act (CRA) equity securities. Our investment securities portfolio continues to be heavily concentrated in securities that generally have lower credit risk and high credit ratings, such as securities issued and guaranteed by the U.S. Treasury and government sponsored enterprises or agencies. Our investments in U.S. Treasury and agency securities, based on fair value, represented approximately 71% and 70% of our total investment securities portfolio as of June 30, 2011, and December 31, 2010, respectively.

All of our investment securities were classified as available for sale as of June 30, 2011 and December 31, 2010, and reported in our consolidated balance sheet at fair value. Table 10 presents the amortized cost and fair value of our investment securities, by investment type, as of June 30, 2011 and December 31, 2010.

**Table 10: Investment Securities**

(Dollars in millions)	June 30, 2011		December 31, 2010	
	Amortized Cost	Fair Value	Amortized Cost	Fair Value
U.S. Treasury debt obligations	\$ 301	\$ 311	\$ 373	\$ 386
U.S. Agency debt obligations <sup>(1)</sup>	166	176	301	314
Collateralized mortgage obligations ( CMO ):				
Agency <sup>(2)</sup>	12,104	12,412	12,303	12,566
Non-agency	953	889	1,091	1,019
Total CMOs	13,057	13,301	13,394	13,585
Mortgage-backed securities ( MBS ):				
Agency <sup>(2)</sup>	14,344	14,733	15,721	15,983
Non-agency	630	573	735	681
Total MBS	14,974	15,306	16,456	16,664
Asset-backed securities ( ABS <sup>(3)</sup> )	9,769	9,832	9,901	9,966
Other securities <sup>(4)</sup>	489	548	563	622
Total securities available for sale	\$ 38,756	\$ 39,474	\$ 40,988	\$ 41,537

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- <sup>(1)</sup> Consists of debt securities issued by Fannie Mae and Freddie Mac with an amortized cost of \$165 million and \$200 million, as of June 30, 2011 and December 31, 2010, respectively, and fair value of \$175 million and \$213 million, as of June 30, 2011 and December 31, 2010, respectively.



**Table of Contents**

- (2) Consists of mortgage-backed securities issued by Fannie Mae, Freddie Mac and Ginnie Mae with an amortized cost of \$15.5 billion, \$7.7 billion and \$3.2 billion, respectively, and fair value of \$15.9 billion, \$7.9 billion and \$3.3 billion, respectively, as of June 30, 2011. The book value of Fannie Mae, Freddie Mac and Ginnie Mae investments each exceeded 10% of our stockholders' equity as of June 30, 2011.
- (3) Consists of securities collateralized by credit card loans, auto dealer floor plan inventory loans and leases, student loans, auto loans, equipment loans and other. The distribution among these asset types was approximately 71.0% credit card loans, 9.3% auto dealer floor plan inventory loans and leases, 6.9% student loans, 6.6% auto loans, 1.9% equipment loans, and 4.3% of other loans as of June 30, 2011. In comparison, the distribution was approximately 77.8% credit card loans, 5.6% auto dealer floor plan inventory loans and leases, 7.2% student loans, 6.7% auto loans, 2.5% equipment loans and 0.2% home equity lines of credit as of December 31, 2010. Approximately 91.7% of the securities in our asset-backed security portfolio were rated AAA or its equivalent as of June 30, 2011, compared with 90.1% as of December 31, 2010. Our asset-backed security portfolio also includes commercial mortgage-backed securities issued by Fannie Mae, Freddie Mac, and Ginnie Mae with an amortized cost of \$8 million, \$158 million and \$55 million, respectively, and fair values of \$9 million, \$161 million and \$56 million, respectively, as of June 30, 2011.
- (4) Consists of municipal securities and equity investments, primarily related to CRA activities.

Unrealized gains and losses on our available-for-sale securities are recorded net of tax as a component of accumulated other comprehensive income ( AOCI ). We had gross unrealized gains of \$914 million and gross unrealized losses of \$196 million on available-for-sale securities as of June 30, 2011, compared with gross unrealized gains of \$830 million and gross unrealized losses of \$281 million as of December 31, 2010. Of the \$196 million in gross unrealized losses as of June 30, 2011, \$124 million related to securities that had been in a loss position for more than 12 months.

We evaluate available-for-sale securities in an unrealized loss position as of the end of each quarter for other-than-temporary impairment ( OTTI ) based on a number of criteria, including the extent and duration of the decline in value, the severity and duration of the impairment, recent events specific to the issuer and/or industry to which the issuer belongs, the payment structure of the security, external credit ratings, the failure of the issuer to make scheduled interest or principal payments, the value of underlying collateral, our intent and ability to hold the security and current market conditions. We recognized net OTTI on investment securities of \$6 million and \$9 million in the second quarter and first six months of 2011, respectively. In comparison, we recognized net OTTI on investment securities of \$26 million and \$57 million in the second quarter and first six months of 2010, respectively, which was due in part to our decision to sell certain other securities before recovery of the impairment amount as well as the deterioration in the credit performance of certain non-agency mortgage-related securities resulting from weaknesses in the housing market and high unemployment.

We provide additional information on our available-for-sale securities and OTTI assessment in Note 4 Investment Securities.

**Table of Contents****Total Loans**

Table 11 presents the composition of our total loan portfolio, by business segments, as of June 30, 2011 and December 31, 2010:

**Table 11: Loan Portfolio Composition**

(Dollars in millions)	June 30, 2011		December 31, 2010	
	Amount	% of Total Loans	Amount	% of Total Loans
<b>Credit Card business:</b>				
Credit card loans:				
Domestic credit card loans	\$ 51,236	39.7%	\$ 49,979	39.7%
International credit card loans	8,709	6.8	7,513	6.0
<b>Total credit card loans</b>	<b>59,945</b>	<b>46.5</b>	<b>57,492</b>	<b>45.7</b>
Installment loans:				
Domestic installment loans	2,758	2.1	3,870	3.0
International installment loans	2		9	
<b>Total installment loans</b>	<b>2,760</b>	<b>2.1</b>	<b>3,879</b>	<b>3.0</b>
<b>Total credit card</b>	<b>62,705</b>	<b>48.6</b>	<b>61,371</b>	<b>48.7</b>
<b>Consumer Banking business:</b>				
Automobile	19,223	14.9	17,867	14.2
Home loan	11,323	8.8	12,103	9.6
Retail banking	4,046	3.1	4,413	3.5
<b>Total consumer banking</b>	<b>34,592</b>	<b>26.8</b>	<b>34,383</b>	<b>27.3</b>
<b>Commercial Banking business:</b>				
Commercial and multifamily real estate <sup>(1)</sup>	14,035	10.9	13,396	10.6
Middle market	11,404	8.8	10,484	8.3
Specialty lending	4,122	3.2	4,020	3.2
<b>Total commercial lending</b>	<b>29,561</b>	<b>22.9</b>	<b>27,900</b>	<b>22.1</b>
Small-ticket commercial real estate	1,642	1.3	1,842	1.5
<b>Total commercial banking</b>	<b>31,203</b>	<b>24.2</b>	<b>29,742</b>	<b>23.6</b>
<b>Other:</b>				
Other loans	465	0.4	451	0.4
<b>Total loans</b>	<b>\$ 128,965</b>	<b>100.0%</b>	<b>\$ 125,947</b>	<b>100.0%</b>

<sup>(1)</sup> Includes construction and land development loans totaling \$2.1 billion and \$2.4 billion as of June 30, 2011 and December 31, 2010, respectively.

Total loans increased by \$3.0 billion, or 2%, to \$129.0 billion as of June 30, 2011, from \$125.9 billion as of December 31, 2010. The increase was primarily attributable to the acquisitions of the Kohl's portfolio of \$3.7 billion and the HBC portfolio of \$1.4 billion, strong growth in purchase volume across our Domestic Card business and growth in both Auto Finance and Commercial Banking loans. Excluding the impact of

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the Kohl's and HBC acquisitions, total loans decreased by \$2.1 billion, or 2%, in the first six months of 2011. The decrease was attributable to the continued expected run-off of loans in businesses we exited or repositioned early in the economic recession, other loan paydowns and charge-offs, which more than offset the strong growth in purchase volume across the Domestic Card business. The run-off portfolios include installment loans in our Credit Card business, home loans in our Consumer Banking business and small-ticket commercial real estate loans in our Commercial Banking business.

## **Table of Contents**

### **Credit Performance**

We closely monitor economic conditions and loan performance trends to manage and evaluate our exposure to credit risk. Trends in delinquency ratios are an indicator, among other considerations, of credit risk within our loan portfolios. The level of nonperforming assets represents another indicator of the potential for future credit losses. Accordingly, key metrics we track and use in evaluating the credit quality of our loan portfolio include delinquency and nonperforming asset rates, as well as charge-off rates and our internal risk ratings of commercial loans. We experienced an improvement in credit performance across all of our businesses during the second quarter and first six months of 2011, including reduced delinquency rates, average loss severities and charge-off rates. We present information in the section below on the credit performance of our loan portfolio, including the key metrics we use in tracking changes in the credit quality of our loan portfolio. See Note 5 Loans for additional information.

#### ***Delinquency Rates***

We consider the entire balance of an account to be delinquent if the minimum required payment is not received by the first statement cycle date equal to or following the due date specified on the customer's billing statement. Table 12 below compares 30+ day performing loan delinquency rates, by loan category, as of June 30, 2011 and December 31, 2010. We also present total 30+ day delinquent loans.

Our 30+ day delinquency metrics include all held for investment loans that are 30 or more days past due, whereas our 30+ day performing delinquency metrics include loans that are 30 or more days past due and that are also currently classified as performing and accruing interest. The 30+ day delinquency and 30+ day performing delinquency metrics are the same for credit card loans, as we continue to classify credit card loans as performing until they are charged-off, generally when the loan is 180 days past due. However, the 30+ day delinquency and 30+ day performing delinquency metrics differ for other loan categories based on our policies for classifying loans as nonperforming. See Note 5 Loans for additional information on our policies for classifying loans as nonperforming and for charging-off loans.

The delinquency rates presented are calculated, by loan category, based on our total loan portfolio. Our total loan portfolio consists of loans recorded on our balance sheet, which includes purchased credit impaired (PCI) loans acquired from Chevy Chase Bank, and loans held in our securitization trusts. Loans acquired from Chevy Chase Bank were recorded at fair value at acquisition. We separately track and report the performance of PCI loans and exclude these loans from the numerator in calculating our net charge-off, delinquency, nonperforming loan and nonperforming asset rates.

**Table of Contents****Table 12: 30+ Day Delinquencies**

(Dollars in millions)	June 30, 2011				December 31, 2010			
	30+ Day Performing Amount	30+ Day Performing Rate <sup>(1)</sup>	30+ Day Total Amount	30+ Day Total Rate <sup>(1)</sup>	30+ Day Performing Amount	30+ Day Performing Rate <sup>(1)</sup>	30+ Day Total Amount	30+ Day Total Rate <sup>(1)</sup>
<b>Credit Card business:</b>								
Domestic credit card and installment loans	\$ 1,798	3.33%	\$ 1,798	3.33%	\$ 2,200	4.09%	\$ 2,200	4.09%
International credit card and installment loans	462	5.30	462	5.30	432	5.75	432	5.75
Total credit card	2,260	3.60	2,260	3.60	2,632	4.29	2,632	4.29
<b>Consumer Banking business:</b>								
Automobile	1,170	6.09	1,252	6.51	1,355	7.58	1,453	8.13
Home loan <sup>(2)</sup>	80	0.70	487	4.30	77	0.64	504	4.16
Retail banking <sup>(2)</sup>	31	0.76	80	1.99	41	0.93	93	2.11
Total consumer banking <sup>(2)</sup>	1,281	3.70	1,819	5.26	1,473	4.28	2,050	5.96
<b>Commercial Banking business:</b>								
Commercial and multifamily real estate <sup>(2)</sup>	65	0.47	269	1.92	147	1.10	302	2.25
Middle market <sup>(2)</sup>	32	0.28	100	0.88	28	0.27	89	0.85
Specialty lending	31	0.74	41	1.00	33	0.81	58	1.44
Small-ticket commercial real estate	44	2.71	52	3.16	95	5.16	131	7.11
Total commercial banking <sup>(2)</sup>	172	0.55	462	1.48	303	1.02	580	1.95
<b>Other:</b>								
Other loans	24	5.32	68	14.59	22	4.88	69	15.30
Total	\$ 3,737	2.90%	\$ 4,609	3.57%	\$ 4,430	3.52%	\$ 5,331	4.23%

<sup>(1)</sup> Delinquency rates are calculated by loan category by dividing 30+ day delinquent loans as of the end of the period by period-end loans held for investment for the specified loan category.

<sup>(2)</sup> The 30+ day performing delinquency rate, excluding the impact of loans acquired from Chevy Chase Bank from the denominator, for home loans, retail banking, total consumer banking, commercial and multifamily real estate, middle market, and total commercial banking was 1.18%, 0.77%, 4.29%, 0.47%, 0.28% and 0.56%, respectively, as of June 30, 2011, compared with 1.06%, 0.97%, 5.01%, 1.12%, 0.28% and 1.04%, respectively, as of December 31, 2010.

Table 13 presents an aging of total 30+ day delinquent loans included in the above table.

**Table of Contents****Table 13: Aging of 30+ Day Delinquent Loans**

(Dollars in millions)	June 30, 2011		December 31, 2010	
	Amount	% of Total Loans <sup>(1)</sup>	Amount	% of Total Loans <sup>(1)</sup>
<b>Total loan portfolio</b>	<b>\$ 128,965</b>	<b>100.00%</b>	\$ 125,947	100.00%
<b>Delinquency status:</b>				
30 - 59 days	\$ 1,748	1.36%	\$ 2,008	1.59%
60 - 89 days	948	0.73	1,103	0.88
90 + days	1,913	1.48	2,220	1.76
Total	\$ 4,609	3.57%	\$ 5,331	4.23%
<b>Geographic region:</b>				
Domestic	\$ 4,147	3.22%	\$ 4,899	3.89%
International	462	0.35	432	0.34
Total	\$ 4,609	3.57%	\$ 5,331	4.23%

<sup>(1)</sup> Calculated by dividing loans in each delinquency status category and geographic region as of the end of the period by the total loan portfolio.

Table 14 summarizes loans that were 90 days or more past due as to interest or principal payments and still accruing interest as of June 30, 2011 and December 31, 2010. These loans consist primarily of credit card accounts between 90 days and 179 days past due. As permitted by regulatory guidance issued by The Federal Financial Institutions Examination Council ( FFIEC ), we continue to accrue interest on credit card loans through the date of charge-off, typically in the period the account becomes 180 days past due. While credit card loans remain on accrual status until the loan is charged-off, we establish a reserve for finance charges and fees billed but not expected to be collected and exclude this amount from revenue.

**Table 14: 90+ Day Delinquent Loans Accruing Interest**

(Dollars in millions)	June 30, 2011		December 31, 2010	
	Amount	% of Total Loans <sup>(1)</sup>	Amount	% of Total Loans <sup>(1)</sup>
<b>Loan category:</b>				
Credit card <sup>(2)</sup>	\$ 1,078	1.72%	\$ 1,379	2.25%
Consumer	3	0.01	5	0.01
Commercial	11	0.04	14	0.05
Total	\$ 1,092	0.85%	\$ 1,398	1.11%
<b>Geographic region<sup>(3)</sup>:</b>				
Domestic	\$ 880	0.68%	\$ 1,195	0.95%
International	212	0.17	203	0.16
Total	\$ 1,092	0.85%	\$ 1,398	1.11%

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- (1) Delinquency rates are calculated by loan category by dividing 90+ day delinquent loans accruing interest as of the end of the period by period-end loans held for investment for the specified loan category.
- (2) Includes credit card loans that continue to accrue finance charges and fees until charged-off at 180 days. The amounts reported for credit card loans are net of billed finance charges and fees that we do not expect to collect. The estimated uncollectible portion of billed finance charges and fees excluded from revenue totaled \$112 million and \$261 million in the second quarter of 2011 and 2010, respectively, and \$217 million and \$615 million in the first six months of 2011 and 2010, respectively. The reserve for uncollectible billed finance charges and fees decreased to \$153 million as of June 30, 2011, from \$211 million as of December 31, 2010.
- (3) Calculated by dividing loans in each geographic region as of the end of the period by the total loan portfolio.

**Table of Contents****Nonperforming Assets**

Nonperforming assets consist of nonperforming loans and foreclosed property and repossessed assets. Nonperforming loans generally include loans that have been placed on nonaccrual status and certain restructured loans whose contractual terms have been restructured in a manner that grants a concession to a borrower experiencing financial difficulty. We continue to classify credit loans as performing until they are charged-off. As a result, delinquent credit cards loans are excluded from the numerator in calculating our nonperforming loan and nonperforming asset rates. We provide an aging of delinquent loans by loan category and describe our policies for classifying loans as nonperforming and for charging-off loans in Note 5 Loans.

Table 15 presents comparative information on nonperforming loans, by loan category, as of June 30, 2011 and December 31, 2010, and the ratio of nonperforming loans to total loans. We do not report loans classified as held for sale as nonperforming, as they are recorded at lower of cost or fair value. We also do not report PCI loans as nonperforming, as these loans were written down to fair value at acquisition and accrete interest income over the remaining life of the loan. We separately track and report the performance of PCI loans. See Purchased Credit-Impaired Loans below for additional information on PCI loans.

**Table 15: Nonperforming Loans and Other Nonperforming Assets<sup>(1)(2)</sup>**

(Dollars in millions)	June 30, 2011 <sup>(3)</sup>		December 31, 2010	
	Amount	% of Total HFI Loans	Amount	% of Total HFI Loans
<b>Nonperforming loans held for investment:</b>				
Consumer Banking business:				
Automobile	\$ 81	0.42%	\$ 99	0.55%
Home loans	474	4.19	486	4.01
Retail banking	77	1.90	91	2.07
Total consumer banking	632	1.83	676	1.97
Commercial Banking business:				
Commercial and multifamily real estate	307	2.18	276	2.06
Middle market	129	1.13	133	1.27
Specialty lending	37	0.90	48	1.20
Total commercial lending	473	1.60	457	1.64
Small-ticket commercial real estate	8	0.46	38	2.04
Total commercial banking	481	1.54	495	1.66
Other:				
Other loans	51	11.02	54	12.12
Total nonperforming loans held for investment <sup>(4)</sup>	\$ 1,164	0.90%	\$ 1,225	0.97%
<b>Other nonperforming assets:</b>				
Foreclosed property <sup>(5)</sup>	\$ 207	0.16%	\$ 306	0.24%
Repossessed assets	15	0.01	20	0.02
Total other nonperforming assets	222	0.17	326	0.26
Total nonperforming assets	\$ 1,386	1.07%	\$ 1,551	1.23%



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- <sup>(1)</sup> The ratio of nonperforming loans as a percentage of total loans held for investment is calculated based on the nonperforming loans in each loan category divided by the total outstanding unpaid principal balance of loans held for investment in each loan category. The denominator used in calculating the nonperforming asset ratios consists of total loans held for investment and other nonperforming assets.

**Table of Contents**

- (2) The nonperforming loan ratios, excluding the impact of loans acquired from Chevy Chase Bank from the denominator, for home loans, retail banking, total consumer banking, commercial and multifamily real estate, middle market, total commercial banking, and total nonperforming loans held for investment were 7.03%, 1.93%, 2.12%, 2.22%, 1.16%, 1.56% and 0.94%, respectively, as of June 30, 2011, compared with 6.67%, 2.16%, 2.30%, 2.11%, 1.30%, 1.69% and 1.02%, respectively, as of December 31, 2010. The nonperforming asset ratio, excluding loans acquired from Chevy Chase Bank, was 1.12% and 1.29% as of June 30, 2011 and December 31, 2010, respectively.
- (3) For the six months ended June 30, 2011, we recognized interest income for loans classified as nonperforming of \$11 million. Forgone interest income represents the amount of interest income that would have been recorded during the period for nonperforming loans as of the end of the period had the loans performed according to their contractual terms. For the six months ended June 30, 2011, the interest income forgone related to nonperforming loans as of the end of the period was \$30 million.
- (4) Nonperforming loans as a percentage of loans held for investment, excluding credit card loans from the denominator, was 1.76% and 1.90% as of June 30, 2011 and December 31, 2010, respectively.
- (5) Includes \$106 million and \$201 million of foreclosed properties related to loans acquired from Chevy Chase Bank, as of June 30, 2011 and December 31, 2010, respectively.

**Net Charge-Offs**

Net charge-offs consist of the unpaid principal balance of loans held for investment that we determine are uncollectible, net of recovered amounts. We exclude accrued and unpaid finance charges and fees and fraud losses from charge-offs. Charge-offs are recorded as a reduction to the allowance for loan and lease losses and subsequent recoveries of previously charged-off amounts are credited to the allowance for loan and lease losses. Costs incurred to recover charged-off loans are recorded as collection expense and included in our consolidated statements of income as a component of other non-interest expense. We discuss our charge-off time frame for loans, which varies based on the loan type, in Note 5 Loans.

Table 16 presents our net charge-off amounts and rates, by business segment, for the three and six months ended June 30, 2011 and 2010. We provide additional information on the amount of charge-offs by loan category below in Table 18.

**Table 16: Net Charge-Offs**

(Dollars in millions)	Three Months Ended June 30,				Six Months Ended June 30,			
	2011		2010		2011		2010	
	Amount	Rate <sup>(1)</sup>	Amount	Rate <sup>(1)</sup>	Amount	Rate <sup>(1)</sup>	Amount	Rate <sup>(1)</sup>
Credit card <sup>(2)</sup>	\$ 793	5.06%	\$ 1,463	9.36%	\$ 1,722	5.59%	\$ 3,156	9.84%
Consumer banking <sup>(3)(4)</sup>	88	1.01	131	1.47	221	1.29	326	1.76
Commercial banking <sup>(3)(4)</sup>	38	0.50	90	1.21	97	0.64	191	1.29
Other	12	10.59	33	28.51	36	15.23	62	26.11
<b>Total company<sup>(4)</sup></b>	<b>\$ 931</b>	<b>2.91%</b>	<b>\$ 1,717</b>	<b>5.36%</b>	<b>\$ 2,076</b>	<b>3.28%</b>	<b>\$ 3,735</b>	<b>5.69%</b>
Average loans held for investment <sup>(5)</sup>	<b>\$ 127,916</b>		\$ 128,203		<b>\$ 126,504</b>		\$ 131,222	

(1) Calculated for each loan category by dividing annualized net charge-offs for the period by average loans held for investment during the period.

(2) The reduction in the provision for loan and lease losses attributable to Kohl's was \$212 million in the second quarter and first six months of 2011. Loss sharing amounts attributable to Kohl's reduced charge-offs by \$42 million in the second quarter and first six months of 2011. The expected reimbursement from Kohl's netted in our allowance for loan and lease losses was approximately \$170 million as of June 30, 2011.

(3) Excludes losses on the purchased credit-impaired loans acquired from Chevy Chase Bank. We separately track and report these loans. We provide additional information on the loans acquired from Chevy Chase Bank in Note 5 Loans.

**Table of Contents**

- (4) The average loans held for investment used in calculating net charge-off rates includes the impact of loans acquired as part of the Chevy Chase Bank acquisition. Our total net charge-off rate, excluding the impact of acquired Chevy Chase Bank loans, was 3.03% and 5.64% for the three months ended June 30, 2011 and 2010, respectively and 3.42% and 6.00% for the six months ended June 30, 2011 and 2010, respectively.
- (5) The average balances of the acquired Chevy Chase Bank loan portfolio, which are included in the total average loans held for investment used in calculating the net charge-off rates, were \$5.1 billion and \$6.5 billion for the three months ended June 30, 2011 and 2010, respectively, and \$5.2 billion and \$6.8 billion for the six months ended June 30, 2011 and 2010, respectively.

The overall decrease in net charge-offs in the second quarter and first six months of 2011 from the second quarter and first six months of 2010 reflects the ongoing improvement in credit performance.

**Loan Modifications and Restructurings**

As part of our customer retention efforts, we may modify loans for certain borrowers who have demonstrated performance under the previous terms. As part of our loss mitigation efforts, we may make loan modifications to a borrower experiencing financial difficulty that are intended to minimize our economic loss and avoid the need for foreclosure or repossession of collateral. We may provide short-term (three to twelve months) or long-term (greater than twelve months) modifications to improve the long-term collectability of the loan. Our most common types of modifications include a reduction in the borrower's initial periodic principal and interest payment through an extension of the loan term, a reduction in the interest rate or a combination of both. These modifications may result in our receiving the full amount due, or certain installments due, under the loan over a period of time that is longer than the period of time originally provided for under the terms of the loan. In some cases, we may curtail the amount of principal owed by the borrower. Loan modifications in which an economic concession has been granted to a borrower experiencing financial difficulty are accounted for and reported as troubled debt restructurings ( TDRs ).

Table 17 presents the loan balance as of June 30, 2011 and December 31, 2010 of loan modifications made as part of our loss mitigation efforts, all of which are considered to be TDRs. Table 17 excludes loan modifications that do not meet the definition of a TDR and acquired loans from Chevy Chase Bank, which we track and report separately. We provide additional detail on acquired loans from Chevy Chase Bank below under Purchased Credit-Impaired Loan.

**Table 17: Loan Modifications and Restructurings<sup>(1)</sup>**

(Dollars in millions)	June 30, 2011	December 31, 2010 <sup>(2)</sup>
Modified and restructured loans:		
Credit card <sup>(3)</sup>	\$ 929	\$ 913
Auto <sup>(4)</sup>	20	
Home loans	71	57
Retail banking	23	13
Commercial	265	162
<b>Total</b>	<b>\$ 1,308</b>	<b>\$ 1,145</b>
Status of modified and restructured loans:		
Performing	\$ 1,207	\$ 1,049
Nonperforming	101	96
<b>Total</b>	<b>\$ 1,308</b>	<b>\$ 1,145</b>

(1) Reflects modifications and restructuring of loans in our total loan portfolio. The total loan portfolio includes loans recorded on our balance sheet and loans held in securitization trusts.

(2) Certain prior period amounts have been reclassified to conform to the current period presentation.



**Table of Contents**

- (3) Amount reported reflects the total outstanding customer balance, which consists of unpaid principal balance, accrued interest and fees.
- (4) Prior to the first quarter of 2011, modified Auto loans were charged-off at the net collateral value and the remaining asset balance was reclassified to Other Assets on our consolidated balance sheet.

The outstanding balance of TDR loan modifications increased to \$1.3 billion as of June 30, 2011 from \$1.1 billion as of December 31, 2010. Of these modifications, \$101 million, or 8%, were classified as nonperforming as of June 30, 2011, compared with \$96 million, or 8%, as of December 31, 2010.

Credit card loan modifications have accounted for the substantial majority of our TDR loan modifications, representing \$929 million, or 71%, of the outstanding balance of total TDR loans as of June 30, 2011, and \$913 million, or 80%, of the outstanding balance of total TDR as of December 31, 2010. The vast majority of our credit card TDR loan modifications involve a reduction in the interest rate on the account and placing the customer on a fixed payment plan not exceeding 60 months. In some cases, the interest rate on a credit card account is automatically increased due to non-payment, late payment or similar events. We determine the effective interest rate for purposes of measuring impairment on modified loans that involve an increase and are considered to be a TDRs based on the interest rate in effect immediately prior to the loan entering the modification program. In all cases, we cancel the customer's available line of credit on the credit card. If the cardholder does not comply with the modified payment terms, then the credit card loan agreement will revert back to its original payment terms, with the amount of any loan outstanding reflected in the appropriate delinquency category. The loan amount may then be charged-off in accordance with our standard charge-off policy.

We typically measure the re-performance rate of modified credit card loans over a 5-year period. Five years after starting a credit card modification, approximately 83% of the balances of modified loans are paid off in full and approximately 17% are charged-off. Based on our experience to date, we believe that credit losses are lower for credit card loans that have been modified than those of similar accounts that were not modified. We therefore plan to expand our short-term credit card loan modification programs and continue our long-term programs.

Home loan modifications represented \$71 million, or 5%, of the outstanding balance of total modified loans as of June 30, 2011, compared with \$57 million, or 5%, of the outstanding balance of total modified loans as of December 31, 2010. Approximately 78% of our modified mortgage loans include reduction in the contractual interest rate, approximately 23% include a term extension and approximately 22% include a principal reduction. The majority of our modified mortgage loans involve a combination of an interest rate reduction, term extension or principal reduction. Because many of the mortgage loan modification programs have been recently launched and we have had a limited number of modifications under these programs, we do not have sufficient history to fully assess the long-term performance of modified mortgage loans. Of the modified mortgage loans outstanding as of June 30, 2011, approximately 26% were 90 days or more delinquent.

Commercial loan modifications represented \$265 million, or 20%, of the outstanding balance of total modified loans as of June 30, 2011, compared with \$162 million, or 14%, of the outstanding balance of total modified loans as of December 31, 2010. The vast majority of modified commercial loans include a reduction in interest rate or a term extension. Because we have had only a limited number of commercial loan modifications and the structure of each loan varies, the ultimate success of our commercial loan modifications is uncertain. Of the modified commercial loans outstanding as of June 30, 2011, approximately 10% were 90 days or more delinquent.

***Impaired Loans***

A loan is considered impaired when, based on current information and events, it is probable that we will be unable to collect all amounts due from the borrower in accordance with the original contractual terms of the loan. Loans defined as individually impaired, based on applicable accounting guidance, include larger balance

**Table of Contents**

commercial nonperforming loans and TDR loans. We do not report nonperforming consumer loans that have not been modified in a TDR as individually impaired, as we collectively evaluate these smaller-balance homogenous loans for impairment in accordance with applicable accounting guidance. Loans held for sale are also not reported as impaired, as these loans are recorded at lower of cost or fair value. Impaired loans also exclude loans acquired from Chevy Chase Bank because these loans were recorded at fair value upon acquisition.

Impaired loans, including TDRs, totaled \$1.6 billion as of June 30, 2011, compared with \$1.5 billion as of December 31, 2010. TDRs accounted for \$1.3 billion and \$1.1 billion of impaired loans as of June 30, 2011 and December 31, 2010, respectively. We provide additional information on our impaired loans, including the allowance established for these loans, in Note 5 Loans and Note 6 Allowance for Loan and Lease Losses.

***Purchased Credit-Impaired Loans***

Purchased credit-impaired loans decreased to \$5.1 billion as of June 30, 2011, from \$5.6 billion as of December 31, 2010. Our portfolio of purchased credit-impaired loans consists of loans acquired in the Chevy Chase Bank transaction, which were recorded at fair value at the date of acquisition. The fair value of these loans included an estimate of credit losses expected to be realized over the remaining lives of the loans. Therefore, no allowance for loan and lease losses was recorded for these loans as of the acquisition date. However, we regularly update the amount of expected principal and interest to be collected from these loans and evaluate the results on an aggregated pool basis for loans with common risk characteristics. Probable decreases in expected loan principal cash flows would trigger the recognition of impairment through our provision for loan and lease losses. Probable and significant increases in expected cash flows would first reverse any previously recorded allowance for loan and losses, with any remaining increase in expected cash flows recognized prospectively in interest income over the remaining estimated life of the underlying loans. In the first quarter of 2011, we recorded impairment of \$8 million related to certain loan pools. In the second quarter of 2011, we reduced the allowance related to these loans by \$28 million as a result of an increase in expected loan principal cash flows. Cumulative impairment recognized on PCI loans totaled \$13 million as of June 30, 2011. The credit performance of the remaining pools has generally been in line with our expectations, and, in some cases, more favorable than expected, which has resulted in the reclassification of amounts from the nonaccretable difference to the accretable yield. We provide additional information on the PCI loans acquired from Chevy Chase Bank in Note 5 Loans.

**Allowance for Loan and Lease Losses**

Our allowance for loan and lease losses represents management's best estimate of incurred loan and lease credit losses inherent in our held-for-investment portfolio as of each balance sheet date. We do not maintain an allowance for held-for-sale loans or purchased credit-impaired loans that are performing in accordance with or better than our expectations as of the date of acquisition, as the fair values of these loans already reflect a credit component. The allowance for loan and lease losses is increased through the provision for loan and lease losses and reduced by net charge-offs. The provision for loan and lease losses, which is charged to earnings, reflects credit losses we believe have been incurred and will eventually be reflected over time in our charge-offs. Charge-offs of uncollectible amounts are deducted from the allowance and subsequent recoveries are added.

Table 18, which displays changes in our allowance for loan and lease losses for the three and six months ended June 30, 2011 and 2010, details, by loan type, the provision for credit losses recognized in our consolidated statements of income each period and the charge-offs recorded against our allowance for loan and lease losses.

**Table of Contents****Table 18: Allowance for Loan and Lease Losses Activity**

(Dollars in millions)	Three Months Ended		Six Months Ended	
	June 30,		June 30,	
	2011	2010	2011	2010
Balance at beginning of period, as reported	\$ 5,067	\$ 7,752	\$ 5,628	\$ 4,127
Impact from January 1, 2010 adoption of new consolidation accounting	0	53	0	4,316
Balance at beginning of period, as adjusted	\$ 5,067	\$ 7,805	\$ 5,628	\$ 8,443
Provision for loan and lease losses <sup>(1)(2)</sup>	350	723	920	2,201
Charge-offs:				
<b>Credit Card business:</b> <sup>(2)</sup>				
Domestic credit card and installment loans	(905)	(1,607)	(1,997)	(3,414)
International credit card and installment loans	(205)	(195)	(398)	(408)
Total credit card	(1,110)	(1,802)	(2,395)	(3,822)
<b>Consumer Banking business:</b>				
Auto	(102)	(150)	(243)	(343)
Home loan	(22)	(16)	(54)	(53)
Retail banking	(25)	(32)	(55)	(65)
Total consumer banking	(149)	(198)	(352)	(461)
<b>Commercial Banking business:</b>				
Commercial and multifamily real estate	(15)	(52)	(39)	(102)
Middle market	(9)	(22)	(14)	(45)
Specialty lending	(6)	(9)	(11)	(18)
Total commercial lending	(30)	(83)	(64)	(165)
Small-ticket commercial real estate	(20)	(23)	(53)	(47)
Total commercial banking	(50)	(106)	(117)	(212)
Other loans	(13)	(36)	(38)	(66)
Total charge-offs	(1,322)	(2,142)	(2,902)	(4,561)
Recoveries:				
<b>Credit Card business:</b>				
Domestic credit card and installment loans	267	299	555	586
International credit card and installment loans	50	40	118	80
Total credit card	317	339	673	666
<b>Consumer Banking business:</b>				
Automobile	50	60	102	120
Home loans	5	1	16	2
Retail banking	6	6	13	13
Total consumer banking	61	67	131	135

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**Commercial Banking business:**

Commercial and multifamily real estate	2	13	7	13
Middle market	5	1	6	4
Specialty lending	1	1	3	2
Total commercial lending	8	15	16	19
Small-ticket commercial real estate	4	1	4	2
Total commercial banking	12	16	20	21
Other loans	1	3	2	4
Total recoveries	391	425	826	826
Net charge-offs	(931)	(1,717)	(2,076)	(3,735)
Impact from loan sales and other changes	2 <sup>(3)</sup>	(12) <sup>(4)</sup>	16 <sup>(3)</sup>	(110) <sup>(4)</sup>
Balance at end of period <sup>(2)</sup>	\$ 4,488	\$ 6,799	\$ 4,488	\$ 6,799



**Table of Contents**

- (1) Excludes negative provision for unfunded lending commitments of \$7 million and \$4 million for the three months ended June 30, 2011 and 2010, respectively, and \$43 million for the six months ended June 30, 2011, and a provision of \$17 million for the six months ended June 30, 2010.
- (2) The reduction in the provision for loan and lease losses attributable to Kohl's was \$212 million in the second quarter and first six months of 2011. Loss sharing amounts attributable to Kohl's reduced charge-offs by \$42 million in the second quarter and first six months of 2011. The expected reimbursement from Kohl's netted in our allowance for loan and lease losses was approximately \$170 million as of June 30, 2011.
- (3) Includes foreign translation adjustment of \$2 million and \$16 million for the second quarter and first six months of 2011, respectively.
- (4) Includes a reduction in our allowance for loan and lease losses of \$73 million first quarter of 2010 attributable to the sale of certain interest-only option-ARM bonds and the deconsolidation of the related securitization trusts related to Chevy Chase Bank in the first quarter of 2010.

Table 19 presents an allocation of our allowance for loan and lease losses by loan category as of June 30, 2011 and December 31, 2010:

**Table 19: Allocation of the Allowance for Loan and Lease Losses**

(Dollars in millions)	June 30, 2011		December 31, 2010	
	Amount	% of Total Loans <sup>(1)</sup>	Amount	% of Total Loans <sup>(1)</sup>
<b>Credit Card:</b>				
Domestic credit card and installment loans <sup>(2)</sup>	\$ 2,555	4.73%	\$ 3,581	6.65%
International credit card and installment loans	538	6.18	460	6.12
Total credit card <sup>(2)</sup>	3,093	4.93	4,041	6.58
<b>Consumer Banking:</b>				
Auto	322	1.68	353	1.98
Home loan	90	0.79	112	0.93
Retail banking	186	4.60	210	4.76
Total consumer banking	598	1.73	675	1.96
<b>Commercial Banking:</b>				
Commercial and multifamily real estate	422	3.00	495	3.70
Middle market	124	1.09	162	1.55
Specialty lending	75	1.82	91	2.26
Total commercial lending	621	2.10	748	2.68
Small-ticket commercial real estate	109	6.64	78	4.23
Total commercial banking	730	2.34	826	2.78
Other loans	67	14.41	86	19.07
Total <sup>(2)</sup>	\$ 4,488	3.48%	\$ 5,628	4.47%
<b>Total allowance coverage ratios:</b>				
Period-end loans	\$ 128,965	3.48%	\$ 125,947	4.47%
Nonperforming loans <sup>(3)</sup>	1,164	385.57	1,225	459.43
<b>Allowance coverage ratios by loan category:</b>				
Credit card (30 + day delinquent loans)	\$ 2,260	136.86%	\$ 2,632	153.53%
Consumer banking (30 + day delinquent loans)	1,819	32.88	2,050	32.93

Commercial banking (nonperforming loans)	481	151.77	495	166.87
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- (1) Calculated based on the allowance for loan and lease losses attributable to each loan category divided by the outstanding balance of loans within the specified loan category.
- (2) The reduction in the provision for loan and lease losses attributable to Kohl's was \$212 million in the second quarter and first six months of 2011. Loss sharing amounts attributable to Kohl's reduced charge-offs by \$42 million in the second quarter and first six months of 2011. The expected reimbursement from Kohl's netted in our allowance for loan and lease losses was approximately \$170 million as of June 30, 2011.

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## **Table of Contents**

(3) As permitted by regulatory guidance issued by the FFIEC, our policy is generally not to classify credit card loans as nonperforming. We accrue interest on credit card loans through the date of charge-off, typically in the period that the loan becomes 180 days past due. The allowance for loan and lease losses as a percentage of nonperforming loans, excluding the allowance related to our credit card loans, was 119.85% as of June 30, 2011 and 129.55% as of December 31, 2010.

Our allowance for loan and lease losses decreased by \$1.1 billion during the first six months of 2011 to \$4.5 billion. The decrease in our allowance reflected the continued improvement in credit performance trends across our portfolios as a result of the slowly improving economy coupled with actions we have taken over the past several years to tighten our underwriting standards and exit certain portfolios. Our allowance as a percentage of our total loan portfolio also decreased to 3.48% as of June 30, 2011, from 4.47% as of December 31, 2010.

### **Deposits**

Our deposits have become our largest source of funding for our operations and asset growth. Total deposits increased by \$3.9 billion, or 3%, in the first six months of 2011, to \$126.1 billion as of June 30, 2011. The increase in deposits was primarily driven by increases of \$4.1 billion, \$1.8 billion, and \$1.3 billion in savings accounts, non-interest bearing deposits, and money market deposits, respectively, which was partially offset by a decrease of \$1.9 billion in other consumer time deposits, a \$692 million decrease in NOW accounts and a \$586 million decrease in certificates of deposit of \$100,000 or more, reflecting our shift to more relationship driven, lower cost liquid savings and transaction accounts. We provide additional information on deposits, including the composition of our deposits, average outstanding balances, interest expense and yield, below in [Liquidity and Funding](#).

### **Senior and Subordinated Notes and Other Borrowings**

Senior and subordinated notes and other borrowings increased to \$17.9 billion as of June 30, 2011, from \$14.9 billion as of December 31, 2010. The increase was primarily attributable to an increase in FHLB advances of \$1.9 billion and an increase in federal funds purchased and securities loaned or sold under agreements to repurchase of \$1.1 billion. We provide additional information on our borrowings in [Note 9 Deposits and Borrowings](#).

### **Securitized Debt Obligations**

Borrowings owed to securitization investors decreased by \$7.1 billion to \$19.9 billion as of June 30, 2011, from \$26.9 billion as of December 31, 2010. This decrease was attributable to pay downs and charge-offs of the loans underlying the consolidated securitization trusts.

### **Potential Mortgage Representation & Warranty Liabilities**

In recent years, we acquired three subsidiaries that originated residential mortgage loans and sold them to various purchasers, including purchasers who created securitization trusts. These subsidiaries are Capital One Home Loans, which was acquired in February 2005; GreenPoint Mortgage Funding, Inc. ( [GreenPoint](#) ), which was acquired in December 2006 as part of the North Fork acquisition; and Chevy Chase Bank, which was acquired in February 2009 and subsequently merged into CONA.

In connection with their sales of mortgage loans, the subsidiaries entered into agreements containing varying representations and warranties about, among other things, the ownership of the loan, the validity of the lien securing the loan, the loan's compliance with any applicable loan criteria established by the purchaser, including underwriting guidelines and the ongoing existence of mortgage insurance, and the loan's compliance with applicable federal, state and local laws. The representations and warranties do not address the credit performance of the mortgage loans, but mortgage loan performance often influences whether a claim for breach of representation and warranty will be asserted and has an effect on the amount of any loss in the event of a breach of a representation or warranty.

**Table of Contents**

Each of these subsidiaries may be required to repurchase mortgage loans in the event of certain breaches of these representations and warranties. In the event of a repurchase, the subsidiary is typically required to pay the then unpaid principal balance of the loan together with interest and certain expenses (including, in certain cases, legal costs incurred by the purchaser and/or others). The subsidiary then recovers the loan or, if the loan has been foreclosed, the underlying collateral. The subsidiary is exposed to any losses on the repurchased loans after giving effect to any recoveries on the collateral. In some instances, rather than repurchase the loans, a subsidiary may agree to make a cash payment to make an investor whole on losses or to settle repurchase claims. In addition, our subsidiaries may be required to indemnify certain purchasers and others against losses they incur as a result of certain breaches of representations and warranties. In some cases, the amount of such losses could exceed the repurchase amount of the related loans.

These subsidiaries, in total, originated and sold to non-affiliates approximately \$111 billion original principal balance of mortgage loans between 2005 and 2008, which are the years (or vintages) with respect to which our subsidiaries have received the vast majority of the repurchase requests and other related claims.

Table 20 presents the original principal balance of mortgage loan originations, by vintage, for the three general categories of purchasers of mortgage loans and the outstanding principal balance as of June 30, 2011 and December 31, 2010:

**Table 20: Unpaid Principal Balance of Mortgage Loans Originated and Sold to Third Parties Based on Category of Purchaser**

(Dollars in billions)	Unpaid Principal Balance		Original Unpaid Principal Balance				
	June 30, 2011	December 31, 2010	Total	2008	2007	2006	2005
Government sponsored enterprises ( GSE <sup>(1)</sup> )	\$ 5	\$ 5	\$ 11	\$ 1	\$ 4	\$ 3	\$ 3
Insured Securitizations	7	7	18		1	8	9
Uninsured Securitizations and Other	29	33	82	3	16	30	33
Total	\$ 41	\$ 45	\$ 111	\$ 4	\$ 21	\$ 41	\$ 45

<sup>(1)</sup> GSEs include Fannie Mae and Freddie Mac.

Between 2005 and 2008, our subsidiaries sold an aggregate amount of \$11 billion in original principal balance mortgage loans to the GSEs.

Of the \$18 billion in original principal balance of mortgage loans sold directly by our subsidiaries to private-label purchasers who placed the loans into securitizations supported by bond insurance ( Insured Securitizations ), approximately \$13 billion original principal balance was placed in securitizations as to which the monoline bond insurers have made repurchase requests or loan file requests to one of our subsidiaries ( Active Insured Securitizations ), and the remaining approximately \$5 billion original principal balance was placed in securitizations as to which the monoline bond insurers have not made repurchase requests or loan file requests to one of our subsidiaries ( Inactive Insured Securitizations ). Insured Securitizations often allow the monoline bond insurer to act independently of the investors. Bond insurers typically have indemnity agreements directly with both the mortgage originators and the securitizers, and they often have super-majority rights within the trust documentation that allow them to direct trustees to pursue mortgage repurchase requests without coordination with other investors.

Because we do not service most of the loans our subsidiaries sold to others, we do not have complete information about the current ownership of the \$82 billion in original principal balance of mortgage loans not sold directly to GSEs or placed in Insured Securitizations. We have determined from third-party databases that about \$39 billion original principal balance of these mortgage loans are currently held by private-label publicly issued

**Table of Contents**

securitizations not supported by bond insurance ( Uninsured Securitizations ). In contrast with the bond insurers in Insured Securitizations, investors in Uninsured Securitizations often face a number of legal and logistical hurdles before they can direct a securitization trustee to pursue mortgage repurchases, including the need to coordinate with a certain percentage of investors holding the securities and to indemnify the trustee for any litigation it undertakes. An additional approximately \$30 billion original principal balance of mortgage loans were initially sold to private investors as whole loans. Of this amount, we believe approximately \$10 billion original principal balance of mortgage loans were ultimately purchased by GSEs. For purposes of our reserves-setting process, we consider these loans to be private-label loans rather than GSE loans. We do not have information about the current holders or disposition of the remaining \$13 billion original principal balance of mortgage loans in this category.

With respect to the \$111 billion in original principal balance of mortgage loans originated and sold to others between 2005 and 2008, we estimate that approximately \$41 billion in unpaid principal balance remains outstanding as of June 30, 2011, approximately \$14 billion in losses have been realized and approximately \$13 billion in unpaid principal balance is at least 90 days delinquent. Because we do not service most of the loans we sold to others, we do not have complete information about the underlying credit performance levels for some of these mortgage loans. These amounts reflect our best estimates, including extrapolations where necessary. These extrapolations occur on the approximately \$13 billion original principal balance of mortgage loans for which we do not have information about the current holders or any underlying credit performance. These estimates could change as we get additional data or refine our analysis.

The subsidiaries had open repurchase requests relating to approximately \$1.7 billion original principal balance of mortgage loans as of June 30, 2011, compared with \$1.6 billion as of December 31, 2010. As of June 30, 2011, the vast majority of new repurchase demands received over the last year and, as discussed below, almost all of our \$869 million reserve relates to the \$24 billion of original principal balance of mortgage loans originally sold to the GSEs or to Active Insured Securitizations. Currently, repurchase demands predominantly relate to the 2006 and 2007 vintages. We have received relatively few repurchase demands from the 2008 and 2009 vintages, mostly because GreenPoint ceased originating mortgages in August 2007.

Table 21 presents information on pending repurchase requests by counterparty category and timing of initial repurchase request. The amounts presented are based on original loan principal balances.

**Table 21: Open Pipeline All Vintages (all entities)<sup>(1)</sup>**

(Dollars in millions)	GSEs	Insured Securitizations	Uninsured Securitizations and Other	Total
Open claims as of December 31, 2009	\$ 61	\$ 366	\$ 588	\$ 1,015
Gross new demands received	204	645	104	953
Loans repurchased/made whole <sup>(2)</sup>	(52)	(179)	(5)	(236)
Demands rescinded <sup>(2)</sup>	(87)		(22)	(109)
<b>Open claims as of December 31, 2010</b>	<b>\$ 126</b>	<b>\$ 832</b>	<b>\$ 665</b>	<b>\$ 1,623</b>
Gross new demands received	88	96	43	227
Loans repurchased/made whole	(40)	0	(8)	(48)
Demands rescinded	(47)	0	(9)	(56)
Reclassifications <sup>(3)</sup>	(5)	64	(59)	
<b>Open claims as of June 30, 2011</b>	<b>\$ 122</b>	<b>\$ 992</b>	<b>\$ 632</b>	<b>\$ 1,746</b>

<sup>(1)</sup> The open pipeline includes all repurchase requests ever received by our subsidiaries where the requesting party has not formally rescinded the repurchase request and where our subsidiary has not agreed to either repurchase the loan at issue or make the requesting party whole with respect to its losses. Accordingly, repurchase requests denied by our subsidiaries and not pursued by the counterparty remain in the open pipeline. Moreover, repurchase requests submitted

**Table of Contents**

by parties without contractual standing to pursue repurchase requests are included within the open pipeline unless the requesting party has formally rescinded its repurchase request. Finally, the amounts reflected in this chart are original principal balance amounts and do not correspond to the losses our subsidiary would incur upon the repurchase of these loans.

- (2) Activity in 2010 relates to repurchase demands from all years prior.
- (3) Represents adjustments to correct the counterparty category as of December 31, 2010 for amounts that were misclassified. The reclassification had no impact on the total pending repurchase requests; however, it resulted in an increase in open claims attributable to insured securitizations and a decrease in open claims attributable to GSEs and Uninsured Securitizations & Other.

We have established representation and warranty reserves for losses associated with the mortgage loans sold by each subsidiary that we consider to be both probable and reasonably estimable, including both litigation and non-litigation liabilities. These reserves are reported in our consolidated balance sheets as a component of other liabilities. The reserve setting process relies heavily on estimates, which are inherently uncertain, and requires the application of judgment. We evaluate these estimates on a quarterly basis. We build our representation and warranty reserves through the provision for repurchase losses, which we report in our consolidated statements of income as a component of non-interest income for loans originated and sold by Chevy Chase Bank and Capital One Home Loans and as a component of discontinued operations for loans originated and sold by GreenPoint. In establishing the representation and warranty reserves, we consider a variety of factors depending on the category of purchaser.

In establishing reserves for the \$11 billion original principal balance of GSE loans, we rely on the historical relationship between GSE loan losses and repurchase outcomes to estimate: (1) the percentage of current and future GSE loan defaults that we anticipate will result in repurchase requests from the GSEs over the lifetime of the GSE loans; and (2) the percentage of those repurchase requests that we anticipate will result in actual repurchases. We also rely on estimated collateral valuations and loss forecast models to estimate our lifetime liability on GSE loans. This reserving approach to the GSE loans reflects the historical interaction with the GSEs around repurchase requests, and also includes anticipated repurchases resulting from mortgage insurance rescissions. The GSEs typically have stronger contractual rights than non-GSE counterparties because GSE contracts typically do not contain prompt notice requirements for repurchase requests or materiality qualifications to the representations and warranties. Moreover, although we often disagree with the GSEs about the validity of their repurchase requests, we have established a negotiation pattern whereby the GSEs and our subsidiaries continually negotiate around individual repurchase requests, leading to the GSEs rescinding some repurchase requests and our subsidiaries agreeing in some cases to repurchase some loans or make the GSEs whole with respect to losses. Our lifetime representation and warranty reserves with respect to GSE loans are grounded in this history.

For the \$13 billion original principal balance in Active Insured Securitizations, our reserving approach also reflects our historical interaction with monoline bond insurers around repurchase requests. Typically, monoline bond insurers allege a very high repurchase rate with respect to the mortgage loans in the Active Insured Securitization category. In response to these repurchase requests, our subsidiaries typically request information from the monoline bond insurers demonstrating that the contractual requirements around a valid repurchase request have been satisfied, such as, for example, the typical requirements that the counterparty promptly notify us upon discovery of any breach and that any breach materially and adversely affect the value of the mortgage loan at issue. In response to these requests for supporting documentation, monoline bond insurers typically initiate litigation. Accordingly, our reserves within the Active Insured Securitization are not based upon the historical repurchase rate with monoline bond insurers, but rather upon the expected resolution of litigation with the monoline bond insurers. Every bond insurer within this category is pursuing a substantially similar litigation strategy either through active or probable litigation. Accordingly, our representation and warranty reserves for this category are litigation reserves. In establishing litigation reserves for this category, we consider current and

**Table of Contents**

future losses inherent within the securitization and apply legal judgment to the anticipated factual and legal record to estimate the lifetime legal liability for each securitization. Our estimated legal liability for each securitization within this category assumes that we will be responsible for only a portion of the losses inherent in each securitization. Our litigation reserves with respect to both the U.S. Bank Lawsuit and the DBSP Lawsuit, in each case as referenced below, are contained within the Active Insured Securitization reserve category. Further, our litigation reserves with respect to indemnification risks from certain representation and warranty lawsuits brought by monoline bond insurers against third-party securitizations sponsors, where GreenPoint provided some or all of the mortgage collateral within the securitization but is not a defendant in the litigation, are also contained within this category. Our estimated legal liability for each securitization within this category assumes we will pay only a portion of the liabilities ultimately incurred by the party defendants to the litigation.

For the \$5 billion original principal balance of mortgage loans in the Inactive Insured Securitizations category and the \$82 billion original principal balance of mortgage loans in the Uninsured Securitizations and other whole loan sales categories, we establish reserves by relying on our historical repurchase rates and current negotiation patterns to estimate repurchase liabilities over the next twelve (12) months. We do not believe we can estimate repurchase liability for these categories for a period longer than twelve (12) months because of the relatively irregular nature of repurchase activity within these categories. Some Uninsured Securitization investors from this category who have not made repurchase requests or filed representation and warranty lawsuits have filed actions under federal and/or state securities laws against investment banks and securitization sponsors. Although we face some direct and indirect indemnity risks from these litigations, we have not established reserves with respect to these indemnity risks because we do not consider them to be both probable and reasonably estimable liabilities.

The aggregate reserve for all three subsidiaries was \$869 million as of June 30, 2011, compared with \$846 million as of March 31, 2011, and with \$816 million as of December 31, 2010. Almost all of the increase in the reserve from March 31, 2011 is allocated to the Uninsured Securitizations and Other category, as reflected in Table 23, resulting from an increase in repurchase activity with respect to certain whole loan investors. We recorded a total provision for repurchase losses for our representation and warranty repurchase exposure of \$37 million and \$81 million for the three and six months ended June 30, 2011, respectively, and we had settlements of repurchase requests of \$14 million and \$28 million for the three and six months ended June 30, 2011, respectively, that were charged against the reserve.

Table 22 summarizes changes in our representation and warranty reserve for the three and six months ended June 30, 2011 and 2010, and for full year 2010.

**Table 22: Changes in Representation and Warranty Reserve**

(Dollars in millions)	Three Months Ended		Six Months Ended		Full Year 2010
	2011	June 30, 2010	2011	June 30, 2010	
Representation and warranty repurchase reserve, beginning of period <sup>(1)</sup>	\$ 846	\$ 454	\$ 816	\$ 238	\$ 238
Provision for repurchase losses <sup>(2)</sup>	37	404	81	628	636
Net realized losses	(14)	(5)	(28)	(13)	(58)
Representation and warranty repurchase reserve, end of period <sup>(1)</sup>	\$ 869	\$ 853	\$ 869	\$ 853	\$ 816

<sup>(1)</sup> Reported in our consolidated balance sheets as a component of other liabilities.

<sup>(2)</sup> The portion of the provision for mortgage repurchase claims recognized in our consolidated statements of income as a component of non-interest income totaled \$4 million and \$9 million for the three and six months ended June 30, 2011, respectively, and \$95 million and \$195 million for the three and six months ended June 30, 2010, respectively. The pre-tax portion of the provision for mortgage repurchase claims recognized in our consolidated statements of income as a component of discontinued operations totaled \$33 million and \$72 million, for the three and six months ended June 30, 2011, respectively, and \$309 million and \$433 million for the three and six months ended June 30, 2010, respectively.

**Table of Contents**

As indicated in Table 23 below, substantially all of the representation and warranty reserve relates to the \$11 billion in original principal balance of mortgage loans sold directly to the GSEs and to the \$13 billion in mortgage loans sold to purchasers who placed them into Active Insured Securitizations.

**Table 23: Allocation of Representation and Warranty Reserve**

(Dollars in millions, except for loans sold)	Reserve Liability		Loans Sold 2005 to 2008 <sup>(1)</sup>
	June 30, 2011	December 31, 2010	
GSEs and Active Insured Securitizations	\$ 794	\$ 796	\$ 24
Inactive Insured Securitizations, Uninsured Securitizations and Other	75	20	87
<b>Total</b>	<b>\$ 869</b>	<b>\$ 816</b>	<b>\$ 111</b>

<sup>(1)</sup> Reflects, in billions, the total original principal balance of mortgage loans originated by our subsidiaries and sold to third party investors between 2005 and 2008.

The adequacy of the reserves and the ultimate amount of losses incurred by our subsidiaries will depend on, among other things, actual future mortgage loan performance, the actual level of future repurchase and indemnification requests (including the extent, if any, to which Inactive Insured Securitizations and other currently inactive investors ultimately assert claims), the actual success rates of claimants, developments in litigation, actual recoveries on the collateral and macroeconomic conditions (including unemployment levels and housing prices).

As part of our business planning processes, we have considered various outcomes relating to the potential future representation and warranty liabilities of our subsidiaries that are possible but do not rise to the level of being both probable and reasonably estimable outcomes that would justify an incremental accrual under applicable accounting standards. We believe that the upper end of the reasonably possible future losses from representation and warranty claims beyond the current accrual levels, including reasonably possible future losses relating to the US Bank Litigation and DBSP Litigation, could be as high as \$1.1 billion. Notwithstanding our attempt to estimate a reasonably possible amount of loss beyond our current accrual levels based on current information, it is possible that actual future losses will exceed both the current accrual level and the amount of reasonably possible losses estimated here. There is still significant uncertainty as to numerous factors that contribute to ultimate liability levels, including, but not limited to, litigation outcomes, future repurchase claims levels, ultimate repurchase success rates and mortgage loan performance levels.

Also see representation and warranty liabilities and litigation claims in Note 15 Commitments, Contingencies and Guarantees.

**OFF-BALANCE SHEET ARRANGEMENTS AND VARIABLE INTEREST ENTITIES**

In the ordinary course of business, we are involved in various types of arrangements with limited liability companies, partnerships or trusts that often involve special purpose entities and variable interest entities ( VIEs ). Some of these arrangements are not recorded on our consolidated balance sheets or may be recorded in amounts different from the full contract or notional amount of the arrangements, depending on the nature or structure of, and accounting required to be applied to, the arrangement. These arrangements may expose us to potential losses in excess of the amounts recorded in the consolidated balance sheets. Our involvement in these arrangements can take many forms, including securitization and servicing activities, the purchase or sale of mortgage-backed or other asset-backed securities in connection with our home loan portfolio and loans to VIEs that hold debt, equity, real estate or other assets. Under previous accounting guidance, we were not required to consolidate the majority of our securitization trusts because they were qualified special purpose entities. Accordingly, we considered these trusts to be off-balance sheet arrangements.





## **Table of Contents**

Our continuing involvement in unconsolidated VIEs primarily consists of certain mortgage loan trusts and community reinvestment and development entities. The carrying amount of assets and liabilities of these unconsolidated VIEs was \$2.0 billion and \$236 million, respectively, as of June 30, 2011, and our maximum exposure to loss was \$2.0 billion. We provide a discussion of our activities related to these VIEs in Note 7 Variable Interest Entities and Securitizations.

## **RISK MANAGEMENT**

Our business activities expose us to eight major categories of risks: liquidity risk, credit risk, reputational risk, market risk, strategic risk, operational risk, compliance risk and legal risk. Our risk management framework is intended to identify, assess and mitigate risks that affect or have the potential to affect our business in order to target financial returns commensurate with our risk appetite and to avoid excessive risk-taking. We follow four key risk management principles:

Individual businesses take and manage risk in pursuit of strategic, financial and other business objectives.

Independent risk management organizations support individual businesses by providing risk management tools and policies and by aggregating risks; in some cases, risks are managed centrally.

The Board of Directors and senior management review our aggregate risk position, establish the risk appetite and work with management to ensure conformance to policy and adherence to our adopted mitigation strategy.

We employ a top risk identification system to maintain the appropriate focus on the risks and issues that may have the most impact and to identify emerging risks of consequence.

## **LIQUIDITY AND CAPITAL MANAGEMENT**

### **Liquidity**

We have established liquidity guidelines that are intended to ensure that we have sufficient asset-based liquidity to withstand the potential impact of deposit attrition or diminished liquidity in the funding markets. Our guidelines include maintaining an adequate liquidity reserve to cover our potential funding requirements and diversified funding sources to avoid over-dependence on volatile, less reliable funding markets. Our liquidity reserves consist of cash and cash equivalents, unencumbered available-for-sale securities and undrawn committed securitization borrowing facilities. Table 24 below presents the composition of our liquidity reserves as of June 30, 2011 and December 31, 2010.

#### **Table 24: Liquidity Reserves**

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(Dollars in millions)	June 30, 2011	December 31, 2010
Cash and cash equivalents	\$ 6,643	\$ 5,249
Securities available-for-sale <sup>(1)</sup>	39,474	41,537
Less: Pledged available-for-sale securities	(10,717)	(9,963)
Unencumbered available-for-sale securities	28,757	31,574
Undrawn committed securitization borrowing facilities		207
Total liquidity reserves	\$ 35,400	\$ 37,030

<sup>(1)</sup> The weighted average life of our available-for-sale securities was approximately 3.7 years and 3.8 years as of June 30, 2011, and December 31, 2010, respectively.

**Table of Contents****Funding**

Our funding objective is to establish an appropriate maturity profile using a cost-effective mix of both short-term and long-term funds. We use a variety of funding sources, including deposits, loan securitizations, debt and equity securities, securitization borrowing facilities and FHLB advances.

**Deposits**

Our deposits provide a stable and relatively low cost of funds and have become our largest source of funding. We have expanded our opportunities for deposit growth through direct and indirect marketing channels, our existing branch network and branch expansion. These channels offer a broad set of deposit products that include demand deposits, money market deposits, negotiable order of withdrawal ( NOW ) accounts, savings accounts and certificates of deposit. Table 25 presents the composition of our deposits by type as of June 30, 2011 and December 31, 2010. Total deposits increased by \$3.9 billion, or 3.2%, in the first six months of 2011, to \$126.1 billion as of June 30, 2011, from \$122.2 billion as of December 31, 2010.

**Table 25: Deposits**

(Dollars in millions)	June 30, 2011	December 31, 2010
Non-interest bearing	\$ 16,839	\$ 15,048
NOW accounts	12,844	13,536
Money market deposit accounts	45,822	44,485
Savings accounts	30,218	26,077
Other consumer time deposits	13,807	15,753
Total core deposits	119,530	114,899
Public fund certificates of deposit \$100,000 or more	104	177
Certificates of deposit \$100,000 or more	5,714	6,300
Foreign time deposits	769	834
Total deposits	\$ 126,117	\$ 122,210

Of our total deposits, \$769 million and \$834 million were held in foreign banking offices as of June 30, 2011 and December 31, 2010, respectively. Large domestic denomination certificates of deposits of \$100,000 or more represented \$5.8 billion and \$6.5 billion of our total deposits as of June 30, 2011 and December 31, 2010, respectively. Our funding and liquidity strategy takes into consideration the scheduled maturities of large denomination time deposits. Of the \$5.8 billion in large domestic denomination certificates of deposit as of June 30, 2011, \$1.0 billion is scheduled to mature within the next three months, \$1.7 billion is scheduled to mature between three and 12 months and \$3.1 billion is scheduled to mature over 12 months. Based on past activity, we expect to retain a portion of these deposits as they mature.

We have brokered deposits, which we obtained through the use of third-party intermediaries. Brokered deposits are included in money market deposit accounts and other consumer time deposits in Table 25 above. The Federal Deposit Insurance Corporation Improvement Act of 1991 limits the use of brokered deposits to well capitalized insured depository institutions and, with a waiver from the Federal Deposit Insurance Corporation, to adequately capitalized institutions. COBNA and CONA were well capitalized, as defined under the federal banking regulatory guidelines, as of June 30, 2011, and therefore permitted to maintain brokered deposits. Our brokered deposits totaled \$14.3 billion, or 11%, of total deposits as of June 30, 2011. Brokered deposits totaled \$16.5 billion, or 14%, of total deposits as of December 31, 2010. Based on our historical access to the brokered deposit market, we expect to replace maturing brokered deposits with new brokered deposits or direct deposits and branch deposits.

**Table of Contents****Other Funding Sources**

We also access the capital markets to meet our funding needs through loan securitization transactions and the issuance of senior and subordinated debt. In addition, we utilize advances from the FHLB that are secured by our investment securities, residential home loan portfolio, multifamily loans, commercial real estate loans and home equity lines of credit for our funding needs.

Our debt, including federal funds purchased and securities loaned or sold under agreements to repurchase, senior and subordinated notes and other borrowings, such as FHLB advances, but excluding securitized debt obligations, totaled \$17.9 billion as of June 30, 2011, up from \$14.9 billion as of December 31, 2010. We had no open committed loan securitization conduit lines as of June 30, 2011.

The \$3.0 billion increase in our debt, excluding securitized debt obligations, was primarily attributable to a \$1.1 billion increase in federal funds purchased and securities loaned or sold under agreements to repurchase and a \$1.9 billion increase in FHLB advances. We participate in the federal funds market daily to take advantage of attractive offers and to keep a visible presence in the market, which is designed to ensure that we are able to access it in a time of need. Monthly fluctuations will be regular, as the amount we can borrow is highly dependent on our counterparties' cash positions. There was more liquidity available in the market as of June 30, 2011, as compared to December 31, 2010, and we were able to borrow more using our typical borrowing strategies. We did not issue any senior or subordinated debt during the first six months of 2011. Our FHLB membership is secured by our investment in FHLB stock, which totaled \$230 million as of June 30, 2011.

Table 26 presents our short-term borrowings and long-term debt and the maturity profile based on expected maturities as of June 30, 2011. We provide additional information on our short-term borrowings and long-term debt in Note 9 Deposits and Borrowings.

**Table 26: Expected Maturity Profile of Short-term Borrowings and Long-term Debt**

(Dollars in millions)	Up to 1 Year	> 1 Year to 2 Years	> 2 Years to 3 Years	> 3 Years to 4 Years	> 4 Years To 5 Years	> 5 Years	Total
<b>Short-term borrowings:</b>							
Federal funds purchased and securities loaned or sold under agreements to repurchase	\$ 2,575	\$	\$	\$	\$	\$	\$ 2,575
FHLB advances	1,865						1,865
Total short-term borrowings	4,440						4,440
<b>Long-term debt:<sup>(1)</sup></b>							
Securitized debt obligations	6,055	4,205	3,554	390	892	4,764	19,860
<b>Senior and subordinated notes:</b>							
Unsecured senior debt	1,150		1,623	405		1,705	4,883
Unsecured subordinated debt		887	106			2,788	3,781
Total senior and subordinated notes	1,150	887	1,729	405		4,493	8,664
<b>Other long-term borrowings:</b>							
Junior subordinated debt						3,642	3,642
FHLB advances	78	14	30	941	9	57	1,129
Other long-term borrowings	78	14	30	941	9	3,699	4,771
Total long-term debt <sup>(2)</sup>	7,283	5,106	5,313	1,736	901	12,956	33,295
Total short-term borrowings and long-term debt	\$ 11,723	\$ 5,106	\$ 5,313	\$ 1,736	\$ 901	\$ 12,956	\$ 37,735

Percentage of total short	<b>31%</b>	<b>14%</b>	<b>14%</b>	<b>5%</b>	<b>2%</b>	<b>34%</b>	<b>100%</b>
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**Table of Contents**

(1) Includes fair value adjustments of \$591 million as of June 30, 2011.

(2) Includes unamortized net discount of \$20 million as of June 30, 2011.

**ING Direct Acquisition**

In June 2011, we entered into a definitive agreement under which we will acquire ING Direct. On July 19, 2011, we closed a public underwritten offering of 40,000,000 shares of our common stock, subject to forward sale agreements, and we closed a public offering of our senior notes for total proceeds of approximately \$3.0 billion. Each of these offerings is described in more detail under Executive Summary and Business Outlook Recent Acquisitions and Related Developments Equity and Debt Offerings in this Report. We expect to use the net proceeds of these offerings, along with cash sourced from current liquidity, to fund the \$6.2 billion in cash consideration payable in connection with the ING Direct acquisition. We expect the ING Direct acquisition to close in late 2011 or early 2012, subject to customary closing conditions, including certain governmental clearances and approvals.

**Borrowing Capacity**

As of June 30, 2011, we had an effective shelf registration statement filed with the U.S. Securities & Exchange Commission ( SEC ) under which, from time to time, we may offer and sell an indeterminate aggregate amount of senior or subordinated debt securities, preferred stock, depository shares representing preferred stock, common stock, purchase contracts, warrants, units, trust preferred securities, junior subordinated debt securities, guarantees of trust preferred securities and certain back-up obligations. There is no limit under this shelf registration statement to the amount or number of such securities that we may offer and sell. Under SEC rules, the shelf registration statement, which we filed in May 2009, expires three years after filing. We did not issue any senior or subordinated debt during the first six months of 2011.

In addition to issuance capacity under the shelf registration statement, we have access to other borrowing programs. Table 27 summarizes our borrowing capacity as of June 30, 2011. The committed securitization conduits terminated in April 2011, and as a result, we had no conduit capacity as of June 30, 2011. We do not expect to renew the securitization conduits.

**Table 27: Borrowing Capacity**

(Dollars or dollar equivalents in millions)	Capacity <sup>(1)</sup>	Outstanding	Availability <sup>(1)</sup>	Termination Date <sup>(2)</sup>
FHLB advances and letters of credit <sup>(3)</sup>	\$ 8,881	\$ 3,231	\$ 5,650	
Committed securitization conduits		448		4/2011

(1) All funding sources are non-revolving. Funding availability under all other sources is subject to market conditions. Capacity is the maximum amount that can be borrowed. Availability is the amount that can still be borrowed against the facility.

(2) Refers to the date the facility terminates, where applicable.

(3) The ability to draw down funding is based on membership status, and the amount is dependent upon the Banks ability to post collateral.

**Credit Ratings**

Rating agencies base their ratings on numerous factors, including liquidity, capital adequacy, asset quality and quality of earnings. Significant changes in these factors could result in different ratings. Such ratings help to support our cost effective unsecured funding as part of our overall financing programs. Table 28 provides a summary of the credit ratings for the senior unsecured debt of Capital One Financial Corporation, COBNA and CONA as of June 30, 2011.

**Table of Contents****Table 28: Senior Unsecured Debt Credit Ratings**

(Dollars or dollar equivalents in millions)	As of June 30, 2011		
	Capital One Financial Corporation	Capital One Bank (USA), N.A.	Capital One, N.A.
Moody's Investor Services ( Moody's )	Baa1	A3	A3
Standard & Poor's ( S&P )	BBB	BBB+	BBB+
Fitch Ratings ( Fitch )	A-	A-	A-
Dominion Bond Rating Services ( DBRS )	BBB**	A*	A*

\* low

\*\* high

As of July 31, 2011, Fitch and DBRS had us on a stable outlook. As of July 31, 2011, Moody's has Capital One under review of a possible downgrade while S&P has Capital One on negative outlook.

**Capital**

The level and composition of our equity capital are determined by multiple factors, including our consolidated regulatory capital requirements and an internal risk-based capital assessment, and may also be influenced by rating agency guidelines, subsidiary capital requirements, the business environment, conditions in the financial markets and assessments of potential future losses due to adverse changes in our business and market environments.

**Capital Standards and Prompt Corrective Action**

Bank holding companies and national banks are subject to capital adequacy standards adopted by the Federal Reserve and the Office of the Comptroller of the Currency ( OCC ), respectively. The capital adequacy standards set forth minimum risk-based and leverage capital requirements that are based on quantitative and qualitative measures of their assets and off-balance sheet items. Under the capital adequacy standards, bank holding companies and banks currently are required to maintain a Tier 1 risk-based capital ratio of at least 4%, a total risk-based capital ratio of at least 8%, and a Tier 1 leverage capital ratio of at least 4% (3% for banks that meet certain specified criteria, including excellent asset quality, high liquidity, low interest rate exposure and the highest regulatory rating). Table 29 provides the details of the calculation of our capital ratios as of June 30, 2011 and December 31, 2010.

National banks also are subject to prompt corrective action capital regulations. Under prompt corrective action regulations, a bank is considered to be well capitalized if it maintains a Tier 1 risk-based capital ratio of at least 6% (200 basis points higher than the above minimum capital standard), a total risk-based capital ratio of at least 10% (200 basis points higher than the above minimum capital standard), a Tier 1 leverage capital ratio of at least 5% and is not subject to any supervisory agreement, order or directive to meet and maintain a specific capital level for any capital reserve. A bank is considered to be adequately capitalized if it meets the above minimum capital ratios and does not otherwise meet the well capitalized definition. Currently, prompt corrective action capital requirements do not apply to bank holding companies.

In addition to disclosing our regulatory capital ratios, we also disclose Tier 1 common equity and TCE ratios, which are non-GAAP measures widely used by investors, analysts, rating agencies and bank regulatory agencies to assess the capital position of financial services companies. There is currently no mandated minimum or well capitalized standard for Tier 1 common equity; instead the risk-based capital rules state voting common stockholders' equity should be the dominant element within Tier 1 common equity. While these non-GAAP capital measures are widely used by investors, analysts and bank regulatory agencies to assess the capital



**Table of Contents**

position of financial services companies, they may not be comparable to similarly titled measures reported by other companies. We provide information on the calculation of these ratios and non-GAAP reconciliation in Supplemental Tables below.

**Capital Ratios**

Table 29 provides a comparison of our capital ratios under the Federal Reserve's capital adequacy standards and the capital ratios of the Banks under the OCC's capital adequacy standards as of June 30, 2011 and December 31, 2010. Table 30 provides the details of the calculation of our capital ratios.

**Table 29: Capital Ratios Under Basel I<sup>(1)</sup>**

(Dollars in millions)	June 30, 2011			December 31, 2010		
	Capital Ratio	Minimum Capital Adequacy	Well Capitalized	Capital Ratio	Minimum Capital Adequacy	Well Capitalized
<b>Capital One Financial Corp:<sup>(2)</sup></b>						
Tier 1 common equity <sup>(3)</sup>	9.4%	N/A	N/A	8.8%	N/A	N/A
Tier 1 risk-based capital <sup>(4)</sup>	11.8	4.0%	6.0%	11.6	4.0%	6.0%
Total risk-based capital <sup>(5)</sup>	15.0	8.0	10.0	16.8	8.0	10.0
Tier 1 leverage <sup>(6)</sup>	9.4	4.0	N/A	8.1	4.0	N/A
<b>Capital One Bank (USA) N.A.</b>						
Tier 1 risk-based capital	11.8%	4.0%	6.0%	13.5%	4.0%	6.0%
Total risk-based capital	15.8	8.0	10.0	23.6	8.0	10.0
Tier 1 leverage	10.2	4.0	5.0	8.3	4.0	5.0
<b>Capital One, N.A.</b>						
Tier 1 risk-based capital	12.0%	4.0%	6.0%	11.1%	4.0%	6.0%
Total risk-based capital	13.2	8.0	10.0	12.4	8.0	10.0
Tier 1 leverage	9.1	4.0	5.0	8.1	4.0	5.0

(1) Calculated under capital standards and regulations based on the international capital framework commonly known as Basel I.

(2) The regulatory framework for prompt corrective action does not apply to Capital One Financial Corp. because it is a bank holding company.

(3) Tier 1 common equity ratio is a non-GAAP measure calculated based on Tier 1 common equity divided by risk-weighted assets.

(4) Calculated based on Tier 1 capital divided by risk-weighted assets.

(5) Calculated based on Total risk-based capital divided by risk-weighted assets.

(6) Calculated based on Tier 1 capital divided by quarterly average total assets, after certain adjustments.

We exceeded minimum capital requirements and met the well capitalized ratio levels for total risk-based capital and Tier 1 risk-based capital under Federal Reserve rules for bank holding companies as of June 30, 2011. The Banks also exceeded minimum regulatory requirements under the OCC's applicable capital adequacy guidelines and were well capitalized under prompt corrective action requirements as of June 30, 2011.

**Table of Contents****Table 30: Risk-Based Capital Components Under Basel I<sup>(1)</sup>**

(Dollars in millions)	June 30, 2011	December 31, 2010
Total stockholders' equity	\$ 28,681	\$ 26,541
Less: Net unrealized gains recorded in AOCI <sup>(2)</sup>	(482)	(368)
Net losses on cash flow hedges recorded in AOCI <sup>(2)</sup>	71	86
Disallowed goodwill and other intangible assets <sup>(3)</sup>	(13,954)	(13,953)
Disallowed deferred tax assets	(647)	(1,150)
Other	(2)	(2)
<b>Tier 1 common equity</b>	<b>13,667</b>	<b>11,154</b>
Plus: Tier 1 restricted core capital items <sup>(4)</sup>	3,636	3,636
<b>Tier 1 risk-based capital</b>	<b>17,303</b>	<b>14,790</b>
Plus: Long-term debt qualifying as Tier 2 capital	2,727	2,827
Qualifying allowance for loan and lease losses	1,864	3,748
Other Tier 2 components	28	29
<b>Tier 2 risk-based capital</b>	<b>4,619</b>	<b>6,604</b>
<b>Total risk-based capital</b>	<b>\$ 21,922</b>	<b>\$ 21,394</b>
<b>Risk-weighted assets<sup>(5)</sup></b>	<b>\$ 146,201</b>	<b>\$ 127,043</b>

(1) Calculated under capital standards and regulations based on the international capital framework commonly known as Basel I.

(2) Amounts presented are net of tax.

(3) Disallowed goodwill and other intangible assets are net of related deferred tax liability.

(4) Consists primarily of trust preferred securities.

(5) Under regulatory guidelines for risk-based capital, on-balance sheet assets and credit equivalent amounts of derivatives and off-balance sheet items are assigned to one of several broad risk categories according to the obligor or, if relevant, the guarantor or the nature of any collateral. The aggregate dollar amount in each risk category is then multiplied by the risk weight associated with that category. The resulting weighted values from each of the risk categories are aggregated for determining total risk-weighted assets.

The January 1, 2010 adoption of the new consolidation accounting standards resulted in our consolidating a substantial portion of our securitization trusts and establishing an allowance for loan and lease losses for the assets underlying these trusts, which reduced retained earnings and our Tier 1 capital ratios. In January 2010, banking regulators issued regulatory capital rules related to the impact of the new consolidation accounting standards. Under these rules, we were required to hold additional capital for the assets we consolidated. The capital rules also provided for an optional phase-in of the impact from the adoption of the new consolidation accounting standards, including a two-quarter implementation delay followed by a two-quarter partial implementation of the effect on regulatory capital ratios.

We elected the phase-in option, which required us to phase-in 50% of consolidated assets beginning with the third quarter of 2010 for purposes of determining risk-weighted assets. The phase-in provisions expired after December 31, 2010, and we completed the final phase-in during the first quarter of 2011, which resulted in the addition of approximately \$15.5 billion of assets to the denominator used in calculating our regulatory ratios. The addition of these assets contributed to a decrease in our risk-based regulatory capital ratios as of June 30, 2011 from December 31, 2010.

## **Table of Contents**

Under the Dodd-Frank Act, many trust preferred securities will cease to qualify for Tier 1 capital, subject to a three year phase-out period expected to begin in 2013.

### ***Dividend Policy***

The declaration and payment of dividends to our stockholders, as well as the amount thereof, are subject to the discretion of our Board of Directors, in consultation with the Federal Reserve, and will depend upon our results of operations, financial condition, capital levels, cash requirements, future prospects, assessments of potential future losses due to adverse changes in our business and market environments and other factors deemed relevant by the Board of Directors. As a bank holding company, our ability to pay dividends is largely dependent upon the receipt of dividends or other payments from our subsidiaries. We provide additional information on factors affecting our dividend policy in

Supervision and Regulatory Developments Capital Plans and Capital Distributions of this Report and in our 2010 Form 10-K under Part I Item 1. Business Supervision and Regulation Dividends, Stock Purchases and Transfer of Funds.

Restrictions exist that limit the ability of the Banks to transfer funds to us. Funds available for dividend payments from COBNA and CONA based on the Earnings Limitation Test were \$2.4 billion and \$781 million, respectively, as of June 30, 2011. Applicable provisions that may be contained in our borrowing agreements or the borrowing agreements of our subsidiaries may limit our subsidiaries' ability to pay dividends to us or our ability to pay dividends to our stockholders. There can be no assurance that we will declare and pay any dividends.

## **MARKET RISK MANAGEMENT**

### **Market Risk Exposure**

Market risk represents the risk that our earnings and/or economic value of equity may be adversely affected by changes in market conditions, including changes in interest rates and foreign currency exchange rates, changes in credit spreads and price fluctuations and changes in value due to changes in market perception or the actual credit quality of issuers. Market risk is inherent in the financial instruments associated with our operations and activities, including loans, deposits, securities, short-term borrowings, long-term debt and derivatives. Below we discuss our primary sources of market risk: interest rate risk and foreign exchange risk.

### ***Interest Rate Risk***

Interest rate risk, which represents exposure to instruments whose yield or price varies with the level or volatility of interest rates, is our most significant source of market risk exposure. Banks are inevitably exposed to interest rate risk due to differences in the timing between the maturity or repricing of assets and liabilities. For example, if more assets are repricing than deposits and other borrowings when interest rates are declining, our earnings will decrease initially. Similarly, if more deposits and other borrowings than assets are repricing when interest rates are rising, our earnings will decrease initially.

Interest rate risk also results from changes in customer behavior and competitors' responses to changes in interest rates or other market conditions. For example, decreases in mortgage rates generally result in faster than expected prepayments, which may adversely affect earnings. Increases in interest rates, coupled with strong demand from competitors for deposits, may influence industry pricing. Such competition may affect customer decisions to maintain balances in the deposit accounts, which may require replacing lower cost deposits with higher cost alternative sources of funding.

## **Table of Contents**

### ***Foreign Exchange Risk***

Foreign exchange risk represents exposure to changes in the values of current holdings and future cash flows denominated in other currencies. The types of instruments exposed to this risk include investments in foreign subsidiaries, foreign currency-denominated loans and securities, future cash flows in foreign currencies arising from foreign exchange transactions, foreign currency-denominated debt and various foreign exchange derivative instruments whose values fluctuate with changes in the level or volatility of currency exchange rates or foreign interest rates.

### **Market Risk Measurement**

We have prescribed risk management policies and limits established by our Asset/Liability Management Committee. Our objective is to manage our asset/liability risk position and exposure to market risk in accordance with these policies and prescribed limits based on prevailing market conditions and long-term expectations. Because no single measure can reflect all aspects of market risk, we use various industry standard market risk measurement techniques and analyses to measure, assess and manage the impact of changes in interest rates and foreign exchange rates on our earnings and the economic value of equity.

We consider the impact on both earnings and economic value of equity in measuring and managing our interest rate risk. Our earnings sensitivity measure estimates the impact on net interest income and the valuation of our mortgage servicing rights, including derivative hedging activity, resulting from movements in interest rates. Our economic value of equity sensitivity measure estimates the impact on the net present value of our assets and liabilities, including derivative hedging activity, resulting from movements in interest rates. Our earnings sensitivity and economic value of equity measurements are based on our existing assets and liabilities, including derivatives, and do not incorporate business growth assumptions or projected plans for funding mix changes. We do, however, assess and factor into our interest rate risk management decisions the potential impact of growth assumptions, changing business activities, alternative interest rate scenarios, such as a steepening or flattening of the yield curve, and changing market environments.

Under our current asset/liability management policy, our objective is to: (i) limit the potential decrease in our projected net interest income resulting from a gradual plus or minus 200 basis point change in forward rates to less than 5% over the next 12 months and (ii) limit the adverse change in the economic value of our equity due to an instantaneous parallel interest rate shock to spot rates of plus or minus 200 basis points to less than 12%. The federal funds rate remained at a target range of zero to 0.25% during the first six months of 2011. Given the level of short-term rates as of June 30, 2011 and December 31, 2010, a scenario where interest rates would decline by 200 basis points is not plausible. Therefore, in 2008, we temporarily revised our customary declining interest rate scenario of 200 basis points to a 50 basis point decrease. Our current asset/liability management policy also includes the use of derivatives to hedge material foreign currency denominated transactions to limit our earnings exposure to foreign exchange risk.

Table 31 shows the estimated percentage change impact to our projected net interest income and economic value of equity, calculated under our base case interest rate scenario, as of June 30, 2011 and December 31, 2010, resulting from selected hypothetical interest rate scenarios. We assume a hypothetical gradual increase in interest rates of 200 basis points and a hypothetical gradual decrease of 50 basis points to forward rates over the next six months in measuring the sensitivity of our forecasted net interest income over the next 12 months. We assume a hypothetical instantaneous parallel shift in the level of interest rates of plus 200 basis points and minus 50 basis points to spot rates in measuring the sensitivity of the valuation of our mortgage servicing rights and the economic value of equity.

**Table of Contents****Table 31: Interest Rate Sensitivity Analysis**

	June 30, 2011	December 31, 2010
Impact to projected base-line net interest income:		
+ 200 basis points	0.1%	(0.7)%
- 50 basis points	(0.4)	(0.2)
Impact to economic value of equity:		
+ 200 basis points	(2.5)%	(3.8)%
- 50 basis points	0.0	0.1

Our net interest income and economic value of equity sensitivity measures were within our prescribed asset/liability policy limits as of June 30, 2011 and December 31, 2010.

The interest rate risk models that we use in deriving these measures incorporate contractual information, internally-developed assumptions and proprietary modeling methodologies, which project borrower and deposit behavior patterns in certain interest rate environments. Other market inputs, such as interest rates, market prices and interest rate volatility, are also critical components of our interest rate risk measures. We regularly evaluate, update and enhance these assumptions, models and analytical tools as we believe appropriate to reflect our best assessment of the market environment and the expected behavior patterns of our existing assets and liabilities.

**Limitations of Market Risk Measures**

There are inherent limitations in any methodology used to estimate the exposure to changes in market interest rates. The above sensitivity analyses contemplate only certain movements in interest rates and are performed at a particular point in time based on the existing balance sheet, and do not incorporate other factors that may have a significant effect, most notably future business activities and strategic actions that management may take to manage interest rate risk. Actual earnings and economic value of equity could differ from the above sensitivity analyses.

**Market Risk Management**

We employ several techniques to manage our interest rate and foreign currency risk, which include, but are not limited to, changing the maturity and re-pricing characteristics of our various assets and liabilities. Derivatives are one of the primary tools we use in managing interest rate and foreign exchange risk.

We execute our derivative contracts in both over-the-counter and exchange-traded derivative markets. Although the majority of our derivatives are interest rate swaps, we also use a variety of other derivative instruments, including caps, floors, options, futures and forward contracts, to manage our interest rate and foreign currency risk. The outstanding notional amount of our derivative contracts totaled \$50.3 billion as of June 30, 2011, compared with \$50.7 billion as of December 31, 2010. See Note 10 Derivative Instruments and Hedging Activities for additional information on our derivatives activity.

We provide additional information on our market risk exposure and interest rate risk management process in our 2010 Form 10-K under Part II Item 7. MD&A Market Risk Management.

**SUPERVISION AND REGULATORY DEVELOPMENTS****State Consumer Financial Laws**

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The Dodd-Frank Act created a new independent supervisory body, the Consumer Financial Protection Bureau (the CFPB ) that became the primary regulator for federal consumer financial statutes on July 21, 2011. Rule writing authority for specified consumer financial statutes transferred to CFPB from other federal regulators. Similarly,

## **Table of Contents**

supervisory authority over various institutions, including us, was transferred to the CFPB. State attorneys general will be authorized to enforce new regulations issued by the CFPB. State consumer financial laws will continue to be preempted under the National Bank Act under the existing standard set forth in the Supreme Court decision in *Barnett Bank of Marion County, N.A. v. Nelson*, which preempts any state law that significantly interferes with or impairs banking powers. Beginning July 21, 2011, OCC determinations of such preemption, however, must be on a case-by-case basis, and courts reviewing the OCC's preemption determinations will now consider the appropriateness of those determinations under a different standard of judicial review. As a result, state consumer financial laws enacted in the future that might previously have been preempted may be held to apply to our business activities.

### **Debit Interchange Fees**

On June 29, 2011, the Board of Governors of the Federal Reserve System adopted a final rule and an interim final rule implementing the portion of the Dodd-Frank Act that limits interchange fees received by a debit card issuer. The final rule limits interchange fees per debit card transaction to \$.21 plus five (5) basis points of the transaction amount and provides, through the interim final rule, for an additional \$.01 fraud prevention adjustment to the interchange fee for issuers that meet certain fraud prevention requirements. If interchange fees are set at the maximum amount allowed by the rule and we receive the fraud prevention adjustment, we estimate that our debit interchange revenue will decline by approximately \$88 million in 2012, without taking into account any actions we may take to offset this decline.

### **FDIC Assessments**

The Dodd-Frank Act required the FDIC to change the deposit insurance assessment base from deposits to average consolidated total assets minus average tangible equity. The FDIC recently finalized rules to implement this change and to modify significantly how deposit insurance assessment rates are calculated for those banks with assets of \$10 billion or greater, which rules went into effect on April 1, 2011. After taking into account planned actions by management intended to minimize the financial impact of the FDIC assessment changes, we do not anticipate that the Banks' assessments for 2011 will increase by a significant amount.

### **Capital Plans and Capital Distributions**

In June, the Federal Reserve issued a proposed rule requiring bank holding companies over \$50 billion in assets to submit annual capital plans. The proposal is similar to the Comprehensive Capital Analysis and Review (SR Letter 09-4: Dividend Increases and Other Capital Distributions for the 19 SCAP Bank Holding Companies ( CCAR )). Like CCAR, the proposed rule seeks to ensure that bank holding companies have forward-looking capital planning processes that consider their unique risks and that permit continued operations during times of economic and financial stress. Among other requirements, the proposed rule would require a bank holding company to provide prior notice of capital distributions, including dividend payments and share repurchases, if the Federal Reserve objected to a capital plan. As proposed, prior notice would also be required even if the Federal Reserve had not objected to a capital plan if, for example, a distribution would result in material adverse changes to capital or liquidity or earnings were materially underperforming projections.

### **Payment Protection Insurance Matter**

New rules on Payment Protection Insurance ( PPI ) complaints handling and redress were published by the United Kingdom Financial Services Authority ( FSA ) in August 2010 and came into force in December 2010. These rules are applicable to our UK consumer businesses and are intended to address concerns among consumers and regulators regarding the handling of PPI complaints across the industry. In October 2010, the British Bankers' Association ( BBA ) issued judicial review proceedings to challenge the validity of the new rules on the basis that the rules have a retrospective effect. On April 20, 2011, the High Court issued a judgment upholding the FSA's PPI rules as promulgated and dismissing the BBA's challenge. The BBA is not appealing.

## **Table of Contents**

the decision. As a result of this judgment, we were required to conduct a review of our past PPI sales and, where any systemic issues are identified, take appropriate remedial action, which may involve proactively contacting non-complainants.

In anticipation of refunds to UK customers, we recorded a reserve in the second quarter of 2011 of \$75 million, of which approximately \$52 million was recorded as an offset against our revenues in the second quarter of 2011, and the remainder was recorded as non-interest expense.

We provide additional information on our supervision and regulation in our 2010 Form 10-K under Part I Item 1. Business Supervision and Regulation.

## **ACCOUNTING CHANGES AND DEVELOPMENTS**

See Note 1 Summary of Significant Accounting Policies for information concerning recently issued accounting pronouncements, including those that we have not yet adopted and that will likely affect our consolidated financial statements.

## **FORWARD-LOOKING STATEMENTS**

From time to time, we have made and will make forward-looking statements, including those that discuss, among other things, strategies, goals, outlook or other non-historical matters; projections, revenues, income, returns, accruals for claims in litigation and for other claims against us; earnings per share or other financial measures for us; future financial and operating results; our plans, objectives, expectations and intentions; and the assumptions that underlie these matters.

To the extent that any such information is forward-looking, it is intended to fit within the safe harbor for forward-looking information provided by the Private Securities Litigation Reform Act of 1995. Numerous factors could cause our actual results to differ materially from those described in such forward-looking statements, including, among other things:

general economic and business conditions in the U.S., the U.K., Canada or our local markets, including conditions affecting employment levels, interest rates, consumer income and confidence, spending and savings that may affect consumer bankruptcies, defaults, charge-offs and deposit activity;

an increase or decrease in credit losses (including increases due to a worsening of general economic conditions in the credit environment);

financial, legal, regulatory, tax or accounting changes or actions, including the impact of the Dodd-Frank Act and the regulations promulgated thereunder;



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the possibility that regulatory and other approvals and conditions to our acquisition of ING Direct are not received or satisfied on a timely basis or at all;

the possibility that modifications to the terms of our acquisition of ING Direct may be required in order to obtain or satisfy such approvals or conditions;

changes in the anticipated timing for closing our acquisition of ING Direct;

difficulties and delays in integrating the Company's and ING Direct's businesses or fully realizing projected cost savings and other projected benefits of our acquisition of ING Direct;

business disruption during the pendency of or following our acquisition of ING Direct;

the inability to sustain revenue and earnings growth;

diversion of management time on any acquisition-related issues;

reputational risks and the reaction of customers and counterparties to the Company's acquisitions;

**Table of Contents**

changes in asset quality and credit risk as a result of our acquisition of ING Direct;

developments, changes or actions relating to any litigation matter involving us;

increases or decreases in interest rates;

our ability to access the capital markets at attractive rates and terms to capitalize and fund our operations and future growth;

the success of our marketing efforts in attracting and retaining customers;

increases or decreases in our aggregate loan balances or the number of customers and the growth rate and composition thereof, including increases or decreases resulting from factors such as shifting product mix, amount of actual marketing expenses we incur and attrition of loan balances;

the level of future repurchase or indemnification requests we may receive, the actual future performance of mortgage loans relating to such requests, the success rates of claimants against us, any developments in litigation and the actual recoveries we may make on any collateral relating to claims against us;

the amount and rate of deposit growth;

changes in the reputation of or expectations regarding the financial services industry or us with respect to practices, products or financial condition;

any significant disruption in our operations or technology platform;

our ability to maintain a compliance infrastructure suitable for our size and complexity;

our ability to control costs;

the amount of, and rate of growth in, our expenses as our business develops or changes or as it expands into new market areas;

our ability to execute on our strategic and operational plans;

any significant disruption of, or loss of public confidence in, the United States Mail service affecting our response rates and consumer payments;

our ability to recruit and retain experienced personnel to assist in the management and operations of new products and services;

changes in the labor and employment markets;

the risk that cost savings and any other synergies from our acquisitions may not be fully realized or may take longer to realize than expected;

disruptions from our acquisitions negatively impacting our ability to maintain relationships with customers, employees or suppliers;

fraud or misconduct by our customers, employees or business partners;

competition from providers of products and services that compete with our businesses; and

other risk factors listed from time to time in reports that we file with the SEC.

Any forward-looking statements made by us or on our behalf speak only as of the date they are made or as of the date indicated, and we do not undertake any obligation to update forward-looking statements as a result of new information, future events or otherwise. You should carefully consider the factors discussed above in evaluating these forward-looking statements. For additional information on factors that could materially influence forward-looking statements included in this Report, see the risk factors set forth under Part I Item 1A. Risk Factors in our 2010 Form 10-K and the risk factors set forth in Exhibit 99.5 to our Current Report on Form 8-K filed on July 13, 2011.

**Table of Contents****SUPPLEMENTAL TABLES****Table A: Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures**

(Dollars in millions) (unaudited)	June 30, 2011	December 31, 2010
<b>Stockholders' Equity to Non-GAAP Tangible Common Equity</b>		
Total stockholders' equity	\$ 28,681	\$ 26,541
Less: Intangible assets <sup>(1)</sup>	(14,006)	(13,983)
Tangible common equity	\$ 14,675	\$ 12,558
<b>Total Assets to Tangible Assets</b>		
Total assets	\$ 199,753	\$ 197,503
Less: Assets from discontinued operations	(32)	(362)
Total assets from continuing operations	199,721	197,141
Less: Intangible assets <sup>(1)</sup>	(14,006)	(13,983)
Tangible assets	\$ 185,715	\$ 183,158
<b>Non-GAAP TCE Ratio</b>		
Tangible common equity	\$ 14,675	\$ 12,558
Tangible assets	185,715	183,158
TCE ratio <sup>(2)</sup>	7.9%	6.9%
<b>Regulatory Capital and Non-GAAP Tier 1 Common Equity Ratios</b>		
Total stockholders' equity	\$ 28,681	\$ 26,541
Less: Net unrealized gains recorded in AOCI <sup>(3)</sup>	(482)	(368)
Net losses on cash flow hedges recorded in AOCI <sup>(3)</sup>	71	86
Disallowed goodwill and other intangible assets <sup>(4)</sup>	(13,954)	(13,953)
Disallowed deferred tax assets	(647)	(1,150)
Other	(2)	(2)
Tier 1 common equity	\$ 13,667	\$ 11,154
Plus: Tier 1 restricted core capital items <sup>(5)</sup>	3,636	3,636
Tier 1 capital	\$ 17,303	\$ 14,790
Plus: Long-term debt qualifying as Tier 2 capital	2,727	2,827
Qualifying allowance for loan and lease losses	1,864	3,748
Other Tier 2 components	28	29
Tier 2 capital	\$ 4,619	\$ 6,604
Total risk-based capital <sup>(6)</sup>	\$ 21,922	\$ 21,394

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Risk-weighted assets <sup>(7)</sup>	<b>\$ 146,201</b>	\$ 127,043
Tier 1 common equity ratio <sup>(8)</sup>	<b>9.4%</b>	8.8%
Tier 1 risk-based capital ratio <sup>(9)</sup>	<b>11.8%</b>	11.6%
Total risk-based capital ratio <sup>(10)</sup>	<b>15.0%</b>	16.8%

(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) Disallowed goodwill and other intangible assets are net of related deferred tax liability.

(5) Consists primarily of trust preferred securities.

(6) Total risk-based capital equals the sum of Tier 1 capital and Tier 2 capital.

(7) Calculated based on prescribed regulatory guidelines.

**Table of Contents**

- <sup>(8)</sup> Tier 1 common equity ratio is a non-GAAP measure calculated based on Tier 1 common equity divided by risk-weighted assets.
- <sup>(9)</sup> Tier 1 risk-based capital ratio is a regulatory capital measure calculated based on Tier 1 capital divided by risk-weighted assets.
- <sup>(10)</sup> Total risk-based capital ratio is a regulatory capital measure calculated based on total risk-based capital divided by risk-weighted assets.

**Table of Contents****Item 1. Financial Statements****CAPITAL ONE FINANCIAL CORPORATION****CONDENSED CONSOLIDATED STATEMENTS OF INCOME (UNAUDITED)**

(Dollars in millions, except per share-related data)	Three Months Ended		Six Months Ended	
	June 30, 2011	2010	June 30, 2011	2010
<b>Interest income:</b>				
Loans held for investment, including past-due fees	\$ 3,367	\$ 3,476	\$ 6,784	\$ 7,134
Investment securities	313	342	629	691
Other	19	17	38	40
<b>Total interest income</b>	<b>3,699</b>	<b>3,835</b>	<b>7,451</b>	<b>7,865</b>
<b>Interest expense:</b>				
Deposits	307	368	629	767
Securitized debt obligations	113	212	253	454
Senior and subordinated notes	63	72	127	140
Other borrowings	80	86	166	179
<b>Total interest expense</b>	<b>563</b>	<b>738</b>	<b>1,175</b>	<b>1,540</b>
Net interest income	3,136	3,097	6,276	6,325
Provision for loan and lease losses	343	723	877	2,201
Net interest income after provision for loan and lease losses	2,793	2,374	5,399	4,124
<b>Non-interest income:</b>				
Servicing and securitizations	12	21	23	(15)
Service charges and other customer-related fees	460	496	985	1,081
Interchange fees	331	333	651	644
<b>Total other-than-temporary losses</b>	<b>(27)</b>	<b>(27)</b>	<b>(50)</b>	<b>(77)</b>
Less: Non-credit component of other-than-temporary impairment losses recorded in AOCI	21	1	41	20
Net other-than-temporary losses recognized in earnings	(6)	(26)	(9)	(57)
Other	60	(17)	149	215
<b>Total non-interest income</b>	<b>857</b>	<b>807</b>	<b>1,799</b>	<b>1,868</b>
<b>Non-interest expense:</b>				
Salaries and associate benefits	715	650	1,456	1,296
Marketing	329	219	605	399
Communications and data processing	162	164	326	333
Supplies and equipment	124	129	259	253
Occupancy	118	117	237	237
Other	807	721	1,534	1,329
<b>Total non-interest expense</b>	<b>2,255</b>	<b>2,000</b>	<b>4,417</b>	<b>3,847</b>
Income from continuing operations before income taxes	1,395	1,181	2,781	2,145
Income tax provision	450	369	804	613
Income from continuing operations, net of tax	945	812	1,977	1,532

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Loss from discontinued operations, net of tax	(34)	(204)	(50)	(288)
Net income	\$ 911	\$ 608	\$ 1,927	\$ 1,244
<b>Basic earnings per common share:</b>				
Income from continuing operations	\$ 2.07	\$ 1.79	\$ 4.35	\$ 3.38
Loss from discontinued operations	(0.07)	(0.45)	(0.11)	(0.63)
Net income per basic common share	\$ 2.00	\$ 1.34	\$ 4.24	\$ 2.75
<b>Diluted earnings per common share:</b>				
Income from continuing operations	\$ 2.04	\$ 1.78	\$ 4.29	\$ 3.36
Loss from discontinued operations	(0.07)	(0.45)	(0.11)	(0.63)
Net income per diluted common share	\$ 1.97	\$ 1.33	\$ 4.18	\$ 2.73
Dividends paid per common share	\$ 0.05	\$ 0.05	\$ 0.10	\$ 0.10

See Notes to Consolidated Financial Statements.



**Table of Contents**

**CAPITAL ONE FINANCIAL CORPORATION**  
**CONDENSED CONSOLIDATED BALANCE SHEETS (UNAUDITED)**

(Dollars in millions, except per share data)	June 30, 2011	December 31, 2010
<b>Assets:</b>		
Cash and due from banks	\$ 1,954	\$ 2,067
Interest-bearing deposits with banks	4,037	2,776
Federal funds sold and securities purchased under agreements to resell	652	406
Cash and cash equivalents	6,643	5,249
Restricted cash for securitization investors	1,328	1,602
Securities available for sale, at fair value	39,474	41,537
Loans held for investment:		
Unsecuritized loans held for investment, at amortized cost	81,585	71,921
Restricted loans for securitization investors	47,380	54,026
Total loans held for investment	128,965	125,947
Less: Allowance for loan and lease losses	(4,488)	(5,628)
Net loans held for investment	124,477	120,319
Loans held for sale, at lower-of-cost-or-fair value	80	228
Accounts receivable from securitizations	106	118
Premises and equipment, net	2,754	2,749
Interest receivable	1,027	1,070
Goodwill	13,596	13,591
Other	10,268	11,040
<b>Total assets</b>	<b>\$ 199,753</b>	<b>\$ 197,503</b>
<b>Liabilities:</b>		
Interest payable	\$ 469	\$ 488
Customer deposits:		
Non-interest bearing deposits	16,839	15,048
Interest bearing deposits	109,278	107,162
Total customer deposits	126,117	122,210
Securitized debt obligations	19,860	26,915
Other debt:		
Federal funds purchased and securities loaned or sold under agreements to repurchase	2,575	1,517
Senior and subordinated notes	8,664	8,650
Other borrowings	6,636	4,714
Total other debt	17,875	14,881
Other liabilities	6,751	6,468
<b>Total liabilities</b>	<b>171,072</b>	<b>170,962</b>
<b>Stockholders equity:</b>		
Preferred stock, par value \$.01 per share; authorized 50,000,000 shares; zero shares issued or outstanding as of June 30, 2011 and December 31, 2010	0	0
	5	5

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Common stock, par value \$.01 per share; authorized 1,000,000,000 shares; 507,886,987 and 504,801,064 issued as of June 30, 2011 and December 31, 2010, respectively		
Paid-in capital, net	<b>19,188</b>	19,084
Retained earnings	<b>12,287</b>	10,406
Accumulated other comprehensive income	<b>442</b>	248
Less: Treasury stock, at cost; 48,582,348 and 47,787,697 shares as of June 30, 2011 and December 31, 2010, respectively	<b>(3,241)</b>	(3,202)
<b>Total stockholders equity</b>	<b>28,681</b>	26,541
<b>Total liabilities and stockholders equity</b>	<b>\$ 199,753</b>	\$ 197,503

See Notes to Consolidated Financial Statements.

**Table of Contents****CAPITAL ONE FINANCIAL CORPORATION****CONDENSED CONSOLIDATED STATEMENTS OF CHANGES IN STOCKHOLDERS EQUITY (UNAUDITED)**

(Dollars in millions, except per share data)	Common Stock		Additional Paid-In Capital	Retained Earnings	Accumulated Other Comprehensive	Treasury Stock	Total Stockholders Equity
	Shares	Amount			Income (Loss)		
<b>Balance as of December 31, 2010</b>	<b>504,801,064</b>	<b>\$ 5</b>	<b>\$ 19,084</b>	<b>\$ 10,406</b>	<b>\$ 248</b>	<b>\$ (3,202)</b>	<b>\$ 26,541</b>
Net income				1,927			1,927
Other comprehensive income (loss), net of tax:							
Change in unrealized gains on securities, net of income taxes of \$67 million					122		122
Other-than-temporary impairment on available-for-sale securities not recognized in earnings, net of taxes of \$4 million					(7)		(7)
Foreign currency translation adjustments					63		63
Unrealized gains on cash flow hedges, net of taxes of \$10 million					19		19
Other					(3)		(3)
Other comprehensive income					194		194
Total comprehensive income							2,121
Cash dividends common stock \$0.10 per share				(46)			(46)
Purchases of treasury stock						(39)	(39)
Issuances of common stock and restricted stock, net of forfeitures	1,935,616		18				18
Exercise of stock options and tax benefits of exercises and restricted stock vesting	1,150,307		42				42
Restricted stock awards and stock options			44				44
<b>Balance as of June 30, 2011</b>	<b>507,886,987</b>	<b>\$ 5</b>	<b>\$ 19,188</b>	<b>\$ 12,287</b>	<b>\$ 442</b>	<b>\$ (3,241)</b>	<b>\$ 28,681</b>
<b>Balance as of December 31, 2009</b>	<b>502,394,396</b>	<b>\$ 5</b>	<b>\$ 18,955</b>	<b>\$ 10,727</b>	<b>\$ 83</b>	<b>\$ (3,180)</b>	<b>\$ 26,590</b>
Cumulative effect from adoption of new consolidation accounting standards				(2,956)	(16)		(2,972)
Comprehensive income:							
Net income				1,244			1,244
Other comprehensive income (loss), net of tax:							
Change in net unrealized gain on available-for-sale securities, net of taxes of \$226 million					447		447
Other-than-temporary impairment on available-for-sale securities not recognized in earnings, net of taxes of \$17 million					30		30
Defined benefit pension plans					(1)		(1)
Foreign currency translation adjustments					(98)		(98)
Unrealized gains on cash flow hedges, net of taxes of \$14 million					22		22
Other comprehensive income					400		400
Total comprehensive income							1,644
Cash dividends common stock \$0.10 per share				(46)			(46)
Purchases of treasury stock						(20)	(20)
Issuances of common stock and restricted stock, net of forfeitures	1,600,902		15				15
Exercise of stock options and tax benefits of exercises and restricted stock vesting	478,212		4				4

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Restricted stock awards and stock options	55	55
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<b>Balance as of June 30, 2010</b>	504,473,510	\$ 5	\$ 19,029	\$ 8,969	\$ 467	\$ (3,200)	\$ 25,270
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See Notes to Consolidated Financial Statements.

**Table of Contents****CAPITAL ONE FINANCIAL CORPORATION****CONDENSED CONSOLIDATED STATEMENTS OF CASH FLOWS (UNAUDITED)**

(Dollars in millions)	Six Months Ended June 30,	
	2011	2010
<b>Operating activities:</b>		
Income from continuing operations, net of tax	\$ 1,977	\$ 1,532
Loss from discontinued operations, net of tax	(50)	(288)
Net income	1,927	1,244
Adjustments to reconcile net income to cash provided by operating activities:		
Provision for loan and lease losses	877	2,201
Depreciation and amortization, net	299	316
Net gains on sales of securities available for sale	(11)	(108)
Net gains on deconsolidation	0	(177)
Loans held for sale:		
Transfers in	(209)	(450)
Losses on sales	23	1
Proceeds from sales	334	488
Stock plan compensation expense	117	87
Changes in assets and liabilities, net of effects from purchase of companies acquired and the effect of new accounting standards:		
(Increase) decrease in interest receivable	43	(144)
(Increase) decrease in accounts receivable from securitizations <sup>(1)</sup>	12	(61)
(Increase) decrease in other assets <sup>(1)</sup>	792	1,647
Increase (decrease) in interest payable	(19)	34
Increase (decrease) in other liabilities <sup>(1)</sup>	127	(286)
Net cash provided by operating activities attributable to discontinued operations	49	19
Net cash provided by operating activities	4,361	4,811
<b>Investing activities:</b>		
Increase in restricted cash for securitization investors <sup>(1)</sup>	274	552
Purchases of securities available for sale	(5,085)	(14,982)
Proceeds from paydowns and maturities of securities available for sale	4,715	6,085
Proceeds from sales of securities available for sale	2,570	9,061
Proceeds from sale of interest-only bonds	0	57
Net (increase) decrease in loans held for investment <sup>(1)</sup>	(4,474)	5,023
Principal recoveries of loans previously charged off	826	826
Additions of premises and equipment	(159)	(150)
Net payments for acquisitions	(1,444)	0
Net cash provided by (used in) investing activities	(2,777)	6,472
<b>Financing activities:</b>		
Net increase in deposits	3,907	1,522
Net decrease in securitized debt obligations	(7,055)	0
Net (increase) decrease in other borrowings <sup>(1)</sup>	2,983	(16,225)
Purchases of treasury stock	(39)	(20)
Dividends paid on common stock	(46)	(46)
Net proceeds from issuances of common stock	18	15
Proceeds from share-based payment activities	42	4

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Net cash used in financing activities attributable to discontinued operations	0	(19)
Net cash used in financing activities	(190)	(14,769)
Increase (decrease) in cash and cash equivalents	1,394	(3,486)
Cash and cash equivalents at beginning of the period	5,249	8,685
Cash and cash equivalents at end of the period	\$ 6,643	\$ 5,199
<b>Supplemental cash flow information:</b>		
Non-cash items:		
Impact of the net fair value of assets acquired and liabilities assumed for acquisitions	\$ 3	\$ 0
Cumulative effect from adoption of new consolidation accounting standards	0	2,972

<sup>(1)</sup> Excludes the initial impact from the January 1, 2010 adoption of the new consolidation standards.  
See Notes to Consolidated Financial Statements.

## **Table of Contents**

### **NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

#### **The Company**

Capital One Financial Corporation, which was established in 1995, is a diversified financial services holding company headquartered in McLean, Virginia. Capital One Financial Corporation and its subsidiaries (the Company) offer a broad array of financial products and services to consumers, small businesses and commercial clients through branches, the internet and other distribution channels. Our principal subsidiaries include Capital One Bank (USA), National Association (COBNA) and Capital One, National Association (CONA). The Company and its subsidiaries are hereafter collectively referred to as we, us or our. CONA and COBNA are hereafter collectively referred to as the Banks. As one of the 10 largest banks in the United States based on deposits, we serve banking customers through branch locations primarily in New York, New Jersey, Texas, Louisiana, Maryland, Virginia and the District of Columbia. In addition to bank lending and depository services, we offer credit and debit card products, mortgage banking and treasury management services. We offer our products outside of the United States principally through operations in the United Kingdom and Canada.

Our principal operations are organized into three primary business segments, which are defined based on the products and services provided, or the type of customer served: Credit Card, Consumer Banking and Commercial Banking.

#### **Basis of Presentation and Use of Estimates**

The accompanying unaudited consolidated financial statements have been prepared in conformity with accounting principles generally accepted in the United States (U.S. GAAP) for interim financial information and should be read in conjunction with the audited consolidated financial statements in our Annual Report on Form 10-K for the year ended December 31, 2010 (2010 Form 10-K). Certain financial information that is normally included in annual financial statements prepared in conformity with U.S. GAAP, but is not required for interim reporting purposes, has been condensed or omitted. In the opinion of management, all adjustments, consisting of normal recurring adjustments, necessary for a fair presentation of our interim unaudited financial statements have been reflected.

The preparation of financial statements in conformity with U.S. GAAP requires management to make estimates and assumptions that affect the amounts reported in the consolidated financial statements and related disclosures. These estimates are based on information available as of the date of the consolidated financial statements. While management makes its best judgment, actual amounts or results could differ from these estimates. Interim period results may not be indicative of results for the full year.

#### **Principles of Consolidation**

The consolidated financial statements include the accounts of Capital One Financial Corporation and all other entities in which we have a controlling financial interest. All significant intercompany accounts and transactions have been eliminated. Certain prior period amounts have been reclassified to conform to the current period presentation.

#### **Significant Accounting Policies**

We provide a summary of our significant accounting policies in our 2010 Form 10-K under Notes to Consolidated Financial Statements Note 1 Summary of Significant Accounting Policies. Below we describe accounting standards that we adopted in 2011 and recently issued accounting standards that we have not yet adopted.

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**Table of Contents**

***Accounting Standards Adopted in 2011***

*Fair Value Measurements and Disclosures Improving Disclosures about Fair Value Measurements*

In January 2010, the Financial Accounting Standards Board ( FASB ) issued guidance to improve disclosures about fair value measurements. The guidance, which amended previous disclosure requirements for fair value measurements, requires new disclosures for significant transfers of financial assets and liabilities into and out of Level 1 and Level 2 of the fair value hierarchy, and requires that information on purchases, sales, issuances and settlements in the rollforward of Level 3 activity be presented on a gross basis rather than on a net basis. The amended guidance also provides several clarifications with respect to disclosures about the valuation techniques and inputs used to measure fair value for both recurring and nonrecurring instruments classified as either Level 2 or Level 3. We adopted the requirement for gross presentation in the Level 3 rollforward on January 1, 2011. The remaining provisions of the guidance were effective for us on January 1, 2010. Our adoption of the updated guidance did not affect our financial condition, results of operations or liquidity since it amends only the disclosure requirements for fair value measurements.

***Recently Issued but Not Yet Adopted Accounting Standards***

*Presentation of Comprehensive Income*

In June 2011, the FASB issued new accounting guidance that revises the manner in which comprehensive income is required to be presented in financial statements. The new guidance will require companies to present the components of net income and other comprehensive income either as one continuous statement or as two consecutive statements. The guidance eliminates the option to present components of other comprehensive income in the statement of changes in stockholders' equity. It does not change the items which must be reported in other comprehensive income, how such items are measured or when they must be reclassified from other comprehensive income to net income. The guidance requires retrospective application and is effective for interim and annual periods beginning on or after December 15, 2011. We intend to adopt the guidance in the first quarter of 2012. Our adoption of the guidance will have no effect on our financial condition, results of operations or liquidity since it impacts presentation only.

*Fair Value Measurement: Amendments to Achieve Common Fair Value Measurement and Disclosure Requirements in U.S. GAAP and International Financial Reporting Standards ( IFRS )*

In May 2011, the FASB issued amended guidance on fair value that is intended to provide a converged fair value framework for U.S. GAAP and IFRS. The amended guidance results in a consistent definition of fair value and common requirements for measurement of and disclosure about fair value between U.S. GAAP and IFRS. While the amended guidance continues to define fair value as an exit price, it changes some fair value measurement principles and expands the existing disclosure requirements for fair value measurements. The amended guidance is effective for public entities for interim and annual periods beginning on or after December 15, 2011, with early adoption prohibited. The new guidance requires prospective application and disclosure in the period of adoption of the change, if any, in valuation techniques and related inputs resulting from application of the amendments and quantification of the total effect, if practicable. We intend to adopt the amended guidance in the first quarter of 2012, and are currently assessing the impact that the adoption will have on our consolidated financial statements.

*Receivables: A Creditor's Determination of Whether a Restructuring is a Troubled Debt Restructuring*

In April 2011, the FASB issued an amendment to the accounting guidance for receivables to clarify when a restructuring, such as a loan modification, is considered a troubled debt restructuring ( TDR ). This amendment provides clarification on determining whether a debtor is experiencing financial difficulties and whether a concession has been granted to the debtor for purposes of determining if a loan modification constitutes a TDR. The amended guidance is effective for interim and annual periods beginning on or after June 15, 2011 and



## **Table of Contents**

applies retrospectively to restructurings occurring on or after the beginning of the fiscal year of adoption, with early adoption permitted. We intend to adopt this guidance in the third quarter of 2011. We are currently assessing the impact that the adoption of this guidance will have on our consolidated financial statements.

### *Transfers and Servicing: Reconsideration of Effective Control for Repurchase Agreements*

In April 2011, the FASB issued an amendment to the guidance for transfers and servicing with regard to repurchase agreements and other agreements that both entitle and obligate a transferor to repurchase or redeem financial assets before their maturity. This amendment removes the criterion related to collateral maintenance from the transferor's assessment of effective control. It focuses the assessment of effective control on the transferor's rights and obligations with respect to the transferred financial assets and not whether the transferor has the practical ability to perform in accordance with those rights or obligations. As a result of this amendment, we do not expect that repurchase agreements will qualify for derecognition from the transferor's financial statements and will be treated as secured borrowings. The amendment is effective prospectively for transactions or modification of existing transactions that occur on or after the first interim or annual period beginning on or after December 15, 2011. We intend to adopt the amended guidance on January 1, 2012. We do not expect that the adoption will have a material impact on our consolidated financial statements.

## **NOTE 2 ACQUISITIONS**

We regularly explore opportunities to enter into strategic partnership agreements or acquire financial services companies and businesses to expand our distribution channels and grow our customer base. We may structure these transactions with both an initial payment and later contingent payments tied to future financial performance. In some partnership agreements, we may enter into collaborative risk-sharing arrangements that provide for revenue and loss sharing.

### **Accounting for Acquisitions**

We account for acquisitions in accordance with the accounting guidance for business combinations. Under the guidance for business combinations, the accounting differs depending on whether the acquired set of activities and assets meets the definition of a business. A business is considered to be an integrated set of activities and assets that is capable of being conducted and managed for the purpose of providing economic benefits directly to investors or other owners, members, or participants. If the acquired set of activities and assets meets the definition of a business, the transaction is accounted for as a business combination. Otherwise, it is accounted for as an asset acquisition.

In a business combination, identifiable assets acquired, liabilities assumed and any noncontrolling interest in the acquiree are recorded at fair value as of the acquisition date, with limited exceptions. Transaction costs and costs to restructure the acquired company are generally expensed as incurred. Goodwill is recognized as the excess of the acquisition price over the estimated fair value of the net assets acquired. The operating results of the acquired business are reflected in our consolidated financial statements subsequent to the date of the merger or acquisition. In an asset acquisition, the assets acquired are recorded at the purchase price plus any transaction costs incurred. Goodwill is not recognized in an asset acquisition.

### **Accounting for Partnership Agreements**

Our partnership agreements primarily relate to alliances with third parties to provide lending and other services to private label credit card customers. We evaluate the specific terms of each agreement to determine whether it meets the definition of a collaborative arrangement and how revenue generated from third parties, costs incurred and transactions between participants in the partnership agreement should be accounted for and reported in our consolidated financial statements. A collaborative arrangement is a contractual arrangement that involves a joint operating activity involving two or more parties that are both active participants in the activity and exposed to significant risks and rewards dependent on the economic success of the activity.



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**Table of Contents**

If the agreement involves payments between participants under a revenue or loss sharing arrangement, we must determine whether to report revenue or loss amounts on a gross basis or on a net basis after taking into consideration payments due to or due from participants. We evaluate the contractual provisions of each transaction and applicable accounting guidance in determining the manner in which to report the impact of revenue and loss sharing amounts in our consolidated balance sheet and the related impact on our allowance for loan and lease losses. Our consolidated net income is the same regardless of whether we record revenue or expense amounts on a gross or net basis.

**2011 Acquisitions*****Hudson's Bay Company Credit Card Portfolio***

On January 7, 2011, in a cash transaction, we acquired the credit card portfolio of Hudson's Bay Company (HBC), a Canadian operation, from GE Capital Retail Finance. The acquisition and partnership with HBC significantly expands our credit card customer base in Canada, tripling the number of customer accounts, and provide an additional distribution channel. The acquisition included outstanding credit card loan receivables with a fair value of approximately \$1.4 billion, and a transfer of approximately 400 employees directly involved in managing the HBC portfolio.

We accounted for the acquisition as a business combination. Accordingly, we recorded the assets acquired, including identifiable intangible assets, and liabilities assumed at their respective fair values as of the acquisition date and consolidated with our results. In connection with the acquisition, we recorded goodwill of \$3 million representing the amount by which the purchase price exceeded the fair value of the net assets acquired. We also recognized a purchased credit card relationship intangible asset of \$11 million at acquisition and a contract-based intangible asset of \$70 million. Because the acquisition was considered to be a taxable transaction, the goodwill is deductible for tax purposes. The goodwill was assigned to the International Card reporting unit of our Credit Card segment, and the acquired loan portfolio is reflected in the operations of our International Card business.

***Kohl's Credit Card Portfolio***

In August 2010, we entered into a private-label credit card partnership agreement with Kohl's Department Stores (Kohl's). In connection with the partnership agreement, effective April 1, 2011, we acquired Kohl's existing private-label credit card loan portfolio from JPMorgan Chase & Co. The existing portfolio, which consists of more than 20 million Kohl's customer accounts, had an outstanding principal and interest balance of approximately \$3.7 billion at acquisition. The partnership agreement has an initial seven-year term and an automatic one-year renewal thereafter. We accounted for the purchase as an asset acquisition.

Under the terms of the partnership agreement and in conjunction with the acquisition, we began issuing Kohl's branded private-label credit cards to new and existing Kohl's customers on April 1, 2011. Risk management decisions are jointly managed by Kohl's and us, but we retain final authority over risk management decisions. Kohl's has primary responsibility for handling customer service functions and advertising and marketing related to credit card customers.

We share a fixed percentage of revenues, consisting of finance charges and late fees, with Kohl's, and Kohl's is required to reimburse us for a fixed percentage of credit losses incurred. Revenues and losses related to the Kohl's credit card program are reported on a net basis in our consolidated financial statements. The revenue sharing amounts earned by Kohl's are reflected as an offset against our revenues in our consolidated statements of income. The loss sharing amounts from Kohl's are reflected as a reduction in our provision for loan and lease losses in our consolidated statements of income. We also report the related allowance for loan and lease losses attributable to the Kohl's portfolio in our consolidated balance sheets net of the loss sharing amount due from Kohl's.

**Table of Contents**

Interest income was reduced by \$215 million in the second quarter and first six months of 2011 for amounts earned by Kohl's. Loss sharing amounts attributable to Kohl's reduced charge-offs by \$42 million in the second quarter and first six months of 2011. In addition, the expected reimbursement from Kohl's netted in our allowance for loan and lease losses was approximately \$170 million as of June 30, 2011. The reduction in the provision for loan and lease losses attributable to Kohl's was \$212 million for the second quarter and first six months of 2011.

**NOTE 3 DISCONTINUED OPERATIONS****Shutdown of Mortgage Origination Operations of Wholesale Mortgage Banking Unit**

In the third quarter of 2007, we closed the mortgage origination operations of our wholesale mortgage banking unit, acquired by us in December 2006 as part of the North Fork acquisition. The results of the mortgage origination operations and wholesale banking unit have been accounted for as a discontinued operation and therefore not included in our results from continuing operations for the three and six months ended June 30, 2011 and 2010. We have no significant continuing involvement in these operations.

The loss from discontinued operations includes an expense of \$33 million (\$22 million, net of tax) and \$72 million (\$51 million, net of tax), in the second quarter and first six months of 2011, respectively, and an expense of \$309 million (\$212 million, net of tax) and \$433 million (\$309 million, net of tax), in the second quarter and first six months of 2010, respectively, recorded in non-interest expense, primarily attributable to provisions for mortgage loan repurchase losses related to representations and warranties provided on loans previously sold to third parties by the wholesale banking unit.

The following table summarizes the results from discontinued operations related to the closure of our wholesale mortgage banking unit:

(Dollars in millions)	Three Months Ended June 30,		Six Months Ended June 30,	
	2011	2010	2011	2010
Net interest expense	\$ 0	\$ 0	\$ 0	\$ (1)
Non-interest expense	(53)	(316)	(78)	(445)
Loss from discontinued operations before taxes	(53)	(316)	(78)	(446)
Income tax benefit	19	112	28	158
Loss from discontinued operations, net of taxes	\$ (34)	\$ (204)	\$ (50)	\$ (288)

The discontinued mortgage origination operations of our wholesale home loan banking unit had remaining assets of \$32 million and \$362 million as of June 30, 2011 and December 31, 2010, respectively, which consisted primarily of cash. Liabilities totaled \$633 million and \$585 million as of June 30, 2011 and December 31, 2010, respectively, consisting primarily of reserves for representations and warranties on loans previously sold to third parties.

**NOTE 4 INVESTMENT SECURITIES**

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Our investment securities portfolio, which had a fair value of \$39.5 billion and \$41.5 billion, as of June 30, 2011 and December 31, 2010, respectively, consists of U.S. Treasury and U.S. agency debt obligations; agency and non-agency mortgage-backed securities; other asset-backed securities collateralized primarily by credit card loans, auto loans, student loans, auto dealer floor plan inventory loans and leases, equipment loans, and other; municipal securities and limited Community Reinvestment Act ( CRA ) equity securities. Our investment securities portfolio continues to be heavily concentrated in securities that generally have lower credit risk and

**Table of Contents**

high credit ratings, such as securities issued and guaranteed by the U.S. Treasury and government sponsored enterprises or agencies. Our investments in U.S. Treasury and agency securities, based on fair value, represented approximately 71% of our total investment securities portfolio as of June 30, 2011, compared with 70% as of December 31, 2010.

**Securities Amortized Cost and Fair Value**

All of our investment securities were classified as available-for-sale as of June 30, 2011, and are reported in our consolidated balance sheet at fair value. The following tables present the amortized cost, fair values and corresponding gross unrealized gains (losses), by major security type, for our investment securities as of June 30, 2011 and December 31, 2010. The gross unrealized gains (losses) related to our available-for-sale securities are recorded, net of tax, as a component of accumulated other comprehensive income ( AOCI ):

(Dollars in millions)	June 30, 2011					
	Amortized Cost	Total Gross Unrealized Gains	Gross Unrealized Losses- OTTI <sup>(1)</sup>	Gross Unrealized Losses- Other <sup>(2)</sup>	Total Gross Unrealized Losses	Fair Value
<b>Securities available-for-sale:</b>						
U.S. Treasury debt obligations	\$ 301	\$ 10	\$ 0	\$ 0	\$ 0	\$ 311
U.S. Agency debt obligations <sup>(3)</sup>	166	10	0	0	0	176
Collateralized mortgage obligations ( CMOs ):						
Agency <sup>(4)</sup>	12,104	310	0	(2)	(2)	12,412
Non-agency	953	1	(59)	(6)	(65)	889
<b>Total CMOs</b>	<b>13,057</b>	<b>311</b>	<b>(59)</b>	<b>(8)</b>	<b>(67)</b>	<b>13,301</b>
Mortgage-backed securities ( MBS ):						
Agency <sup>(4)</sup>	14,344	452	0	(63)	(63)	14,733
Non-agency	630	1	(57)	(1)	(58)	573
<b>Total MBS</b>	<b>14,974</b>	<b>453</b>	<b>(57)</b>	<b>(64)</b>	<b>(121)</b>	<b>15,306</b>
Asset-backed securities ( ABS <sup>(5)</sup> )	9,769	67	0	(4)	(4)	9,832
Other <sup>(6)</sup>	489	63	0	(4)	(4)	548
<b>Total securities available-for-sale</b>	<b>\$ 38,756</b>	<b>\$ 914</b>	<b>\$ (116)</b>	<b>\$ (80)</b>	<b>\$ (196)</b>	<b>\$ 39,474</b>

(Dollars in millions)	December 31, 2010					
	Amortized Cost	Total Gross Unrealized Gains	Gross Unrealized Losses- OTTI <sup>(1)</sup>	Gross Unrealized Losses- Other <sup>(2)</sup>	Total Gross Unrealized Losses	Fair Value
<b>Securities available-for-sale:</b>						
U.S. Treasury debt obligations	\$ 373	\$ 13	\$ 0	\$ 0	\$ 0	\$ 386
U.S. Agency debt obligations <sup>(3)</sup>	301	13	0	0	0	314
Collateralized mortgage obligations ( CMOs ):						
Agency <sup>(4)</sup>	12,303	271	0	(8)	(8)	12,566
Non-agency	1,091	0	(59)	(13)	(72)	1,019
<b>Total CMOs</b>	<b>13,394</b>	<b>271</b>	<b>(59)</b>	<b>(21)</b>	<b>(80)</b>	<b>13,585</b>
Mortgage-backed securities ( MBS ):						
Agency <sup>(4)</sup>	15,721	397	0	(135)	(135)	15,983
Non-agency	735	1	(46)	(9)	(55)	681

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Total MBS	16,456	398	(46)	(144)	(190)	16,664
Asset-backed securities ( ABS <sup>(5)</sup> )	9,901	69	0	(4)	(4)	9,966
Other <sup>(6)</sup>	563	66	0	(7)	(7)	622
Total securities available-for-sale	\$ 40,988	\$ 830	\$ (105)	\$ (176)	\$ (281)	\$ 41,537

**Table of Contents**

- (1) Represents the amount of cumulative non-credit other-than-temporary impairment ( OTTI ) losses recorded in AOCI. These losses are included in total gross unrealized losses.
- (2) Represents the amount of cumulative gross unrealized losses on securities for which we have not recognized OTTI.
- (3) Consists of debt securities issued by Fannie Mae and Freddie Mac, which had amortized cost of \$165 million and \$200 million as of June 30, 2011 and December 31, 2010, respectively, and fair value of \$175 million and \$213 million as of June 30, 2011 and December 31, 2010, respectively.
- (4) Consists of mortgage-backed securities issued by Fannie Mae, Freddie Mac and Ginnie Mae, which had amortized cost of \$15.5 billion, \$7.7 billion and \$3.2 billion, respectively, and fair value of \$15.9 billion, \$7.9 billion and \$3.3 billion, respectively, as of June 30, 2011. The book value of Fannie Mae, Freddie Mac and Ginnie Mae investments exceeded 10% of our stockholders' equity as of June 30, 2011.
- (5) Consists of securities collateralized by credit card loans, auto dealer and floor plan inventory loans and leases, student loans, auto loans, equipment loans and other. The distribution among these asset types was approximately 71.0% credit card loans, 9.3% auto dealer floor plan inventory loans and leases, 6.9% student loans, 6.6% auto loans, 1.9% equipment loans, and 4.3% of other loans as of June 30, 2011. In comparison, the distribution was approximately 77.8% credit card loans, 5.6% auto dealer floor plan inventory loans and leases, 7.2% student loans, 6.7% auto loans, 2.5% equipment loans and 0.2% home equity lines of credit as of December 31, 2010. Approximately 91.7% of the securities in our asset-backed security portfolio were rated AAA or its equivalent as of June 30, 2011, compared with 90.1% as of December 31, 2010. Our asset-backed security portfolio also includes commercial mortgage-backed securities issued by Fannie Mae, Freddie Mac and Ginnie Mae which had an amortized cost of \$8 million, \$158 million and \$55 million, respectively, and fair values of \$9 million, \$161 million and \$56 million, respectively, as of June 30, 2011.
- (6) Consists of municipal securities and equity investments related primarily to CRA activities.

**Securities Available for Sale in a Gross Unrealized Loss Position**

The table below provides, by major security type, information about our available-for-sale securities in a gross unrealized loss position and the length of time that individual securities have been in a continuous unrealized loss position as of June 30, 2011 and December 31, 2010:

(Dollars in millions)	Less than 12 Months		12 Months or Longer		Total	
	Fair Value	Gross Unrealized Losses	Fair Value	Gross Unrealized Losses	Fair Value	Gross Unrealized Losses
<b>Securities available-for-sale:</b>						
U.S. Treasury debt obligations	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
U.S. Agency debt obligations <sup>(1)</sup>	0	0	0	0	0	0
<b>CMOs:</b>						
Agency <sup>(2)</sup>	255	(1)	240	(1)	495	(2)
Non-agency	149	(6)	643	(59)	792	(65)
<b>Total CMOs</b>	<b>404</b>	<b>(7)</b>	<b>883</b>	<b>(60)</b>	<b>1,287</b>	<b>(67)</b>
<b>MBS:</b>						
Agency <sup>(2)</sup>	4,036	(62)	149	(1)	4,185	(63)
Non-agency	36	0	515	(58)	551	(58)
<b>Total MBS</b>	<b>4,072</b>	<b>(62)</b>	<b>664</b>	<b>(59)</b>	<b>4,736</b>	<b>(121)</b>
<b>Total ABS<sup>(3)</sup></b>	<b>868</b>	<b>(2)</b>	<b>98</b>	<b>(2)</b>	<b>966</b>	<b>(4)</b>
<b>Other</b>	<b>247</b>	<b>(1)</b>	<b>64</b>	<b>(3)</b>	<b>311</b>	<b>(4)</b>
<b>Total securities available-for-sale in a gross unrealized loss position</b>	<b>\$ 5,591</b>	<b>\$ (72)</b>	<b>\$ 1,709</b>	<b>\$ (124)</b>	<b>\$ 7,300</b>	<b>\$ (196)</b>



**Table of Contents**

(Dollars in millions)	December 31, 2010					
	Less than 12 Months		12 Months or Longer		Total	
	Fair Value	Gross Unrealized Losses	Fair Value	Gross Unrealized Losses	Fair Value	Gross Unrealized Losses
<b>Securities available-for-sale:</b>						
U.S. Treasury debt obligations	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
U.S. Agency debt obligations <sup>(1)</sup>	0	0	0	0	0	0
CMOs:						
Agency <sup>(2)</sup>	1,253	(7)	279	(1)	1,532	(8)
Non-agency	17	0	976	(72)	993	(72)
<b>Total CMOs</b>	<b>1,270</b>	<b>(7)</b>	<b>1,255</b>	<b>(73)</b>	<b>2,525</b>	<b>(80)</b>
MBS:						
Agency <sup>(2)</sup>	5,318	(134)	177	(1)	5,495	(135)
Non-agency	28	0	590	(55)	618	(55)
<b>Total MBS</b>	<b>5,346</b>	<b>(134)</b>	<b>767</b>	<b>(56)</b>	<b>6,113</b>	<b>(190)</b>
<b>Total ABS</b>	<b>1,411</b>	<b>(2)</b>	<b>33</b>	<b>(2)</b>	<b>1,444</b>	<b>(4)</b>
<b>Other</b>	<b>300</b>	<b>(1)</b>	<b>80</b>	<b>(6)</b>	<b>380</b>	<b>(7)</b>
Total securities available-for-sale in a gross unrealized loss position	\$ 8,327	\$ (144)	\$ 2,135	\$ (137)	\$ 10,462	\$ (281)

<sup>(1)</sup> Consists of debt securities issued by Fannie Mae and Freddie Mac.

<sup>(2)</sup> Consists of mortgage-backed securities issued by Fannie Mae, Freddie Mac and Ginnie Mae.

<sup>(3)</sup> Consists of commercial mortgage-backed securities issued by Freddie Mac and Ginnie Mae.

The gross unrealized losses on our available-for-sale securities of \$196 million as of June 30, 2011 relate to approximately 262 individual securities. Our investments in non-agency CMOs, non-agency residential MBS and non-agency asset-backed securities accounted for \$127 million, or 65%, of total gross unrealized losses as of June 30, 2011. Of the \$196 million gross unrealized losses as of June 30, 2011, \$124 million related to securities that had been in a loss position for more than 12 months. As discussed in more detail below, we conduct periodic reviews of all securities with unrealized losses to assess whether the impairment is other-than-temporary. Based on our assessments, we have recorded OTTI for a portion of our non-agency CMO and non-agency residential MBS, which is discussed in more detail later in this footnote.

**Maturities and Yields of Securities Available-for-Sale**

The following table summarizes the remaining scheduled contractual maturities, assuming no prepayments, of our investment securities as of June 30, 2011:

(Dollars in millions)	June 30, 2011	
	Amortized Cost	Fair Value
Due in 1 year or less	\$ 2,388	\$ 2,397
Due after 1 year through 5 years	6,899	6,964
Due after 5 years through 10 years	1,304	1,337
Due after 10 years <sup>(1)</sup>	28,165	28,776
<b>Total</b>	<b>\$ 38,756</b>	<b>\$ 39,474</b>

<sup>(1)</sup> Investments with no stated maturities, which consist of equity securities, are included with contractual maturities due after 10 years.

**Table of Contents**

Because borrowers may have the right to call or prepay certain obligations, the expected maturities of our securities are likely to differ from the scheduled contractual maturities presented above. The table below summarizes, by major security type, the expected maturities and the weighted average yields of our investment securities as of June 30, 2011. Actual calls or prepayment rates may differ from our estimates, which may cause the actual maturities of our investment securities to differ from the expected maturities presented below.

(Dollars in millions)	Due in 1 Year or Less		Due > 1 Year through 5 Years		June 30, 2011 Due > 5 Years through 10 Years		Due > 10 Years		Total	
	Amount	Average Yield <sup>(1)</sup>	Amount	Average Yield <sup>(1)</sup>	Amount	Average Yield <sup>(1)</sup>	Amount	Average Yield <sup>(1)</sup>	Amount	Average Yield <sup>(1)</sup>
<b>Fair value of securities available-for-sale:</b>										
U.S. Treasury debt obligations	\$ 186	1.83%	\$ 125	4.27%	\$ 0	0%	\$ 0	0%	\$ 311	2.76%
U.S. Agency debt obligations <sup>(2)</sup>	36	4.38	140	4.56	0	0	0	0	176	4.52
CMOs:										
Agency <sup>(3)</sup>	751	5.51	6,392	4.39	5,247	4.25	22	4.64	12,412	4.40
Non-agency	214	5.90	373	5.42	264	5.50	38	9.03	889	5.70
Total CMOs	965	5.60	6,765	4.45	5,511	4.32	60	7.49	13,301	4.49
MBS:										
Agency <sup>(3)</sup>	86	5.18	4,532	4.87	9,739	4.37	376	4.19	14,733	4.52
Non-agency	0	0	316	6.03	257	5.88	0	0	573	5.96
Total MBS	86	5.18	4,848	4.95	9,996	4.42	376	4.19	15,306	4.58
Total ABS <sup>(4)</sup>	1,859	2.11	7,422	2.24	511	4.08	40	2.08	9,832	2.31
Other <sup>(5)</sup>	294	1.78	70	4.17	4	4.62	180	1.41	548	2.06
Total securities available for sale	\$ 3,426	3.14%	\$ 19,370	3.71%	\$ 16,022	4.37%	\$ 656	3.81%	\$ 39,474	3.93%
<b>Amortized cost of securities available-for-sale</b>										
	\$ 3,400		\$ 18,989		\$ 15,767		\$ 600		\$ 38,756	

(1) Yields are calculated based on the amortized cost of the securities.

(2) Consists of debt securities issued by Fannie Mae and Freddie Mac.

(3) Consists of mortgage-backed securities issued by Fannie Mae, Freddie Mac and Ginnie Mae.

(4) Consists of commercial mortgage-backed securities issued by Fannie Mae, Freddie Mac and Ginnie Mae.

(5) Yields of tax-exempt securities are calculated on a fully taxable-equivalent (FTE) basis.

**Table of Contents****Credit Ratings**

Approximately 93% and 92% of our total investment securities portfolio was rated AAA or its equivalent as of June 30, 2011 and December 31, 2010, respectively, while approximately 4% were below investment grade as of June 30, 2011 and December 31, 2010. All of our agency securities were rated AAA as of June 30, 2011 and December 31, 2010. The table below presents information on the credit ratings of our non-agency CMOs and non-agency MBS, which account for the substantial majority of the unrealized losses related to our investment securities portfolio as of June 30, 2011 and December 31, 2010:

	June 30, 2011				December 31, 2010			
	% of Investment Securities Portfolio <sup>(1)</sup>	AAA	Other Investment Grade	Below Investment Grade or Not Rated	% of Investment Securities Portfolio <sup>(1)</sup>	AAA	Other Investment Grade	Below Investment Grade or Not Rated
Non-agency CMOs	2%	0%	12%	88%	3%	1%	11%	88%
Non-agency MBS	2	0	5	95	2	0	6	94

<sup>(1)</sup> Calculated based on the amortized cost of the major security type presented divided by the amortized cost of our total investment securities portfolio as of the end of each period.

**Other-Than-Temporary Impairment**

We evaluate all securities in an unrealized loss position at least quarterly, and more often as market conditions require, to assess whether the impairment is other-than-temporary. Our OTTI assessment is a subjective process requiring the use of judgments and assumptions. Accordingly, we consider a number of qualitative and quantitative criteria in our assessment, including the extent and duration of the impairment; recent events specific to the issuer and/or industry to which the issuer belongs; the payment structure of the security; external credit ratings and the failure of the issuer to make scheduled interest or principal payments; the value of underlying collateral; our intent and ability to hold the security; and current market conditions.

We assess, measure and recognize OTTI in accordance with the accounting guidance for recognition and presentation of OTTI. Under this guidance, if we determine that impairment on our debt securities is other-than-temporary and we have made the decision to sell the security or it is more likely than not that we will be required to sell the security prior to recovery of its amortized cost basis, we recognize the entire portion of the impairment in earnings. If we have not made a decision to sell the security and we do not expect that we will be required to sell the security prior to recovery of the amortized cost basis, we recognize only the credit component of OTTI in earnings. The remaining unrealized loss due to factors other than credit, or the non-credit component, is recorded in AOCI. We determine the credit component based on the difference between the security's amortized cost basis and the present value of its expected future cash flows, discounted based on the purchase yield. The non-credit component represents the difference between the security's fair value and the present value of expected future cash flows.

The following table summarizes other-than-temporary impairment losses on debt securities recognized in earnings for the three and six months ended June 30, 2011 and 2010:

(Dollars in millions)	Three Months Ended June 30,		Six Months Ended June 30,	
	2011	2010	2011	2010
Total OTTI losses	\$ 27	\$ 27	\$ 50	\$ 77
Less: Non-credit component of OTTI losses recorded in OCI	(21)	(1)	(41)	(20)
Net OTTI losses recognized in earnings	\$ 6	\$ 26	\$ 9	\$ 57

As indicated in the table above, we recorded credit related losses in earnings totaling \$6 million and \$26 million for the three months ended June 30, 2011 and 2010, respectively, and \$9 million and \$57 million for the six



**Table of Contents**

months ended June 30, 2011 and 2010, respectively. The cumulative non-credit related portion of OTTI on these securities recorded in AOCI totaled \$116 million and \$105 million as of June 30, 2011 and December 31, 2010, respectively. We estimate the portion of loss attributable to credit using a discounted cash flow model, and we estimate the expected cash flows from the underlying collateral using industry-standard third party modeling tools. These tools take into consideration security specific delinquencies, product specific delinquency roll rates and expected severities. Key assumptions used in estimating the expected cash flows include default rates, loss severity and prepayment rates. Assumptions used can vary widely based on the collateral underlying the securities and are influenced by factors such as collateral type, loan interest rate, geographical location of the borrower, and other borrower characteristics.

We believe the gross unrealized losses related to all other securities of \$80 million as of June 30, 2011 are attributable to changes in market interest rates and asset spreads. We therefore do not expect to incur any credit losses related to these securities. In addition, we have no intent to sell these securities with unrealized losses and it is not more likely than not that we will be required to sell these securities prior to recovery of the amortized cost. Accordingly, we have concluded that the impairment on these securities as of June 30, 2011 is not other-than-temporary.

The table below presents activity for the three and six months ended June 30, 2011 and 2010, respectively, related to the credit component recognized in earnings on investment debt securities for which a portion of the OTTI loss, the non-credit component, was recorded in AOCI:

(Dollars in millions)	Three Months Ended June 30,		Six Months Ended June 30,	
	2011	2010	2011	2010
Beginning balance	\$ 50	\$ 34	\$ 49	\$ 32
Additions for the credit component of OTTI on debt securities for which OTTI losses were not previously recognized <sup>(2)</sup>	2	2	3	7
Additions for the credit component of OTTI on debt securities for which OTTI losses were previously recognized	4	7	6	14
Reductions related to debt securities for which the non-credit component previously recorded in AOCI was recognized in earnings because of our intent to sell the securities and for securities sold during the period <sup>(1)</sup>	0	(2)	(2)	(12)
Ending balance	\$ 56	\$ 41	\$ 56	\$ 41

<sup>(1)</sup> For the three and six months ended June 30, 2011, no OTTI losses were recognized in earnings on securities for which no portion of the OTTI losses remained in AOCI. For the three and six months ended June 30, 2010, we recognized \$17 million and \$36 million, respectively, on securities for which no portion of the OTTI losses remained in AOCI. OTTI losses related to these debt securities are excluded from these amounts.

<sup>(2)</sup> Includes \$4 million of OTTI recorded in the first quarter of 2010 on negative amortization bonds classified as held to maturity.

**Table of Contents****AOCI, Net of Taxes, Related to Securities Available for Sale**

The table below presents the changes in AOCI, net of taxes, related to our available-for-sale securities. The net unrealized gains (losses) represent the fair value adjustments recorded on available-for-sale securities, net of tax, during the period. The net reclassification adjustment for net realized losses (gains) represents the amount of those fair value adjustments, net of tax, that were recognized in earnings due to the sale of an available-for-sale security or the recognition of an impairment loss.

(Dollars in millions)	Three Months Ended June 30,		Six Months Ended June 30,	
	2011	2010	2011	2010
Beginning balance AOCI related to securities available for sale, net of tax <sup>(1)</sup>	\$ 311	\$ 333	\$ 369	\$ 186
Net unrealized gains (losses), net of tax <sup>(2)</sup>	164	337	109	509
Net realized losses (gains) reclassified from AOCI into earnings, net of tax <sup>(3)</sup>	3	4	0	(21)
Ending balance AOCI related to securities available for sale, net of tax	\$ 478	\$ 674	\$ 478	\$ 674

<sup>(1)</sup> Net of tax benefit (expense) of \$(171) million and \$(183) million for the three months ended June 30, 2011 and 2010, respectively, and \$(203) million and \$(102) million for the six months ended June 30, 2011 and 2010, respectively.

<sup>(2)</sup> Net of tax benefit (expense) of \$(90) million and \$(185) million for the three months ended June 30, 2011 and 2010, respectively, and \$(60) million and \$(280) million for the six months ended June 30, 2011 and 2010, respectively.

<sup>(3)</sup> Net of tax (benefit) expense of \$2 million and \$2 million for the three months ended June 30, 2011 and 2010, respectively, and \$0 and \$(11) million for the six months ended June 30, 2011 and 2010, respectively.

**Realized Gains and Losses on Securities Available for Sale**

The following table presents the gross realized gains and losses on the sale and redemption of available-for-sale securities recognized in earnings for the three and six months ended June 30, 2011 and 2010. The gross realized investment losses presented below exclude credit losses recognized in earnings attributable to OTTI. We also present the proceeds from the sale of available-for-sale investment securities for the periods presented.

(Dollars in millions)	Three Months Ended June 30,		Six Months Ended June 30,	
	2011	2010	2011	2010
Gross realized investment gains	\$ 9	\$ 14	\$ 14	\$ 108
Gross realized investment losses	(1)	0	(3)	0
Net realized gains	\$ 8	\$ 14	\$ 11	\$ 108
Total proceeds from sales	\$ 1,724	\$ 1,632	\$ 2,570	\$ 9,061

**Securities Pledged**

As part of our liquidity management strategy, we pledge securities to secure borrowings from the Federal Home Loan Bank ( FHLB ) and the Federal Reserve Bank. We also pledge securities to secure trust and public deposits and for other purposes as required or permitted by law. We had securities pledged with a fair value of \$10.7 billion and \$10.0 billion as of June 30, 2011 and December 31, 2010, respectively. As of June 30, 2011, we pledged securities with the ability of the secured party to repledge of \$1.4 billion and \$20 million of cash collateral has been posted.





**Table of Contents****NOTE 5 LOANS****Loan Portfolio Composition**

Our total loan portfolio consists of loans we own and loans underlying our securitization trusts. The table below presents the composition of our held-for-investment loan portfolio, including restricted loans for securitization investors, as of June 30, 2011 and December 31, 2010. Our loan portfolio consists of credit card, consumer banking and commercial banking loans. Credit card loans consist of domestic and international loans as well as installment loans. Consumer banking loans consist of automobile, home, and retail banking loans. Commercial banking loans consist of commercial and multifamily real estate, middle market, specialty lending and small-ticket commercial real estate loans.

(Dollars in millions)	June 30, 2011	December 31, 2010
<b>Credit Card business:</b>		
Domestic credit card loans	\$ 51,236	\$ 49,979
International credit card loans	8,709	7,513
Total credit card loans	59,945	57,492
Domestic installment loans	2,758	3,870
International installment loans	2	9
Total installment loans	2,760	3,879
Total credit card	62,705	61,371
<b>Consumer Banking business:</b>		
Automobile	19,223	17,867
Home loans	11,323	12,103
Other retail	4,046	4,413
Total consumer banking	34,592	34,383
<b>Commercial Banking business:</b>		
Commercial and multifamily real estate <sup>(1)</sup>	14,035	13,396
Middle market	11,404	10,484
Specialty lending	4,122	4,020
Total commercial lending	29,561	27,900
Small-ticket commercial real estate	1,642	1,842
Total commercial banking	31,203	29,742
<b>Other:</b>		
Other loans	465	451
Total loans	\$ 128,965	\$ 125,947

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<sup>(1)</sup> Includes construction loans and land development loans totaling \$2.1 billion as of June 30, 2011 and \$2.4 billion as of December 31, 2010.

### **Credit Quality**

We closely monitor economic conditions and loan performance trends to manage and evaluate our exposure to credit risk. Trends in delinquency ratios are an indicator, among other considerations, of credit risk within our loan portfolios. The level of nonperforming assets represents another indicator of the potential for future credit losses. Accordingly, key metrics we track and use in evaluating the credit quality of our loan portfolio include delinquency and nonperforming asset rates, as well as charge-off rates and our internal risk ratings of commercial loans.

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## **Table of Contents**

### ***Delinquent and Nonperforming Loans***

The entire balance of a loan is considered contractually delinquent if the minimum required payment is not received by the first statement cycle date equal to or following the due date specified on the customer's billing statement. Delinquency is reported on loans that are 30 or more days past due. Interest and fees continue to accrue on past due loans until the date the loan is placed on nonaccrual status, if applicable. We generally place loans on nonaccrual status when we believe the collectability of interest and principal is not reasonably assured.

Nonperforming loans generally include loans that have been placed on nonaccrual status and certain restructured loans whose contractual terms have been restructured in a manner that grants a concession to a borrower experiencing financial difficulty. We do not report loans accounted for under the fair value option and loans held for sale as nonperforming. Our policies for classifying loans as nonperforming, by loan category, are as follows:

*Credit card loans:* As permitted by regulatory guidance issued by the Federal Financial Institutions Examination Council (FFIEC), our policy is generally to exempt credit card loans from being classified as nonperforming as these loans are generally charged-off in the period the account becomes 180 days past due. Consistent with industry conventions, we generally continue to accrue interest and fees on delinquent credit card loans until the loans are charged-off. When we do not expect full payment of billed finance charges and fees, we reduce the balance of the credit card loan by the estimated uncollectible portion of any billed finance charges and fees and exclude this amount from revenue. Installment loans are included in our credit card segment and classified as nonperforming when the loan is 120 days past due.

*Consumer banking loans:* We classify other non-credit card consumer loans as nonperforming at the earlier of the date when we determine that the collectability of interest or principal on the loan is not reasonably assured or in the period in which the loan becomes 90 days past due for automobile, home loans and unsecured small business revolving lines of credit and 120 days past due for all other non-credit card consumer loans.

*Commercial banking loans:* We classify commercial loans as nonperforming at the earlier of the date we determine that the collectability of interest or principal on the loan is not reasonably assured or in the period that the loan becomes 90 days past due.

*Modified loans and troubled debt restructurings:* Modified loans, including TDRs, that are current at the time of the restructuring remain on accrual status if there is demonstrated performance prior to the restructuring and continued performance under the modified terms is expected. Otherwise, the modified loan is classified as nonperforming and placed on nonaccrual status until the borrower demonstrates a sustained period of performance over several payment cycles, generally six months of consecutive payments, under the modified terms of the loan.

*Purchased credit-impaired (PCI) loans:* PCI loans primarily include loans acquired from Chevy Chase Bank, which we recorded at fair value at acquisition. Because the initial fair value of these loans included an estimate of credit losses expected to be realized over the remaining lives of the loans, our subsequent accounting for PCI loans differs from the accounting for non-PCI loans. We, therefore, separately track and report PCI loans and exclude these loans from our delinquency and nonperforming loan statistics.

Interest and fees accrued but not collected at the date a loan is placed on nonaccrual status are reversed against earnings. In addition, the amortization of net deferred loan fees is suspended. Interest and fee income is subsequently recognized only upon the receipt of cash payments. However, if there is doubt regarding the ultimate collectability of loan principal, all cash received is applied against the principal balance of the loan. Nonaccrual loans are generally returned to accrual status when all principal and interest is current and repayment of the remaining contractual principal and interest is reasonably assured or when the loan is both well-secured and in the process of collection and collectability is no longer doubtful.

The following table summarizes the payment status of loans in our total loan portfolio, including an aging of delinquent loans, loans 90 days or more past due continuing to accrue interest and loans classified as



**Table of Contents**

nonperforming. We present information below on the credit performance of our loan portfolio, by major loan category, including key metrics that we use in tracking changes in the credit quality of each of our loan portfolios. The delinquency aging includes all past due loans, both performing and nonperforming, as of June 30, 2011 and December 31, 2010.

Loans 90 days or more past due totaled approximately \$1.9 billion and \$2.2 billion as of June 30, 2011 and December 31, 2010, respectively. Loans classified as nonperforming totaled \$1.2 billion as of both June 30, 2011 and December 31, 2010, respectively.

(Dollars in millions)	June 30, 2011								
	Current	30-59 Days	60-89 Days	> 90 Days	Total Delinquent Loans	PCI Loans	Total Loans	> 90 Days and Accruing <sup>(1)</sup>	Nonperforming Loans <sup>(1)</sup>
<b>Credit card:</b>									
Domestic credit card and installment loans	\$ 52,196	\$ 558	\$ 374	\$ 866	\$ 1,798	\$ 0	\$ 53,994	\$ 866	\$ 0
International credit card and installment loans	8,249	149	101	212	462	0	8,711	212	0
Total credit card	60,445	707	475	1,078	2,260	0	62,705	1,078	0
<b>Consumer Banking:</b>									
Auto	17,904	823	347	82	1,252	67	19,223	0	81
Home loans	6,259	68	41	378	487	4,577	11,323	0	474
Retail banking	3,963	22	12	46	80	3	4,046	3	77
Total consumer banking	28,126	913	400	506	1,819	4,647	34,592	3	632
<b>Commercial Banking:</b>									
Commercial and multifamily real estate	13,555	20	45	204	269	211	14,035	9	307
Middle market	11,017	26	7	67	100	287	11,404	0	129
Specialty lending	4,081	24	7	10	41	0	4,122	2	37
Total commercial lending	28,653	70	59	281	410	498	29,561	11	473
Small-ticket commercial real estate	1,590	38	7	7	52	0	1,642	0	8
Total commercial banking	30,243	108	66	288	462	498	31,203	11	481
<b>Other:</b>									
Other loans	397	20	7	41	68	0	465	0	51
Total	\$ 119,211	\$ 1,748	\$ 948	\$ 1,913	\$ 4,609	\$ 5,145	\$ 128,965	\$ 1,092	\$ 1,164
% of Total loans	92.4%	1.4%	0.7%	1.5%	3.6%	4.0%	100.0%	0.9%	0.9%

**Table of Contents**

(Dollars in millions)	December 31, 2010								
	Current	30-59 Days	60-89 Days	> 90 Days	Total Delinquent Loans	PCI Loans	Total Loans	> 90 Days and Accruing <sup>(1)</sup>	Nonperforming Loans <sup>(1)</sup>
<b>Credit card:</b>									
Domestic credit card and installment loans	\$ 51,649	\$ 558	\$ 466	\$ 1,176	\$ 2,200	\$ 0	\$ 53,849	\$ 1,176	\$ 0
International credit card and installment loans	7,090	132	97	203	432	0	7,522	203	0
Total credit card	58,739	690	563	1,379	2,632	0	61,371	1,379	0
<b>Consumer Banking:</b>									
Auto	16,414	952	402	99	1,453	0	17,867	0	99
Home loans	6,707	65	44	395	504	4,892	12,103	0	486
Retail banking	4,218	31	22	40	93	102	4,413	5	91
Total consumer banking	27,339	1,048	468	534	2,050	4,994	34,383	5	676
<b>Commercial Banking:</b>									
Commercial and multifamily real estate	12,816	118	31	153	302	278	13,396	14	276
Middle market	10,113	34	5	50	89	282	10,484	0	133
Specialty lending	3,962	25	7	26	58	0	4,020	0	48
Total commercial lending	26,891	177	43	229	449	560	27,900	14	457
Small-ticket commercial real estate	1,711	74	24	33	131	0	1,842	0	38
Total commercial banking	28,602	251	67	262	580	560	29,742	14	495
<b>Other:</b>									
Other loans	382	19	5	45	69	0	451	0	54
Total	\$ 115,062	\$ 2,008	\$ 1,103	\$ 2,220	\$ 5,331	\$ 5,554	\$ 125,947	\$ 1,398	\$ 1,225
% of Total loans	91.4%	1.6%	0.9%	1.7%	4.2%	4.4%	100.0%	1.1%	1.0%

<sup>(1)</sup> Purchased credit-impaired loans are excluded from loans reported as 90 days or more past due and still accruing interest and nonperforming loans.

**Charge-Offs**

Net charge-offs consist of the unpaid principal balance of loans held for investment that we determine are uncollectible, net of recovered amounts. We exclude accrued and unpaid finance charges and fees and fraud losses from charge-offs. Charge-offs are recorded as a reduction to the allowance for loan and lease losses and subsequent recoveries of previously charged-off amounts are credited to the allowance for loan and lease losses. Costs incurred to recover charged-off loans are recorded as collection expense and included in our consolidated statements of income as a component of other non-interest expense. Our charge-off time frame for loans, which varies based on the loan type, is presented below.

*Credit card loans:* We generally charge-off credit card loans when the account is 180 days past due from the statement cycle date. Credit card loans in bankruptcy are charged-off within 30 days of receipt of a complete bankruptcy notification from the bankruptcy court, except for U.K. credit card loans, which are charged-off within 60 days. Credit card loans of deceased account holders are charged-off within 60 days of receipt of notification.

*Consumer banking loans:* We generally charge-off consumer loans at the earlier of the date when the account is a specified number of days past due or upon repossession of the underlying collateral. Our charge-off time frame is 180 days for mortgage loans and unsecured small business lines of credit and 120 days for auto and other non-credit card consumer loans. We calculate the charge-off amount for mortgage loans based on the difference between our recorded investment in the loan and the fair value of the underlying property and estimated selling costs as of the date of the charge-off. We update our home value estimates on a regular basis and recognize additional charge-offs for declines in home values below our initial fair value and selling cost estimate at the date mortgage loans are charged-off. Consumer loans in

**Table of Contents**

bankruptcy, except for auto and mortgage loans, generally are charged-off within 40 days of receipt of notification from the bankruptcy court. Auto and home loans in bankruptcy are charged-off in the period that the loan is both 60 days or more past due and 60 days or more past the bankruptcy notification date or in the period the loan becomes 120 days past due for auto loans and 180 days past due for mortgage loans regardless of the bankruptcy notification date. Consumer loans of deceased account holders are charged-off within 60 days of receipt of notification.

*Commercial banking loans:* We charge-off commercial loans in the period we determine that the unpaid principal loan amounts are uncollectible.

*Purchased credit-impaired loans:* We do not record charge-offs on PCI loans that are performing in accordance with or better than our expectations as of the date of acquisition, as the fair values of these loans already reflect a credit component. We record charge-offs on purchased credit-impaired loans only if actual losses exceed estimated losses incorporated into the fair value recorded at acquisition.

**Credit Card**

Our credit card loan portfolio is generally highly diversified across millions of accounts and multiple geographies without significant individual exposures. We, therefore, generally manage credit risk on a portfolio basis. The risk in our credit card portfolio is correlated with broad economic trends, such as unemployment rates, gross domestic product ( GDP ) growth, and home values, as well as customer liquidity, which can have a material effect on credit performance. The primary factors we assess in monitoring the credit quality and risk of our credit card portfolio are delinquency and charge-off trends, including an analysis of the migration of loans between delinquency categories over time. The table below displays the geographic profile of our credit card loan portfolio and delinquency statistics as of June 30, 2011 and December 31, 2010. We also present comparative net charge-offs for the three and six months ended June 30, 2011 and 2010.

**Credit Card: Risk Profile by Geographic Region and Delinquency Status**

(Dollars in millions)	June 30, 2011		December 31, 2010	
	Amount	% of Total <sup>(1)</sup>	Amount	% of Total <sup>(1)</sup>
<b>Domestic card and installment loans:</b>				
California	\$ 6,233	9.9%	\$ 6,242	10.2%
Texas	3,532	5.6	3,633	5.9
New York	3,669	5.9	3,599	5.8
Florida	3,224	5.1	3,298	5.4
Illinois	2,546	4.1	2,403	3.9
Pennsylvania	2,432	3.9	2,389	3.9
Ohio	2,170	3.5	2,109	3.4
New Jersey	2,070	3.3	1,971	3.2
Michigan	1,747	2.8	1,716	2.8
Other	26,371	42.0	26,489	43.2
Total domestic card and installment loans	53,994	86.1%	53,849	87.7%
<b>International card and installment loans:</b>				
United Kingdom	4,689	7.5	4,102	6.7
Canada	4,022	6.4	3,420	5.6
Total international card and installment loans	8,711	13.9%	7,522	12.3%
Total credit card	\$ 62,705	100.0%	\$ 61,371	100.0%
<b>Selected credit metrics:</b>				
30+ day delinquencies <sup>(2)</sup>	\$ 2,260	3.60%	\$ 2,632	4.29%



90+ day delinquencies<sup>(2)</sup>

**1,078**

**1.72**

1,379

2.25

**Table of Contents**

(Dollars in millions)	Three Months Ended June 30,			
	2011		2010	
	Amount	Rate	Amount	Rate
<b>Net charge-offs:</b>				
Domestic	\$ 638	4.74%	\$ 1,308	9.49%
International	155	7.02	155	8.38
Total <sup>(3)</sup>	\$ 793	5.06%	\$ 1,463	9.36%

(Dollars in millions)	Six Months Ended June 30,			
	2011		2010	
	Amount	Rate	Amount	Rate
<b>Net charge-offs:</b>				
Domestic	\$ 1,442	5.45%	\$ 2,828	10.00%
International	280	6.39	328	8.61
Total <sup>(3)</sup>	\$ 1,722	5.59%	\$ 3,156	9.84%

(1) Percentages by geographic region within the domestic and international credit card portfolios are calculated based on the total held for investment credit card and installment loans as of the end of the reported period.

(2) Delinquency rates calculated by dividing delinquent credit card and installment loans by the total balance of credit card and installment loans held for investment as of the end of the reported period.

(3) Calculated by dividing annualized net charge-offs by average credit card loans held for investment during the three and six months ended June 30, 2011 and 2010.

The 30+ day delinquency rate for our credit card loan portfolio decreased to 3.60% as of June 30, 2011, from 4.29% as of December 31, 2010, reflecting strong underlying credit improvement trends.

**Consumer Banking**

Our consumer banking loan portfolio consists of auto, home loan and retail banking loans. Similar to our credit card loan portfolio, the risk in our consumer banking loan portfolio is correlated with broad economic trends, such as unemployment rates, GDP growth, and home values, as well as customer liquidity, which can have a material effect on credit performance. Delinquency, nonperforming loans and charge-off trends are key factors we assess in monitoring the credit quality and risk of our consumer banking loan portfolio. The table below displays the geographic profile of our consumer banking loan portfolio, including PCI loans acquired from Chevy Chase Bank. We also present the delinquency and nonperforming loan rates of our consumer banking loan portfolio, excluding PCI loans as of June 30, 2011 and December 31, 2010, and net charge-offs for the three and six months ended June 30, 2011 and 2010.

**Table of Contents****Consumer Banking: Risk Profile by Geographic Region, Delinquency Status and Performing Status**

(Dollars in millions)	June 30, 2011					
	Non-PCI Loans		PCI Loans		Total	
	Loans	% of Total <sup>(1)</sup>	Loans	% of Total <sup>(1)</sup>	Loans	% of Total <sup>(1)</sup>
<b>Auto:</b>						
Texas	\$ 3,496	10.1%	\$ 0	0.0%	\$ 3,496	10.1%
California	1,487	4.3	0	0.0	1,487	4.3
Louisiana	1,367	4.0	0	0.0	1,367	4.0
Florida	1,037	3.0	0	0.0	1,037	3.0
Georgia	1,007	2.9	0	0.0	1,007	2.9
New York	916	2.6	0	0.0	916	2.6
Illinois	893	2.6	0	0.0	893	2.6
Other	8,953	25.9	67	0.2	9,020	26.1
Total auto	\$ 19,156	55.4%	\$ 67	0.2%	\$ 19,223	55.6%
<b>Home loans:</b>						
New York	\$ 1,908	5.5%	\$ 274	0.8%	\$ 2,182	6.3%
California	880	2.5	1,287	3.7	2,167	6.2
Louisiana	1,781	5.2	2	0.0	1,783	5.2
Maryland	301	0.9	581	1.7	882	2.6
Virginia	212	0.6	555	1.6	767	2.2
New Jersey	377	1.1	254	0.7	631	1.8
Other	1,287	3.7	1,624	4.7	2,911	8.4
Total home loans	\$ 6,746	19.5%	\$ 4,577	13.2%	\$ 11,323	32.7%
<b>Retail banking:</b>						
Louisiana	\$ 1,610	4.7%	\$ 0	0.0%	\$ 1,610	4.7%
Texas	996	2.9	0	0.0	996	2.9
New York	868	2.5	0	0.0	868	2.5
New Jersey	330	1.0	0	0.0	330	1.0
Maryland	73	0.2	2	0.0	75	0.2
Virginia	45	0.1	1	0.0	46	0.1
Other	121	0.3	0	0.0	121	0.3
Total retail banking	\$ 4,043	11.7%	\$ 3	0.0%	\$ 4,046	11.7%
Total consumer banking	\$ 29,945	86.6%	\$ 4,647	13.4%	\$ 34,592	100.0%

(Dollars in millions)	June 30, 2011							
	Auto		Home Loans		Retail Banking		Total Consumer Banking	
	Amount	Rate	Amount	Rate	Amount	Rate	Amount	Rate
<b>Credit performance:<sup>(2)</sup></b>								
30+ day delinquencies	\$ 1,252	6.51%	\$ 487	4.30%	\$ 80	1.99%	\$ 1,819	5.26%
90+ day delinquencies	82	0.43	378	3.34	46	1.14	506	1.46
Nonperforming loans	81	0.42	474	4.19	77	1.90	632	1.83



**Table of Contents**

(Dollars in millions)	Non-PCI Loans		December 31, 2010 PCI Loans		Total	
	Loans	% of Total <sup>(1)</sup>	Loans	% of Total <sup>(1)</sup>	Loans	% of Total <sup>(1)</sup>
<b>Auto:</b>						
Texas	\$ 3,161	9.2%	\$ 0	0.0%	\$ 3,161	9.2%
California	1,412	4.1	0	0.0	1,412	4.1
Louisiana	1,334	3.9	0	0.0	1,334	3.9
Florida	954	2.8	0	0.0	954	2.8
Georgia	908	2.6	0	0.0	908	2.6
New York	894	2.6	0	0.0	894	2.6
Illinois	843	2.5	0	0.0	843	2.5
Other	8,361	24.3	0	0.0	8,361	24.3
Total auto	\$ 17,867	52.0%	\$ 0	0.0%	\$ 17,867	52.0%
<b>Home loans:</b>						
New York	\$ 2,069	6.0%	\$ 311	0.9%	\$ 2,380	6.9%
California	959	2.8	1,380	4.0	2,339	6.8
Louisiana	1,776	5.2	2	0.0	1,778	5.2
Maryland	281	0.8	605	1.8	886	2.6
Virginia	200	0.6	591	1.7	791	2.3
New Jersey	423	1.2	278	0.8	701	2.0
Other	1,503	4.4	1,725	5.0	3,228	9.4
Total home loans	\$ 7,211	21.0%	\$ 4,892	14.2%	\$ 12,103	35.2%
<b>Retail banking:</b>						
Louisiana	\$ 1,754	5.1%	\$ 0	0.0%	\$ 1,754	5.1%
Texas	1,125	3.3	0	0.0	1,125	3.3
New York	909	2.6	0	0.0	909	2.6
New Jersey	357	1.0	0	0.0	357	1.0
Maryland	58	0.2	31	0.1	89	0.3
Virginia	35	0.1	17	0.1	52	0.2
Other	73	0.2	54	0.1	127	0.3
Total retail banking	\$ 4,311	12.5%	\$ 102	0.3%	\$ 4,413	12.8%
Total consumer banking	\$ 29,389	85.5%	\$ 4,994	14.5%	\$ 34,383	100.0%

(Dollars in millions)	December 31, 2010						Total Consumer Banking	
	Auto		Home Loans		Retail Banking		Amount	Rate
	Amount	Rate	Amount	Rate	Amount	Rate	Amount	Rate
<b>Credit performance:<sup>(2)</sup></b>								
30+ day delinquencies	\$ 1,453	8.13%	\$ 504	4.16%	\$ 93	2.11%	\$ 2,050	5.96%
90+ day delinquencies	99	0.55	395	3.27	40	0.91	534	1.54
Nonperforming loans	99	0.55	486	4.01	91	2.07	676	1.97
<b>Three Months Ended June 30, 2011</b>								
	Auto		Home Loans		Retail Banking		Total Consumer Banking	
(Dollars in millions)	Amount	Rate	Amount	Rate	Amount	Rate	Amount	Rate
Net charge-offs <sup>(3)</sup>	\$ 52	1.11%	\$ 17	0.60%	\$ 19	1.73%	\$ 88	1.01%



**Table of Contents**

(Dollars in millions)	Three Months Ended June 30, 2010							
	Auto		Home Loans		Retail Banking		Total Consumer Banking	
	Amount	Rate	Amount	Rate	Amount	Rate	Amount	Rate
Net charge-offs <sup>(3)</sup>	\$ 90	2.09%	\$ 16	0.46%	\$ 25	2.11%	\$ 131	1.47%

  

(Dollars in millions)	Six Months Ended June 30, 2011							
	Auto		Home Loans		Retail Banking		Total Consumer Banking	
	Amount	Rate	Amount	Rate	Amount	Rate	Amount	Rate
Net charge-offs <sup>(3)</sup>	\$ 141	1.53%	\$ 38	0.65%	\$ 42	2.00%	\$ 221	1.29%

  

(Dollars in millions)	Six Months Ended June 30, 2010							
	Auto		Home Loans		Retail Banking		Total Consumer Banking	
	Amount	Rate	Amount	Rate	Amount	Rate	Amount	Rate
Net charge-offs <sup>(3)</sup>	\$ 223	2.55%	\$ 51	0.70%	\$ 52	2.11%	\$ 326	1.76%

(1) Percentages by geographic region are calculated based on the total held-for-investment consumer banking loans as of the end of the reported period.

(2) Credit performance statistics exclude PCI loans, which were recorded at fair value at acquisition. Although PCI loans may be contractually delinquent, we separately track these loans and do not include them in our delinquency and nonperforming loan statistics as the fair value recorded at acquisition included an estimate of credit losses expected to be realized over the remaining lives of the loans.

(3) Calculated by dividing annualized net charge-offs by average loans held for investment for the three and six months ended June 30, 2011 and 2010.

*Home Loans*

Our home loans portfolio consists of both first-lien and second-lien residential mortgage loans. In evaluating the credit quality and risk of our home loans portfolio, we continually monitor a variety of mortgage loan characteristics that may affect the default experience on our overall home loans portfolio, such as vintage, geographic concentrations, lien priority and product type. Certain loan concentrations have experienced higher delinquency rates as a result of the significant decline in home prices since the home price peak in 2006 and rise in unemployment. These loan concentrations include loans originated during 2008, 2007 and 2006 in an environment of decreasing home sales, broadly declining home prices and more relaxed underwriting standards and loans on properties in Arizona, California, Florida and Nevada, which have experienced the most severe decline in home prices. The following table presents the distribution of our home loans portfolio as of June 30, 2011 and December 31, 2010 based on selected key risk characteristics.

**Table of Contents****Home Loans: Risk Profile by Vintage, Geography, Lien Priority and Interest Rate Type**

(Dollars in millions)	Non-PCI Loans		June 30, 2011 PCI Loans		Total Home Loans	
	Amount	% of Total <sup>(1)</sup>	Amount	% of Total <sup>(1)</sup>	Amount	% of Total <sup>(1)</sup>
<b>Origination year:</b>						
< = 2005	\$ 4,390	38.7%	\$ 1,752	15.5%	\$ 6,142	54.2%
2006	766	6.8	1,061	9.3	1,827	16.1
2007	563	5.0	1,421	12.5	1,984	17.5
2008	278	2.5	336	3.0	614	5.5
2009	262	2.3	7	0.1	269	2.4
2010	361	3.2	0	0.0	361	3.2
2011	126	1.1	0	0.0	126	1.1
<b>Total</b>	<b>\$ 6,746</b>	<b>59.6%</b>	<b>\$ 4,577</b>	<b>40.4%</b>	<b>\$ 11,323</b>	<b>100.0%</b>
<b>Geographic concentration:<sup>(2)</sup></b>						
New York	\$ 1,908	16.9%	\$ 274	2.4%	\$ 2,182	19.3%
California	880	7.8	1,287	11.4	2,167	19.2
Louisiana	1,781	15.7	2	0.0	1,783	15.7
Maryland	301	2.7	581	5.1	882	7.8
Virginia	212	1.9	555	4.9	767	6.8
New Jersey	377	3.3	254	2.2	631	5.5
Texas	495	4.4	30	0.3	525	4.7
Florida	128	1.1	263	2.3	391	3.4
District of Columbia	79	0.6	136	1.2	215	1.8
Washington	69	0.6	99	0.9	168	1.5
Connecticut	88	0.8	70	0.6	158	1.4
Other	428	3.8	1,026	9.1	1,454	12.9
<b>Total</b>	<b>\$ 6,746</b>	<b>59.6%</b>	<b>\$ 4,577</b>	<b>40.4%</b>	<b>\$ 11,323</b>	<b>100.0%</b>
<b>Lien type:</b>						
1 <sup>st</sup> lien	\$ 5,604	49.5%	\$ 4,012	35.4%	\$ 9,602	84.9%
2 <sup>nd</sup> lien	1,142	10.1	565	5.0	1,721	15.1
<b>Total</b>	<b>\$ 6,746</b>	<b>59.6%</b>	<b>\$ 4,577</b>	<b>40.4%</b>	<b>\$ 11,323</b>	<b>100.0%</b>
<b>Interest rate type:</b>						
Fixed rate	\$ 2,892	25.6%	\$ 110	0.9%	\$ 3,002	26.5%
Adjustable rate	3,854	34.0	4,467	39.5	8,321	73.5
<b>Total</b>	<b>\$ 6,746</b>	<b>59.6%</b>	<b>\$ 4,577</b>	<b>40.4%</b>	<b>\$ 11,323</b>	<b>100.0%</b>



**Table of Contents**

(Dollars in millions)	Non-PCI Loans		December 31, 2010 PCI Loans		Total Home Loans	
	Amount	% of Total <sup>(1)</sup>	Amount	% of Total <sup>(1)</sup>	Amount	% of Total <sup>(1)</sup>
<b>Origination year:</b>						
< = 2005	\$ 4,801	39.7%	\$ 1,852	15.3%	\$ 6,653	55.0%
2006	848	7.0	1,133	9.3	1,981	16.3
2007	609	5.0	1,527	12.6	2,136	17.6
2008	305	2.5	371	3.1	676	5.6
2009	288	2.4	9	0.1	297	2.5
2010	360	3.0	0	0.0	360	3.0
<b>Total</b>	<b>\$ 7,211</b>	<b>59.6%</b>	<b>\$ 4,892</b>	<b>40.4%</b>	<b>\$ 12,103</b>	<b>100.0%</b>
<b>Geographic concentration:<sup>(2)</sup></b>						
New York	\$ 2,069	17.1%	\$ 311	2.6%	\$ 2,380	19.7%
California	959	7.9	1,380	11.4	2,339	19.3
Louisiana	1,776	14.7	2	0.0	1,778	14.7
Maryland	281	2.3	605	5.0	886	7.3
Virginia	200	1.7	591	4.9	791	6.6
New Jersey	423	3.5	278	2.3	701	5.8
Texas	491	4.1	32	0.3	523	4.4
Florida	139	1.1	290	2.4	429	3.5
District of Columbia	77	0.6	149	1.2	226	1.8
Connecticut	110	0.9	85	0.7	195	1.6
Other	686	5.7	1,169	9.6	1,855	15.3
<b>Total</b>	<b>\$ 7,211</b>	<b>59.6%</b>	<b>\$ 4,892</b>	<b>40.4%</b>	<b>\$ 12,103</b>	<b>100.0%</b>
<b>Lien type:</b>						
1 <sup>st</sup> lien	\$ 6,015	49.7%	\$ 4,303	35.5%	\$ 10,318	85.2%
2 <sup>nd</sup> lien	1,196	9.9	589	4.9	1,785	14.8
<b>Total</b>	<b>\$ 7,211</b>	<b>59.6%</b>	<b>\$ 4,892</b>	<b>40.4%</b>	<b>\$ 12,103</b>	<b>100.0%</b>
<b>Interest rate type:</b>						
Fixed rate	\$ 3,548	29.3%	\$ 182	1.5%	\$ 3,730	30.8%
Adjustable rate	3,663	30.3	4,710	38.9	8,373	69.2
<b>Total</b>	<b>\$ 7,211</b>	<b>59.6%</b>	<b>\$ 4,892</b>	<b>40.4%</b>	<b>\$ 12,103</b>	<b>100.0%</b>

<sup>(1)</sup> Percentages within each risk category calculated based on total held for investment home loans.

<sup>(2)</sup> Represents the top ten states in which we have the highest concentration of home loans.

**Commercial Banking**

We evaluate the credit risk of commercial loans individually and use a risk-rating system to determine the credit quality of our commercial loans. We assign internal risk grades to loans based on relevant information about the ability of borrowers to service their debt. In determining the risk rating of a particular loan, among the factors considered are the borrower's current financial condition, historical credit performance, projected future credit performance, prospects for support from financially responsible guarantors, the estimated realizable value of any collateral and current economic trends. The ratings scale based on our internal risk-rating system is as follows:

*Noncriticized:* Loans that have not been designated as criticized, frequently referred to as pass loans.

*Criticized performing:* Loans in which the financial condition of the obligor is stressed, affecting earnings, cash flows or collateral values. The borrower currently has adequate capacity to meet near-term obligations; however, the stress, left unabated, may result in deterioration of the repayment prospects at some future date.

**Table of Contents**

*Criticized nonperforming:* Loans that are not adequately protected by the current sound worth and paying capacity of the obligor or the collateral pledged, if any. Loans classified as criticized nonperforming have a well-defined weakness, or weaknesses, which jeopardize the repayment of the debt. These loans are characterized by the distinct possibility that we will sustain a credit loss if the deficiencies are not corrected.

We use our internal risk-rating system for regulatory reporting, determining the frequency of review of the credit exposures and evaluation and determination of the allowance for commercial loans. Loans of \$1 million or more designated as criticized performing and criticized nonperforming are reviewed quarterly by management for further deterioration or improvement to determine if they are appropriately classified/graded and whether impairment exists. All other loans greater than \$1 million are specifically reviewed at least annually to determine the appropriate loan grading. In addition, during the renewal process of any loan, as well if a loan becomes past due, we evaluate the risk rating.

The following table presents the geographic distribution and internal risk ratings of our commercial loan portfolio as of June 30, 2011 and December 31, 2010.

**Commercial Banking: Risk Profile by Geographic Region and Internal Risk Rating<sup>(1)</sup>**

(Dollars in millions)	June 30, 2011									
	Commercial & Multifamily		Middle Market		Specialty Lending		Small-ticket Commercial		Total Commercial	
	Real Estate	% of Total <sup>(2)</sup>	Market	% of Total <sup>(2)</sup>	Specialty Lending	% of Total <sup>(2)</sup>	Real Estate	% of Total <sup>(2)</sup>	Total Commercial	% of Total <sup>(2)</sup>
<b>Geographic concentration:<sup>(3)</sup></b>										
Non-PCI loans:										
Northeast	\$ 11,228	80.0%	\$ 3,339	29.3%	\$ 1,550	37.6%	\$ 1,019	62.1%	\$ 17,136	54.9%
Mid-Atlantic	1,137	8.1	823	7.2	188	4.6	64	3.9	2,212	7.1
South	1,254	8.9	6,389	56.0	748	18.1	99	6.0	8,490	27.2
Other	205	1.5	566	5.0	1,636	39.7	460	28.0	2,867	9.2
Total non-PCI loans	13,824	98.5	11,117	97.5	4,122	100.0	1,642	100.0	30,705	98.4
PCI loans	211	1.5	287	2.5	0	0.0	0	0.0	498	1.6
Total	\$ 14,035	100.0%	\$ 11,404	100.0%	\$ 4,122	100.0%	\$ 1,642	100.0%	\$ 31,203	100.0%
<b>Internal risk rating:<sup>(4)</sup></b>										
Non-PCI loans:										
Noncriticized	\$ 12,462	88.8%	\$ 10,387	91.1%	\$ 4,020	97.5%	\$ 1,590	96.8%	\$ 28,459	91.2%
Criticized performing	1,056	7.5	600	5.3	65	1.6	44	2.7	1,765	5.7
Criticized nonperforming	306	2.2	130	1.1	37	0.9	8	0.5	481	1.5
Total non-PCI loans	13,824	98.5	11,117	97.5	4,122	100.0	1,642	100.0	30,705	98.4
PCI loans:										
Noncriticized	\$ 127	0.9%	\$ 250	2.2%	\$ 0	0.0%	\$ 0	0.0%	\$ 377	1.2%
Criticized performing	84	0.6	37	0.3	0	0.0	0	0.0	121	0.4
Total PCI loans	211	1.5	287	2.5	0	0.0	0	0.0	498	1.6
Total	\$ 14,035	100.0%	\$ 11,404	100.0%	\$ 4,122	100.0%	\$ 1,642	100.0%	\$ 31,203	100.0%

**Table of Contents**

December 31, 2010

(Dollars in millions)	Commercial & Multifamily		Middle Market		Specialty Lending		Small-ticket Commercial		Total Commercial	% of Total <sup>(2)</sup>
	Real Estate	% of Total <sup>(2)</sup>		% of Total <sup>(2)</sup>		% of Total <sup>(2)</sup>	Real Estate	% of Total <sup>(2)</sup>		
<b>Geographic concentration:<sup>(3)</sup></b>										
Non-PCI loans:										
Northeast	\$ 10,849	81.0%	\$ 3,240	30.9%	\$ 1,548	38.5%	\$ 1,137	61.7%	\$ 16,774	56.4%
Mid-Atlantic	720	5.4	960	9.2	185	4.6	71	3.9	1,936	6.5
South	1,315	9.8	5,191	49.5	733	18.2	119	6.5	7,358	24.7
Other	234	1.8	811	7.7	1,554	38.7	515	27.9	3,114	10.5
Total non-PCI loans	13,118	98.0	10,202	97.3	4,020	100.0	1,842	100.0	29,182	98.1
PCI loans	278	2.0	282	2.7	0	0.0	0	0.0	560	1.9
Total	\$ 13,396	100.0%	\$ 10,484	100.0%	\$ 4,020	100.0%	\$ 1,842	100.0%	\$ 29,742	100.0%
<b>Internal risk rating:<sup>(4)</sup></b>										
Non-PCI loans:										
Noncriticized	\$ 11,611	86.7%	\$ 9,445	90.1%	\$ 3,897	96.9%	\$ 1,710	92.8%	\$ 26,663	89.6%
Criticized performing	1,231	9.2	624	6.0	75	1.9	95	5.2	2,025	6.8
Criticized nonperforming	276	2.1	133	1.2	48	1.2	37	2.0	494	1.7
Total non-PCI loans	13,118	98.0	10,202	97.3	4,020	100.0	1,842	100.0	29,182	98.1
PCI loans:										
Noncriticized	\$ 186	1.3%	\$ 235	2.3%	\$ 0	0.0%	\$ 0	0.0%	\$ 421	1.4%
Criticized performing	92	0.7	47	0.4	0	0.0	0	0.0	139	0.5
Total PCI loans	278	2.0	282	2.7	0	0.0	0	0.0	560	1.9
Total	\$ 13,396	100.0%	\$ 10,484	100.0%	\$ 4,020	100.0%	\$ 1,842	100.0%	\$ 29,742	100.0%

(1) Amounts based on total loans as of June 30, 2011 and December 31, 2010.

(2) Percentages calculated based on total held for investment commercial loans in each respective loan category as of the end of the reported period.

(3) Northeast consists of CT, ME, MA, NH, NJ, NY, PA and VT. Mid-Atlantic consists of DE, DC, MD, VA and WV. South consists of AL, AR, FL, GA, KY, LA, MS, MO, NC, SC, TN and TX.

(4) Criticized exposures correspond to the Special Mention, Substandard and Doubtful asset categories defined by banking regulatory authorities.

**Impaired Loans and Troubled Debt Restructurings**

A loan is considered impaired when, based on current information and events, it is probable that we will be unable to collect all amounts due from the borrower in accordance with the original contractual terms of the loan. Loans with insignificant delays or insignificant shortfalls in the amount of payments expected to be collected are not considered to be impaired. Income recognition on impaired loans is consistent with that of nonaccrual loans discussed above under Delinquent and Nonperforming Loans.

Loans defined as individually impaired, based on applicable accounting guidance, include larger balance nonperforming loans and TDR loans. Our policies for reporting loans as individually impaired, by loan category, are as follows:

*Credit card loans:* Credit card loans, including installment loans, that have been modified in a troubled debt restructuring are accounted for and reported as individually impaired.



**Table of Contents**

*Consumer banking loans:* Consumer banking loans that have been modified in a troubled debt restructuring are accounted for and reported as individually impaired.

*Commercial banking loans:* Commercial banking loans classified as nonperforming or that have been modified in a troubled debt restructuring are reported as impaired.

*Purchased credit-impaired loans:* We track and report PCI loans separately from other impaired loans.

We do not report nonperforming consumer loans that have not been modified in a TDR as individually impaired, as we collectively evaluate these smaller-balance homogenous loans for impairment in accordance with applicable accounting guidance. Held for sale loans are also not reported as impaired, as these loans are recorded at lower of cost or fair value.

All individually impaired loans are evaluated for an asset-specific allowance. Once a loan is modified in a TDR, the loan is generally considered impaired until maturity regardless of whether the borrower performs under the modified terms. Although the loan may be returned to accrual status if the criteria above under *Delinquent and Nonperforming Loans* are met, the loan would continue to be evaluated for an asset-specific allowance for loan losses and we would continue to report the loan as impaired.

We generally measure impairment and the related asset-specific allowance for individually impaired loans based on the difference between the recorded investment of the loan and present value of the loans' expected future cash flows, discounted at the effective original interest rate of the loan at the time of modification or the loan's observable market price. If the loan is collateral dependent, we measure impairment based upon the fair value of the underlying collateral, which we determine based on the current fair value of the collateral less estimated selling costs, instead of discounted cash flows. Loans are identified as collateral dependent if we believe that collateral is the sole source of repayment.

If the fair value of the loan is less than the recorded investment, we recognize impairment by establishing an allowance for the loan or by adjusting an allowance for the impaired loan.

**Table of Contents**

The following table presents information about our impaired loans, excluding purchased credit-impaired loans, which are reported separately and discussed below:

(Dollars in millions)	June 30, 2011							
	With an Allowance	Without an Allowance	Total Recorded Investment	Related Allowance	Net Recorded Investment	Unpaid Principal Balance	Average Recorded Investment	Interest Income Recognized
<b>Credit card and Installment loans:</b>								
Domestic card and installment loans	\$ 746	\$ 0	\$ 746	\$ 264	\$ 482	\$ 726	\$ 748	\$ 37
International card and installment loans	183	0	183	118	65	174	134	2
Total credit card and installment loans	929	0	929	382	547	900	882	39
<b>Consumer banking:</b>								
Auto	20	0	20	2	18	19	8	1
Home loans	71	0	71	9	62	71	63	2
Retail banking	17	21	38	1	37	43	40	0
Total consumer banking	108	21	129	12	117	133	111	3
<b>Commercial banking:</b>								
Commercial and multifamily real estate	220	220	440	32	408	531	384	3
Middle market	33	90	123	9	114	145	119	1
Specialty lending	3	15	18	1	17	18	20	0
Total commercial lending	256	325	581	42	539	694	523	4
Small-ticket commercial real estate	9	0	9	1	8	9	37	0
Total commercial banking	265	325	590	43	547	703	560	4
<b>Other:</b>								
Other loans	0	1	1	0	1	1	1	0
Total	\$ 1,302	\$ 347	\$ 1,649	\$ 437	\$ 1,212	\$ 1,737	\$ 1,554	\$ 46

**Table of Contents**

(Dollars in millions)	December 31, 2010							
	With an Allowance	Without an Allowance	Total Recorded Investment	Related Allowance	Net Recorded Investment	Unpaid Principal Balance	Average Recorded Investment	Interest Income Recognized
<b>Credit card and installment loans:</b>								
Domestic card and installment loans	\$ 753	\$ 0	\$ 753	\$ 253	\$ 500	\$ 739	\$ 644	\$ 76
International card and installment loans	160	0	160	133	27	154	128	0
Total credit card and installment loans	913	0	913	386	527	893	772	76
<b>Consumer banking:</b>								
Auto	0	0	0	0	0	0	0	0
Home loans	57	0	57	1	56	57	28	1
Retail banking	23	17	40	1	39	51	46	1
Total consumer banking	80	17	97	2	95	108	74	2
<b>Commercial banking:</b>								