First Quarter 2016 Results
April 26, 2016
Forward-Looking Statements

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Certain statements in this presentation and other oral and written statements made by Capital One from time to time are forward-looking statements, including those that discuss, among other things: strategies, goals, outlook or other non-historical matters; projections, revenues, income, returns, expenses, capital measures, accruals for claims in litigation and for other claims against Capital One, earnings per share or other financial measures for Capital One; future financial and operating results; Capital One’s 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. 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You should carefully consider the factors discussed above in evaluating these forward-looking statements. All information in these slides is based on the consolidated results of Capital One Financial Corporation, unless otherwise noted. A reconciliation of any non-GAAP financial measures included in this presentation can be found in Capital One’s Current Report on Form 8-K filed April 26, 2016, available on its website at www.capitalone.com under “Investors.”
First Quarter 2016 Results

### Income Statement

(Dollars in millions, except per share data and as noted) (unaudited)

<table>
<thead>
<tr>
<th></th>
<th>2016 Q1</th>
<th>2015 Q4</th>
<th>2015 Q3</th>
<th>2015 Q2</th>
<th>2015 Q1</th>
<th>2016 Q1 vs.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net interest income</strong></td>
<td>$5,056</td>
<td>$4,961</td>
<td>$4,760</td>
<td>$4,537</td>
<td>$4,576</td>
<td>2% 10%</td>
</tr>
<tr>
<td><strong>Non-interest income</strong></td>
<td>1,164</td>
<td>1,233</td>
<td>1,140</td>
<td>1,135</td>
<td>1,071</td>
<td>(6) 9</td>
</tr>
<tr>
<td><strong>Total net revenue</strong></td>
<td>6,220</td>
<td>6,194</td>
<td>5,900</td>
<td>5,672</td>
<td>5,647</td>
<td>— 10</td>
</tr>
<tr>
<td><strong>Provision for credit losses</strong></td>
<td>1,527</td>
<td>1,380</td>
<td>1,092</td>
<td>1,129</td>
<td>935</td>
<td>11 63</td>
</tr>
<tr>
<td><strong>Non-interest expense:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marketing</td>
<td>428</td>
<td>564</td>
<td>418</td>
<td>387</td>
<td>375</td>
<td>(24) 14</td>
</tr>
<tr>
<td>Amortization of intangibles</td>
<td>101</td>
<td>103</td>
<td>106</td>
<td>111</td>
<td>110</td>
<td>(2) 8</td>
</tr>
<tr>
<td>Operating expenses</td>
<td>2,694</td>
<td>2,813</td>
<td>2,636</td>
<td>2,809</td>
<td>2,564</td>
<td>(4) 5</td>
</tr>
<tr>
<td><strong>Total non-interest expense</strong></td>
<td>3,223</td>
<td>3,480</td>
<td>3,160</td>
<td>3,307</td>
<td>3,049</td>
<td>(7) 6</td>
</tr>
<tr>
<td><strong>Income from continuing operations before income taxes</strong></td>
<td>1,470</td>
<td>1,334</td>
<td>1,648</td>
<td>1,236</td>
<td>1,663</td>
<td>10 (12)</td>
</tr>
<tr>
<td><strong>Income tax provision</strong></td>
<td>452</td>
<td>426</td>
<td>530</td>
<td>384</td>
<td>529</td>
<td>6 (15)</td>
</tr>
<tr>
<td><strong>Income from continuing operations, net of tax</strong></td>
<td>1,018</td>
<td>908</td>
<td>1,118</td>
<td>852</td>
<td>1,134</td>
<td>12 (10)</td>
</tr>
<tr>
<td><strong>Income (loss) from discontinued operations, net of tax</strong></td>
<td>(5)</td>
<td>12</td>
<td>(4)</td>
<td>11</td>
<td>19</td>
<td>** **</td>
</tr>
<tr>
<td><strong>Net income</strong></td>
<td>1,013</td>
<td>920</td>
<td>1,114</td>
<td>863</td>
<td>1,153</td>
<td>10 (12)</td>
</tr>
<tr>
<td><strong>Dividends and undistributed earnings allocated to participating securities</strong></td>
<td>(6)</td>
<td>(4)</td>
<td>(6)</td>
<td>(4)</td>
<td>(6)</td>
<td>50 —</td>
</tr>
<tr>
<td><strong>Preferred stock dividends</strong></td>
<td>(37)</td>
<td>(68)</td>
<td>(29)</td>
<td>(29)</td>
<td>(32)</td>
<td>(46) 16</td>
</tr>
<tr>
<td><strong>Net income available to common stockholders</strong></td>
<td><strong>970</strong></td>
<td><strong>848</strong></td>
<td><strong>1,079</strong></td>
<td><strong>830</strong></td>
<td><strong>1,115</strong></td>
<td><strong>14 (13)</strong></td>
</tr>
</tbody>
</table>

**Diluted Earnings Per Common Share**

<table>
<thead>
<tr>
<th></th>
<th>2016 Q1</th>
<th>2015 Q4</th>
<th>2015 Q3</th>
<th>2015 Q2</th>
<th>2015 Q1</th>
<th>2016 Q1 vs.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net income from continuing operations</strong></td>
<td>$1.85</td>
<td>$1.56</td>
<td>$1.99</td>
<td>$1.48</td>
<td>$1.97</td>
<td>19 (6)</td>
</tr>
<tr>
<td><strong>Income (loss) from discontinued operations</strong></td>
<td>(0.01)</td>
<td>0.02</td>
<td>(0.01)</td>
<td>0.02</td>
<td>0.03</td>
<td>** **</td>
</tr>
<tr>
<td><strong>Net income per diluted common share</strong></td>
<td>$1.84</td>
<td>$1.58</td>
<td>$1.98</td>
<td>$1.50</td>
<td>$2.00</td>
<td>16 (8)</td>
</tr>
</tbody>
</table>

**First Quarter 2016 Highlights**

- Q1 2016 net income of $1.0 billion, or $1.84 per share; pre-provision earnings before tax of $3.0 billion
- Q1 2016 return on average tangible common equity of 12.94%
- Higher provision for credit losses; net charge-offs of $1.2 billion; $286 million allowance build including $73 million allowance build related to oil and gas commercial portfolio

1 Return on average tangible common equity is a non-GAAP measure and may not be comparable to similarly titled measures reported by other companies. See Table 14: Reconciliation of Non-GAAP Measures and Calculation of Regulatory Capital Measures of Exhibit 99.2 of Capital One’s Current Report on Form 8-K filed on April 26, 2016 for additional information.
## Net Interest Margin

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

<table>
<thead>
<tr>
<th></th>
<th>2016 Q1</th>
<th></th>
<th></th>
<th>2015 Q4</th>
<th></th>
<th></th>
<th>2015 Q1</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Average</td>
<td>Interest</td>
<td>Yield/</td>
<td>Average</td>
<td>Interest</td>
<td>Yield/</td>
<td>Average</td>
<td>Interest</td>
<td>Yield/</td>
</tr>
<tr>
<td></td>
<td>Balance</td>
<td>Income/</td>
<td>Rate</td>
<td>Balance</td>
<td>Income/</td>
<td>Rate</td>
<td>Balance</td>
<td>Income/</td>
<td>Rate</td>
</tr>
<tr>
<td>Interest-earning assets:</td>
<td></td>
<td>Expense</td>
<td></td>
<td></td>
<td>Expense</td>
<td></td>
<td></td>
<td>Expense</td>
<td></td>
</tr>
<tr>
<td>Loans, including loans held for sale</td>
<td>$227,573</td>
<td>$5,085</td>
<td>8.94%</td>
<td>$220,760</td>
<td>$4,961</td>
<td>8.99%</td>
<td>$205,854</td>
<td>$4,540</td>
<td>8.82%</td>
</tr>
<tr>
<td>Investment securities</td>
<td>65,156</td>
<td>415</td>
<td>2.55%</td>
<td>64,444</td>
<td>401</td>
<td>2.49%</td>
<td>63,181</td>
<td>406</td>
<td>2.57%</td>
</tr>
<tr>
<td>Cash equivalents and other</td>
<td>6,727</td>
<td>17</td>
<td>1.01%</td>
<td>6,850</td>
<td>22</td>
<td>1.28%</td>
<td>9,392</td>
<td>28</td>
<td>1.19%</td>
</tr>
<tr>
<td>Total interest-earning assets</td>
<td>$299,456</td>
<td>$5,517</td>
<td>7.37%</td>
<td>$292,054</td>
<td>$5,384</td>
<td>7.37%</td>
<td>$278,427</td>
<td>$4,974</td>
<td>7.15%</td>
</tr>
<tr>
<td>Interest-bearing liabilities:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest-bearing deposits</td>
<td>$194,125</td>
<td>$283</td>
<td>0.58%</td>
<td>$189,885</td>
<td>$277</td>
<td>0.58%</td>
<td>$182,998</td>
<td>$271</td>
<td>0.59%</td>
</tr>
<tr>
<td>Securitized debt obligations</td>
<td>15,361</td>
<td>48</td>
<td>1.25%</td>
<td>15,933</td>
<td>43</td>
<td>1.08%</td>
<td>11,563</td>
<td>33</td>
<td>1.14%</td>
</tr>
<tr>
<td>Senior and subordinated notes</td>
<td>21,993</td>
<td>106</td>
<td>1.93%</td>
<td>21,987</td>
<td>89</td>
<td>1.62%</td>
<td>20,595</td>
<td>79</td>
<td>1.53%</td>
</tr>
<tr>
<td>Other borrowings and liabilities</td>
<td>17,176</td>
<td>24</td>
<td>0.56%</td>
<td>11,542</td>
<td>14</td>
<td>0.49%</td>
<td>14,721</td>
<td>15</td>
<td>0.41%</td>
</tr>
<tr>
<td>Total interest-bearing liabilities</td>
<td>$248,655</td>
<td>$461</td>
<td>0.74%</td>
<td>$239,407</td>
<td>$423</td>
<td>0.71%</td>
<td>$229,877</td>
<td>$398</td>
<td>0.69%</td>
</tr>
<tr>
<td>Net interest income/spread</td>
<td>$5,056</td>
<td>6.63%</td>
<td>$4,961</td>
<td>6.66%</td>
<td>$4,576</td>
<td>6.46%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Impact of non-interest bearing funding</td>
<td>0.12</td>
<td>0.13</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.11</td>
<td></td>
</tr>
<tr>
<td>Net interest margin</td>
<td>6.75%</td>
<td>6.79%</td>
<td>6.57%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

### First Quarter 2016 Highlights

- Net interest margin decreased by 4 basis points quarter-over-quarter driven by one less day to recognize income
- Net interest margin increased 18 basis points primarily driven by strong growth in Domestic Card loans
Capital

• Common equity Tier 1 capital ratio under Basel III Standardized Approach of 11.1% at March 31, 2016

• Estimated common equity Tier 1 capital ratio under Basel III Advanced Approaches remained above 8%\(^1\) target at March 31, 2016

• Reduced net common shares outstanding by 12.8 million shares in Q1 2016 driven by share repurchases

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\(1\) Estimated based on our current interpretation, expectations and understanding of the Basel III Advanced Approaches capital rules and other capital regulations issued by U.S. regulators and the application of such rules to our businesses as currently conducted. Current and future Basel III Advanced Approaches estimated calculations are necessarily subject to change based on, among other things, further changes to final rules and regulations, model calibration, other implementation guidance, changes in our businesses and certain actions of management, including those affecting the composition of our balance sheet. We believe our estimate of this capital ratio provides useful information to investors and others relative to an expected future regulatory capital standard.
## Credit Card Performance Metrics

(Dollars in millions) (unaudited)

<table>
<thead>
<tr>
<th></th>
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<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Earnings:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net interest income</td>
<td>$3,033</td>
<td>$2,996</td>
<td>$2,866</td>
<td>$2,633</td>
<td>$2,666</td>
<td>1%</td>
<td>14%</td>
</tr>
<tr>
<td>Non-interest income</td>
<td>847</td>
<td>902</td>
<td>858</td>
<td>845</td>
<td>816</td>
<td>(6)</td>
<td>4</td>
</tr>
<tr>
<td>Total net revenue</td>
<td>3,880</td>
<td>3,898</td>
<td>3,724</td>
<td>3,478</td>
<td>3,482</td>
<td></td>
<td>11</td>
</tr>
<tr>
<td>Provision for credit losses</td>
<td>1,071</td>
<td>1,022</td>
<td>831</td>
<td>895</td>
<td>669</td>
<td>5</td>
<td>60</td>
</tr>
<tr>
<td>Non-interest expense</td>
<td>1,863</td>
<td>2,021</td>
<td>1,848</td>
<td>1,857</td>
<td>1,776</td>
<td>(8)</td>
<td>5</td>
</tr>
<tr>
<td>Income from continuing operations before taxes</td>
<td>946</td>
<td>855</td>
<td>1,045</td>
<td>726</td>
<td>1,037</td>
<td>11</td>
<td>(9)</td>
</tr>
<tr>
<td>Income tax provision</td>
<td>337</td>
<td>302</td>
<td>375</td>
<td>263</td>
<td>369</td>
<td>12</td>
<td>(9)</td>
</tr>
<tr>
<td>Income from continuing operations, net of tax</td>
<td>$609</td>
<td>$553</td>
<td>$670</td>
<td>$463</td>
<td>$668</td>
<td>10</td>
<td>(9)</td>
</tr>
<tr>
<td><strong>Selected performance metrics:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Period-end loans held for investment</td>
<td>$92,699</td>
<td>$96,125</td>
<td>$90,135</td>
<td>$87,203</td>
<td>$81,754</td>
<td>(4)%</td>
<td>13%</td>
</tr>
<tr>
<td>Average loans held for investment</td>
<td>92,987</td>
<td>91,887</td>
<td>88,450</td>
<td>83,901</td>
<td>82,581</td>
<td>1</td>
<td>13</td>
</tr>
<tr>
<td>Average yield on loans held for investment</td>
<td>14.60%</td>
<td>14.45%</td>
<td>14.39%</td>
<td>13.98%</td>
<td>14.30%</td>
<td>15bps</td>
<td>30bps</td>
</tr>
<tr>
<td>Total net revenue margin</td>
<td>16.69%</td>
<td>16.97%</td>
<td>16.84%</td>
<td>16.58%</td>
<td>16.87%</td>
<td>(28)</td>
<td>(18)</td>
</tr>
<tr>
<td>Net charge-off rate</td>
<td>4.09</td>
<td>3.66</td>
<td>2.96</td>
<td>3.35</td>
<td>3.48</td>
<td>43</td>
<td>61</td>
</tr>
<tr>
<td>30+ day performing delinquency rate</td>
<td>3.11</td>
<td>3.36</td>
<td>3.24</td>
<td>2.82</td>
<td>2.91</td>
<td>(25)</td>
<td>20</td>
</tr>
<tr>
<td>30+ day delinquency rate</td>
<td>3.15</td>
<td>3.40</td>
<td>3.29</td>
<td>2.88</td>
<td>2.97</td>
<td>(25)</td>
<td>18</td>
</tr>
<tr>
<td>Nonperforming loan rate</td>
<td>0.05</td>
<td>0.06</td>
<td>0.07</td>
<td>0.08</td>
<td>0.08</td>
<td>(1)</td>
<td>(3)</td>
</tr>
<tr>
<td>PCCR intangible amortization</td>
<td>$70</td>
<td>$74</td>
<td>$78</td>
<td>$80</td>
<td>$84</td>
<td>(5)%</td>
<td>(17)%</td>
</tr>
<tr>
<td>Purchase volume</td>
<td>68,189</td>
<td>75,350</td>
<td>69,875</td>
<td>68,559</td>
<td>57,383</td>
<td>(10)</td>
<td>19</td>
</tr>
</tbody>
</table>
Domestic Card

Domestic Card Performance Metrics

(Dollars in millions) (unaudited)

<table>
<thead>
<tr>
<th></th>
<th>2016 Q1</th>
<th>2015 Q4</th>
<th>2015 Q3</th>
<th>2015 Q2</th>
<th>2015 Q1</th>
<th>2016 Q1 vs. 2015 Q4</th>
<th>2016 Q1 vs. 2015 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Earnings:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net interest income</td>
<td>$2,756</td>
<td>$2,718</td>
<td>$2,613</td>
<td>$2,395</td>
<td>$2,421</td>
<td>1%</td>
<td>14%</td>
</tr>
<tr>
<td>Non-interest income</td>
<td>774</td>
<td>830</td>
<td>814</td>
<td>796</td>
<td>743</td>
<td>(7)</td>
<td>4</td>
</tr>
<tr>
<td>Total net revenue</td>
<td>3,530</td>
<td>3,548</td>
<td>3,427</td>
<td>3,191</td>
<td>3,164</td>
<td>(1)</td>
<td>12</td>
</tr>
<tr>
<td>Provision for credit losses</td>
<td>972</td>
<td>945</td>
<td>796</td>
<td>853</td>
<td>610</td>
<td>3</td>
<td>59</td>
</tr>
<tr>
<td>Non-interest expense</td>
<td>1,671</td>
<td>1,796</td>
<td>1,630</td>
<td>1,621</td>
<td>1,580</td>
<td>(7)</td>
<td>6</td>
</tr>
<tr>
<td>Income from continuing operations before taxes</td>
<td>887</td>
<td>807</td>
<td>1,001</td>
<td>717</td>
<td>974</td>
<td>10</td>
<td>(9)</td>
</tr>
<tr>
<td>Income tax provision</td>
<td>323</td>
<td>293</td>
<td>362</td>
<td>259</td>
<td>353</td>
<td>10</td>
<td>(8)</td>
</tr>
<tr>
<td>Income from continuing operations, net of tax</td>
<td>$564</td>
<td>$514</td>
<td>$639</td>
<td>$458</td>
<td>$621</td>
<td>10</td>
<td>(9)</td>
</tr>
<tr>
<td><strong>Selected performance metrics:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Period-end loans held for investment</td>
<td>$84,561</td>
<td>$87,939</td>
<td>$82,178</td>
<td>$78,984</td>
<td>$74,131</td>
<td>(4)%</td>
<td>14%</td>
</tr>
<tr>
<td>Average loans held for investment</td>
<td>85,148</td>
<td>83,760</td>
<td>80,402</td>
<td>75,924</td>
<td>74,770</td>
<td>2</td>
<td>14</td>
</tr>
<tr>
<td>Average yield on loans held for investment</td>
<td>14.43%</td>
<td>14.31%</td>
<td>14.35%</td>
<td>13.95%</td>
<td>14.23%</td>
<td>12bps</td>
<td>20bps</td>
</tr>
<tr>
<td>Total net revenue margin</td>
<td>16.58%</td>
<td>16.95%</td>
<td>17.05%</td>
<td>16.81%</td>
<td>16.93%</td>
<td>(37)</td>
<td>(35)</td>
</tr>
<tr>
<td>Net charge-off rate</td>
<td>4.16</td>
<td>3.75</td>
<td>3.08</td>
<td>3.42</td>
<td>3.55</td>
<td>41</td>
<td>61</td>
</tr>
<tr>
<td>30+ day performing delinquency rate</td>
<td>3.09</td>
<td>3.39</td>
<td>3.28</td>
<td>2.84</td>
<td>2.92</td>
<td>(30)</td>
<td>17</td>
</tr>
<tr>
<td>30+ day delinquency rate</td>
<td>3.09</td>
<td>3.39</td>
<td>3.28</td>
<td>2.84</td>
<td>2.92</td>
<td>(30)</td>
<td>17</td>
</tr>
<tr>
<td>Purchase volume</td>
<td>62,617</td>
<td>68,740</td>
<td>63,777</td>
<td>62,198</td>
<td>52,025</td>
<td>(9)%</td>
<td>20%</td>
</tr>
</tbody>
</table>

First Quarter 2016 Highlights

- Ending loans up $10.4 billion, or 14%, year-over-year; average loans up $10.4 billion, or 14%, year-over-year
- Revenue up $366 million, or 12%, year-over-year
- Non-interest expense up $91 million, or 6%, year-over-year
- Provision for credit losses up $362 million, or 59%, year-over-year
- Net charge-off rate up 61 basis points year-over-year to 4.16%
## Consumer Banking Performance Metrics

(Dollars in millions) (unaudited)

<table>
<thead>
<tr>
<th>Earnings:</th>
<th>2016 Q1</th>
<th>2016 Q4</th>
<th>2015 Q3</th>
<th>2015 Q2</th>
<th>2015 Q1</th>
<th>2016 Q1 vs. 2015 Q1</th>
<th>2015 Q4 vs. 2015 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net interest income</td>
<td>$1,420</td>
<td>$1,434</td>
<td>$1,443</td>
<td>$1,444</td>
<td>$1,434</td>
<td>(1)%</td>
<td>(1)%</td>
</tr>
<tr>
<td>Non-interest income</td>
<td>191</td>
<td>182</td>
<td>174</td>
<td>196</td>
<td>158</td>
<td>5</td>
<td>21</td>
</tr>
<tr>
<td>Total net revenue</td>
<td>1,611</td>
<td>1,616</td>
<td>1,617</td>
<td>1,640</td>
<td>1,592</td>
<td>—</td>
<td>1</td>
</tr>
<tr>
<td>Provision for credit losses</td>
<td>230</td>
<td>240</td>
<td>188</td>
<td>185</td>
<td>206</td>
<td>(4)%</td>
<td>12</td>
</tr>
<tr>
<td>Non-interest expense</td>
<td>990</td>
<td>1,057</td>
<td>1,001</td>
<td>998</td>
<td>970</td>
<td>(6)%</td>
<td>2</td>
</tr>
<tr>
<td>Income from continuing operations before taxes</td>
<td>391</td>
<td>319</td>
<td>428</td>
<td>457</td>
<td>416</td>
<td>23</td>
<td>(6)</td>
</tr>
<tr>
<td>Income tax provision</td>
<td>142</td>
<td>115</td>
<td>155</td>
<td>166</td>
<td>150</td>
<td>23</td>
<td>(5)</td>
</tr>
<tr>
<td>Income from continuing operations, net of tax</td>
<td>$249</td>
<td>$204</td>
<td>$273</td>
<td>$291</td>
<td>$266</td>
<td>22</td>
<td>(6)</td>
</tr>
</tbody>
</table>

### Selected performance metrics:

| Period-end loans held for investment         | $70,591 | $70,372 | $70,990 | $71,176 | $71,379 | (1)%                | (1)%                |
| Average loans held for investment           | 70,396  | 70,704  | 71,097  | 71,367  | 71,441  | (1)%                | (2)                  |
| Average yield on loans held for investment  | 6.18%   | 6.25%   | 6.25%   | 6.27%   | 6.26%   | (7)bps              | (8)bps              |
| Auto loan originations                      | $5,844  | $4,977  | $5,590  | $5,433  | $5,185  | 17%                 | 13%                 |
| Period-end deposits                         | 177,803 | 172,702 | 170,866 | 170,321 | 172,502 | 3                   | 3                   |
| Average deposits                            | 174,254 | 171,521 | 170,816 | 171,076 | 169,593 | 2                   | 3                   |
| Average deposit interest rate                | 0.54%   | 0.54%   | 0.56%   | 0.57%   | 0.57%   | —                   | (3)bps              |
| Core deposit intangible amortization         | $15     | $17     | $19     | $21     | $22     | (12)%               | (32)%               |
| Net charge-off rate                         | 1.04%   | 1.32%   | 1.14%   | 0.76%   | 0.89%   | (28)bps             | 15bps               |
| 30+ day performing delinquency rate          | 3.19    | 4.05    | 3.62    | 3.24    | 2.95    | (86)                | 24                  |
| 30+ day delinquency rate                    | 3.67    | 4.67    | 4.22    | 3.80    | 3.46    | (100)               | (21)                |

### First Quarter 2016 Highlights

- Ending loans down $788 million, or 1%, year-over-year; average loans down $1.1 billion, or 2%, year-over-year
- Revenue up $19 million, or 1%, year-over-year
- Non-interest expense up $20 million, or 2%, year-over-year
- Provision for credit losses up $24 million, or 12%, year-over-year
## Commercial Banking

### Commercial Banking Performance Metrics

<table>
<thead>
<tr>
<th>(Dollars in millions) (unaudited)</th>
<th>2016 Q1</th>
<th>2015 Q4</th>
<th>2015 Q3</th>
<th>2015 Q2</th>
<th>2015 Q1</th>
<th>2015 Q4</th>
<th>2015 Q1</th>
<th>2016 Q1 vs. 2015 Q1</th>
<th>2016 Q1 vs. 2015 Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Earnings:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net interest income</td>
<td>$537</td>
<td>$484</td>
<td>$454</td>
<td>$466</td>
<td>$461</td>
<td>11%</td>
<td>16%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-interest income</td>
<td>118</td>
<td>142</td>
<td>108</td>
<td>123</td>
<td>114</td>
<td>(17)</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total net revenue</td>
<td>655</td>
<td>626</td>
<td>562</td>
<td>589</td>
<td>575</td>
<td>5</td>
<td>14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision for credit losses</td>
<td>228</td>
<td>118</td>
<td>75</td>
<td>49</td>
<td>60</td>
<td>93</td>
<td>280</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-interest expense</td>
<td>322</td>
<td>342</td>
<td>272</td>
<td>270</td>
<td>272</td>
<td>(6)</td>
<td>18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income from continuing operations before taxes</td>
<td>105</td>
<td>166</td>
<td>215</td>
<td>270</td>
<td>243</td>
<td>(37)</td>
<td>(57)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income tax provision</td>
<td>38</td>
<td>60</td>
<td>78</td>
<td>98</td>
<td>88</td>
<td>(37)</td>
<td>(57)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income from continuing operations, net of tax</td>
<td>$67</td>
<td>$106</td>
<td>$137</td>
<td>$172</td>
<td>$155</td>
<td>(37)</td>
<td>(57)</td>
<td>$20</td>
<td></td>
</tr>
<tr>
<td><strong>Selected performance metrics:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Period-end loans held for investment</td>
<td>$64,241</td>
<td>$63,266</td>
<td>$52,112</td>
<td>$51,231</td>
<td>$50,741</td>
<td>2%</td>
<td>27%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average loans held for investment</td>
<td>63,375</td>
<td>57,379</td>
<td>51,592</td>
<td>50,976</td>
<td>51,070</td>
<td>10</td>
<td>24</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average yield on loans held for investment</td>
<td>3.38%</td>
<td>3.18%</td>
<td>3.21%</td>
<td>3.26%</td>
<td>3.22%</td>
<td>20bps</td>
<td>16bps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Period-end deposits</td>
<td>$33,383</td>
<td>$34,257</td>
<td>$32,751</td>
<td>$32,909</td>
<td>$32,575</td>
<td>(3)%</td>
<td>2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average deposits</td>
<td>34,076</td>
<td>33,797</td>
<td>32,806</td>
<td>32,778</td>
<td>32,845</td>
<td>1</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average deposit interest rate</td>
<td>0.27%</td>
<td>0.26%</td>
<td>0.25%</td>
<td>0.25%</td>
<td>0.24%</td>
<td>1bps</td>
<td>3bps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Core deposit intangible amortization</td>
<td>$3</td>
<td>$4</td>
<td>$3</td>
<td>$4</td>
<td>$4</td>
<td>(25)%</td>
<td>(25)%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net charge-off rate</td>
<td>0.29%</td>
<td>0.03%</td>
<td>0.26%</td>
<td>0.05%</td>
<td>0.02%</td>
<td>26bps</td>
<td>27bps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nonperforming loan rate</td>
<td>1.63</td>
<td>0.87</td>
<td>0.87</td>
<td>0.90</td>
<td>0.31</td>
<td>76</td>
<td>132</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nonperforming asset rate</td>
<td>1.64</td>
<td>0.87</td>
<td>0.87</td>
<td>0.91</td>
<td>0.31</td>
<td>77</td>
<td>133</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### First Quarter 2016 Highlights

- Ending loans up $13.5 billion, or 27%, year-over-year; average loans up $12.3 billion, or 24%, year-over-year
- Revenue up $80 million, or 14%, year-over-year
- Non-interest expense up $50 million, or 18%, year-over-year
- Provision for credit losses up $168 million year-over-year
- Net charge-off rate up 27 basis points year-over-year to 0.29%
## Commercial Banking Oil and Gas Portfolio

(Dollars in millions) (unaudited)

<table>
<thead>
<tr>
<th>Commercial banking oil and gas portfolio:</th>
<th>2016 Q1</th>
<th>2015 Q4</th>
<th>2015 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funded outstandings:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exploration and production</td>
<td>$1,831</td>
<td>$1,620</td>
<td>$1,871</td>
</tr>
<tr>
<td>Oilfield services</td>
<td>842</td>
<td>969</td>
<td>1,360</td>
</tr>
<tr>
<td>Midstream and other</td>
<td>544</td>
<td>531</td>
<td>396</td>
</tr>
<tr>
<td><strong>Total funded outstandings</strong></td>
<td>3,217</td>
<td>3,120</td>
<td>3,627</td>
</tr>
<tr>
<td>Unfunded exposure:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exploration and production</td>
<td>1,694</td>
<td>2,204</td>
<td>2,252</td>
</tr>
<tr>
<td>Oilfield services</td>
<td>441</td>
<td>547</td>
<td>848</td>
</tr>
<tr>
<td>Midstream and other</td>
<td>593</td>
<td>607</td>
<td>633</td>
</tr>
<tr>
<td><strong>Total unfunded exposure</strong></td>
<td>2,728</td>
<td>3,358</td>
<td>3,733</td>
</tr>
<tr>
<td><strong>Total commercial banking oil and gas portfolio maximum committed exposure</strong></td>
<td>$5,945</td>
<td>$6,478</td>
<td>$7,360</td>
</tr>
</tbody>
</table>

**Selected oil and gas portfolio metrics:**

| Allowance for loan and lease losses      | $262    | $189    | $69     |
| Allowance as a percentage of loans held for investment | 8.15% | 6.06% | 1.90% |
| **Total reserves**(1)                    | $359    | $231    | $91     |
| Loans as a percentage of total commercial loans held for investment | 5.01 | 4.93 | 7.15 |
| Loans as a percentage of total company loans held for investment | 1.41 | 1.36 | 1.78 |
| Criticized performing loan rate          | 35.78   | 21.31   | 6.23    |
| Nonperforming loan rate                  | 19.15   | 8.24    | 0.19    |

(1) Total reserves represents the allowance for loan and lease losses and the reserve for unfunded lending commitments recorded in other liabilities.
## Select 2016 and 2015 Results Excluding Adjustments

(Dollars in millions, except per share data and as noted) (unaudited)

<table>
<thead>
<tr>
<th></th>
<th>QTD Q1 2016</th>
<th>QTD Q4 2015</th>
<th>YTD Q4 2015</th>
<th>YTD Q4 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Reported</td>
<td>Adjustments</td>
<td>Adjusted</td>
<td>Reported</td>
</tr>
<tr>
<td>Selected income statement data:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net interest income</td>
<td>$5,056</td>
<td>—</td>
<td>$5,056</td>
<td>$4,961</td>
</tr>
<tr>
<td>Non-interest income</td>
<td>1,164</td>
<td>—</td>
<td>1,164</td>
<td>1,233</td>
</tr>
<tr>
<td>Total net revenue</td>
<td>6,220</td>
<td>—</td>
<td>6,220</td>
<td>6,194</td>
</tr>
<tr>
<td>Provision for credit losses</td>
<td>1,527</td>
<td>—</td>
<td>1,527</td>
<td>1,380</td>
</tr>
<tr>
<td>Non-interest expense</td>
<td>3,223</td>
<td>—</td>
<td>3,223</td>
<td>3,480</td>
</tr>
<tr>
<td>Income from continuing operations before income taxes</td>
<td>1,470</td>
<td>—</td>
<td>1,470</td>
<td>1,334</td>
</tr>
<tr>
<td>Income tax provision</td>
<td>452</td>
<td>—</td>
<td>452</td>
<td>426</td>
</tr>
<tr>
<td>Income from continuing operations, net of tax</td>
<td>1,018</td>
<td>—</td>
<td>1,018</td>
<td>908</td>
</tr>
<tr>
<td>Income (loss) from discontinued operations, net of tax</td>
<td>(5)</td>
<td>—</td>
<td>(5)</td>
<td>12</td>
</tr>
<tr>
<td>Net income</td>
<td>1,013</td>
<td>—</td>
<td>1,013</td>
<td>920</td>
</tr>
<tr>
<td>Net income available to common stockholders</td>
<td>970</td>
<td>—</td>
<td>970</td>
<td>848</td>
</tr>
</tbody>
</table>

### Selected performance metrics:

<table>
<thead>
<tr>
<th></th>
<th>Diluted EPS</th>
<th>Net interest margin</th>
<th>Efficiency ratio</th>
<th>Average yield on loans held for investment - Credit Card</th>
<th>Average yield on loans held for investment - International Card</th>
<th>Total net revenue margin - Credit Card</th>
<th>Total net revenue margin - International Card</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$1.84</td>
<td>6.75%</td>
<td>51.82 (36)bps</td>
<td>14.60</td>
<td>16.47</td>
<td>16.69</td>
<td>17.85</td>
</tr>
<tr>
<td></td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td></td>
<td>$1.84</td>
<td>6.75%</td>
<td>51.82 (36)bps</td>
<td>14.60</td>
<td>16.47</td>
<td>16.69</td>
<td>17.85</td>
</tr>
</tbody>
</table>

1. In Q4 2015, we recorded charges totaling $72 million associated with (i) closing the GE Healthcare acquisition and establishing an initial allowance and reserve related to the loans acquired; (ii) certain planned site closures; and (iii) revisions to the restructuring charges recorded in Q2 2015 to reflect updated information. We recorded a build in the U.K. Payment Protection Insurance customer refund reserve ("U.K. PPI Reserve") of $69 million in Q3 2015 and $78 million in Q2 2015. In Q2 2015, we also recorded restructuring charges of $147 million for severance and related benefits pursuant to our ongoing benefit program as a result of the realignment of our workforce.

2. We recorded a build in the U.K. PPI Reserve of $61 million in 2014.