



Media Alert

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Survey: Though Not Widely Utilized, Treasury and Finance Professionals Agree Mobile Banking Represents Opportunities for Industry

Security Challenges Cited as Primary Barrier to Mobile Adoption

New York (November 18, 2013) – While only one-third (32 percent) of the finance and treasury professionals surveyed at this year's Association for Finance Professionals (AFP) Annual Conference use a corporate mobile banking platform, they largely agree on advantages afforded by mobile technology. Fifty-eight percent noted that the primary benefit is the ability to make payments, transfers and wire approvals.

The survey, conducted by Capital One Bank's Treasury Management group in Las Vegas in late October, aimed to gauge the industry's appetite for new treasury tools, outlook on mobility and use of data analysis in treasury management. It also found that access to account data and payment history (19 percent) were high on the benefits scale. More complex processes, such as access to performance indicators (13 percent) and ability to decision positive pay items (4 percent) trailed in interest.

"As treasury departments continue to innovate, tools and services that grant finance professionals mobility and agility will keep gaining traction," said Colleen Taylor, Head of Treasury Management and Enterprise Payments at Capital One Bank. "The results of our survey confirm that treasurers recognize the opportunities to leverage mobile banking to complete their day-to-day tasks, and many plan to invest in new treasury tools over the next several months."

Security challenges with sensitive corporate data was cited as the primary barrier to widespread adoption of corporate mobile banking (66 percent), followed by obstacles for companies figuring out their BYOD policies (24 percent) and the inconvenience of displaying information on a small device (10 percent).

Additional survey findings:

- Nearly half (48 percent) of the respondents intend to implement new treasury management tools or services before year end.
- While considering the top-use cases for data analysis in treasury, 47 percent of respondents cite developing cash flow projection models, followed by developing management-level reporting on risks (19 percent) and simplifying the transaction screening process (12 percent).
- Fifty-nine percent of respondents report that their company uses a commercial credit card to manage payables processing. Of those who don't, 18 percent expect their company will implement a commercial credit card program in the next year.

As security concerns remain top-of-mind for both consumers and treasury professionals, Capital One Bank recommends safe practices for online banking, available here: [Capital One | Commercial Banking Security](#).

Note to Editors

Capital One Bank's survey was conducted at the Association for Finance Professionals (AFP) Annual Conference in Las Vegas on October 27-29. The survey aimed to gauge treasury management product usage and expectations from treasury and finance professionals. Results are based on 135 responses.

About Capital One

Capital One Financial Corporation (www.capitalone.com) is a financial holding company whose subsidiaries, which include Capital One, N.A., and Capital One Bank (USA), N. A., had \$206.9 billion in deposits and \$289.9 billion in total assets as of September 30, 2013. Headquartered in McLean, Virginia, Capital One offers a broad spectrum of financial products and services to consumers, small businesses and commercial clients through a variety of channels. Capital One, N.A. has more than 900 branch locations primarily in New York, New Jersey, Texas, Louisiana, Maryland, Virginia and the District of Columbia. A Fortune 500 company, Capital One trades on the New York Stock Exchange under the symbol "COF" and is included in the S&P 100 index.

About Capital One Treasury Management

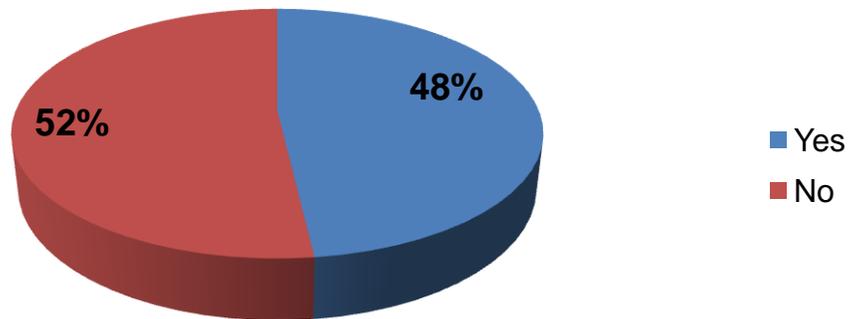
With a strategy to offer distinctive, better-than-average products, Capital One's Treasury Management group provides a "Center of Excellence" servicing approach, streamlining client on-boarding processes, offering online self-service capabilities and enhancing the ability to survey clients and track service metrics. Treasury Management executives work across all areas of the commercial bank, enhancing existing client relationships and helping ensure smoother treasury functions within their businesses.

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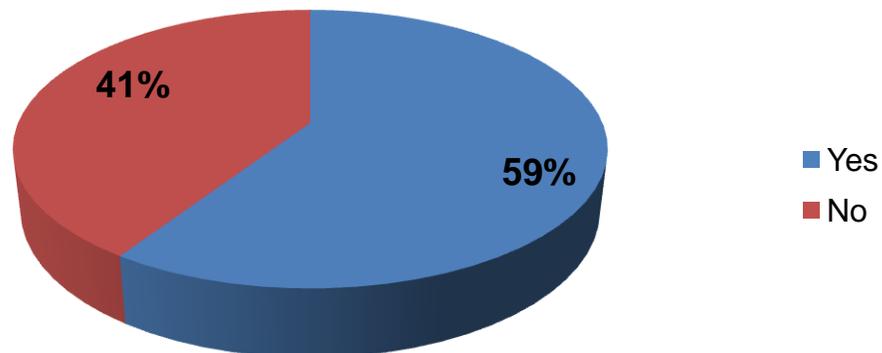
Background

Capital One conducted a survey of attendees at the Association for Finance Professionals (AFP) Annual Conference in Las Vegas. The survey, conducted between October 27-29, 2013, was developed to gauge treasury management product usage and outlook among finance professionals. Respondents were treasury and finance professionals in attendance, and percentages are based on 135 responses.

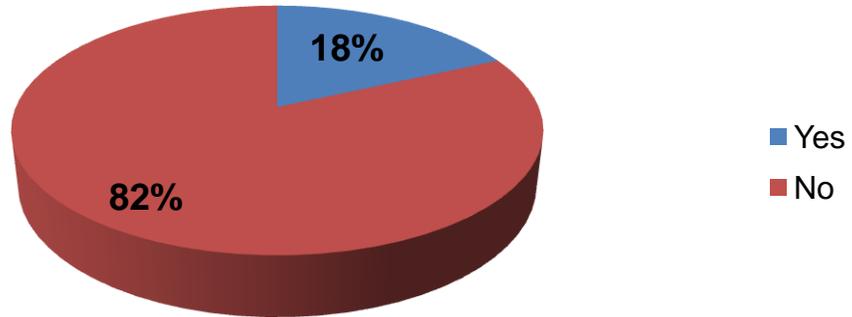
Does your company have plans to implement new treasury management tools and/or services in 2013?



Does your company use a commercial credit card to manage payables processing?

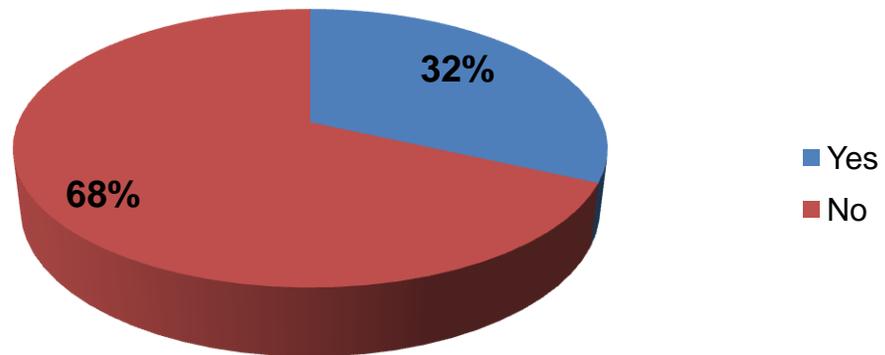


If no, does your company have plans to start using a commercial credit card to manage payables processing in the next year?

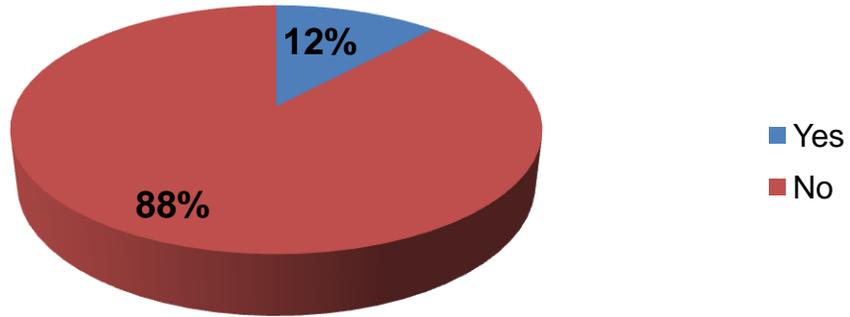


Results based on 55 responses to this question.

Does your company currently use a corporate mobile banking platform?

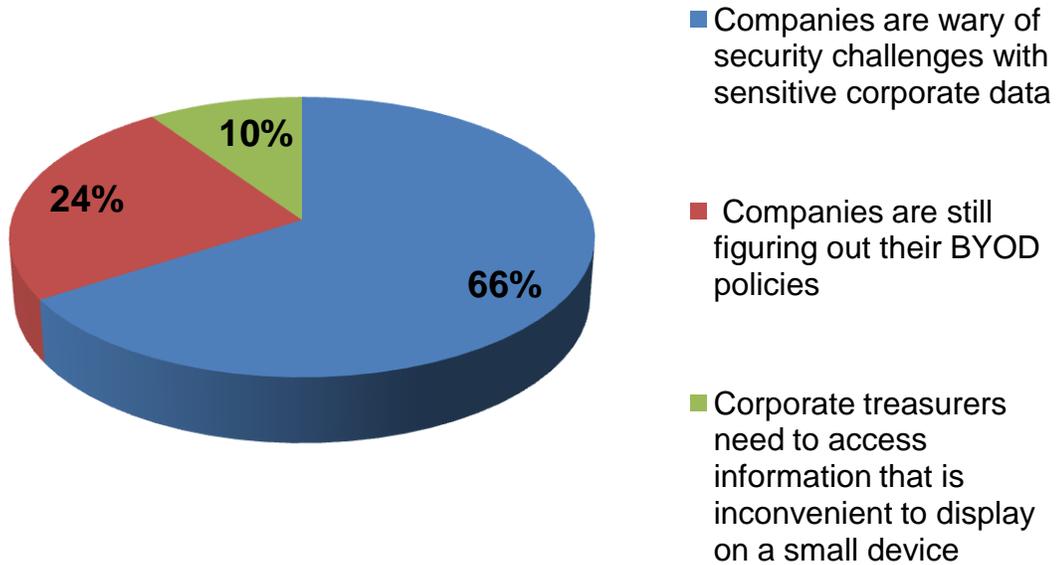


If no, does your company have plans to employ a corporate mobile banking platform in the next year?

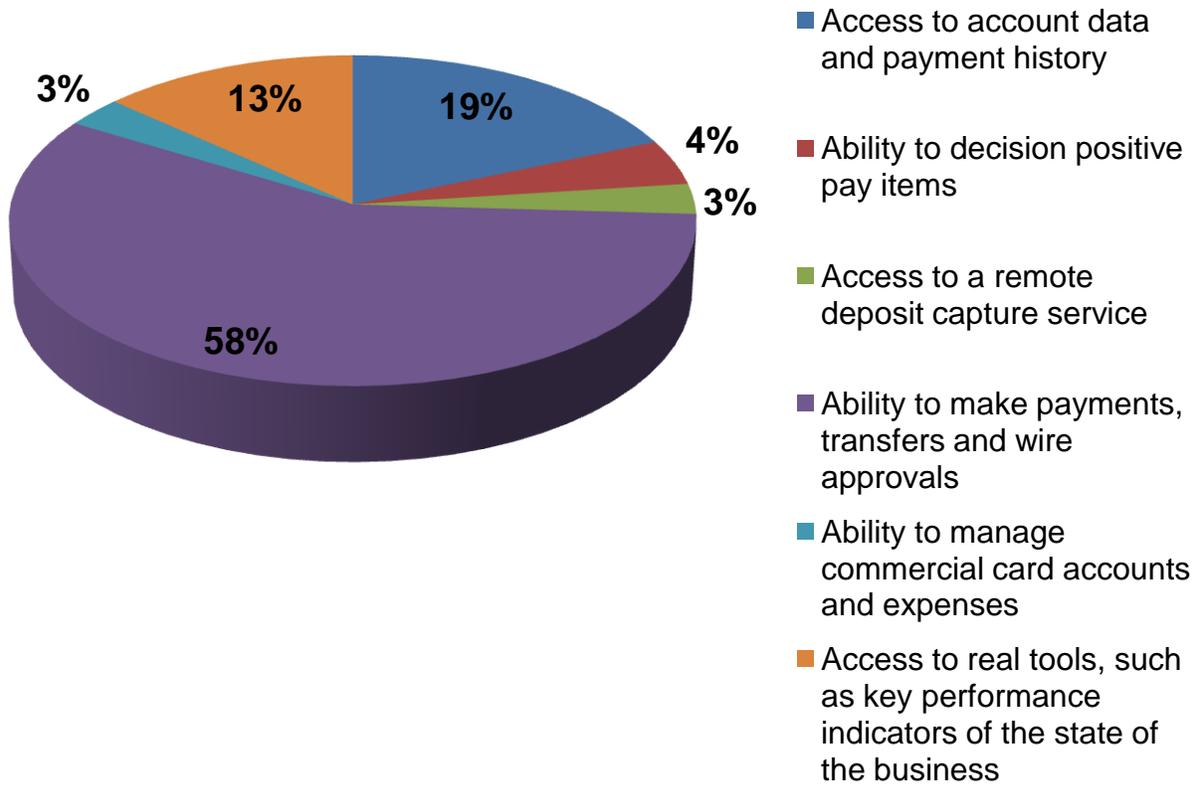


Results based on 92 responses to this question.

What do you see as the primary barrier to widestream adoption of corporate mobile banking?



What do you consider the primary benefit of a corporate mobile banking platform?



What is the strongest use case for employing data analysis/Big Data in treasury?

