### Milestones – 2017

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Best Places to Work Awards - 2017</td>
<td><em>FORTUNE</em> “100 Best Companies to Work For” (#17) <em>People – 50 Companies That Care</em> (#48)</td>
</tr>
<tr>
<td>Senior Leadership Awards - 2017</td>
<td>Meghan Welch, <em>Profiles in Diversity Journal</em>, Diversity Leader</td>
</tr>
<tr>
<td></td>
<td>National Association of Female Executives’ “Top Companies for Executive Women”</td>
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<td></td>
<td>National Minority Business Council “Outstanding Corporate Supplier Diversity”</td>
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<tr>
<td></td>
<td>OMNIKAL (formerly <em>DiversityBusiness.com</em>) “OMNI50 Award: Top 50 Inclusion Corporations”</td>
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<td></td>
<td><em>Profiles in Diversity Journal</em> “International Innovations in Diversity” Honororable Mention for Powered by Perspective Campaign</td>
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<tr>
<td></td>
<td>Women Presidents’ Educational Organization “Outstanding Organization”</td>
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<tr>
<td>Regional Awards - 2017</td>
<td><em>Richmond Magazine</em> – Great Places to Work (#1)</td>
</tr>
</tbody>
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### Milestones – 2016

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<tr>
<td>National Best Places to Work Awards - 2016</td>
<td><em>Forbes</em> “America’s Best Employers”</td>
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<td><em>Forbes</em> “Top 60 Banks” (#22)</td>
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<td><em>FORTUNE</em> “100 Best Companies to Work For” (#88)</td>
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<td><em>FORTUNE</em> 500 (#112)</td>
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<td><em>FORTUNE</em> “Most Admired Companies”</td>
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<td><em>FORTUNE</em> “Blue Ribbon Companies”</td>
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<td><em>FORTUNE</em> Global 500 (#496)</td>
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<td><em>FORTUNE</em> “Best Companies for Women, Financial Services and Insurance”</td>
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<td></td>
<td>Great Place to Work Institute “Best Workplaces” (#5 UK; #13 Canada)</td>
</tr>
<tr>
<td>Senior Leadership Awards - 2016</td>
<td>Richard D. Fairbank, <em>Minority Business News USA</em> “Best in the Class” Circle of Honor/Supplier Diversity Professionals and CEO Category</td>
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<td></td>
<td>Lane Hopkins, <em>Diversity Journal</em> “Diversity Leader Award”</td>
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<tr>
<td>Award Categories</td>
<td>Honorees/Winners</td>
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<tr>
<td>Diversity Journal “Women Worth Watching”</td>
<td>Emilia Lopez, Diversity Journal</td>
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<tr>
<td>Payments Source “Top Women in Payments”</td>
<td>Colleen Taylor, Payments Source</td>
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<tr>
<td>New Orleans Citybusiness “Woman of the Year”</td>
<td>Katharine Kay, New Orleans Citybusiness</td>
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<tr>
<td>Product &amp; Innovation Awards - 2016</td>
<td>CardHub “Best Credit Card Rewards”</td>
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<tr>
<td>InformationWeek “Elite 100” (#1) for Business Technology Innovators</td>
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<tr>
<td>Real Estate Finance &amp; Investment “Lending Platform of the Year” for Commercial Real Estate Business</td>
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<tr>
<td>Diversity Awards - 2016</td>
<td>Affinity Inc. Magazine “Top Corporations for LGBT Economic Empowerment”</td>
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<td></td>
<td>Anita Borg Institute “Top Companies for Women Technologists Leadership Index”</td>
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<td></td>
<td>CAREERS &amp; the disABLED Magazine “25th Annual Top 50 Employers”</td>
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<td>CivilianJobs.com “Most Valuable Employer for Military”</td>
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<td></td>
<td>Dave Thomas Foundation for Adoption “100 Best Adoption-Friendly Workplaces” (#31)</td>
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<tr>
<td></td>
<td>DiversityBusiness.com “America’s Top Organizations for Multicultural Business Opportunities”</td>
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<td>Diversity Journal “International Innovations in Diversity Awards” Honorable Mention for Powered by Perspective Campaign</td>
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<td>Equal Opportunity Publications “Top 50 Employers” (#23)</td>
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<td>Executive Leadership Council “Ambassador Company List”</td>
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<td></td>
<td>G.I. Jobs Military-Friendly Employers (#37)</td>
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<td></td>
<td>G.I. Jobs Military-Friendly Spouse Employers (#14)</td>
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<td></td>
<td>Human Rights Campaign Foundation “Best Places to Work for LGBT Equality” and 100 percent score on the Corporate Equality Index</td>
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<td>Military Times “Best for Vets” (#10 overall and #1 in Banking/Financial Services industry)</td>
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<td>Military Times “Best for Vets - Spouses”</td>
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<tr>
<td></td>
<td>Minority Business News USA “America’s Most Admired Corporations for Supplier Diversity”</td>
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<td>National Association for Female Executives’ “Top Companies for Executive Women”</td>
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<td>National Business Inclusion Consortium “Best of the Best: Top 30 Corporations for Inclusion”</td>
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<td>National Organization on Disability “Leading Disability Employer”</td>
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<tr>
<td></td>
<td>U.S. Business Leadership Network and American Association of People with Disabilities “Best Place to Work” and perfect score on Disability Equality Index</td>
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<tr>
<td></td>
<td>Women’s Business Enterprise National Council “Top Corporations for Women’s Business Enterprises, Gold Level of Distinction”</td>
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<td>Women’s Enterprise USA “Corporations of the Year”</td>
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<td></td>
<td>Women Presidents’ Educational Organization “Done Deal Award”</td>
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<td>Working Mother “100 Best Companies for Working Mothers”</td>
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<td></td>
<td>2020 Women on Boards “ Winning Company”</td>
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<tr>
<td>Regional Awards - 2016</td>
<td>Carolina-Virginia Minority Supplier Development Council “Corporation of the Year”</td>
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<tr>
<td></td>
<td>Chicago Tribune “Top Workplaces”</td>
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<tr>
<td>Award Category</td>
<td>Company/Association</td>
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<tr>
<td>Dallas Business Journal</td>
<td>“Best Places to Work”</td>
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<tr>
<td>Dallas Morning News</td>
<td>“Top 30 Workplaces” (#16)</td>
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<tr>
<td>OKCBiz and Best Companies Group</td>
<td>“Best Places to Work”</td>
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<tr>
<td>Richmond Times-Dispatch</td>
<td>“Top Workplaces”</td>
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<tr>
<td>Tampa Bay Times</td>
<td>“Top Workplaces”</td>
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<tr>
<td>Washington Post</td>
<td>“Top Workplaces”</td>
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</tbody>
</table>

**Associate Awards - 2016**

- Alicia Thompson, *Women Enterprise USA* “Top 100 Leaders in Corporate Supplier Diversity”
- Alicia Thompson, Women Presidents’ Educational Organization (DC) “Outstanding Women’s Business Advocate”
- Alicia Thompson and Jim Gorzalski, * Minority Business News USA* “Champions of Supplier Diversity”
- Alicia Thompson, *Minority Business News USA* “Best in the Class” Circle of Honor/Supplier Diversity Professionals
- Carla Reissner, Carolina-Virginia Minority Supplier Development Council “Advocate of the Year”
- Kent Eastman, *D Magazine* “Dallas 500”

**Community Awards - 2016**

- *Civic 50*: “The 50 Most Community-Minded Companies”
- *Forbes 100*: “America’s Best Corporate Citizens”
- Junior Achievement “Gold U.S. President’s Volunteer Service Award”

**National Rankings - 2015**

- *Fortune 500*: (#126)
- *Fortune Global 500*: (#496)
- *Fortune* “World’s Most Admired Companies” (#4 in Consumer Credit Card and Related Services Industry category)
- *Fortune* Blue Ribbon Companies

**National Best Places to Work Awards - 2015**

- *Forbes*: “Best Employer in the U.S.”
- *Fortune*: “100 Best Companies to Work For” (#91)
- *Fatherly.com*: “50 Best Places to Work for New Dads” (#36)
- *Workforce* magazine “Workforce 100” for excellence in human resources (#9)

**Senior Leadership Awards – 2015**

- Chandra Dhandapani, *Dallas Business Journal* “North Texas Women in Technology” (Leadership category)
- Richard Fairbank, *Minority Business News USA* “Best of the Decade” (CEO category)
- Rick Lyon and Ben Stacks, *The Mortgage Observer* “50 Most Important People in Commercial Real Estate Finance”
- Colleen Taylor, *Payments Source* “Top Women in Payments”
- Colleen Taylor, *Black Enterprise Magazine* “Most Powerful Women in Corporate America”
<table>
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<tr>
<th>Corporate Awards - 2015</th>
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<tbody>
<tr>
<td>Training magazine’s “Top 125” (#9)</td>
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<th>Product &amp; Innovation Awards - 2005</th>
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<tbody>
<tr>
<td>CardHub “Best Credit Card Rewards”</td>
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<tr>
<td>MONEY “Best Bank for Multiple Regions”</td>
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<tr>
<td>MONEY “Best Business Checking”</td>
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<tr>
<td>WalletHub “Best Checking Account Transparency”</td>
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<th>Diversity Awards - 2015</th>
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<tr>
<td>American Association of People with Disabilities and the U.S. Business Leadership Network “Best Places to Work” and top scoring company on Disability Equality Index</td>
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<td>Capital Region Minority Supplier Development Council “Corporation of the Year”</td>
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<td>CivilianJobs.com “Most Valuable Employer” (MVE)</td>
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<td>Dave Thomas Foundation for Adoption “Best Adoption-Friendly Workplaces” (#25)</td>
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<tr>
<td>DiversityBusiness.com “America’s Top 50 Organizations for Multicultural Business Opportunities” (#44)</td>
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<tr>
<td>DiversityInc.com “25 Noteworthy Companies”</td>
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<td>Diversity Journal “International Innovation in Diversity Awards” for African American Network’s Magellan Program</td>
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<td>Equal Opportunity Publications “Top 50 Employers”</td>
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<td>Hispanic Network Magazine “Best of the Best”</td>
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<td>Human Rights Campaign Foundation “Best Places to Work for LGBT Equality” and 100 percent score on the Corporate Equality Index</td>
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<td>LATINA Style “Top 10 Employee Resource Group of the Year” for Hispanic Network</td>
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<td>Military Times’ “Best for Vets” (#8)</td>
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<td>Minority Business News USA “Most Admired Corporations for Supplier Diversity”</td>
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<td>National Association for Female Executives’ “Top Companies For Executive Women”</td>
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<td>U.S. Business Leadership Network and American Association of People with Disabilities “Best Place to Work” and perfect score on the inaugural Disability Equality Index</td>
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<td>Women’s Business Enterprise National Council “America’s Top Corporations for Women’s Business Enterprises” (Silver Level Distinction)</td>
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<td>Women’s Enterprise USA “Corporations of the Year”</td>
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<td>Working Mother magazine “100 Best Companies”</td>
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<td>American Red Cross “Fit Friendly Award” to St. Cloud’s Fitness Center</td>
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<tr>
<td>Bay Area News Group Top Workplace</td>
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<tr>
<td>Carolinas-Virginia Minority Supplier Development Council “Corporate Total Impact”</td>
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</table>
**Community Awards - 2015**

- **Dallas Business Journal** “Corporate Philanthropist of the Year”
- Fortune Society “Corporate Leaders for Change Award” for support of affordable housing
- City of Houston “Community Partner of the Year”
- Junior Achievement “Gold U.S. President’s Volunteer Service Award”
- Richmond Metropolitan Business League “Distinguished Service Award” for community service efforts that support the small and minority business community in Central Virginia
- S. Buford Scott “Leadership Award” for exemplary leadership and commitment to expanding mentoring opportunities for Virginia youth
- State of Louisiana Board of Education “Distinguished Partners in Education Award”
- **Washington Post** “Corporate Philanthropy Award” (#1 in monetary giving; #7 in volunteer hours)

**Associate Awards - 2015**

- Alicia Thompson, Carolinas-Virginia Minority Supplier Development Council “Minority Business Enterprise Advocate”
- Alicia Thompson, *DiversityPlus* magazine “Top 25 Women in Power Impacting Diversity”
- Alicia Thompson, *Minority Business News USA* “Champion of Supplier Diversity”
- Alicia Thompson, *Women Enterprise USA* “Top 100 Leaders in Corporate Supplier Diversity”
- Alicia Thompson, Women Presidents’ Education Organization (DC) “President’s Award”
- Kimberlee Sours, U.S. Business Leadership Network “Advocate of the Year - Supply Chain”
- Kimberlee Sours, National Gay & Lesbian Chamber of Commerce “Supplier Diversity Advocate of the Year”
- Spencer Gagnet and Tamara Jackson Wyre, *New Orleans CityBusiness* “Money Makers” for financial achievements in their respective industries and their community impact

**Milestones – 2014**

- Capital One listed on Fortune 500 at #124
- Capital One listed #85 on *FORTUNE* magazine’s “100 Best Companies to Work For” in 2014
- Ranked #18 by AON Hewitt Associates’ on “Top Companies for Leaders” list (North America)
- For the third year in a row, recognized as one of America’s most community-minded companies in *The Civic 50*
### National Best Places to Work awards - 2014

- “100 Healthiest Workplaces in America” by Healthiest Employers in 2014
- “Best Places to Work for LGBT Equality” and 100 percent score on the Corporate Equality Index by the Human Rights Campaign Foundation in 2014
- Capital One named one of the 50 Happiest Companies in America for 2014 by CareerBliss
- Capital One named to 2014 Working Mother 100 Best Companies by Working Mother magazine
- Ranked #8 on the Workforce 100 by *Workforce Magazine*
- Capital One named to Best Adoption Friendly Workplaces (#25) by the Dave Thomas Foundation

### Senior Leadership Awards - 2014

- Rich Fairbank named to “Highest Rated CEOs 2014” by *Glassdoor.com*
- Colleen Taylor, SVP, Head of Treasury Management and Enterprise Payments was named as a Top Women in Payments, 2014 by *Payments Source*
- Mike Wisler, Managing Vice President, Technology, named to *Computerworld's* Premier 100 IT Leaders list
- Judy Pahren, SVP, Financial Services named to YWCA of Richmond list of 2014 Outstanding Women
- Grace Huebscher, President and Head of Multifamily Finance, named to *American Banker* “25 Most Powerful Women To Watch” list
- Carolyn Berkowitz, Managing Vice President, Community Affairs named to Power 100 by *Washington Business Journal*
- Sanjiv Yajnik awarded Corporate Citizen of the Year Award by the Plano Chamber of Commerce

### Corporate Awards - 2014

- Capital One received Javelin Strategy and Research’s 2014 Identity Safety in Banking Award – Detection Category
- Capital One placed #2 on the 2014 Information Week’s Elite 100
- Capital One 360 ranked second in the New Ratings of Companies Online Presence by 2014 Temkin Web Experience Ratings
- “Best Community Improvement Program Award” by U.S. Chamber of Commerce Foundation
- Capital One listed at #20/100 on *Forbes’* “2014 Best Banks in America”
- #17 on *Training* magazine’s “Top 125” in 2014
- Capital One named to 15th annual list of America’s Top Corporations for Women’s Business Enterprises by Women’s Business Enterprise National Council (WBENC)
- Corporate Social Responsibility Leadership Award by Financial Services Roundtable
- Winner of the “Candidate Experience (CandE) Award” given by the Talent Board

### Diversity Awards

- 2014 Corporate 101: America’s most Admired Corporations for Supplier Diversity by Minority Business News
- “25 Noteworthy Companies for Diversity” by *DiversityInc* in 2014
- “NAFE Top Companies For Executive Women” by the National Association for Female Executives in 2014
- “Best Places to Work for LGBT Equality” and 100 percent score on the Corporate Equality Index by the Human Rights Campaign Foundation in 2014
**Top 100 Military-Friendly Employers** (#24) and **Top 25 Military-Friendly Spouse Employers** by *G.I. Jobs* in 2014 (#9)

Capital One was ranked #7 on Military Times’ 2014 “Best for Vets”

**VeteransPlus** honored Capital One With “Financial Institutions Supporting Heroes” (F.I.S.H.) Award in recognition of efforts to help foster financial literacy among military personnel and Veterans

Awarded the Secretary of Defense Employer Support of Guard and Reserve’s Freedom Award

Lee Anderson Veteran and Military Spouse Employment Award awarded by the US Chamber of Commerce

Recognized by The National Minority Supplier Development Council (NMSDC) with its “Corporate Excellance in Access to Capital” award

*Women Enterprise USA’s* “2014 WE USA Corporations of the Year”

**Product and Innovation Awards - 2014**

Capital One #1 Ranking by CardHub

#2 on *InformationWeek* Elite 100 list of top business technology innovators in 2014

Capital One 360 received the second highest score in a customer experience survey in the 2014 Temkin Web Experience Ratings

Received J.D. Power’s new Contact Center Certification for the US Card Upmarket and Spark businesses

Capital One ranks 5th on Forrester’s 2014 Customer Experience Survey

**Regional Awards - 2014**

Capital One was chosen to receive the Corporate Citizen of the Year Award by the Plano (Texas) Chamber of Commerce.

Capital One recognized as the Outstanding Corporate Citizen of the Year by Plano Star Courier

Capital One attained #1 spot on Washington Business Journal's "Most Social Companies"

Capital One named to the 2014 Healthiest Employers in North Texas by Dallas Business Journal

Capital One named #2 Large Company by Tampa Bay Times Top Places to Work 2014; special award for Training

Capital One named a Richmond Top Workplace by the Richmond Times-Dispatch and Workplace Dynamics

Capital One named to 2014 Best Places to Work by *Dallas Business Journal* (#9 in the Large Company category)

Capital One named to Greater Toronto’s Top Employers 2014 list by *Globe and Mail*

Winner of the 2014 Great Places to Work Survey® for both the UK and Europe

Capital One the winner of the Junior Achievement of Greater Baton Rouge’s Impact Award

Capital One Bank with National Cherry Blossom Festival – Silver Pinnacle Award for “Best Sponsor Partner” – International Festivals ad Events Association Pinnacle Awards

Capital One named “Top 10 Most Sustainable Companies in the Northeast” by Just Energy

Capital One named one of the Best and Brightest companies in Chicago for its community initiatives

Capital One named to “2014 Best Places to Work in Oklahoma” (Large Company Category) by OKCBBiz magazine (ranked #6)

Capital One named winner of the Junior Achievement of the Greater Baton Rouge Impact Award by Baton Rouge By Business Report

**Associate awards - 2014**
Texas State President Kent Eastman received the NAACP of Corpus Christi, Tx, President’s Award.

Marvette Howard of Community Development Banking, Houston, recently was recognized as a ‘2014 [Houston] Community Hero’

Anne Fletcher received Richmond Partners in the Arts inaugural “Corporate Hero Award”

Paige Thomas received the IABC Heritage Region 2014 Silver Quill Program

Celia Edwards Karam, Washington, DC and Southern Maryland Market President, was named to this year’s distinguished list of Women Who Mean Business by Washington Business Journal

Carol Nichols, regional commercial executive for commercial banking at Capital One Bank, was the first recipient of the Financial Literacy Champion Award given by Consumer Credit Counseling Service of Greater Dallas

**Milestones – 2013**

National Rankings

Capital One listed on Fortune 500 at #127

Capital One named to World’s Most Admired Companies by *FORTUNE* magazine and *CNN Money*

Capital One listed on Forbes “America’s Most Reputable Companies” (#128 of 150)

Capital One Listed on The Financial Times “Global 500” (#278)

National Best Places to Work awards

Capital One named “100 Best Companies To Work For” and a “Social Media Superstar” by *FORTUNE* magazine and *CNN Money*

Capital One named winner of the Great Place to Work ‘Best Workplaces’ Award for UK and Europe by the *Great Place to Work Institute*

Capital One named to 2013 Working Mother 100 Best Companies by *Working Mother* magazine

Capital One named to “Best Companies for Hourly Workers” by *Working Mother* magazine

Capital One named to “Training Top 125” by *Training magazine*

Capital One named to “2013 Most Valuable Employers (MVE) for Military” by *CivilianJobs.com*

Capital One named to “Best for Vets” by *Military Times*

Capital One named to “Best of the Best 2013” by *US Veterans* magazine

Capital One received an “Above and Beyond Award” from *Employer Support of the Guard and Reserve*

Capital One named 50 Happiest Companies in America for 2013 (#12 of 50) by *CareerBliss*

Capital One named to the *Dave Thomas Foundation’s “Adoption Friendly Workplaces”*

Capital One named Gold Winner “Best Employers for Healthy Lifestyles” award by *National Business Group on Health*

Capital One named to “2013 Best Places to Work for Recent Grads” by *Experience.com*

Capital One named to “Best Overall Internship Program” list (#6 overall; #3 among financial institutions) by *Vault.com*

Capital One 360 named one of “The Best Financial Services Companies to Work For” by *Glass Door*

Capital One named to “2014 Military Friendly Employers” by *G.I. Jobs* (listed at #24)

Capital One named to “Top Military Spouse Friendly Employers” by *Military Spouse* magazine (G.I. Jobs)

Capital One named to “Top 25 Most Responsive Employer” ranking by *StartWire*
Capital One received #1 spot on “Best IT Internship Program” from Vault.com

Capital One ranked on 2013 23rd Annual “Top 50 Employers” in CAREERS & the disABLED Magazine.

Capital One received the American Payroll Association’s (APA) 2013 Prism Award for Best Practices in Process Management

**Senior Leadership Awards**

Rich Fairbank named to “100 CEO Leaders In STEM” by STEMconnector in partnership with US News and World Report, the Business-Higher Education Forum and Fortune magazine

Capital One CEO, Rich Fairbank, named to “10 Most Innovative CEOs in Banking” by BankInnovation.com (#3/10)

Rich Fairbank named to “Highest Rated CEOs 2013” by Glassdoor.com

Frank LaPrade, Chief Enterprise Services Officer received “Lifetime of Idealism Award” from City Year

Rob Alexander, Chief Information Officer, Capital One named to “2013 Tech 50: Masters of a Volatile Universe” by Institutional Investor

Heather Cox, EVP Card Operations named to American Banker “25 Most Powerful Women To Watch” list


Colleen Taylor, EVP, Head of Treasury Management named to American Banker “25 Most Powerful Women To Watch”

Monique Shivanandan, Senior Vice President & Chief Technology Officer named to “Computerworld Premier 100 IT Leaders” by Computerworld magazine

Chandra Dhandapani, Senior Vice President, IT & Divisional Information Officer named to “Ones to Watch” by CIO magazine

Chandra Dhandapani, Senior Vice President and Divisional Information Officer, Capital One named to Bank Systems and Technology’s 2013 Elite 8 list of top IT leaders

Todd W. Rowley, Senior Vice President, Capital One Bank, named “Executive Leader of the Year” on the 2013 Outstanding Corporate Citizenship Awards by the Fairfax Chamber of Commerce

Steve Hemperley, Market President, Capital One Bank named to New Orleans City Business “2013 City Business Money Maker” list

Susan Broussard, Chief Council, Capital One Bank, named “2013 Woman of the Year” by New Orleans City Business

Carolyn Berkowitz, Managing Vice President, Community Affairs named to Power 100 by Washington Business Journal

**Corporate Awards**

Capital One received “Global Major Markets 2013: M&A Atlas Awards: Finalist Circle” from Global MA Network

Capital One a Finalist for U.S. Chamber Foundation’s 2013 ‘Citizens’ Awards

Capital One Named 2013 Corporation of the Year by National Gay & Lesbian Chamber of Commerce (NGLCC)

**Community Awards**

Capital One named to “The Civic 50” (ranked #2/5 in Financials and Civic Commitment; 4/5 in Business Integration and #3/5 in Measuring Impact) by National Conference on Citizenship, Points of Light, and Bloomberg
Capital One received “Partner of the Year 2013” from Afforable Housing Conference of Montgomery County (Maryland)

Capital One received “Excellence in Partnership Award” from United Communities Against Poverty (Maryland)

Capital One awarded “Gold U.S. President's Volunteer Service Award” by Junior Achievement

Capital One a finalist for “2013 Cause Marketing Halo Award” from the Cause Marketing Forum, Inc. for Best Education Campaign--Investing for Good: Capital One & Heart of America

Capital One received “Supporter of the Year” for its Volunteer Income Tax Assistance Program from the Capital Area United Way and Internal Revenue Service (Baton Rouge)

Capital One received Community Involvement Award from ContactNB (New Brunswick, Canada)

Capital One was a finalist for the Jefferson Awards for corporate philanthropy

Capital One named to Washington Business Journal’s “2013 Corporate Philanthropy Awards (#1 by monetary giving and #7 by volunteer hours)

Capital One named “Best Corporate Citizen” (#3 of 5) by Richmond magazine

Capital One received “2013 Golden Gavel Award” from the Society of Fellows in Fairfax County, Virginia

Capital One received Auto Finance Excellence Award Community Service from Auto Finance News

Capital One named “Community Partner of the Year” by the City of Houston

Capital One received special recognition medal from The East Baton Rouge School System for the bank’s support of Bernard Terrace Elementary School

Diversity Awards

Capital One named a 2020 Women on Boards “Winning Company”

Capital One received “Financial Services Diversity Leadership Award, 2013” from National Business Inclusion Consortium (NBIC) for its EAGLE Program (East Asian Growth and Leadership Effort)

Capital One named to “America’s Top 50 Organizations for Multicultural Business Opportunities in 2013” by DiversityBusiness.com

Capital One named to Diversity Inc’s “25 Noteworthy Companies”

Capital One placed #1 on YouGov BrandIndex’s “LGBT Top 20 Buzz Improvers”

Capital One received Diversity Journal “Innovation in Diversity Award” for its EAGLE Program (East Asian Growth and Leadership Effort)

Capital One named to “Top Diversity Employers-2013” list by Professional Women’s magazine

Capital One named among the “Best Places to Work for LGBT Equality” by the Human Rights Campaign (HRC) Foundation

Capital One received “2014 Diversity Leader Award” from Diversity Journal

Capital One named “2013 NGLCC Corporation of the Year” by the National Gay and Lesbian Chamber of Commerce

Product and Innovation Awards

Capital One named to “Best Credit Cards for 2013” by CardHub.com

Capital One named to “Top 10 Mobile Banking Apps” by American Banker

Capital One named “Model Bank 2013: Effective Use of Technology in Banking” by Celent

Capital One named to Information Week’s “2013 Information Week 500”

Capital One was winner of the “Best Mobile Apps for Banking” (#1/50) in a report by MyPrivateBanking
| Capital One Journey Student Rewards card named to Best Credit Cards for 2013 by *U.S. News & World Report*
| Capital One Cash Rewards for Newcomers card named to Best Credit Cards for 2013 by *U.S. News & World Report*
| Capital One listed on the Retail Banking Social Media “Best Power 100 Rankings” (#2 of 100) by *The Financial Brand*
| Capital One 360 place #2 out of 5 on “Top 5 Picks for the Best Bank Customer Service” by *GoBankingRates.com*
| Capital One placed #1 on *CardHub’s* “2013 Credit Card Application Study”
| Capital One’s QuickSilver credit card named to *Money* magazine’s “2013 Best Credit Cards”
| Capital One named as one of the "Best Banks in America" in "Best Checking for Established Businesses" by *CNN Money*
| Capital One named as one of the "Best Banks in America" in "Best Midsize Banks" by *CNN Money*
| Capital One listed on Financial Brand’s “Top 100 Banks on Twitter” (#3), “Top 100 Banks Adding The Most New Twitter Followers” (#8), “Top 100 Most Active Retail Financial Institutions on Twitter” (#32), “Top 100 Most Watched Bank on YouTube” (#6)
| Capital One named by blogger Socialnomics.net as one of the top “5 Companies on Top of Social Media” (#1)
| Capital One scores highest on account disclosures on *Wallet Hub’s* “2013 Checking Account Transparency Report”
| Capital One named among the top three “Best Traditional Bank Savings Accounts” by *Money Rates*
| Capital One 360 named “Best Online Banks for Savings for 2013” list by *Dough Roller*
| Capital One 360 voted one of top four “Best Online Banks of 2013” by readers of *Go Banking Rates*
| Capital One 360 chosen as one of the “Five Best Online Checking Accounts” by *Wisebread*
| Capital One 360 Remote Deposit Capture received NetBanker Online Banking Report “Best of the Web”
| Capital One received *J.D. Power & Associates* Call Center Certification

**Regional Awards**

| Capital One named to “Top Workplaces” in Delaware by the *News Journal*
| Capital One named to *Tampa Bay Times* “Top Workplaces” (2013 - #2 in Large Company Category)
| Las Vegas Review Journal “Top Workplaces” (2013 - #2 in Large Company Category)
| Capital One named to ”2013 Best Places to Work in Oklahoma” (Large Company Category) by *OKCBiz magazine* (ranked #2)
| Capital One named to “Healthiest Employer in North Texas” by *Dallas Business Journal*
| Capital One named to 2013 “Best Places to Work in North Texas” by *Dallas Business Journal* (Large Companies) list
| Capital One named to Top 50 Employers by the *Richmond Times Dispatch* (placed #1)
| Capital One listed on *Washington Business Journal’s* “100 Largest Publicly Traded Companies” list (#6) in the DC area
| Capital One named to “Greater Washington’s Healthiest Employers 2013” by *Washington Business Journal* (#4 in the 5,000+ employees category)
| Capital One named to “Washington’s Best Workplaces” by *Puget Sound Business Journal*
Capital One received “Environmental Star of Excellence Business Award” for green building from the City of Plano

**Associate awards**

Marvett Howard, Community Development Banking, Capital One Bank named to “Top Women of 2013” by Texas Women's Empowerment Foundation

Alice Sesay, Director of Customer Advocacy, won a “Contact Center Leader of the Year” award from the Stevie Awards for Sales & Customer Service

Capital One’s Customer Advocacy Team won “Customer Service Team of the Year” from the Stevie Awards for Sales & Customer Service

Sakina Paige, Senior Counsel, named to “Influential Women of Virginia” for 2013 by Virginia Lawyers Media

Hugh Hamilton, Vice President, Capital One Bank named to “Ones to Watch: Banking/Financial Services” by New Orleans City Business

Hugh Hamilton, Vice President, Capital One Bank received Harvey Peltier Award from Nicholls State University (for leadership and support of campus organizations—highest award given to a non-graduate of Nicholls)

Miriam Tanenbaum, Market Executive and Head of Long Island and Queens Middle Market Commercial Banking, named to Top 50 Most Influential Women in Business by Long Island Business News

Regina Edwards, Director of Procurement awarded 2013 Vision of Excellence Award from the Metropolitan Business League

Robert Harding, Vice President, Information Technology (UK) named to CIO100 by CIO magazine

Karen DeBlieux, Commercial Banking Manager, Capital One Bank named to New Orleans City Business “2013 City Business Money Maker” list

Jordan Dewitt, Head of Canada Brand Marketing named to Brand Innovator’s “40 Under 40”

Capital One’s Chris Whyde, IT Manager, won 2013 “Technology Leadership Award” for quality assurance

Regina Edwards, Director of Procurement named “2013 Advocate of the Year” by Maryland/DC by Minority Supplier Diversity Council

**Milestones – 2012**

Capital One listed on Fortune 500 (#148)

Capital One named to Forbes “2012 America’s Most Reputable Companies” list (#132)

Capital One named to “The Civic 50” (ranked #5 as one of America's most community-minded companies) by National Conference on Citizenship, Points of Light, and Bloomberg

Capital One Named “100 Best Companies to Work For” By FORTUNE Magazine (#98)

Listed on The Financial Times “FT Global 500” (#240)

Capital One ranked #36 on the “Banking 500”—the best global banking brands in 2012 by Brand Finance

Capital One ranked #204 on the Brand Finance “Global 500” (ranking of the world’s largest, most valuable brands)

Capital One received Div 50 Award placing #44 on the “Top 50 Organizations for Diversity” awarded by Diversity Business magazine.

Capital One named to “2012 Best Places to Work in Virginia” (#9) by Virginia Business

Capital One named to the Human Rights Campaign Foundation 2012 “Best Places to Work for LGBT Equality”
Capital One named by *Training Magazine* to the 2012 Training “Top125” (#31)

Mike Eason, Managing Vice President, IT, named to *Computerworld* “Premier 100” IT leaders list

Capital One was recognized in two Small Business Regional categories - Overall Satisfaction - West Region and Treasury Management Overall Satisfaction - West Region in the 2011 Greenwich Excellence Award winners for distinguished service in Small Business and Middle Market Banking

Capital One's retail bank was rated #129 out of over 200 large U.S. companies on the *Temkin Group*'s new customer experience ratings report

Capital One's credit cards were rated #178 out of over 200 large U.S. companies on the *Temkin Group*'s new customer experience ratings report

Capital One named a Finalist for the *CivilianJobs.com* Most Valuable Employers (MVE) for Military

Laurie Vignaud, Capital One Bank, received President’s Award Honoree from the *NAACP*

Capital One named finalist in the 2012 Financial Services Diversity Leadership Awards (Corporation of the Year) by the *National Gay & Lesbian Chamber of Commerce (NGLCC)*

Andrew F. Corrado, Market President, Nassau County; Senior Vice President and Senior Private Banker, Named to *Long Island Business News* Ones to watch in banking/finance.

Capital One received a 2011 Gold Monitor Award from *Corporate Insight*

Capital One named to 2012 Best Places to work for Hourly Workers by *Working Mother* magazine

Capital One named “Best Bank of the Year – North America” by *Dealmakers Monthly*

Capital One received a “TNS Choice Award” for Consumer Banking (National Achievement) from *TNS Global*

Capital One named to *Diversity MBA*’s "50 Out Front For Diversity Leadership" list

Capital One named to Top 50 Employers (Greater Richmond) by *Richmond Times Dispatch*

Capital One named to Top 50 Companies for Diversity by *Diversity Inc.*

Capital One ranked #1 on Tampa Bay Top Places to Work 2012 by *Tampa Bay Times*

Capital One received *J.D. Power & Associates* Call Center Certification

Capital One named to 2012 Best Places to Work list by *Dallas Business Journal*

Capital One named to Best Places to Work in Oklahoma by okcBIZ.com

Capital One received HealthLead™ US Healthiest Workplace Accreditation by *US Healthiest*

David Wright, SVP Card IT named to 2012 CIO Ones to Watch by *CIO Executive Council* and *CIO* magazine

Capital One named to 2012 UK Best Workplaces by *Great Place to Work Institute* (#2)

Capital One made the National Top Workplaces 2012 ranking from *Workplace Dynamics*

Capital One listed to 27th “Retail Banker International Awards” for Merger & Acquisition of the Year by *Retail Banker International*

Capital One awarded the inaugural *Cognizant/Corporate Executive Board Award for Innovation in Financial Services*

Julie Elberfeld, Managing Vice President, Commercial Bank IT named to *Bank Systems and Technology*'s 2012 Elite 8 list of top IT leaders

Joel Martinez, Managing Vice President, Human Resources named to 2012 Top 100 Under 50 Diverse Executive & Emerging Leaders by *Diversity MBA* magazine

Lisa Wimbush, Director and Chief of Staff to EVP, Card Ops named to 2012 Top 100 Under 50 Diverse Executive & Emerging Leaders by *Diversity MBA* magazine
<table>
<thead>
<tr>
<th>Event</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>Colleen Taylor, Senior Vice President and head of Treasury Management and Enterprise Payments</td>
<td>named to <em>American Banker’s 25 Women to Watch</em></td>
</tr>
<tr>
<td>Capital One named to Canada's Top 100 Employers for Young People</td>
<td>by <em>Mediacorp Canada Inc.</em></td>
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<tr>
<td>Capital One listed on <em>BankDirector’s</em> Going for Gold: 2012 Bank</td>
<td>Performance Scorecard (scorecard ranks banks based on the combination</td>
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<tr>
<td>Capital One named to InformationWeek 500 (#143) by <em>Information Week</em></td>
<td>magazine</td>
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<tr>
<td>Rob Alexander, Chief Information Officer</td>
<td>named to The 2012 Tech 50: The Difference Makers (#47) by <em>Institutional Investor magazine</em></td>
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<tr>
<td>Katherine Busser, Executive Vice President</td>
<td>named to 2012 Power List (#14) by <em>Style Weekly</em></td>
</tr>
<tr>
<td>Capital One was a finalist for the Best Corporate Steward Award from</td>
<td>the <em>U.S. Chamber of Commerce Business Civic Leadership Center</em></td>
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<tr>
<td>Capital One won the Social Wellness Producer Award from <em>ShapeUp</em></td>
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<tr>
<td>Annella Metoyer, Houston Market President, named to Top 25 Women of</td>
<td>Houston by the <em>Steed Society</em></td>
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<td>Guylaine Saint-Juste, Business Banking Virginia Market Executive,</td>
<td>Capital One Bank named to <em>Profiles in Diversity Journal</em>’s Women</td>
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<tr>
<td>Todd W. Rowley, Senior Vice President, Capital One Bank received 2012</td>
<td>Worth Watching Award 2013</td>
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<tr>
<td>Patrick McLean, Vice President, Brand</td>
<td>named to 2012 iMedia 25: Internet Marketing Leaders and Innovators by</td>
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<tr>
<td>Capital One named to 10 Best Stocks Buy List 2012 (for highest 2012</td>
<td><em>iMedia Connection</em></td>
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<tr>
<td>Jorge Calderon, Dallas Market Executive named to “2013 Minority</td>
<td>Business Leaders” by <em>Dallas Business Journal</em></td>
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<tr>
<td>Rich Fairbank, CEO named finalist for <em>American Banker’s</em> 2012 Best</td>
<td>in Banking, Banker of the Year award</td>
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<tr>
<td>Capital One received “2012 Distinguished Community Award” from the *</td>
<td><em>Property Management Association</em></td>
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<tr>
<td>Capital One named “Top 100 Military Friendly Employer” (Ranked #62)</td>
<td>by <em>G.I. Jobs</em></td>
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<tr>
<td>Annella Metoyer, Houston Market President received B-Excellent Award</td>
<td><em>Bethel’s Place</em> from <em>Black Chamber of Commerce</em></td>
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<tr>
<td>Capital One received a Community Partnership Award from the <em>Virginia</em></td>
<td>Council on Economic Education</td>
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<tr>
<td>Capital One named to *G.I. Jobs’ Top 25 Military Friendly Spouse</td>
<td>Employers (Ranked #18)</td>
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<tr>
<td>Capital One received the HYPE YP Workplace Award (large employer)</td>
<td>(large employer) from <em>Greater Richmond Chamber of Commerce</em> as a best</td>
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<tr>
<td>Capital One named “Favorite LGBT-Friendly Workplace” by <em>GayRVA.com</em></td>
<td>workplace for Young Professionals</td>
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<tr>
<td>Capital One received MBA Financial Education Award (2nd Place)</td>
<td><em>Maryland Bankers Association</em></td>
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<tr>
<td>Capital One named Top Corporate Philanthropist of the Year by <em>Association of Fundraising Professionals</em></td>
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<tr>
<td>Rich Fairbank, CEO named to <em>Washington Business Journal’s</em> Power</td>
<td>100 (ranked #29)</td>
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<tr>
<td>Capital One named to 2012 Auto Finance Excellence Award (Community</td>
<td>Affairs category) by <em>Auto Finance News and the Auto Finance Summit</em></td>
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<tr>
<td>Capital One received 2012 Candidate Experience Award (C and E Award)</td>
<td>from the <em>Talent Board</em></td>
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<tr>
<td>Capital One named to Environmental Ranking of Green Companies by <em>Newsweek</em></td>
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</tbody>
</table>
Capital One received Milton L. Randolph Sr. Award by Friends Association for Children
Capital One named to 100 Adoption Friendly Workplaces (#91) by the Dave Thomas Foundation for Adoption
Capital One named to 2012 Working Mother 100 Best Companies by Working Mother magazine
Capital One was a finalist for US Chamber's 2012 Military Spouse Employment & Mentoring Award
Capital One named to America’s Top Organizations for Multicultural Business Opportunities for 2012 by DiversityBusiness.com

**Milestones – 2011**

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Details</th>
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<tbody>
<tr>
<td>Ranked #134 FORTUNE 500 list; #10 overall in Fastest Growing overall; #3 in the state of Virginia.</td>
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<tr>
<td>Listed on Forbes Global 2000 by Forbes magazine</td>
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<tr>
<td>Listed on 2011 “350 World’s Most Admired Companies” by FORTUNE magazine</td>
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<tr>
<td>Listed on The Financial Times Global 500 (#382, up from # 413 last year)</td>
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<tr>
<td>Capital One CFO, Gary Perlin, ranked 2nd among banks as one of the best CFOs by financial analysts in the annual survey conducted by Institutional Investor Magazine</td>
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<tr>
<td>Capital One CIO Rob Alexander named to Elite 8 2011 by Bank Systems and Technology magazine</td>
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<tr>
<td>Capital One CEO Rich Fairbank named to “Top 10 Innovators of the Decade” by Bank Systems and Technology magazine</td>
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<tr>
<td>Suzanne Hammett, Executive Vice President and Chief Commercial Risk Officer, listed on (#16) “25 Women to Watch” by American Banker</td>
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<tr>
<td>Heather Cox, Executive Vice President, US Card, listed on (#19) 25 Women to Watch by American Banker</td>
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<tr>
<td>Capital One Executive Vice President &amp; Chief Operational Risk Management Officer, Katherine Busser, recognized with the YWCA of Richmond’s “2011 Outstanding Women” Award</td>
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</tr>
<tr>
<td>Executive Vice President &amp; Chief Operational Risk Management Officer Katherine Busser presented with an “Executive Women in Business Achievement Award” and named to &quot;2011 Power List&quot; by Style Weekly magazine</td>
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</tr>
<tr>
<td>Capital One’s Executive Vice President – US Card, Heather Cox, named “Customer Service Leader of the Year” by the Stevie Awards</td>
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<tr>
<td>Capital One recognized at the MLK Jr. Birthday Awards by the MLK Jr. Community Center for our support of the MLK Jr. Community Center in South Dallas</td>
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<tr>
<td>Capital One awarded a “Crystal Award” in the Partnership Program (Innovation category) by the Texas Association of Partners in Education</td>
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<tr>
<td>Capital One received “Getting It Done” Award from Sustainable Long Island (for its ArtSpace Patchogue Lofts; Spinney Hill Apartments affordable housing developments)</td>
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<tr>
<td>Capital One awarded the “Gold President’s Volunteer Service Award” by Junior Achievement</td>
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<tr>
<td>Capital One awarded the “Landmark Award” by Houston Business Journal (for financing affordable housing in south Houston)</td>
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<tr>
<td>Capital One received the “Charles L. Edson Tax Credit Excellence Award” for Special Needs Housing by the Affordable Housing Tax Credit Coalition</td>
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<tr>
<td>Capital One won “2011 Coalition Partner of the Year” from Capital Area Asset Building Coalition of Baton Rouge</td>
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<tr>
<td>Capital One awarded “2011 Outstanding Corporate Citizen of the Year” by Fairfax County Chamber of Commerce (&quot;Large Business&quot; category)</td>
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<tr>
<td>Capital One’s CEO, Rich Fairbank, awarded “Master Entrepreneur” by Ernst &amp; Young as part of their 2011 Greater Washington Entrepreneur Of The Year® award series</td>
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<tr>
<td>Award Description</td>
<td>Details</td>
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<tr>
<td>Listed on the 11th Annual Multicultural Business Div 50 Awards by Diversity Business</td>
<td>Capital One won the “Program or Initiative of the Year” at the 2011 Diversity and Leadership in Financial Services Awards from the National Gay and Lesbian Chamber of Commerce</td>
</tr>
<tr>
<td>Received “Workplace Excellence” Award and named “2011 Health &amp; Wellness Trailblazer” winner by the Alliance for Workplace Excellence</td>
<td>Named to “2011 Top Work Places in Tampa Bay” by St. Petersburg Times</td>
</tr>
<tr>
<td>Named to 2011 “Top 50 Companies for Diverse Managers to Work” by Diversity MBA Magazine (ranked #36)</td>
<td>Named to “Best Places to Work for Recent Grads” by Experience, Inc.</td>
</tr>
<tr>
<td>Capital One listed on “100 Best Companies of 2011” by Working Mother magazine</td>
<td>Capital One Auto Finance named to 2011 “Best Places to Work in Oklahoma” by OKCBiz magazine (ranked #2)</td>
</tr>
<tr>
<td>Named to “2011 Best Adoption-Friendly Workplaces” list by Dave Thomas Foundation for Adoption (Ranked at #96)</td>
<td>Named to “2011 Best Adoption-Friendly Workplaces” list by Dave Thomas Foundation for Adoption (Ranked at #96)</td>
</tr>
<tr>
<td>Capital One ranked #1 on Top 50 Employers</td>
<td>Capital One Canada listed as one of Greater Toronto’s “Top Employers” by Mediacorp Canada Inc.</td>
</tr>
<tr>
<td>Capital One Canada –Named to Canada’s “100 Best Workplaces” by Best Place to Work Institute (Canada)</td>
<td>Capital One named to “25 Noteworthy Companies” list by DiversityInc</td>
</tr>
<tr>
<td>Capital One Canada named as one of Canada’s “Top Employers for Young People (2011)” by Mediacorp Canada Inc.</td>
<td>Named on “Employees’ Choice Awards” by Glassdoor.com</td>
</tr>
<tr>
<td>Capital One named to “25 Noteworthy Companies” list by DiversityInc</td>
<td>Named to the “Best Places to Work in Virginia” list by Virginia Business magazine (Capital One placed 5th among the large employers category (250+ U.S. associates))</td>
</tr>
<tr>
<td>Capital One ranked #1 on Top 50 Employers</td>
<td>Named to Working Mother magazine’s “Best Companies for Hourly Workers” list</td>
</tr>
<tr>
<td>Capital One Auto Finance recognized on Dealer Choice Awards – “Gold Award” in Subprime Credit Finance by Auto Dealer Monthly</td>
<td>Mark Tiltman, Managing Vice President—IT, named to “Premier 100 IT Leaders for 2011” by Computerworld magazine</td>
</tr>
<tr>
<td>Capital One’s National Direct Bank attained J.D. Power and Associates Call Center Certification through the Retail Banking Satisfaction Study</td>
<td>Capital One named to CIO 100 by CIO magazine</td>
</tr>
<tr>
<td>Doug Kennedy, Senior Vice President, Capital One Bank, listed on the “Power 50 Banking” by NJBIZ.com</td>
<td>Capital One awarded “Corporate Leaders for Change Award” by the Fortune Society</td>
</tr>
<tr>
<td>Capital One 2011 winner of the annual Madison Avenue Advertising Walk of Fame by Advertising Week for What’s in your Wallet slogan</td>
<td>Capital One Bank’s Karen DeBlieux (Commercial Banking Manager) named to “2011 Women of the Year” list by New Orleans City Business</td>
</tr>
<tr>
<td>Capital One’s U.S. Card servicing contact center network received J.D. Power and Associates’ Call Center Certification</td>
<td>Capital One named to InformationWeek 500 by Information Week magazine</td>
</tr>
<tr>
<td>Capital One awarded “Corporate Leaders for Change Award” by the Fortune Society</td>
<td>Received “2011 Alfred P. Sloan Award for Business Excellence in Workplace Flexibility” in Dallas, McLean and Richmond awarded by When Work Works</td>
</tr>
</tbody>
</table>
Named to 2011 “Best Places to Work” by *Dallas Business Journal*

Capital One named to Houston's “Top Work Places in 2011” list by *Houston Chronicle*

Named “Bank of Year 2011 – United States” by *The Banker (a Financial Times publication)*

Ranked #15 by *AON Hewitt Associates* and *Fortune* magazine on “Top Companies for Leaders” list (highest ranked financial services company on North America list)

Named to “2011 Best Places to Work for LGBT Equality” by the *Human Rights Campaign Foundation*

Won Senior Financial Bond of the Year awarded by *International Financing Review*

Capital One ranked #23 on the “Leadership 500” (2011 Best in Leadership Development) by *Leadership Excellence*

Capital One named “Corporation of the Year” by the *Virginia Minority Supplier Development Council*

Capital One received the “Soaring Eagle” award from the *Virginia Minority Supplier Development Council* for commitment to supplier diversity inclusion

Capital One Named Two-Time Finalist for 2011 "Citizens" by *The Business Civic Leadership Center*

Andre Christian, Capital One Bank District Manager named to “Next Leaders in Banking” list by Maryland Bankers Association and Maryland Banker magazine.

Colleen Taylor, SVP and Head of Treasury Management and Merchant Services was named to “Who’s Who in Treasury & Cash Management” in Global Finance Magazine.

Capital One ranked 9th on “Security 500” by *Security Magazine* for corporate security services

Capital One listed on *Diversity Inc.’s* 2011 “25 Noteworthy Companies”

Dominique Bright-Wheeler of Capital One’s Legal team named to “2011 Women of the Year” list by *New Orleans City Business*

Named “Corporate Philanthropist of the Year” by *Dallas Business Journal*

Capital One Bank’s Senior Vice President, Rhonda Nieder, named to the *Real Estate Forum’s “Women of Influence” list – maybe move further down the list?*

Capital One awarded the “Morris & Gwendolyn Cafritz Foundation Youth Partnership Award” as part of the *Leadership Greater Washington’s 25th Anniversary Awards*

Capital One Senior Vice President, Judy Pahren received Executive Women in Business Award from *Style Weekly*

Capital One’s website recognized on the “Online Banking Awards” (for website banking alerts) by *Corporate Insight*

Capital One recognized as Global Call Center of the Year by the *International Customer Management Institute (ICMI)*

**Milestones – 2010**

Ranked #144 on the *Fortune 500* list

Capital One Bank President Lynn Pike named by *U.S. Banker* as one of “The 25 Most Powerful Women in Banking”

Capital One Bank’s Suzanne Hammett named by *U.S. Banker* as one of “The 25 Women to Watch” in Banking

Capital One Bank’s Colleen Taylor named to *Black Enterprise’s “75 Most Powerful Women In Business”*

Ranked # 31 on *DiversityInc* magazine’s “Top 50 Companies for Diversity” list

Named one of the “Best Places to Work for Recent Grads” by *Experience Inc.*

Capital One named one of *Working Mother’s* “100 Best Companies for Working Mothers”
Ranked #56 on *Newsweek*’s “100 Greenest Companies in America” list

Ranked #40 on *Training* magazine’s Top 125 list for training and workforce development programs

Ranked #125 on “*InformationWeek 500*” list of most innovative companies using IT

Capital One Bank President Lynn Pike received the *Phipps Houses* “Community Builder Award” in New York City

Financial Services President Sanjiv Yajnik accepted *Boys & Girls Clubs of Collin County*’s “GREAT Texan Award” in Dallas

Recognized in *Dallas Business Journal* as one of the “Best Places to Work in Dallas”

Named to *Dave Thomas Foundation for Adoption*’s “Best Adoption-Friendly Workplaces” list

Recognized in *The Globe and Mail* as one “Greater Toronto’s Top Employers”

Capital One’s Charlie Flocco awarded the National ISM Supplier Diversity Group’s “Charles J. McDonald, Jr. Minority and Women’s Business Advocate of the Year Award”

Received *State of Louisiana Department of Education*’s “Distinguished Partners in Education Award”

Named to *Houston Independent School District Partnership*’s Hall of Fame

Capital One Bank’s Ricardo Gonzales received “Latino Trendsetters Award” from *Defining Trends Magazine*

Voted “Best Bank in New Orleans” by *Gambit* magazine

Received *American Heart Association*’s “Fit-Friendly Company Gold Award”

Received OCEG’s “GRC Achievement Award” recognizing strides in integrating governance, risk management and compliance

Voted "Northshore's Best Bank" by readers of *Sophisticated Woman* magazine in Louisiana

Supplier Diversity received “Corporate Leadership Award – D.C. Region” from the *Women President's Educational Organization*

Honored for excellence in employee volunteer and community building programs in the *Jefferson Awards for Public Service*’s "National Report on Volunteering and Service in America" presented to the US Senate and White House

Student Bankers at the Fordham Leadership Academy received first ever "Your Money New York Recognition Award for Financial Education" from the New York State Comptroller

Capital One Bank’s Denise Pope named one of *Washington Business Journal*’s “Women Who Mean Business”

Capital One Bank’s Andrew Corrado named “Man of the Year” by *Big Brothers, Big Sisters of Long Island*

Awarded *The Girl Scout Council of the Nation’s Capital* “Officers Award”

Capital One Bank’s Annella Metoyer recognized with the *Cadillac* “Spirit of Texas” honor

Capital One’s Tim Janes named one of *Security* magazine’s “Most Influential Security Executives”

Capital One Bank’s Doug Kennedy recognized on *NJBiz*’s “50 Most Powerful Nonprofit Board Members”

Recognized by the *Alliance for Workplace Excellence* with a “Workplace Excellence Seal of Approval and Health & Wellness Trailblazer” award

Received *Minority Corporate Counsel Association*’s “Employer of Choice” award

Capital One’s Marty Bland named *Virginia Mentoring Partnership*’s “Outstanding Mentor of the Year”

Capital One’s Mark Tiltman named to *Computerworld magazine*’s “Premier 100 IT Leaders” list
Named to *St. Petersburg (Florida) Times*’ “Top Places to Work”

Recognized “Best Customer Service Provider” by the *Citizens Advice Bureaux* in the U.K.

Capital One Bank’s Ellen Weber named by *Long Island Business News*’ as one of “Top 50 Most Influential Women in Business”

Capital One Bank’s Amy Qattan named to *Dallas Business Journal*’s “Women to Watch” list

Capital One Bank’s Yvette Pacaccio received *New Orleans CityBusiness Journal*’s “Women in Business” award

Selected as one of *Conceive Magazine*’s “50 Best Companies”

Received Greater Richmond Technology Council’s “RichTech Innovation Award”

Received State of Louisiana Department of Education’s “Distinguished Partners in Education Award”

Named by *OKC Business* magazine as one of the “Best Places to Work in Oklahoma”

Received Alfred P. Sloan Award for Business Excellence in Workplace Flexibility

Received Texas Bankers Foundation’s “Cornerstone Award”

Received Texas Bankers Foundation’s “Leaders in Financial Education Award”

Dee Hammond, Manager of the Humble Branch (Houston area) awarded 2010 Volunteer of the Year by the *Women’s Resource of Greater Houston*

### Milestones – 2009

Ranked #145 on the “Fortune 500” by *Fortune* magazine

Ranked #23 in *Fortune* magazine among “Top 25 Companies for Leaders in North America”

Named one of the “100 Best Companies for Working Mothers” by *Working Mother* magazine

Banking President Lynn Pike named one of “25 Most Powerful Women in Banking” by *U.S. Banker*

Ranked #25 on the 2009 *DiversityInc* magazine “Top 50 Companies for Diversity” list

Named to *PINK* magazine’s “Top Companies for Women” list

 Ranked #41 on *InformationWeek* magazine’s 500 list of the most innovative companies

Received *Points of Light Institute*’s “Corporate Engagement Award” for excellence in corporate volunteerism

Banking President Lynn Pike received “Corporate Hero Award” from the *Association for the Help of Retarded Children New York City Foundation*

Capital One Foundation President and Community Affairs Vice President Carolyn Berkowitz received *Washington Business Journal*”Women Who Mean Business” award


Ranked #81 on of *The Banker* magazine’s “Top 1000 World Banks” list

Scored 100 percent on the *Human Rights Campaign Foundation*’s “Corporate Equality Index”

Ranked #14 on *Training* magazine’s list of Top 125 best corporate learning organizations

Ranked #3 on *Diversity Edge* magazine’s “2009 Best Companies for Diverse Graduates”
Ranked #2 on the *BusinessWeek* “Top Small-Business Lenders” list

Received “S. Buford Scott Leadership Award” for exemplary leadership and commitment to expanding and enhancing mentoring opportunities for Virginia’s young people

Received *Shelter House Inc.*’s “Community Champion Award” in the Greater Washington D.C. area

Received *Safe Horizon Champion Award* for long-standing support of awareness initiatives to protect children from abuse in the Greater Washington D.C. area

Ranked among best in nation for leadership development programs by *Leadership Excellence*

Awarded “Outstanding Corporate Sponsor Award” by *The Martin Luther King, Jr. Community Center* in Dallas, Texas

Received *Richmond Metropolitan Business League*’s “2009 Distinguished Service Award” for community service efforts that support the small and minority business community in Central Virginia

Received the *National Minority Business Council*’s “Corporate Diversity Award”

Received *The State of Louisiana Board of Education*’s “2009 Distinguished Partners in Education Award”

Received *Fairfax County Public School*’s Blue Ribbon Award for Best Partnership Event

Named one of the 50 best companies in the U.S. for fertility and adoption benefits for employees by *Conceive* magazine

Received *the Shreveport Times’ Readers Choice Award* for “Best Bank in Town”

Honored by *HR Executive* magazine in the Best HR Ideas for 2009 Web 2.0 Technology Enhancement category

Capital One among the "Best Places to Work for LGBT Equality" by the Human Rights Campaign (HRC) Foundation

Recognized on the *Uptime Institute*’s “Global Green 100” list for demonstrated commitment to increasing energy efficiency and reducing the carbon footprint of our data center operations

Received the “Alfred P. Sloan Award for Business Excellence in Workplace Flexibility”

*Bank Director Magazine*’s 2008 Bank Performance Scorecard ranked Capital One #6 on the list of “America’s Top 150 Banks”

Awarded the *Alliance for Workplace Excellence*’s “2009 Workplace Excellence Seal of Approval and Health & Wellness Trailblazer Award”

Ranked #71 on *Newsweek*’s “500 Greenest Big Companies in America”

Chosen by readers of the *Houma Courier* as the “Best Banking Facility” in Terrebonne Parish, Louisiana

Corporate Audit Services department selected as Top 5 finalist for the *Corporate Executive Board*’s “Force of Ideas Award in Internal Audit”

Received the *Richmond Organization for Sexual Minority Youth*’s “Annual Corporate Catalyst Award”

Received *Suited for Change* “Annual Service Award of Excellence 2009,” for supporting the nonprofit group’s Professional & Career Development Program

Peter Horst, Senior Vice President, Brand Marketing, named a “2009 Idealist of the Year” by *City Year*

*St. Tammany West Chamber of Commerce* Names Capital One Bank’s Amy Edwards “Board Member of the Year”

*Virginia Mentoring Partnership* Names Capital One’s Marty Bland “Outstanding Mentor of the Year”
Minority Corporate Counsel Association selected Capital One's Legal Department to receive the “2010 Employer of Choice Award”

Computerworld names Capital One's Robert Turner “Premier 100 IT Leader of the Year”

Received “Corporate Award” from the MLK Jr. Community Center in Dallas

Received Better Business Bureau's “Douglas Manship Sr. Torch Award for Ethics in Business”

Received St. Tammany West Chamber's "Encourages Employee Involvement in the Community" Award

Capital One Bank voted "Best Bank in the Big Easy" by readers of Where Y'At magazine

Asian American Society of Central Virginia awarded “Community Volunteer of the Year” award to Capital One's Vicki Mirandah


Received Greater Richmond Technology Council's “Technology Innovation Award in Financial and Professional Services”

Received two gold awards in the MarketingSherpa “2009 Email Marketing Awards”

**Milestones – 2008**

Ranked #130 on the Fortune 500

Rich Fairbank inducted into Washington Business Hall of Fame

Banking President Lynn Pike named one of 25 most powerful women to watch in banking by U.S. Banker

CFO Gary Perlin received American Jewish Committee's 2008 Civic Achievement Award

Ranked #194 on the annual InformationWeek 500 list of America's most innovative users of information technology

CIO Rob Alexander named Computerworld Premier 100 IT Leader

Named one of the “100 Best Companies for Working Mothers” by Working Mother magazine

Ranked #76 on the 2008 Dave Thomas Foundation for Adoption 100 Best Adoption-Friendly Workplaces List

Capital One Bank named 2008 Outstanding Business for Volunteers by Junior Achievement of North Louisiana

Received the 2008 SHRM Innovative Business Solution Award

Received 2008 Alfred P. Sloan Awards for Business Excellence in Workplace Flexibility

Ranked #5 on Diversity Edge magazine’s list for the Best Companies for Diverse Graduates

Ranked #46 on the 2008 DiversityInc magazine Top 50 Companies for Diversity list

Named one of the 50 best companies in the U.S. for fertility and adoption benefits for employees by Conceive magazine

Received the Shreveport Times’ Readers Choice Award for "Best Bank in Town"

Received 2008 Commonwealth Catholic Charities Business Awards Ukrop's Community Service Award
Received the Washington Metropolitan Area Corporate Counsel Association's Fourth Annual Corporate Counsel Awards for Outstanding Large Law Department

Received 2008 Global Six Sigma and Business Improvement Awards' Platinum Award for the best Process Improvement Project

 Ranked #15 on *Training* magazine's Top 125 companies for employer-sponsored workforce training and development

Named one of top employers in Greater Toronto by *Toronto Star*

**Milestones – 2007**

Ranked #154 on the Fortune 500

Ranked #5 by *Hewitt Associates* and *Fortune* magazine as Top Companies for Leaders

Named to *Working Mother's* 100 Best Companies List

Banking President Lynn Pike named one of 25 most powerful women to watch in banking by *U.S. Banker*

Ranked #84 on *Fortune's* 100 Best Companies to Work For

Capital One among the "Best Places to Work for LGBT Equality" by the Human Rights Campaign (HRC) Foundation

CFO Gary Perlin tops *Institutional Investor's* list of America's top CFOs in the Specialty Finance category

Ranked #50 on the Dave Thomas Foundation for Adoption's 100 Best Adoption-Friendly Workplace List for 2007

Ranked #192 on the *Forbes* 2000, a list of the world's largest companies

Received Alfred P. Sloan Awards for Business Excellence in Workplace Flexibility

Ranked #12 on Fortune Magazine’s 20 Great Employers for New Grads list

Ranked #22 on *BusinessWeek’s* Best Places to Launch a Career list

Ranked #204 on the *InformationWeek* 500 list

Rich Fairbank ranked #3 on *Institutional Investor* magazine's list of Best CEOs of Consumer Finance Institutions in America

Named one of America’s Most Shareholder-Friendly Companies by *Institutional Investor* magazine

Received Corporate Leadership Award from Asian American Society of Central VA

Selected as one of Greater Toronto's Top Employers by *Toronto Star*

Received 2007 Alexander Hamilton Treasury Award in two categories, Liquidity and Financial Risk Management

*Women 3.0 Magazine* named Capital One to its 2007 Top 100 Companies for Women

Ranked #125 on *Training* magazine's Top 125 Companies for employer-sponsored workforce training and development

Received 2007 Best in Payments Awards for Best Technology Implementation

Voted "Best Bank in Acadiana" by readers’ of *The Times of Acadiana
**Milestones - 2006**

- Received Greater Richmond Early Childhood Development Coalition's 2007 Early Childhood Champion Award

<table>
<thead>
<tr>
<th>U.S. Chamber's 2006 Corporate Citizenship Award</th>
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<tbody>
<tr>
<td>Named one of <em>Working Mother</em>'s 100 Best Companies</td>
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<tr>
<td>Alexander Hamilton 2006 Treasury Award—Cash Management (Bronze)</td>
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<tr>
<td>Ranked #187 on the Fortune 500 (<em>Fortune</em> Magazine)</td>
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<tr>
<td>Ranked #203 on the <em>Forbes</em> 2000, a list of the world's largest companies</td>
</tr>
<tr>
<td>Ranked #37 on <em>Business Week</em>/BCG's 100 World's Most Innovative Companies List</td>
</tr>
<tr>
<td>Ranked #18 on <em>Training Magazine</em>'s Top 100</td>
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</table>

| CEO, Richard Fairbank named *American Banker*'s “Banker of the Year” |
| Richard Fairbank named Retail Banker of the Year by *Retail Banker International* |
| Named to the InfoWorld 100 - InfoWorld's highest honor for "IT Infrastructure Transformation" recognizing the Helix project |
| Capital One University’s redesigned new-hire orientation program was recognized by *Training* magazine as one of the 2006 Editors' Picks for Best New Employee Orientation |
| Among the Top 100 on the *Information Week* 500 |
| Stanford University’s Graduate School of Business honored Richard D. Fairbank, chairman and CEO of Capital One Financial Corp., with the 2006 Excellence in Leadership Award |
| Supplier Diversity Program ranked by Hispanic Trends Magazine as one of Top 50 Supplier Diversity Programs |

- Corporate Learning program was recognized for Excellence and Innovation at the 7th Annual Corporate University Xchange Award |
- Capital One receives the Alfred P. Sloan Award for Business Excellence for Most Flexible Workplace for McLean Campus (May 2006) |
- Received the Alfred P. Sloan Award for Business Excellence for Most Flexible Workplace (West Creek, Va Campus) |
- Named among the "Best Places to Work for LGBT Equality" by the Human Rights Campaign (HRC) Foundation |
- Recipient of The Pennington Award for sustained meritorious financial support of the humanitarian services of the Louisiana Capital Area Chapter, American Red Cross |
- Named "Volunteer Group of the Year Award" by Shelter House |
- One of “reader's top choices" for *Style Weekly*'s "Best Places to Work if You Have a Family." |

| Laurie Vignaud, Vice President of Community Development and Corporate Citizenship for the Houston market, awarded the 2006 National Association for the Advancement of Colored People (NAACP) President's Award |
John Finneran, General Counsel, received the Virginia Housing Coalition’s Corporate Leadership Award

Katherine Busser, Senior Vice President, Information Technology, recognized as one of the Top 10 Most Powerful Women in Richmond by *Richmond Magazine*

Dick Daniels, Senior Vice President, Auto Finance IT, named One of Computerworld’s Premier 100

Dick Daniels, "Top 100 Blacks" by *Black Enterprise Magazine*.

Dave Lawson, President of Capital One Auto Finance, named Auto Executive of the Year Award by Royal Media (*Auto Finance News*)

Named "Best Bank" by New Orleans readers of the *Gambit Weekly*

Capital One Bank received The Momentum Award (a local growth award) for increasing its employee base by 304% (The Greater Dallas Chamber)

Little Elm Branch named Business of the Year by the Little Elm Chamber of Commerce

### Milestones - 2005

Capital One ranked #4 as “America's Most Admired Company” in consumer credit by Fortune.

Capital One Receives Very Honorable Mention for Most Flexible Workplace (*Style Weekly Magazine* (Richmond))

Capital One ranks 1st on the Customer Respect Index for the Financial Services Industry

Capital One ranked #18 on Training Magazine’s list of the “Top 100 training organizations.”

Capital One ranked top places to work in Richmond in *Richmond Magazine*-Best Places to Work survey (*Richmond Magazine*)

Capital One ranked on “Best Places to Work in Dallas” (Dallas Business Journal)

Capital One was ranked #90 on the list of "100 Best Companies to Work for in the UK" (HFS was ranked #7) (*Sunday Times*)

Capital One ranks #219 on *Forbes 2000* (list of the world’s largest companies) (Hibernia ranked at #1,116)

Capital One ranked #206 on the Fortune 500 list. (*Fortune Magazine*)

Capital One Ranks #3 as Corporate Citizen, Richmond residents surveyed (Global Corporate Citizenship)

Capital One Chairman and CEO named Industrialist of the Year—*Science Museum of Virginia and Commonwealth of Virginia*

*BusinessWeek* ranks Capital One as the 115th-best-performing company in the S&P 500 and fourth in the "diversified financials" industry sector

Capital One ranked #11 on The Top Companies For Leaders list sponsored by Hewitt Associates and HRPS

Capital One ranked # 5 on the Top 50 Best Places to Work in the UK-companies over 1000 employees (*Financial Times*)

Capital One was the third most-active lender nationwide during 2004--*Small Business Administration*
Capital ranks #6 (#2 in Financial Services) in the Washington Post 200—*Washington Post*

Capital One CEO among recipients of the Smith Leadership and Excellence Awards from the University of Maryland’s Robert H. Smith School of Business

Capital One honored at 13th annual Small Business Week Celebration and Lender Awards luncheon at the University of North Florida’s University Center (recognized in 100-200 Loans category)

Capital One receives 'BUPA healthy community’s award' from *Business in the Community* (UK).


Capital One ranked #2 in Detection in Javelin Strategy & Research’s new research that measures the cardholder-facing identity fraud Prevention, Detection and Resolution™ (Capital One Platinum)

Capital One named top company on Information Week’s 500 most innovative companies list (*Information Week*)

### Milestones - 2004

Capital One Bank (Europe) was awarded the "Most Promising New Product Award” for No Hassle Platinum Card by The Institute of Financial Services

Capital One Auto Finance ranked #4 on the Dallas Journals "Best Places to Work" in Dallas and Fort Worth list. *Dallas Business Journal*

Capital One was ranked #58 on the S&P 500 and #2 in Diversified Financials. *Business Week*

Capital One ranked #200 on the Fortune 500 list. *Fortune Magazine.*

Capital One ranked #4 as “America's Most Admired Company” in consumer credit by Fortune.

Capital One ranked #12 on Training's list of the "Top 100 training organizations." *Training Magazine*

Capital One ranked 14th in Best Small and Medium Employers (BSME) in Canada according to report published by Hewitt Associates and the Centre for Enterprise Development, Queen’s University Business School, Kingston, Ontario.

Capital One was ranked #58 on the list of "100 Best Companies to Work for in the UK". *Sunday Times*

Capital One was ranked #81 on Computerworld’s “Best Places to Work in IT” list. *Computerworld*

Capital One's CTO, Roy Lowrance was mentioned as one of the business world’s “Premier 100 IT Leaders” for 2004. *Computerworld*

Capital One ranked #77 on the list of "100 Best Companies to Work for in the UK". *Sunday Times*

Capital One ranked #312 on the Business Week Global 1000. *Business Week*
<table>
<thead>
<tr>
<th>Milestones - 2003</th>
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<tbody>
<tr>
<td>Capital One wins 2004 Outstanding Corporation by Dallas Chapter of the Association of Fundraising Professionals</td>
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<tr>
<td>Capital One recognized as the Partner of the Year by Fairfax County Public Schools.</td>
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<tr>
<td>Capital One awarded the District of Commissioner’s Business Recognition Award by Florida Education Foundation.</td>
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<tr>
<td>Capital One honored for its TEXT ALIVE education program by the Shakespeare Theatre.</td>
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<tr>
<td>Capital One ranks as one of the Best Workplaces for Commuters as voted for by the EPA</td>
</tr>
<tr>
<td>Capital One ranked #8 on Information Week 500 - most innovative users of technology. Information Week</td>
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<tr>
<td>Capital One wins 2004 Outstanding Corporation by Dallas Chapter of the Association of Fundraising Professionals</td>
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<tr>
<td>Capital One wins Incisive Media’s Operational Risk Achievement Award 2004 (Incisive Media is the publisher of Risk and Operational Risk magazines)</td>
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<tr>
<td>Capital One wins Institute of Financial Services Innovation Award for Most Promising New Product (No Hassle Product).</td>
</tr>
<tr>
<td>Capital One's Investor Relations Team ranked number one by both the buy-side and sell-side analysts in Institutional Investor magazine’s annual survey.</td>
</tr>
<tr>
<td>Rich Fairbank, Chairman and CEO, listed as top CEO in Specialty Finance by Institutional Investor magazine.</td>
</tr>
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<td>Capital One received a perfect score designation (100 out of 100) by The Human Rights Campaign Foundation for diversity in the workplace.</td>
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<tr>
<td>Capital One named to Washingtonian's list of &quot;Best Place to Work&quot; for the third time (survey done once every two years) Washingtonian Magazine</td>
</tr>
<tr>
<td>Capital One was ranked #225 in Information Week’s 500--Biggest and most innovative users of technology Information Week</td>
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<td>Capital One was awarded the “Northern VA Human Services Coalition Outstanding Corporate Partner Award” nominated by The Alternative House and Shelter House – for outstanding commitment to the needs of the people in the community.</td>
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<tr>
<td>Capital One was awarded the &quot;Lowest Assured Transaction Response Rate&quot; award for the uptime of the authorization system by VISA.</td>
</tr>
<tr>
<td>Capital One was awarded the &quot;Lowest Transaction Response Time Award&quot; for our speed in authorizing transaction for customers by VISA.</td>
</tr>
<tr>
<td>Capital One ranked #84 on the “100 Fastest Growing Companies List” by Fortune.</td>
</tr>
<tr>
<td>Capital One ranked #2 in the Credit Card Industry for &quot;Customer Loyalty&quot;. Business 2.0</td>
</tr>
</tbody>
</table>
Capital One ranked #67 on the “100 Best Places to Work” list by *Computerworld Magazine*.

Gregor Bailar was recognized in CIO Forum’s 2nd annual “Top 20 Financial IT Executives of 2002-2003.”

Nigel Morris was recognized in *The Virginia 100* by *Virginia Business Magazine* as one of the “Most Wealthiest and Generous.”

Capital One was awarded the "Special Recognition Award" for its Leadership Grants Program by The Mental Health Association of Greater Dallas.

The Money Wi$e program (started by Capital One) was awarded the ACE (Achievement in Consumer Education) Award by the National Association of Consumer Agency Administration (NCAA) for “Innovative Program.” NCAA is a non-profit association for government consumer protection agency administrators.

Capital One was awarded the “2003 Diversity Award” by Savoy Professional Magazine.

Capital One ranked # 33 among the "100 Leading Companies in America" by *Investor's Business Daily Magazine*.

Capital One ranked #1 on the “Top 50 Area Employers” list by *Richmond Times Dispatch*.

Capital One ranked #191 on the FORTUNE 500 list by *Fortune*.

Capital One ranked # 25 among the “Top 100 Training Organizations” by *Training Magazine*.

Capital One ranked #3 as “America's Most Admired Company” in consumer credit by *Fortune*.

Capital One ranked on the Platinum 400 list of “Best Big Companies in America" by *Forbes*.

Capital One ranked #17 on the “Top 50 Best Places to Work in the UK” by *Financial Times*.

Capital One ranked #48 on the list of “100 Best Companies to Work for in the UK” by *Sunday Times* (UK).

Capital One won the “2003 David Ogilvy Award” for Excellence in Marketing Communications.

Capital One ranked #124 in Forbes 500 based on sales, profits, assets and market value. *Forbes*.

Capital One awarded the “Good Neighbor Award” for Financial Education volunteer program at the Shelter House. Shelter House, Inc. is a community-based, nonprofit organization in Fairfax County serving homeless families.