

**Supplemental Statement
of John G. Finneran, Jr. General Counsel, Capital One Financial Corporation
Before the United States House Subcommittee on Financial Institutions
April 17, 2008**

Chairwoman Maloney, Ranking Member Biggert, and members of the Committee, my name is John Finneran. I am the General Counsel of Capital One Financial Corporation. I want to thank you for this opportunity to submit a supplemental statement for the record in response to the testimony of Mr. Steven Autrey, who appeared before your Subcommittee on April 17, 2008.

As I noted in my original statement, at Capital One, we strive to make all of our customer relationships positive ones. When customers are not satisfied with their experience with us, we seek to address their issue, determine why the issue occurred, and make any changes to existing policies that we feel are warranted. Throughout its history, Capital One has worked diligently to establish a high standard of customer sensitivity.

During the question and answer portion of the hearing, Mr. Autrey made an erroneous statement regarding Capital One's policy on credit line reporting, which we would like to correct for the record. Mr. Autrey testified that Capital One does not report credit lines to the credit bureaus and instead reports only credit balances. While Capital One did not report credit limits in the past for competitive reasons, we changed this policy last year. Capital One does report credit limits in addition to credit balances for our customers to the major credit reporting agencies.

Thank you for this opportunity to correct the record on this point. We respectfully request that this supplemental statement be made part of the official hearing record.

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