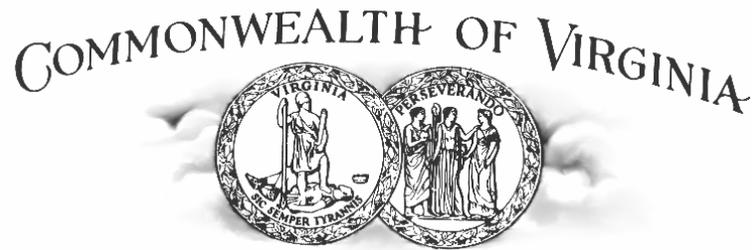


E. J. FACE, JR.
COMMISSIONER OF
FINANCIAL INSTITUTIONS



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**STATE CORPORATION COMMISSION
BUREAU OF FINANCIAL INSTITUTIONS**

Consumer Alert - Capital One

In March 2008 Capital One became a national bank. As such, the Virginia Bureau of Financial Institutions has no regulatory jurisdiction over the institution. The exclusive regulatory jurisdiction falls to the Office of the Comptroller of the Currency (OCC). Consumers who need assistance regarding this financial institution should direct their requests to the OCC.

Office of the Comptroller of the Currency
Customer Assistance Group
1301 McKinney Street, Suite 3450
Houston, TX 77010

Phone 1-800-613-6743
Fax 713-336-4301

Web: www.helpwithmybank.gov