



2200 East Benson Road
Sioux Falls, SD, 57104

July 23, 2015

BY OVERNIGHT DELIVERY

Mike Huether, Mayor, City of Sioux Falls
Phone: 605-367-8800
224 West Ninth Street
P.O. Box 7402
Sioux Falls, SD 57117

Bill McEntaffer, Rapid Response Coordinator
Phone: 605-773-5017
700 Governors Drive
Pierre, SD 57501-2291

Dear Sir/Madam:

This document constitutes notice pursuant to the Workers Adjustment Retraining Notification Act, 29 U.S.C. Section 2101 et seq. (“WARN Act”) that Capital One Services (“Capital One”) will be implementing job eliminations and closing its facility located at 2200 East Benson Road, Sioux Falls, SD 57104.

As a result, Capital One anticipates that it will eliminate approximately 751 jobs at the 2200 East Benson Road facility in 41 different job titles. The layoffs are projected to occur in phases between October 1, 2015 and the second Quarter of 2016. The layoffs are “permanent” as defined by the WARN Act.

When these layoffs have been completed, the site located at 2200 East Benson Road will be closed. Once the job loss dates have been finalized, an addendum will be sent to all recipients of this notice with the details for each phase of separations.

A list with all employees expected to suffer a job loss is included with this letter. The list identifies the job titles of the positions to be affected and the number of affected employees in each title. The employees are not represented by a union, and they will not have bumping rights.

All employees whose jobs will be eliminated in this event at this site will receive at least 60 days written notice in advance of the effective date of the termination of their position. In accordance with and subject to the terms of any applicable severance plan, employees will be eligible for severance pay and benefits beginning upon the termination of their employment. Outplacement assistance is being provided to affected employees.

Moreover, affected employees are being provided opportunities to seek roles at other Capital One facilities.

Should you have further questions or wish further information, please feel free to contact me at the phone number and address shown below:

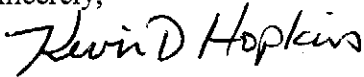
Kevin Hopkins,
Vice President, Operations
15010 Capital One Drive
Richmond, 23238

Phone: (804) 241-8582

Additionally, the Capital One liaison for providing rapid response services to affected employees at this site is Teresa Boschen, Principal Human Resources Associate. She can be reached at (804) 798-3065 or Teresa.Boschen@capitalone.com.

The contact for media inquiries is Julie Rakes, Director of Corporate Communications. She can be reached at (804) 284-5800 or Julie.Rakes@capitalone.com.

Sincerely,



Kevin Hopkins,
Vice President, Operations

IMPACTED JOB TITLES
Separation Dates and Number of Employees in Title

Estimated Separation Date between 10/1/2015 and Q2-2016

Job Title	Number of Employees
Admin Support Assistant III	1
Associate, Field Services	1
Capital One Associate	1
Capital One Associate (NE)	4
Content Manager I	1
Customer Service Coordinator	278
Department Operations Manager	3
Director, Extended Operations	1
Education Associate	1
Front Line Manager	5
HR Associate	1
Learning Assistant	4
Learning Consultant	1
Manager, Process Management	1
Master Platform Engineer	2
Network Voice Ops Spec II	1
Ops Prod Coordinator (Corp)	27
Principal Coord., Recruiting	1
Principal HR Associate	2
Principal Ops Prod Coor (Corp)	7
Principal Process Manager	5
Process Coordinator II	2
Process Manager	10
Sr Cust Service Representative	60
Sr Ops Prod Coor (Corp)	79
Sr Quality Assurance Coor	8
Sr. Accounting Coordinator	2
Sr. Advocacy Coordinator	146
Sr. Associate, Field Services	1
Sr. Case Mgmt Spec (Corp)	5
Sr. Customer Service Coord	1
Sr. Extended Ops Associate	1
Sr. Financial Analyst	1
Sr. Frontline Spec (Corp)	31
Sr. Mgr, Network Voice Ops	1
Sr. Process Manager	9

Sr. Relationship Manager	1
Sr. Unit Manager	6
Systems Administrator, Senior	1
Trainer I	1
Unit Manager	37