



12123 Southwest 69th Avenue  
Portland, OR 97223

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CCWD

September 12, 2013

**BY OVERNIGHT DELIVERY TO:**

John L. Cook, Mayor, City of Tigard  
Phone: 503-639-4171  
13125 SW Hall Blvd.  
Tigard, OR 97223

Laura J. Roberts, Rapid Response Coordinator  
Community Colleges and Workforce Development  
Phone: 503-947-2416  
255 Capitol Street NE  
Salem, OR 97310

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 Financial ("Capital One") will be implementing job eliminations at its facility located at 12123 Southwest 69th Avenue Portland, Oregon in its Partnerships Servicing, Contact Center Channels department.

Capital One is eliminating 66 Partnerships Servicing positions in the Contact Center Channels department at the 12123 Southwest 69th Avenue facility in 7 different job titles. The facility will not be closed as a result of these layoffs. Any job losses associated with this event will occur on or about, but no earlier than, December 7, 2013. The layoffs are "permanent" as defined by the WARN Act.

A list with the expected date of the 70 job losses in Partnerships Servicing is included with this letter. The list identifies the job titles of the positions to be effected and the number of affected employees in each job classification. 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 90 days written notice in advance of the effective date of the termination of their job. 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 their current and 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:

Rick Zinda  
Vice President, Operations  
12123 Southwest 69th Avenue  
ATTN: 52052-0110  
Portland, OR 97223

Phone: (630) 488-2394

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) 317-3065 or [teresal.boschen@capitalone.com](mailto:teresal.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](mailto:Julie.Rakes@capitalone.com).

Sincerely,

A handwritten signature in black ink, appearing to read 'Rick Zinda', with a stylized flourish extending to the right.

Rick Zinda  
Vice President, Operations

**IMPACTED JOB TITLES AND NUMBER OF EMPLOYEES**  
**Termination Date and Number of Employees in Title**

<b>12/7/2013 Termination Date</b>	
<b>Job Title</b>	<b>Number of Employees</b>
Capital One Associate (NE)	2
Customer Service Coordinator	52
Director, Operations	1
Front Line Manager	1
Process Coordinator II	2
Sr. Customer Service Coordinator	5
Unit Manager	3