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2020年10月27日

(香港股份代號：5)

**HSBC Holdings plc**  
**滙豐控股有限公司**  
**2020年第三季盈利公布**

隨附之公告現正於 HSBC Holdings plc 滙豐控股有限公司上市之證券交易所發布。

代表  
**滙豐控股有限公司**

集團公司秘書長及管治總監  
戴愛蘭

於本公告發表之日，滙豐控股有限公司董事會成員包括：杜嘉祺\*、祈耀年、史美倫†、卡斯特†、傅偉思†、古肇華†、利蘊蓮†、麥浩智†、苗凱婷†、梅愛苓†、聶德偉†、邵偉信、戴國良†及梅爾莫†。

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2020年10月27日

HSBC HOLDINGS PLC

滙豐控股有限公司

2020年第三季盈利公布

集團行政總裁祈耀年表示：

「在新冠病毒疫情持續影響環球經濟的情況下，集團業績表現可喜。我對本季度信貸損失大幅減少感到欣慰，而集團正加速調整業務模式，以適應長期低息環境。我們亦正加快轉型，將業務重心由易受利率影響的業務轉移至收費業務，同時進一步削減營業支出，並計劃加大對亞洲的投資，尤其是在財富管理、大灣區、南亞市場、貿易融資及可持續發展金融等領域。

雖然經濟環境挑戰重重，集團第三季資本及流動資金比率進一步增強。是否就2020財政年度派發一次股息須視乎2021年初的經濟狀況，以及徵詢監管機構的結果而定。如果情況允許，我們將尋求派付較為保守的股息。」

### 財務業績（相對2019年第三季）

- 列賬基準除稅後利潤下跌46%，降至20億美元，列賬基準除稅前利潤則下跌36%，降至31億美元，主要受收入減少拖累。2020年第三季業績已計及集團於聯營公司沙地英國銀行應佔的商譽減值5億美元。經調整除稅前利潤下跌21%，降至43億美元。
- 儘管面對低息的不利因素，集團的亞洲業務繼續表現強韌，2020年第三季的列賬基準除稅前利潤達到32億美元。
- 列賬基準收入下跌11%，降至119億美元，反映減息對集團所有環球業務旗下存款收益的影響，但被制訂壽險產品業務的有利市場影響所部分抵銷。環球資本市場業務的信貸及資金估值調整錄得有利變動，加上收入上升，亦抵銷了列賬基準收入的部分跌幅。
- 淨利息收益率為1.2%，較2019年第三季下跌36個基點。和2020年第二季比較，淨利息收益率下跌13個基點，反映新冠病毒爆發導致利率下跌的影響持續。
- 列賬基準預期信貸損失及其他信貸減值準備（「預期信貸損失」）下跌1億美元，降至8億美元，反映經濟前景自2020年第二季以來趨於穩定，而批發業務的第三級準備則被與過往違約個案相關的撥回增加所部分抵銷。
- 雖然集團繼續進行投資，但我們的成本節約措施帶動酌情支出及與表現掛鈎的應計酬勞均告下跌，列賬基準營業支出減少1%，經調整營業支出則減少3%。
- 普通股權一級資本比率為15.6%，較2020年第二季的15%上升0.6%，反映風險加權資產減少（按固定匯率基準計算）、來自利潤的資本生成及貨幣換算差額。

### 財務業績（相對2019年首九個月）

- 列賬基準除稅後利潤減少62%，降至52億美元，列賬基準除稅前利潤減少57%，降至74億美元，乃預期信貸損失增加及收入下跌所致，但被營業支出減少所部分抵銷。列賬基準業績已計及軟件無形資產減值13億美元，以及2019年首九個月的8.28億美元攤薄增益不復再現的影響。經調整除稅前利潤減少44%，降至99億美元。
- 列賬基準收入減少9%，降至387億美元，主要來自減息對集團各項環球業務的累進影響，但環球資本市場業務的收入增加，抵銷了部分效應。經調整收入下跌6%，降至385億美元。
- 列賬基準預期信貸損失增加56億美元，升至76億美元，主要受新冠病毒爆發和經濟前景轉弱影響。客戶貸款之預期信貸損失準備由2019年12月31日的87億美元，增加至2020年9月30日的137億美元。
- 列賬基準及經調整營業支出分別下跌3%及4%，原因是與表現掛鈎的應計酬勞及酌情支出減少，抵銷了持續投資的影響有餘。

### 展望

- 地緣政治風險（特別是與中美貿易及其他摩擦相關的風險）仍然高踞不下。英國退出歐洲聯盟（「歐盟」）的計劃仍然有很大不確定性，雖然貿易談判持續，但雙方無法於2020年底前達成協議的機會依然存在。
- 我們預期，全球低息環境將令淨利息收益持續受壓。根據目前的利率水平，我們預期2020年第四季淨利息收益將進一步下跌，但踏入2021年後會逐漸回穩。
- 2020年的預期信貸損失撥現時趨向80億至130億美元之間的較低水平。此項最新預測假設目前經濟前景進一步大幅惡化的可能性較低，以及現時至2020年底的第三級減值與年初至今的季度平均撥提大致相同，但將繼續受新冠病毒疫情及地緣政治緊張帶來的高度不明朗因素影響。
- 我們期望將集團2022年度的成本基礎降至原定的310億美元目標以下，並透過超額達致節省成本總額45億美元的目標來實現。為了達到節約成本所訂立的「達標支出」目標，我們預期將花費超過60億美元。
- 我們預期能於2022年底前超額完成削減1,000億美元風險加權資產總值的目標。此舉可讓更多資源分配到更具競爭優勢，以及回報和增長潛力更高的領域。
- 在有關成本、資本及風險加權資產投放的工作完成後，我們計劃於集團2020年終業績中披露轉型計劃的最新詳情，以及集團中期財務目標的最新數字。
- 根據2020年的業績，以及我們對2021年前景的預測，董事會將會考慮是否就2020年派發一次較為保守的股息。是否派發股息須視乎2021年初的經濟前景，以及徵詢監管機構的結果而定，預計於2021年2月會有最終決定，並於發表2020年終業績時一併公布。我們預期會同時披露集團2021年及往後經修訂的股息政策。

主要財務衡量指標

註釋	截至下列日期止九個月		截至下列日期止季度		
	2020年 9月30日	2019年 9月30日	2020年 9月30日	2020年 6月30日	2019年 9月30日
<b>列賬基準業績</b>					
列賬基準收入 (百萬美元)	38,672	42,727	11,927	13,059	13,355
列賬基準除稅前利潤 (百萬美元)	7,392	17,244	3,074	1,089	4,837
列賬基準除稅後利潤 (百萬美元)	5,164	13,732	2,039	617	3,795
母公司普通股股東應佔利潤 (百萬美元)	3,336	11,478	1,359	192	2,971
成本效益比率 (%)	63.5	59.2	67.4	66.4	61.0
每股基本盈利 (美元)	0.17	0.57	0.07	0.01	0.15
每股攤薄後盈利 (美元)	0.16	0.57	0.07	0.01	0.15
淨利息收益率 (%)	1.35	1.59	1.20	1.33	1.56
<b>替代業績衡量指標</b>					
經調整收入 (百萬美元)	38,542	41,162	12,065	13,433	13,347
經調整除稅前利潤 (百萬美元)	9,939	17,693	4,304	2,596	5,418
經調整成本效益比率 (%)	58.0	56.7	61.4	55.4	57.0
預期信貸損失及其他信貸減值準備 (「預期信貸損失」) (年率) 佔客戶貸款總額 平均值百分比 (%)	0.96	0.25	0.30	1.49	0.32
平均普通股股東權益回報率 (年率) (%)	2.7	9.2	3.2	0.5	7.0
平均有形股本回報率 (年率) (%)	3.5	9.5	2.9	3.5	6.4

註釋	於下列日期		
	2020年 9月30日	2020年 6月30日	2019年 12月31日
<b>資產負債表</b>			
資產總值 (百萬美元)	2,955,935	2,922,798	2,715,152
客戶貸款淨額 (百萬美元)	1,041,340	1,018,681	1,036,743
客戶賬項 (百萬美元)	1,568,714	1,532,380	1,439,115
年初以來附息資產平均值 (百萬美元)	2,070,703	2,034,939	1,922,822
客戶貸款佔客戶賬項百分比 (%)	66.4	66.5	72.0
股東權益總額 (百萬美元)	191,904	187,036	183,955
有形普通股股東權益 (百萬美元)	152,260	147,879	144,144
於期末每股普通股資產淨值 (美元)	8.41	8.17	8.00
於期末每股普通股有形資產淨值 (美元)	7.55	7.34	7.13
<b>資本、槓桿及流動資金</b>			
普通股權一級資本比率 (%)	15.6	15.0	14.7
風險加權資產 (百萬美元)	857,024	854,552	843,395
總資本比率 (%)	21.2	20.7	20.4
槓桿比率 (%)	5.4	5.3	5.3
高質素流動資產 (流動資產價值) (十億美元)	654	654	601
流動資金覆蓋比率 (%)	147	148	150
<b>股份數據</b>			
於期末流通在外面值0.5美元普通股之基本數目 (百萬股)	20,173	20,162	20,206
於期末流通在外面值0.5美元普通股及具攤薄影響之潛在普通股之基本數目 (百萬股)	20,227	20,198	20,280
流通在外面值0.5美元普通股之平均基本數目 (百萬股)	20,164	20,162	20,158
每股普通股股息 (期間宣派) (美元)	—	—	0.30

- 1 年率化的普通股股東應佔利潤 (不包括商譽及其他無形資產減值以及有效保險業務現值 (PVIF) 變動 (除稅淨額)), 除以不包括商譽、PVIF及其他無形資產之平均普通股股東權益 (扣除遞延稅項)。
- 2 每股普通股資產淨值的定義為股東權益總額減非累積優先股及資本證券, 再除以已發行普通股 (不包括本公司已購回及持作庫存之股份) 數目。
- 3 由於確認各次股息的會計方法於2019年6月有所改變 (按派付日期而非宣派日期確認), 此數額不包括2019年第一季股息每股0.1美元的影響。
- 4 除另有說明外, 監管規定資本比率和水平按歐盟當時生效的《資本規定規例》之過渡安排 (包括第473a條所述之IFRS 9「金融工具」監管規定過渡安排) 計算。資本比率和水平乃根據所實施的經修訂《資本規定規例及指引》(「資本規例2」) 呈列。槓桿比率採用終點資本定義及IFRS 9監管規定過渡安排計算。
- 5 就該等衡量指標而言, 截至2019年12月31日止數字按全年基準計算。

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滙豐控股有限公司今日將與分析員及投資者舉行有關最新經營狀況的電話會議，以配合《盈利公布》的發布。電話會議將於格林威治標準時間上午7時30分舉行。有關參與電話會議及網上話音直播之細節，詳載於www.hsbc.com/investors。

### 編輯垂注

#### 滙豐控股有限公司

滙豐控股有限公司是滙豐集團的母公司，總部設於倫敦。集團在歐洲、亞洲、北美洲、拉丁美洲，以及中東和北非64個國家及地區設有辦事處，為全球客戶服務。於2020年9月30日，集團資產達29,560億美元，是全球規模最大的銀行和金融服務機構之一。

### 業務摘要

2月18日，集團公布了一項重大轉型計劃，目的是確保滙豐能夠適應未來。計劃內容包括重整表現欠佳的業務、簡化組織架構，以及削減成本。有關計劃於第三季持續取得進展，包括進一步削減環球銀行及資本市場業務的風險加權資產。我們亦持續增加對科技的投資，以提升客戶體驗與效益，包括於新加坡為環球資金管理業務客戶推出全新的多幣種電子錢包。此外，香港亦推出為中小企及企業家而設的數碼社群互聯平台「滙豐機滙」，現已吸納逾8,000名成員。

然而，鑑於經營環境劇變，我們有意加快集團的轉型。我們在繼續投資於重點領域的同時，計劃將集團2022年度的成本基礎降至原定目標310億美元以下。我們亦預期能超額達致削減低回報業務風險加權資產1,000億美元的目標。此舉可望將更多資源分配到更具競爭優勢，以及回報和增長潛力更高的領域。我們已接近完成有關成本、資本及風險加權資產投放的工作，並計劃於2021年2月發布的集團年終業績中披露最新轉型計劃的詳情。

我們繼續對法國的零售銀行業務進行策略性檢討，並將於集團發布2020年終業績或之前提供計劃的最新資料。

美國方面，管理團隊在如期推行目前的業務計劃方面進展理想。2020年第三季美國業務的風險加權資產較2019年第三季減少8%。此外，全職僱員人數較2019年12月31日減少9%，並成功將80間美國零售業務分行關閉及整合。然而，考慮到當前的經濟氣候，我們正尋求各種方案，以加快美國業務的轉型，並計劃於2020年終業績公布中提供最新資料。

### 風險管理方針

我們已制訂全面的風險管理框架。我們在旗下各法律實體、地區以至整個集團層面，就嚴重不利、但有可能發生的事件實施本身的廣泛壓力測試計劃，亦進行監管機構推動的壓力測試，以評估風險的影響。壓力測試計劃乃我們資本和流動資金風險管理及規劃的關鍵部分。壓力測試讓管理層可以有效了解嚴重不利事件對集團造成的潛在影響及可行的緩減措施，並為監管機構提供有關集團財務穩定性的資料。鑑於新冠病毒危機的性質，或有必要採取額外的緩減措施。

於2020年9月30日，我們的普通股權一級比率為15.6%，2019年12月31日為14.7%，而流動資金覆蓋比率則為147%。滙豐的資本、資金和流動性料將有助我們於現時地緣政治及宏觀經濟環境極不明朗的期間繼續為客戶提供服務。

### 地緣政治及宏觀經濟風險

集團的業績及前景繼續受外圍風險環境的變化影響，包括下述項目，當中亦詳述2020年第三季的主要事態發展。有關集團面對的風險詳情，請參閱《2019年報及賬目》第76至83頁及《2020年中期業績報告》第50至54頁。

#### 集團營運及組合面對的地緣政治風險

中美緊張關係持續升溫。2020年6月，中國全國人民代表大會頒布《港區國安法》。作為其中部分應對措施，美國總統簽署了《香港自治法》，並頒布第13936號行政命令，授權對其視為損害香港自治權的實體及個人進行制裁。

《香港自治法》並且授權，對被視為曾與此法令下受制裁的任何個人或實體於知情下進行重大交易的非美國金融機構實施二級制裁。



8月7日，美國財政部根據第13946號行政命令對11名人士實施制裁。其後，美國國務院於2020年10月14日根據《香港自治法》的要求發布「實質上導致中國未能履行《中英聯合聲明》及《基本法》義務的外國人名單」，該名單與根據第13936號行政命令列明的人員清單大致相同。根據第13936號行政命令和 / 或《香港自治法》，或會有更多個人或實體被納入制裁範圍。我們正評估事態發展對營運的影響。根據《香港自治法》，美國國務院將在10月14日名單公布後30至60天內發布第二份報告，列出任何於知情下與10月14日報告中列明的任何個人或實體進行重大交易的非美國金融機構。此報告為可能實施二級制裁的基礎。此外，美國總統大選在即，亦增添地緣政治的不明朗因素。

香港若干行業的投資及營商氣氛持續低迷，如緊張局勢持續，可能令貿易及監管環境進一步受損，其中零售和消閑行業因局勢持續緊張及新冠病毒疫情導致旅遊業萎縮而受創尤深。然而，香港的金融服務業維持強勢，並受惠於穩定的流動資金狀況。

鑑於亞洲（尤其是香港）對我們的盈利能力及增長前景有重要策略意義，區內地緣政治風險對集團的財務影響因而加劇。我們會繼續監察情況。

### 與新冠病毒疫情有關的風險

多個地區的新冠病毒個案於第三季一度回落後，目前又再爆發新一輪疫情。部分國家 / 地區政府繼續放寬為防範疫情擴大而實施的限制措施，然而社交距離和嚴格的邊境限制仍然持續，削弱了經濟復甦的規模和步伐。

儘管各個地區和行業已從谷底錄得不同程度的反彈，疫情爆發已經導致我們多個市場的國內生產總值顯著轉弱。今年9月份，英國2020年國內生產總值的綜合預測顯著惡化，不過近數月來的綜合經濟預測已經穩定下來，按月變動亦已收窄。雖然各界對經濟前景的分歧龐大，但普遍預期主要市場將於2021年出現「V型」反彈。

新冠病毒爆發對我們業務的長遠影響仍是未知之數，但我們深信，滙豐憑藉其財務實力，能夠繼續為客戶提供支持。我們的工作重心仍然放在資本和流動資金的管理上，並在集團和公司層面持續進行監察。

新冠病毒危機的性質和規模迫使各地政府、中央銀行和監管機構推出龐大的應對措施，亦導致我們零售和批發客戶的行為出現轉變。這些因素對我們預期信貸損失模型的表現構成影響，令我們需要加強監察模型推算結果及實施補償性監控措施，特別是根據高級風險管理人員的專業信貸評估而作出模型調整。此外，為配合各地政府和中央銀行遏制新冠病毒疫情所採取的支援措施，我們已迅速加強營運能力，並就因相關計劃而產生的複雜操守問題和進一步增加的詐騙風險採取應對行動。

### 英國退出歐洲聯盟

英國已於2020年1月31日正式退出歐盟並進入過渡期，直至2020年12月31日為止。過渡期間，英國將繼續受到歐盟的法律及規例約束。英國與歐盟日後的關係將如何發展，仍屬未知之數。雖然貿易談判仍然持續，但雙方無法於2020年12月31日前達成協議的機會依然存在，而上述風險僅局部反映於2020年第三季的概率加權預期信貸損失之上。倘雙方無法達成貿易協議，我們可能需要於2020年第四季增撥額外的預期信貸損失準備，尤其是在英國。

在過渡期完結而英國與歐盟無法達成貿易協議的情況下，集團遍布全球的業務和多元化客戶基礎，將有助紓緩對財務狀況造成的直接影響。我們目前在歐盟的業務布局，尤其是法國的附屬公司，能夠為集團發展奠定有力基礎，因此不論我們對法國零售銀行業務的策略檢討結果如何，有關業務仍將予以保留。作為壓力測試計劃的一部分，我們已考慮多個內部宏觀經濟及事件帶動境況，就英國在沒有貿易協議下脫歐所造成的影響進行規劃和評估。有關壓力境況納入與英國退出歐盟以及新冠病毒爆發相關的風險。作為此分析的一部分，英國滙豐銀行有限公司（我們在歐洲的非分隔運作銀行）以及HSBC UK Bank plc（我們在歐洲的分隔運作銀行）亦已考慮一系列內部策略管理行動，以加強抵禦潛在衝擊。然而，未能於過渡期內達成貿易協議的可能性將會令市場波動加劇和經濟風險增加，特別是英國，進而對我們在該市場的盈利能力和增長前景構成不利影響。

### 市場環境

由於新冠病毒爆發對經濟復甦的時間表及過程帶來不利影響，大部分金融市場的中央銀行均已進一步減息，令出現負利率的可能性增加。鑑於長期低息環境可能會對我們的淨利息收益構成重大影響，減息將引發多項風險與憂慮，例如我們的系統及流程適應零利率或負利率的準備程度、對客戶造成的影響、監管限制以及財務影響。就部分產品而言，存款利率下限已設定為零（或已決定不採用負利率），加上貸款按較低利率重新訂價，會令我們的商業利潤受壓，並將反映於我們的盈利能力。我們須就此風險審慎考慮訂價。這些因素或會對銀行業（包括滙豐）的長遠盈利能力構成挑戰，集團將於轉型計劃中加以考慮。

## 對財務表現的影響

以上因素繼續對環球經濟活動造成影響。由於股市波動導致借貸減少和交易量下跌，加上財富管理及制訂保險產品業務的收入受壓，可能令我們的收益進一步受到衝擊。環球低息環境將對淨利息收益造成不利影響，並增加制訂保險產品業務的擔保成本，亦可能對我們的其他資產帶來負面效應，例如在交通銀行股份有限公司（「交通銀行」）的投資，原因是該投資的公允值與賬面值之間存在差異。期內交通銀行使用價值的超額部分及其賬面值收縮，增加了日後的減值風險。

資產負債表亦可能受到嚴重衝擊，當中包括客戶信貸評級下調，或會對我們的風險加權資產狀況和資本實力造成不利影響。儘管各地政府和中央銀行已推出重要措施去支持疫情爆發後的經濟，但在客戶增加提款等情況下，我們的流動性亦會面對潛在打擊。

## 經調整業績

經調整業績的計算方法是，就導致按期比較資料扭曲的貨幣換算差額及重大項目之影響，對列賬基準業績作出調整。

我們認為，經調整業績使對內及對外匯報資料的方式保持一致、識別和量化管理層認為屬於重大的項目，並剖析管理層如何評估按期計算的業績表現，可為投資者提供有用的資訊。

## 貨幣換算差額

貨幣換算差額反映美元兌大多數主要貨幣匯價的變動。我們剔除此等差額推算固定匯率資料，以便按對等基準評估資產負債表及收益表的表現，從而更深入了解業務的實際趨勢。

### 貨幣換算差額

2020年首九個月和第三季貨幣換算差額的計算方法，是將經營非美元業務的分行、附屬公司、合資公司及聯營公司所涉款額，重新換算為美元：

- 2019年首九個月的收益表，乃按2020年首九個月的平均匯率換算；
- 季度期間的收益表，乃按2020年第三季的平均匯率換算；及
- 前期期末的資產負債表，則按2020年9月30日的匯率換算。

任何滙豐分行、附屬公司、合資公司或聯營公司的外幣計值資產及負債於換算為以功能貨幣計值時，並無作出匯率調整。滙豐阿根廷附屬公司的固定匯率資料並未就當地惡性通脹的影響而作進一步調整。凡在列表或評述內提及「貨幣換算差額」時，按滙豐經營業務所採用的功能貨幣呈列的比較數字，均已按上述基準以本期適用的匯率換算。

## 重大項目

「重大項目」泛指管理層和投資者為加深了解業務的實際趨勢，一般會另行識別及考慮的項目。

第30至39頁的列表詳列於2020年首九個月、2019年首九個月、2020年第三季、2020年第二季和2019年第三季期間，重大項目對各環球業務和地區的影響。

### 經調整業績 – 重大項目的貨幣換算

與重大項目有關的貨幣換算差額作為重大項目的一個分項呈列。此呈列方式能更貼切地比較按期計算的業績變化，因而被視為更具參考價值。

## 環球業務業績

集團行政總裁在集團行政委員會（前稱集團管理委員會）其他成員的協助下，就識別集團的可呈報類別而言被視作主要經營決策者。

集團行政總裁及集團行政委員會其他成員根據多項基準檢討營業活動，包括按環球業務及地區進行分析。根據 IFRS 8「營業類別」，環球業務為可呈報類別。環球業務的業績由主要經營決策者根據經調整業績進行評估，經調整業績已將重大項目及貨幣換算的影響從列賬基準業績中剔除。因此，我們按 IFRS 規定的經調整基準呈列該等業績。集團經調整業績與列賬基準業績之對賬於下文呈列。

自2020年第二季起，我們在內部向集團行政委員會及主要經營決策者報告方面作出了下列調整：

- 將環球私人銀行業務與零售銀行及財富管理業務合併成為財富管理及個人銀行業務，簡化我們的組織架構。
- 將資產負債管理、阿根廷惡性通脹的會計處理及滙豐控股淨利息支出的列報從企業中心重新分配至環球業務。

比較數字已相應重列。按環球業務劃分的經調整與列賬基準業績的補充對賬於第30至34頁呈列，以供參考。

## 管理層對經調整收入的意見

環球業務類別評論包括按主要產品劃分的經調整收入明細列表，反映評估及管理該等業務收入表現所用的基準。

列賬基準與經調整業績之對賬

	註釋	截至下列日期止九個月		截至下列日期止季度		
		2020年 9月30日 百萬美元	2019年 9月30日 百萬美元	2020年 9月30日 百萬美元	2020年 6月30日 百萬美元	2019年 9月30日 百萬美元
<b>收入</b>						
列賬基準	1	38,672	42,727	11,927	13,059	13,355
貨幣換算			(605)		279	76
重大項目		(130)	(960)	138	95	(84)
- 客戶賠償計劃		22	118	48	(26)	118
- 出售、收購及於新業務之投資		8	(823)	—	1	4
- 金融工具之公允值變動	2	(310)	(260)	(11)	58	(210)
- 重組架構及其他相關成本	3	150	—	101	58	—
- 重大項目之貨幣換算			5		4	4
<b>經調整</b>		<b>38,542</b>	<b>41,162</b>	<b>12,065</b>	<b>13,433</b>	<b>13,347</b>
<b>預期信貸損失及其他信貸減值準備變動</b>						
列賬基準		(7,643)	(2,023)	(785)	(3,832)	(883)
貨幣換算			92		(118)	40
<b>經調整</b>		<b>(7,643)</b>	<b>(1,931)</b>	<b>(785)</b>	<b>(3,950)</b>	<b>(843)</b>
<b>營業支出</b>						
列賬基準		(24,568)	(25,296)	(8,041)	(8,675)	(8,147)
貨幣換算			376		(226)	(78)
重大項目		2,215	1,578	630	1,461	620
- 結構性改革支出	4	—	126	—	—	35
- 客戶賠償計劃		53	1,098	3	49	488
- 商譽及其他無形資產減值		1,082	—	57	1,025	—
- 重組架構及其他相關成本	5	1,072	427	567	335	140
- 與法律及監管事宜相關之和解開支及準備		8	(66)	3	4	(64)
- 重大項目之貨幣換算			(7)		48	21
<b>經調整</b>		<b>(22,353)</b>	<b>(23,342)</b>	<b>(7,411)</b>	<b>(7,440)</b>	<b>(7,605)</b>
<b>應佔聯營及合資公司利潤</b>						
列賬基準		931	1,836	(27)	537	512
貨幣換算			(32)		16	7
重大項目		462	—	462	—	—
- 商譽減值	6	462	—	462	—	—
- 重大項目之貨幣換算			—		—	—
<b>經調整</b>		<b>1,393</b>	<b>1,804</b>	<b>435</b>	<b>553</b>	<b>519</b>
<b>除稅前利潤</b>						
列賬基準		7,392	17,244	3,074	1,089	4,837
貨幣換算			(169)		(49)	45
重大項目		2,547	618	1,230	1,556	536
- 收入		(130)	(960)	138	95	(84)
- 營業支出		2,215	1,578	630	1,461	620
- 應佔聯營及合資公司利潤		462	—	462	—	—
<b>經調整</b>		<b>9,939</b>	<b>17,693</b>	<b>4,304</b>	<b>2,596</b>	<b>5,418</b>
<b>客戶貸款（淨額）</b>						
列賬基準		1,041,340	1,017,833	1,041,340	1,018,681	1,017,833
貨幣換算			24,480		23,303	24,480
<b>經調整</b>		<b>1,041,340</b>	<b>1,042,313</b>	<b>1,041,340</b>	<b>1,041,984</b>	<b>1,042,313</b>
<b>客戶賬項</b>						
列賬基準		1,568,714	1,373,741	1,568,714	1,532,380	1,373,741
貨幣換算			31,188		32,692	31,188
<b>經調整</b>		<b>1,568,714</b>	<b>1,404,929</b>	<b>1,568,714</b>	<b>1,565,072</b>	<b>1,404,929</b>

1 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

2 包括不合資格對沖之公允值變動及衍生工具的債務估值調整。

3 包括與集團於2020年2月業務最新狀況報告中作出的削減風險加權資產承諾相關之損失。

4 包括為英國退出歐盟作準備的相關支出。

5 包括軟件無形資產減值1.73億美元（軟件無形資產減值總計為13.2億美元），以及有形資產減值1.24億美元。

6 年內，滙豐的聯營公司沙地英國銀行因2019年與Alawwal bank合併而產生商譽減值。滙豐應佔的除稅後商譽減值為4.62億美元。

## 財務表現

### 按環球業務列示的業績

	截至下列日期止九個月		截至下列日期止季度		
	2020年 9月30日 百萬美元	2019年 9月30日 百萬美元	2020年 9月30日 百萬美元	2020年 6月30日 百萬美元	2019年 9月30日 百萬美元
<b>經調整除稅前利潤 / (虧損)</b>					
財富管理及個人銀行	3,121	6,798	1,426	994	1,973
工商金融	1,360	5,540	1,176	(502)	1,631
環球銀行及資本市場	3,780	3,960	1,232	1,684	1,223
企業中心	1,678	1,395	470	420	591
<b>總計</b>	<b>9,939</b>	<b>17,693</b>	<b>4,304</b>	<b>2,596</b>	<b>5,418</b>

### 按地區列示的業績

	截至下列日期止九個月		截至下列日期止季度		
	2020年 9月30日 百萬美元	2019年 9月30日 百萬美元	2020年 9月30日 百萬美元	2020年 6月30日 百萬美元	2019年 9月30日 百萬美元
<b>列賬基準除稅前利潤 / (虧損)</b>					
歐洲	(2,976)	(944)	84	(2,549)	(424)
亞洲	10,556	14,431	3,187	3,629	4,651
中東及北非	(326)	2,041	(300)	(70)	305
北美洲	16	1,045	(7)	134	299
拉丁美洲	122	671	110	(55)	6
<b>總計</b>	<b>7,392</b>	<b>17,244</b>	<b>3,074</b>	<b>1,089</b>	<b>4,837</b>
<b>經調整除稅前利潤 / (虧損)</b>					
歐洲	(1,561)	295	398	(1,294)	84
亞洲	10,568	14,509	3,215	3,742	4,695
中東及北非	200	1,226	186	(30)	303
北美洲	588	1,101	375	222	319
拉丁美洲	144	562	130	(44)	17
<b>總計</b>	<b>9,939</b>	<b>17,693</b>	<b>4,304</b>	<b>2,596</b>	<b>5,418</b>

上表呈列按環球業務及地區列示的經調整除稅前利潤，以補充下文有關經調整業績的評述。

第30至39頁的列表為各環球業務及地區之列賬基準與經調整業績的對賬。

## 集團

### 2020年第三季與2019年第三季比較 – 列賬基準業績

#### 與2019年第三季比較的列賬基準除稅前利潤變動

	截至下列日期止季度			
	2020年 9月30日 百萬美元	2019年 9月30日 百萬美元	變動 2020年第三季相對2019年第三季 百萬美元 %	
收入	11,927	13,355	(1,428)	(11)
預期信貸損失	(785)	(883)	98	11
營業支出	(8,041)	(8,147)	106	1
應佔聯營及合資公司利潤	(27)	512	(539)	(105)
<b>除稅前利潤</b>	<b>3,074</b>	<b>4,837</b>	<b>(1,763)</b>	<b>(36)</b>
稅項支出	(1,035)	(1,042)	7	1
<b>除稅後利潤</b>	<b>2,039</b>	<b>3,795</b>	<b>(1,756)</b>	<b>(46)</b>

### 列賬基準利潤

列賬基準除稅後利潤為20億美元，較2019年第三季下跌18億美元，跌幅為46%。

列賬基準除稅前利潤為31億美元，下跌18億美元，跌幅為36%，主要反映列賬基準收入減少。列賬基準收入減少主要是受存款業務利率下跌，以及應佔聯營公司沙地英國銀行的利潤下降影響，後者反映2019年沙地英國銀行與Alawwal bank完成合併後確認的應佔商譽減值。以上因素被營業支出減少及列賬基準預期信貸損失下降所部分抵銷。

列賬基準除稅前利潤已計及財富管理及個人銀行業務旗下制訂壽險產品業務受到的1.26億美元有利市場影響（2019年第三季：不利影響2.25億美元）、環球銀行及資本市場業務受到的3,200萬美元有利信貸及資金估值調整（2019年第三季：不利調整1.6億美元），以及企業中心長期債務及相關掉期的3,200萬美元不利公允價值變動（2019年第三季：有利變動7,600萬美元）。

### 列賬基準收入

列賬基準收入為119億美元，較2019年第三季減少14億美元，跌幅為11%，反映各主要市場利率全面下跌的累進影響，帶動淨利息收益減少，其中以財富管理及個人銀行業務旗下的存款業務，以及工商金融業務和環球銀行及資本市場業務旗下的環球資金管理業務所受打擊最大。儘管我們的附息資產平均值較2019年第三季上升，附息債務同樣增加。在當前的低息環境下，淨利息收益因而持續受壓，預料這種狀況在未來幾季仍會持續。環球股票價格於2020年第一季大幅下跌後持續回升，為制訂壽險產品業務帶來有利市場影響（2019年第三季：不利影響），抵銷了淨利息收益的部分跌幅。



## 盈利公布 – 2020年第三季

此外，儘管環球資金管理業務收入減少，環球銀行及資本市場業務的收入仍然錄得增長，主要得益於信貸及資金估值調整的有利變動，以及環球資本市場業務的收入增加。

重大項目錄得2億美元不利變動淨額，但被貨幣換算差額的1億美元有利變動所部分抵銷。重大項目的變動主要和金融工具的2億美元公允價值變動有關。此外，2020年第三季的列賬基準收入已計及重組架構及其他相關成本1億美元。我們於2020年2月的業務最新狀況報告中作出削減風險加權資產的承諾，有關金額涉及與此相關的出售虧損。隨著削減風險加權資產的計劃持續，預期未來幾季會錄得更多出售虧損。

### 列賬基準預期信貸損失

2020年第三季的列賬基準預期信貸損失為8億美元，較2019年第三季減少1億美元。反映新冠病毒爆發導致經濟前景轉差，帶動第一級和第二級準備於2020年第一季度和第二季大幅增加。到2020年第三季，經濟前景趨於穩定，第一級和第二級準備大致維持不變，預期信貸損失撥備亦較2020年第二季大幅減少。此外，2020年第三季的第三級準備主要涉及少數批發貸款，但被過往違責批發貸款撥回增加所部分抵銷。

新冠病毒爆發的估算影響已透過額外境況分析納入預期信貸損失之內，並已考慮全球疫情的嚴重程度及持續期等不同假設，其中包括對年度本地生產總值的概率加權衝擊及隨後對失業及其他經濟變數的影響，按經濟復甦的不同假設進行評估。鑑於宏觀經濟預測的嚴峻程度，加上政府措施的複雜性（過往未曾就此製作模型），我們已根據判斷對準備作出額外調整。

有關預期信貸損失的計算方法（包括相關計算適用的計量不確定性及重大判斷）、替代/額外境況的影響和模型後調整的進一步詳情，請參閱第21頁。

### 列賬基準營業支出

儘管受到通脹和持續投資於業務增長（包括對數碼業務能力的投資）影響，列賬基準營業支出為80億美元，較2019年第三季下跌1億美元，跌幅為1%，反映我們節約成本、減少酌情支出及降低與表現掛鈎的應計酬勞等措施取得成效。

重大項目大致維持2019年第三季的水平，其中包括：

- 客戶賠償計劃支出減少5億美元，主要與不當銷售還款保障保險有關。

但被下列項目大致抵銷：

- 重組架構及其他相關成本增加4億美元，當中包括與法國及美國有形資產減值有關的準備1億美元；及
- 2020年第三季與無形資產減值有關的1億美元支出，數字已包括在美國的軟件無形資產減值內。

貨幣換算差額則產生1億美元不利影響。

### 列賬基準之應佔聯營及合資公司利潤

2020年第三季，列賬基準之應佔聯營及合資公司利潤錄得2,700萬美元虧損淨額，主要反映2019年沙地英國銀行與Alawwal bank完成合併後我們確認應佔前者的商譽減值。而2019年第三季則錄得淨收益5.12億美元。

## 集團

### 2020年第三季與2019年第三季比較 – 經調整業績

#### 與2019年第三季比較的經調整除稅前利潤變動

	截至下列日期止季度			
	2020年 9月30日 百萬美元	2019年 9月30日 百萬美元	變動	
			2020年第三季相對2019年第三季 百萬美元	%
收入	12,065	13,347	(1,282)	(10)
預期信貸損失	(785)	(843)	58	7
營業支出	(7,411)	(7,605)	194	3
應佔聯營及合資公司利潤	435	519	(84)	(16)
<b>除稅前利潤</b>	<b>4,304</b>	<b>5,418</b>	<b>(1,114)</b>	<b>(21)</b>

### 經調整利潤

經調整除稅前利潤為43億美元，較2019年第三季減少11億美元，減幅為21%，主要反映利率下跌，影響我們旗下所有環球業務（特別是存款業務），帶動經調整收入減少。但經調整營業支出及經調整預期信貸損失下跌，抵銷了部分影響。

### 經調整收入

經調整收入為121億美元，較2019年第三季減少13億美元，減幅為10%，反映來自財富管理及個人銀行業務和工商金融業務的減幅，但部分被環球銀行及資本市場業務的增長所抵銷。

收入減少主要是上半年利率下跌帶動淨利息收益減少所致，主要影響財富管理及個人銀行業務旗下的存款業務，以及工商金融業務和環球銀行及資本市場業務旗下的環球資金管理業務。但環球股市繼2020年第一季下跌後持續反彈，導致財富管理及個人銀行業務旗下的制訂壽險產品業務錄得3.33億美元有利市場變動，抵銷了部分跌幅。環球銀行及資本市場業務旗下環球資本市場業務的收入亦告增加，反映定息產品、外匯及大宗商品市場的波幅擴大。我們的信貸及資金估值調整亦錄得1.99億美元有利變動。

## 經調整預期信貸損失

2020年第三季的經調整預期信貸損失為8億美元，較2019年第三季減少1億美元，主要反映新冠病毒爆發導致經濟前景轉差，帶動第一級和第二級準備於2020年第一季和第二季大幅增加。到2020年第三季，經濟前景趨於穩定，第一級和第二級準備大致維持不變，預期信貸損失撥備亦較2020年第二季大幅減少。此外，2020年第三季的第三級準備主要涉及若干行業的少數批發貸款，但被過往違責批發貸款撥回增加所部分抵銷。

## 經調整營業支出

儘管受到通脹和持續投資於數碼業務能力影響，經調整營業支出為74億美元，較2019年第三季減少2億美元，減幅為3%，反映我們節約成本、減少酌情支出及降低與表現掛鈎的應計酬勞等措施取得成效。

## 經調整應佔聯營及合資公司利潤

經調整應佔聯營及合資公司利潤為4億美元，減少1億美元，減幅為16%，主要由於應佔交通銀行的利潤下跌。

## 集團

### 2020年首九個月與2019年首九個月比較 – 列賬基準業績

與2019年首九個月比較的列賬基準除稅前利潤變動

	截至下列日期止九個月			
	2020年 9月30日 百萬美元	2019年 9月30日 百萬美元	變動	
			2020年首九個月相對2019年首九個月 百萬美元	%
收入	38,672	42,727	(4,055)	(9)
預期信貸損失	(7,643)	(2,023)	(5,620)	>(200)
營業支出	(24,568)	(25,296)	728	3
應佔聯營及合資公司利潤	931	1,836	(905)	(49)
<b>除稅前利潤</b>	<b>7,392</b>	<b>17,244</b>	<b>(9,852)</b>	<b>(57)</b>
稅項支出	(2,228)	(3,512)	1,284	37
<b>除稅後利潤</b>	<b>5,164</b>	<b>13,732</b>	<b>(8,568)</b>	<b>(62)</b>

## 列賬基準利潤

列賬基準除稅後利潤為52億美元，較2019年首九個月減少86億美元，減幅為62%。

列賬基準除稅前利潤為74億美元，較2019年首九個月減少99億美元，減幅為57%，原因是列賬基準預期信貸損失增加，主要反映新冠病毒爆發對經濟前景的影響，以及利率下降導致列賬基準收入減少。收入減少的原因亦包括2019年首九個月我們的聯營公司沙地英國銀行與沙地阿拉伯Alawwal bank完成合併後確認的8.28億美元攤薄增益不復再現。於2020年首九個月，我們應佔沙地英國銀行的商譽減值為4.62億美元，導致列賬基準應佔聯營公司利潤減少。列賬基準營業支出下降，舒緩了上述因素的部分影響。

2020年首九個月的業績包括若干對收入造成影響的波動項目，特別是財富管理及個人銀行業務旗下制訂壽險產品業務受到的2.18億美元不利市場影響（2019年首九個月：7,200萬美元不利影響），以及環球銀行及資本市場業務的3.22億美元信貸及資金估值調整不利變動（2019年首九個月：1.47億美元不利變動）。業績亦包括企業中心長期債務及相關掉期的1.63億美元有利變動（2019年首九個月：2.19億美元有利變動）。此外，2019年首九個月的業績亦包括財富管理及個人銀行業務和工商金融業務的出售利潤1.57億美元。

2020年首九個月的列賬基準營業支出包括13億美元資本化軟件減值，當中有10億美元納入「商譽及其他無形資產減值」內的重大項目，另有2億美元納入「重組架構及其他相關成本」。上述項目主要涉及英國滙豐銀行有限公司的業務，其次為美國業務，反映該等業務表現未如理想及前景惡化（主要與英國滙豐銀行有限公司過往期間相關）。

## 列賬基準收入

列賬基準收入為387億美元，較2019年首九個月下跌41億美元，跌幅為9%，反映2020年第一季利率下跌對各項環球業務淨利息收益的累進影響，其中財富理財及個人銀行業務旗下的零售銀行業務，以及工商金融業務和環球銀行及資本市場業務旗下的資金管理業務所受打擊最大。此外，跌幅反映2020年第一季末股市大跌和信貸息差擴大的影響。股市於隨後季度局部反彈，信貸息差亦告收窄。然而，與2019年首九個月比較，這已對財富管理及個人銀行業務旗下的制訂壽險產品業務帶來不利市場影響，並導致環球銀行及資本市場業務的不利估值調整。

市場波幅加劇刺激環球資本市場業務今年首九個月的收入增長，抵銷了上述因素的部分影響，其中外匯、利率和信貸業務旗下的定息產品、外匯及大宗商品業務更全面改善。

列賬基準收入的跌幅已計及重大項目的不利變動淨額8億美元，主要原因是上文所述2019年首九個月的8億美元攤薄增益不復再現。2020年首九個月的重大項目包括重組架構及相關支出2億美元。我們於2月的業務最新狀況報告中作出削減風險加權資產的承諾，上述支出與其涉及的出售虧損有關。與2019年首九個月比較，貨幣換算差額產生6億美元額外不利變動。

## 列賬基準預期信貸損失

列賬基準預期信貸損失為76億美元，較2019年首九個月上升56億美元，各項環球業務均告增加，主要來自為應對新冠病毒對未來環球經濟前景的影響而撥備的準備。

2020年首九個月的預期信貸損失撥備反映新冠病毒爆發導致經濟前景轉差，帶動第一級和第二級準備大幅增加，尤以2020年上半年為甚。其後經濟狀況趨於穩定，2020年第三季的第一級和第二級準備亦大致維持不變。2020年首九個月的第三級準備較2019年首九個月增加，增幅主要涉及批發貸款，包括2020年首季來自新加坡一名工商金融客戶的大額第三級準備。2020年第三季的第三級準備，明顯被過往違責批發貸款撥回增加所部分抵銷。

### 列賬基準營業支出

列賬基準營業支出為246億美元，較2019年首九個月下跌7億美元，跌幅為3%，主要反映與表現掛鈎的應計酬勞及酌情支出減少，但我們仍繼續投資於科技。此外，支出減少已計及4億美元的有利貨幣換算差額。但重大項目錄得6億美元不利變動淨額，抵銷了部分影響，其中包括：

- 2020年首九個月的商譽及其他無形資產減值為11億美元，主要涉及資本化有關英國滙豐銀行有限公司業務的軟件，其次則與美國業務有關，反映相關業務表現未如理想及前景惡化（主要與英國滙豐銀行有限公司過往期間相關）；及
- 2020年首九個月的重組架構及其他相關成本為11億美元，當中4億美元與遣散費用相關，2億美元與軟件無形資產減值相關，1億美元與法國及美國的有形資產減值相關。2019年首九個月的重組架構及其他相關成本為4億美元。我們預計2020年全年會產生16億美元「達標支出」。

但被下列項目所部分抵銷：

- 2020年首九個月的客戶賠償計劃開支為1億美元，而2019年首九個月則為11億美元。

### 列賬基準之應佔聯營及合資公司利潤

來自聯營及合資公司的列賬基準收益為9億美元，下跌9億美元，跌幅為49%，主要反映2019年沙地阿拉伯銀行與Alawwal bank完成合併後確認我們應佔前者的商譽減值。其餘減幅則反映受新冠病毒疫情和低息環境影響，我們從聯營公司確認的應佔利潤下降。

## 集團

### 2020年首九個月與2019年首九個月比較 – 經調整業績

與2019年首九個月比較的經調整除稅前利潤變動

	截至下列日期止九個月			
	2020年	2019年	變動	
	9月30日	9月30日	2020年首九個月相對2019年首九個月	
	百萬美元	百萬美元	百萬美元	%
收入	38,542	41,162	(2,620)	(6)
預期信貸損失	(7,643)	(1,931)	(5,712)	>(200)
營業支出	(22,353)	(23,342)	989	4
應佔聯營及合資公司利潤	1,393	1,804	(411)	(23)
<b>除稅前利潤</b>	<b>9,939</b>	<b>17,693</b>	<b>(7,754)</b>	<b>(44)</b>

### 經調整利潤

經調整除稅前利潤為99億美元，較2019年首九個月減少78億美元，減幅為44%，主要原因是經調整預期信貸損失增加，以及經調整收入減少。經調整預期信貸損失增加57億美元，主要來自2020年上半年與新冠病毒爆發對環球經濟前景影響有關的準備。經調整收入減少26億美元，減幅為6%，主要原因是各項環球業務遭受利率下跌的累進影響，尤以存款業務為甚，但環球資本市場業務收增加，抵銷了部分影響。經調整營業支出減少10億美元，減幅為4%，原因是我們雖然繼續投放資源於業務發展，但與表現掛鈎的應計酬勞和酌情支出繼續減少。

### 經調整收入

經調整收入為385億美元，較2019年首九個月減少26億美元，減幅為6%，反映財富管理及個人銀行業務和工商金融業務的收入下跌，跌幅分別為24億和13億美元，但部分被環球銀行及資本市場業務和企業中心的7億美元和4億美元收入增長所抵銷。

經調整收入減少反映我們業務營運所在多個主要市場利率下降的累進影響。這導致財富管理及個人銀行業務旗下的零售銀行業務，以及工商金融業務和環球銀行及資本市場業務旗下的環球資金管理業務收入受到打擊（儘管以上業務的平均存款結餘均較2019年9月30日增加）。此外，收入下降反映2020年第一季末股市大跌和信貸息差擴大的影響。其後季度股市局部反彈，信貸息差收窄。然而，這已導致財富管理及個人銀行業務旗下的制訂壽險產品業務錄得2億美元不利市場影響。並令信貸及資金估值調整出現2億美元不利變動，以及環球銀行及資本市場業務旗下的自營投資業務收入下跌2億美元。

以上減幅已被部分抵銷，原因是市場波幅擴大導致環球資本市場業務的收入增加。企業中心的收入亦告上升。

與資產負債管理業務、滙豐控股淨利息支出和阿根廷惡性通脹會計處理有關的收入增加5億美元，主要來自資產負債管理業務的出售利潤。有關收入已被分配至各環球業務項下。

### 經調整預期信貸損失

經調整預期信貸損失（已剔除貨幣換算差額的按期影響）為76億美元，較2019年首九個月增加57億美元。上述增幅來自財富管理及個人銀行業務（增加16億美元）、工商金融業務（增加30億美元）和環球銀行及資本市場業務（增加11億美元），主要反映新冠病毒爆發對全球的影響，以及各環球業務為應對經濟前景所作的準備。

2020年首九個月的預期信貸損失提撥反映新冠病毒爆發導致環球經濟前景轉差，帶動第一級和第二級準備大幅增加，尤以2020年上半年為甚。其後經濟狀況趨於穩定，2020年第三季的第一級和第二級準備亦大致維持不變。2020年首九個月的第三級準備較2019年首九個月增加，增幅主要涉及批發貸款，包括2020年首季來自新加坡一名工商金融客戶的大額第三級準備。2020年第三季的第三級準備，明顯被過往違責批發貸款撥回增加所部分抵銷。

經調整預期信貸損失（年率）佔客戶貸款總額平均值的百分比為0.96%，2019年首九個月則為0.25%。



## 經調整營業支出

經調整營業支出為224億美元，較2019年首九個月減少10億美元，減幅為4%，期間我們繼續檢討並調整支出和投資的優次，以紓緩逆境對收入的影響。減幅主要反映與表現掛鈎的應計酬勞減少7億美元，以及酌情支出下降，當中包括市場推廣開支和差旅費用，分別減少3億美元及2億美元。此外，我們的成本節約措施導致支出減少7億美元，其中6億美元與達標支出計劃有關。然而，為了提升客戶服務，我們繼續加強數碼及自動化技術，令科技投資增加3億美元，抵銷了部分減幅。

於2020年9月30日，等同全職僱員人數為230,317人，較2019年12月31日減少5,034人，合約員工人數為6,131人，減少1,280人。

## 經調整之應佔聯營及合資公司利潤

經調整之應佔聯營公司利潤為14億美元，較2019年首九個月減少4億美元，減幅為23%，主要反映新冠病毒爆發及低息環境導致我們從聯營公司確認之應佔利潤下跌。

## 財富管理及個人銀行業務 – 經調整業績

### 管理層對經調整收入的意見

註釋	截至下列日期止九個月				截至下列日期止季度		
	2020年 9月30日	2019年 9月30日	變動		2020年 9月30日	2020年 6月30日	2019年 9月30日
	百萬美元	百萬美元	2020年首九個月相對 2019年首九個月 百萬美元	%	百萬美元	百萬美元	百萬美元
<b>零售銀行</b>	<b>9,895</b>	11,639	<b>(1,744)</b>	<b>(15)</b>	<b>2,999</b>	3,133	3,990
– 淨利息收益	<b>8,987</b>	10,394	<b>(1,407)</b>	<b>(14)</b>	<b>2,686</b>	2,882	3,585
– 非利息收益	<b>908</b>	1,245	<b>(337)</b>	<b>(27)</b>	<b>313</b>	251	405
<b>財富管理</b>	<b>5,765</b>	6,491	<b>(726)</b>	<b>(11)</b>	<b>2,160</b>	2,214	1,983
– 投資產品分銷	<b>2,473</b>	2,541	<b>(68)</b>	<b>(3)</b>	<b>872</b>	726	844
– 制訂壽險產品	<b>1,188</b>	1,780	<b>(592)</b>	<b>(33)</b>	<b>601</b>	800	408
– 環球私人銀行	<b>1,339</b>	1,410	<b>(71)</b>	<b>(5)</b>	<b>418</b>	420	485
淨利息收益	<b>514</b>	668	<b>(154)</b>	<b>(23)</b>	<b>142</b>	163	227
非利息收益	<b>825</b>	742	<b>83</b>	<b>11</b>	<b>276</b>	257	258
– 資產管理	<b>765</b>	760	<b>5</b>	<b>1</b>	<b>269</b>	268	246
其他	<b>356</b>	574	<b>(218)</b>	<b>(38)</b>	<b>93</b>	148	171
資產負債管理、控股公司利息支出及阿根廷惡性通脹的會計處理	<b>676</b>	388	<b>288</b>	<b>74</b>	<b>189</b>	248	86
<b>營業收益淨額</b>	<b>16,692</b>	19,092	<b>(2,400)</b>	<b>(13)</b>	<b>5,441</b>	5,743	6,230
不計及重大項目及英國銀行徵費的有形股本回報率(年率)(%)	<b>7.6</b>	17.9					

1 「其他」包括零售及信貸保障保險的分銷及制訂(如適用)、出售利潤及其他非產品特定收益。

2 「營業收益淨額」指未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額(亦稱為「收入」)。

## 2020年首九個月與2019年首九個月比較

經調整除稅前利潤為31億美元，較2019年首九個月減少37億美元，減幅為54%，反映經調整收入下降，以及新冠病毒爆發導致經調整預期信貸損失上升。收入減少主要是由於利率下降對存款息差造成不利影響。制訂壽險產品收入減少，當中已計及2020年第一季股市下跌帶來的不利市場影響，但隨著股市回升，該等損失於2020年第二及第三季被部分收復。

經調整收入為167億美元，減少24億美元，減幅為13%，當中已計及2019年首九個月來自阿根廷和墨西哥但已不再復現的1.33億美元出售利潤。

零售銀行業務的收入為99億美元，減少17億美元，減幅為15%。

- 淨利息收益減少14億美元，原因是新冠病毒爆發後，環球利率下降導致息差收窄。存款結餘增加570億美元，增幅為9%，其中香港和英國的增幅尤為強勁，加上按揭貸款結欠上升，以英國尤為顯著，從而抵銷了部分影響。
- 非利息收益下跌3億美元，乃無抵押貸款產品賺取的費用收益減少所致。

財富管理業務的收入為58億美元，減少7億美元，減幅為11%。

- 制訂壽險產品業務的收入下降6億美元，減幅為33%，當中已計及市場影響的不利變動1.59億美元(2020年首九個月錄得不利影響2.18億美元，2019年首九個月的不利影響則為5,900萬美元)。新承保業務價值下跌4億美元，減幅為37%，原因是新冠病毒爆發導致業務量減少，但我們持續提升數碼渠道以支援客戶服務，抵銷了部分影響。
- 投資產品分銷業務收入減少1億美元，減幅為3%，反映香港的不利市況導致互惠基金銷售減少。唯部分跌幅被交易量上升帶來的經紀佣金增幅抵銷。
- 環球私人銀行業務收入減少1億美元，減幅為5%。雖然市場波動及顧問和全權委託投資業務的費用收入上升帶動投資收入增長，但環球利率下降，導致淨利息收益減少。

經調整預期信貸損失為25億美元，較2019年首九個月增加16億美元，反映新冠病毒爆發對環球經濟前景的影響(主要在2020年上半年錄得)，以及信貸緩步轉差導致與無抵押貸款相關的準備增加(特別是在英國、亞洲和美國)。

經調整營業支出為110億美元，減少4億美元，減幅為3%，原因是與表現掛鈎的應計酬勞及酌情支出減少，唯減幅被通脹及我們於數碼和財富管理計劃的持續投資抵銷有餘。



### 2020年第三季與2019年第三季比較

經調整除稅前利潤為14億美元，較2019年第三季減少5億美元，減幅為28%，反映經調整收入下降8億美元，降幅為13%，原因是零售銀行業務及環球私人銀行業務受利率下跌影響，但被制訂壽險產品業務的有利市場影響所部分抵銷。經調整營業支出減少2億美元，減幅為4%，抵銷了收入的部分降幅，反映與表現掛鈎的應計酬勞和酌情支出減少，以及經調整預期信貸損失下降1億美元。

### 工商金融 – 經調整業績

#### 管理層對經調整收入的意見

註釋	截至下列日期止九個月				截至下列日期止季度		
	2020年 9月30日	2019年 9月30日	變動		2020年 9月30日	2020年 6月30日	2019年 9月30日
	百萬美元	百萬美元	2020年首九個月相對 2019年首九個月 百萬美元	%	百萬美元	百萬美元	百萬美元
環球貿易及融資	1,321	1,388	(67)	(5)	429	432	467
信貸及貸款	4,183	4,072	111	3	1,442	1,394	1,387
環球資金管理	3,283	4,497	(1,214)	(27)	936	1,034	1,510
資本市場產品、保險及投資和其他	1,231	1,515	(284)	(19)	341	421	460
資產負債管理、滙豐控股利息支出及 阿根廷惡性通脹的會計處理	147	(26)	173	>200	17	62	(24)
<b>營業收益淨額</b>	<b>10,165</b>	<b>11,446</b>	<b>(1,281)</b>	<b>(11)</b>	<b>3,165</b>	<b>3,343</b>	<b>3,800</b>
不計及重大項目及英國銀行徵費的有形股本回報率 (年率)(%)	1.1	14.0					

1 包括來自外匯交易、制訂及分銷保險產品、利率管理及環球銀行業務產品的收入。

2 「營業收益淨額」指未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額（亦稱為「收入」）。

### 2020年首九個月與2019年首九個月比較

經調整除稅前利潤為14億美元，比2019年首九個月減少42億美元，減幅為75%。經調整預期信貸損失增加，反映新冠病毒爆發的影響及經調整收入減少，主要是由於利率降低所致。

經調整收入為102億美元，減少13億美元，減幅為11%。

- 環球資金管理業務收入下降12億美元，降幅為27%，乃受環球低息環境影響，主要來自香港及英國。此降幅因平均存款結餘增長15%而被部分抵銷。平均存款結餘的增幅來自所有地區，特別是英國和美國。
- 環球貿易及融資業務收入減少6,700萬美元，減幅為5%，原因是費用和貸款結欠減少（香港和英國尤為顯著），反映新冠病毒爆發導致全球貿易量減少，但部分被亞洲和拉丁美洲的息差擴闊所抵銷。
- 「其他」產品收入減少3億美元，反映利率下降對本業務所持資金賺取的收益造成影響，以及保險、投資及環球資本市場業務產品收入減少。此外，2019年首九個月的收入包括拉丁美洲的2,400萬美元出售利潤。

經調整收入的跌幅被下列項目所部分抵銷：

- 信貸及貸款業務收入增加1億美元，增幅為3%，反映我們支持政府推動的貸款方案，推動平均結欠增加。

經調整預期信貸損失為39億美元，較2019年首九個月增加30億美元。反映新冠病毒爆發對全球經濟前景的影響，主要在英國和亞洲。我們亦於2020年首九個月提高對特定客戶的準備，特別是石油及天然氣和批發貿易行業，當中包括2020年第一季就新加坡一項企業貸款提撥的大額準備。

經調整營業支出為49億美元，減少1億美元，減幅為2%。反映與表現掛鈎的應計酬勞減少，同時我們持續控制酌情支出，但會繼續在數碼銀行及交易銀行服務方面投入資源，改善客戶體驗。

作為轉型計劃的一部分，我們於2020年削減了約100億美元風險加權資產，一定程度上抵銷了資產質素轉差導致的130億美元增幅。

### 2020年第三季與2019年第三季比較

經調整除稅前利潤為12億美元，較2019年第三季減少5億美元，減幅為28%，主要反映利率下降的影響，對環球資金管理業務的影響尤為顯著，期內該業務收入減少6億美元。但被經調整營業支出的1億美元減幅所部分抵銷，反映我們在持續投資的同時控制酌情支出，同時經調整預期信貸損失提撥減少4,700萬美元，亦抵銷部分增幅。

## 環球銀行及資本市場 – 經調整業績

### 管理層對經調整收入的意見

註釋	截至下列日期止九個月				截至下列日期止季度		
	2020年 9月30日 百萬美元	2019年 9月30日 百萬美元	變動		2020年 9月30日 百萬美元	2020年 6月30日 百萬美元	2019年 9月30日 百萬美元
			2020年首九個月 2019年首九個月 百萬美元	%			
環球資本市場	5,859	4,468	1,391	31	1,588	2,177	1,373
– 定息產品、外匯及大宗商品	5,209	3,655	1,554	43	1,296	2,107	1,163
外匯	2,683	1,995	688	34	766	803	720
利率	1,583	1,175	408	35	232	685	311
信貸	943	485	458	94	298	619	132
– 股票	650	813	(163)	(20)	292	70	210
證券服務	1,353	1,502	(149)	(10)	409	444	516
環球銀行	2,897	2,877	20	1	953	1,024	990
環球資金管理	1,552	2,047	(495)	(24)	457	494	690
環球貿易及融資	584	601	(17)	(3)	192	204	202
自營投資	40	215	(175)	(81)	52	226	94
信貸及資金估值調整	(322)	(153)	(169)	(110)	32	(9)	(167)
其他	(453)	(532)	79	15	(153)	(145)	(201)
資產負債管理、滙豐控股利息支出 及阿根廷惡性通脹的會計處理	282	79	203	>200	84	108	18
<b>營業收益淨額</b>	<b>11,792</b>	<b>11,104</b>	<b>688</b>	<b>6</b>	<b>3,614</b>	<b>4,523</b>	<b>3,515</b>
不計及重大項目及英國銀行徵費的有形股本回報率 (年率)(%)	6.9	10.0					

1 自2020年6月1日起，之前在證券服務中列賬的發行人服務收入已在環球銀行業務中列賬。此舉導致環球銀行業務於2020年首九個月錄得額外的5,500萬美元收入（2020年第三季：4,000萬美元）。比較數字未予重列。

2 於環球銀行及資本市場業務呈列的「其他」項包括已分配的資金成本。此外，在管理層對營業收益總額的意見中，名義稅項減免額被分配至相關業務，以反映由若干活動產生而未有於營業收益內反映的經濟利益，例如免稅投資所賺取收益之名義稅項減免額（相關活動的經濟利益於稅項支出中反映）。為反映按IFRS基準計算的營業收益總額，該等稅項減免的對銷金額計入「其他」項內。

3 「營業收益淨額」指未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額（亦稱為「收入」）。

### 2020年首九個月與2019年首九個月比較

經調整除稅前利潤為38億美元，較2019年首九個月減少2億美元，主要是經調整預期信貸損失增加所致，反映新冠病毒爆發的全球影響，並已計及與特定風險承擔相關的準備。經調整預期信貸損失的升幅，被經調整收入上升以及經調整營業支出減少所部分抵銷。

經調整收入為118億美元，較2019年首九個月增加7億美元，當中已計及信貸及資金估值調整的不利變動2億美元。在經調整收入增加的同時，經調整風險加權資產則較2019年9月30日減少290億美元。

- 環球資本市場業務收入增加14億美元，增幅為31%，原因是市場波動加劇，支持定息產品、外匯及大宗商品表現向好，特別是信貸（包括一級及二級市場）及外匯業務。由於政府債券的交易活動增加，利率業務亦表現強勁。
- 環球銀行業務收入大致維持不變，達到29億美元。平均結餘增加，帶動資本市場業務收入以及企業貸款的淨利息收益上升，但被房地產及結構性融資費用收益減少及既有企業重組持倉的虧損所抵銷。

以上因素被下列各項所部分抵銷：

- 環球資金管理業務的平均結餘有所增長，尤其在美國、英國及亞洲，但受全球利率下跌影響，收入減少5億美元，減幅為24%。
- 自營投資業務收入下跌2億美元，反映新冠病毒爆發導致2020年第一季出現重估損失（主要在歐洲），其中部分損失已於期內餘下時間撥回。
- 儘管費用收入上升，但利率下跌（以亞洲及歐洲尤甚）導致證券服務業務收入減少1億美元，減幅為10%。
- 環球貿易及融資業務收入減少1,700萬美元，減幅為3%，反映歐洲的費用收入減少，部分被亞洲淨利息收益增長所抵銷。

經調整預期信貸損失為12億美元，較2019年首九個月上升11億美元，主要是就新冠病毒爆發對前瞻性經濟前景的全球影響提撥準備，以及2020年首九個月就少數客戶提撥的準備高於2019年首九個月的水平。

經調整營業支出為68億美元，下跌2億美元，跌幅為3%，主要是與表現掛鈎的應計酬勞下降所致，抵銷了監管計劃成本及科技投資的升幅有餘。

2020年首九個月的風險加權資產減少80億美元。作為改革計劃的一部分，我們成功將風險加權資產減少約300億美元，紓緩了資產質素惡化、新冠病毒爆發導致客戶融通交易量增加及市場波動加劇，以及監管規定變動導致的風險加權資產增幅。

### 2020年第三季與2019年第三季比較

經調整除稅前利潤為12億美元，與2019年第三季持平。

經調整收入增加1億美元，增幅為3%，反映環球資本市場業務收入增加2億美元，增幅為16%，此乃市場波動持續，支持定息產品、外匯及大宗商品業務表現向好，以及來自信貸及資金估值調整的有利變動2億美元所致，但增幅被全球利率下跌的影響所部分抵銷，並導致環球資金管理業務和證券服務業務收入分別減少2億美元和1億美元。經調整收入的增幅大致被經調整預期信貸損失增加所抵銷。經調整預期信貸損失增加8,000萬美元，達到1億美元，乃就特定客戶提撥準備，以及與新冠病毒疫情相關的準備增加所致，而經調整營業支出則大致保持不變。

企業中心 – 經調整業績

管理層對經調整收入的意見

註釋	截至下列日期止九個月				截至下列日期止季度		
	2020年 9月30日 百萬美元	2019年 9月30日 百萬美元	變動		2020年 9月30日 百萬美元	2020年 6月30日 百萬美元	2019年 9月30日 百萬美元
			2020年首九個月 2019年首九個月 百萬美元	%			
中央財資	169	226	(57)	(25)	(32)	(64)	88
既有組合	(20)	(124)	104	84	28	43	(41)
其他	(256)	(582)	326	56	(151)	(155)	(245)
<b>營業收益淨額</b>	<b>(107)</b>	<b>(480)</b>	<b>373</b>	<b>78</b>	<b>(155)</b>	<b>(176)</b>	<b>(198)</b>
不計及重大項目及英國銀行徵費的有形股本回報率 (年率)(%)	4.6	1.3					

- 中央財資包括已發行長期債務與相關掉期的有利估值差額1.63億美元（2019年首九個月：增益2.19億美元；2020年第三季：虧損3,200萬美元；2020年第二季：虧損6,400萬美元；2019年第三季：增益7,600萬美元）。
- 2020年第二季，我們開始將資產負債管理業務、滙豐控股淨利息支出及阿根廷惡性通脹相關收入分配至各環球業務，以便更好地反映其收入及支出。在2020年首九個月所分配的資產負債管理業務總收入部分為22.06億美元（2019年首九個月：16.6億美元；2020年第三季：6.71億美元；2020年第二季：7.83億美元；2019年第三季：5.51億美元）。
- 「營業收益淨額」指未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額（亦稱為「收入」）。

2020年首九個月與2019年首九個月比較

經調整除稅前利潤為17億美元，較2019年首九個月增加3億美元，主要包括我們應佔聯營及合資公司的利潤。受利率下跌及新冠病毒疫情爆發的影響，利潤減少4億美元，但由於經調整收入增加以及經調整營業支出減少，抵銷了上述減幅有餘。

經調整收入增加4億美元，主要來自「其他」收益，增幅為3億美元，乃由於項目間撇銷的有利變動淨額對集團業績並無影響。此外，2019年間留置在企業中心的若干資金成本已於2020年1月1日起分配至各環球業務。由於2019年首九個月投資組合虧損不復再現，我們的既有組合收入增加1億美元。以上因素被相關掉期之長期債務的利率和匯率風險經濟對沖錄得的5,600萬美元較不利公允價值變動所部分抵銷。

經調整營業支出為自環球業務收回成本後列賬，減少了3億美元，原因是酌情支出減少。

2020年第三季與2019年第三季比較

經調整除稅前利潤為5億美元，較2019年第三季減少1億美元。這主要是由於應佔交通銀行利潤減少，反映新冠病毒疫情的影響。此外，營業支出增加1億美元。這些降幅被收入增加所部分抵銷，當中包括2020年第三季既有信貸的有利估值變動，而2019年第三季則錄得不利變動。

資產負債表 – 2020年9月30日與2020年6月30日比較

於2020年9月30日，集團資產總值為3萬億美元，按列賬基準計增加330億美元，其中包括因貨幣換算差額的有利影響。按固定匯率基準計，集團的資產總值則減少370億美元。

按固定匯率基準計，資產總值的減幅反映衍生工具資產負債減少，主要為市場波動減少（與2020年6月30日相比）所致的不利重估變動。該減幅亦有一部分來自金融資產，乃由於我們減持國庫票據及債務證券。上述減幅被現金及於中央銀行之結餘的增額部分抵銷。有關增額乃由於我們為支援客戶而維持一定的流動性資金。

客戶貸款佔客戶賬項百分比為66.4%，較2020年6月30日減少0.2%。

客戶貸款

按列賬基準計，客戶貸款為1萬億美元，增加230億美元，當中已計及貨幣換算差額的有利影響230億美元。按固定匯率基準計，客戶貸款結欠與2020年第二季大致持平。

財富管理及個人銀行業務的客戶貸款為4,600億美元，增加190億美元，增幅主要是由於香港的有期貨款增長（增加110億美元）（原因是客戶借入款項投資首次公開招股）及以英國為主的按揭結欠增長（增加50億美元）（原因是隨著封鎖限制措施放鬆，住宅市場交易活動增長）。工商金融業務的貸款額為3,440億美元，減少80億美元，減幅主要是由於美國、亞洲及歐洲的有期貨款減少所致。環球銀行及資本市場業務的貸款額為2,370億美元，減少110億美元，減幅主要是由於亞洲及美國的有期貨款減少所致，但被英國透支結欠的增額所部分抵銷。

客戶賬項

列賬基準客戶賬項為1.6萬億美元，增加360億美元，當中包括貨幣換算差額的有利影響330億美元。按固定匯率基準計，集團環球業務的客戶賬項與2020年第二季大致持平。這反映了客戶繼續持有綜合資金。出現定期賬項轉為通知存款賬項的資金變動，反映客戶在低利率環境下選擇持有更多流動資金。

風險加權資產 – 2020年9月30日與2020年6月30日比較

2020年9月30日的風險加權資產總值達到8,570億美元，較2020年第二季增加24億美元。若不計及貨幣換算差額，風險加權資產減少118億美元。

風險加權資產的108億美元減幅是由於資產規模變動所致，反映環球銀行及資本市場業務和工商金融業務錄得142億美元貸款減幅，包括管理計劃的影響，以及市場風險方面風險加權資產減少53億美元。財富管理及個人銀行業務錄得89億美元增幅（主要來自香港的短期貸款），部分抵銷了上述減幅。

由於方法及政策變化，風險加權資產減少43億美元，主要因為亞洲和歐洲的環球銀行及資本市場業務和工商金融業務舉措。資產質素變化使風險加權資產增加30億美元，其中包括73億美元的信貸質素變化的影響，主要來自工商金融業務和環球銀行及資本市場業務，但大部分被組成成分變化而導致的減幅所抵銷。



## 淨利息收益率

	註釋	截至下列日期止九個月		截至下列日期止季度		
		2020年 9月30日 百萬美元	2019年 9月30日 百萬美元	2020年 9月30日 百萬美元	2020年 6月30日 百萬美元	2019年 9月30日 百萬美元
淨利息收益		20,959	22,808	6,450	6,897	7,568
附息資產平均值		2,070,703	1,915,149	2,141,454	2,078,178	1,919,955
		%	%	%	%	%
總孳息率	1	2.09	2.89	1.76	2.01	2.83
減：資金成本	1	(0.89)	(1.53)	(0.68)	(0.81)	(1.49)
淨息差	2	1.20	1.36	1.08	1.20	1.34
淨利息收益率	3	1.35	1.59	1.20	1.33	1.56

1 總孳息率指就附息資產平均值所賺得之平均年息率。資金成本指平均年息支出佔附息負債平均值的百分比。

2 淨息差指就附息資產平均值所賺得之平均年息率（扣除已攤銷溢價及貸款費用）與就附息資金平均值所支付之平均年息率兩者間之差額。

3 淨利息收益率指淨利息收益佔附息資產平均值之按年計算百分比。

淨利息收益率為1.35%，較2019年首九個月下跌24個基點，乃因附息資產平均值收益率錄得80個基點的跌幅，部分被附息負債平均值的資金成本下跌64個基點所抵銷。淨利息收益率於2020年首九個月的跌幅包括重大項目的有利影響以及貨幣換算差額的不利影響。若不計及這些因素，淨利息收益率下跌23個基點。

2020年第三季淨利息收益率為1.2%，分別較去年及上一個季度下跌36個基點及13個基點，主要受市場利率下跌的影響。

## 附註

- 除另有說明外，收益表之比較乃截至2020年9月30日止九個月期間與截至2019年9月30日止九個月期間之比較，而資產負債表之比較乃基於2020年9月30日的款額與2020年6月30日的相應款額的比較。
- 本《盈利公布》所依據的財務資料及本聲明附錄載列的數據均未經審核，並且根據《2019年報及賬目》第240至251頁所述的滙豐重大會計政策編製。
- 滙豐於2020年3月31日宣布，應英倫銀行屬下英國審慎監管當局作出的要求，董事會取消原定於2020年4月14日派發的每股普通股0.21美元的第四次股息。董事會亦宣布，在2020年底前暫停派發所有普通股的季度或中期股息或應計款項。誠如之前於2020年2月18日在《2019年報及賬目》中披露，集團亦計劃於2020及2021年暫停普通股的回購。
- 根據2020年的業績，以及我們對2021年前景的預測，董事會將會考慮是否就2020年派發一次較為保守的股息。有關股息派發與否須視乎2021年初的經濟前景，以及徵詢監管機構的結果而定。預計於2021年2月會有最終決定，並於發表2020年的全年業績時公布。我們亦預期會同時披露集團2021年及往後經修訂的股息政策。

## 有關前瞻性陳述之提示聲明

《2020年第三季盈利公布》包含若干對於滙豐財政狀況、經營業績及業務（包括當中所述優先策略）、2020年財務、投資及資本目標和環境、社會及管治目標 / 承諾的前瞻性陳述。

前瞻性陳述並非過往事實的陳述，而是包括描述滙豐信念及期望的陳述。某些字詞例如「預料」、「目標」、「期望」、「擬」、「計劃」、「相信」、「尋求」、「估計」、「潛在」及「合理可能」，以及這些字詞的其他組合及類似措辭，均顯示相關文字為前瞻性陳述。這些陳述乃基於現行計劃、資料、數據、估計及預測而作出，故不應對其過份倚賴。前瞻性陳述中所作表述僅以截至作出有關陳述當日的情況為準。滙豐並無承諾會修訂或更新任何前瞻性陳述，以反映作出有關前瞻性陳述當日之後所發生或存在之事件或情況。

書面及 / 或口述形式之前瞻性陳述，亦可能載於向美國證券交易委員會提交之定期匯報、致股東之財務報表摘要、委託聲明、售股函函及章程、新聞稿及其他書面資料，以及由滙豐董事、主管人員或僱員向財務分析師等第三方以口述形式作出的陳述。

前瞻性陳述涉及內在風險及不明朗因素。務請注意，多種因素均可導致實際結果偏離任何前瞻性陳述所預期或隱含的狀況，在某些情況下甚至會出現重大偏差。這些因素包括（但不限於）：

- 滙豐經營業務所在市場的整體經濟環境產生變化，例如經濟衰退持續或惡化，以及就業情況與信譽良好的客戶情況出現波動，超出統計數據的預測（包括但不限於新冠病毒疫情爆發帶來的影響）；新冠病毒疫情爆發，令借貸及交易量減少、財富及制訂保險產品業務收入下降、我們業務經營所在市場的利率降低或轉為負數，對我們的收益造成不利影響，從更廣的範圍來看，亦可能對滙豐財務狀況、經營業績、前景、流動資金、資本狀況和信貸評級造成重大不利影響；偏離了我們據以計量預期信貸損失的市場及經濟假設（包括但不限於新冠病毒爆發或英國退出歐盟帶來的影響）；未來派息政策的潛在變化；匯率及利率變動（包括惡性通脹經濟體的財務報告產生的會計影響）；股市波動；批發融資或資本市場的流通性不足，從而可能影響我們履行融資信貸責任或為新貸款、投資及業務提供資金的能力；地緣政治緊張局勢或外交發展造成社會不穩或法律上的不明朗因素，如香港的動盪、中美兩國目前的緊張關係以及中英兩國關係所帶來的新挑戰等，從而可能影響對我們產品及服務的需求，並可能使滙豐面臨（其中包括）監管、聲譽和市場風險；政府、客戶和滙豐在管理和緩解氣候變化方面的行動的成效，從而可能引致非系統及系統性風險，造成潛在的金融影響；全國房地產市場流通性不足及出現價格下調壓力；各國央行支持金融市場流動資金的政策出現不利變動；市場對過度借貸的國家 / 地區的主權信用憂慮加劇；公營或私營機構的界定福利退休金的資金狀況出現不利變動；客戶融資和投資需求的社會變化，包括消費者如何理解信貸供應的持續性；承擔的交易對手風險，包括在我們不知悉的情況下使用我們作為非法活動的中介機構的第三方；若干主要銀行同業拆息及替代的無風險基準利率的發展預期不再延續，從而可能需要我們提升資本狀況及 / 或在特定的附屬公司部署額外資本；及滙豐服務所在市場的價格競爭情況；



- 政府政策及規例有變，包括我們經營所在的主要市場的央行及其他監管機構在貨幣、利率及其他政策的改變，以及相關的後果（包括但不限於因應新冠病毒疫情爆發採取的行動）；世界各個主要市場的金融機構面對更嚴格的監管，因而採取措施改變金融機構的規模、業務範疇及其相互聯繫；修訂資本及流動資金基準，促使銀行減債，並使當前業務模式及投資組合的可得回報下降；為改變業務組合成分及承受風險水平而推行徵費或稅項；金融機構向消費市場提供服務之慣例、訂價或責任；資產遭沒收、收歸國有、充公，以及有關外資擁有權的法例變更；英國退出歐盟可能造成長時間的不確定性、不穩定的經濟狀況及市場波動，包括貨幣波動；《港區國安法》、通訊限制及美國《香港自治法》的通過令中國與美國和英國的關係陷入緊張；政府政策出現整體變化，可能會嚴重影響投資者的決定；通過監管檢討、監管行動或訴訟（包括要求遵守額外規定）引致的費用、影響及結果；及滙豐經營業務所在市場競爭環境的影響（包括非銀行金融服務公司）造成更激烈的競爭；及
- 有關滙豐的特定因素，包括能否充分識別集團面對的風險，例如貸款損失或拖欠事件，並有效管理該等風險（透過賬項管理、對沖及其他方式）；我們實現財務、投資、資本和環境、社會及管治目標 / 承諾的能力，若能力不足可能導致我們未能達到我們的策略方案的預期效益；模型的限制或失效，包括但不限於新冠病毒疫情爆發的後果對財務模型的表現及使用造成影響，從而可能使我們需持有額外資本、產生虧損及 / 或使用補償控制，如覆蓋和越控，以處理模型的限制；我們的財務報表所依據的判斷、估計及假設的改變；我們應付監管機構的壓力測試規定的能力轉變；我們或我們任何附屬公司所獲的信貸評級下降，從而可能令我們的資金成本增加或減少我們所能獲得的資金，並影響我們的流動資金狀況及淨利息收益率；我們的數據管理、數據私隱、資訊及科技基礎設施的可靠性及保安出現轉變，包括來自網絡攻擊的威脅，從而可能影響我們服務客戶的能力，並可能導致財務損失、業務受干擾及 / 或損失客戶服務及數據；保險客戶的行為及保險賠償率的改變；我們對於以貸款款項及附屬公司股息履行責任的依賴；會計準則的改變，從而可能對我們編製財務報表的方式造成重大影響；我們在業務中管理固有的第三方、詐騙及聲譽風險的能力轉變；僱員行為失當，從而可能導致監管機構制裁及 / 或聲譽或財務上的損害；以及所需技能、工作方式的改變及人才短缺，從而可能影響我們招聘及挽留高級管理層及多元熟練人員的能力。有效的風險管理有賴於（其中包括）滙豐能否透過壓力測試及其他方式，設法防範所用統計模型無法偵測的事件，亦視乎滙豐能否順利應對營運、法律及監管和訴訟的挑戰，以及我們在《2019年報及賬目》第76至81頁「首要及新浮現風險」所述的其他風險及不明朗因素。

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## 綜合收益表摘要

	截至下列日期止九個月		截至下列日期止季度		
	2020年 9月30日 百萬美元	2019年 9月30日 百萬美元	2020年 9月30日 百萬美元	2020年 6月30日 百萬美元	2019年 9月30日 百萬美元
淨利息收益	20,959	22,808	6,450	6,897	7,568
費用收益淨額	8,907	9,085	2,981	2,803	2,961
持作交易用途或按公允值予以管理之金融工具淨收益	7,768	7,877	2,000	2,404	2,546
按公允值計入損益賬之保險業務資產和負債（包括相關衍生工具）淨收益 / （支出）	(254)	2,318	1,036	2,290	122
指定債務及相關衍生工具之公允值變動 <sup>1</sup>	278	149	81	(49)	61
強制性按公允值計入損益賬之其他金融工具之公允值變動	259	617	179	453	160
金融投資減除虧損後增益	599	316	133	154	115
保費收益淨額	7,798	9,047	2,779	2,110	2,724
其他營業收益	805	2,935	334	67	863
<b>營業收益總額</b>	<b>47,119</b>	<b>55,152</b>	<b>15,973</b>	<b>17,129</b>	<b>17,120</b>
已支付保險賠償和利益及投保人負債變動之淨額	(8,447)	(12,425)	(4,046)	(4,070)	(3,765)
<b>未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額<sup>2</sup></b>	<b>38,672</b>	<b>42,727</b>	<b>11,927</b>	<b>13,059</b>	<b>13,355</b>
預期信貸損失及其他信貸減值準備變動	(7,643)	(2,023)	(785)	(3,832)	(883)
<b>營業收益淨額</b>	<b>31,029</b>	<b>40,704</b>	<b>11,142</b>	<b>9,227</b>	<b>12,472</b>
營業支出總額（不包括商譽及其他無形資產減值）	(23,207)	(25,268)	(7,968)	(7,451)	(8,143)
商譽及其他無形資產減值	(1,361)	(28)	(73)	(1,224)	(4)
<b>營業利潤</b>	<b>6,461</b>	<b>15,408</b>	<b>3,101</b>	<b>552</b>	<b>4,325</b>
應佔聯營及合資公司利潤	931	1,836	(27)	537	512
<b>除稅前利潤</b>	<b>7,392</b>	<b>17,244</b>	<b>3,074</b>	<b>1,089</b>	<b>4,837</b>
稅項支出	(2,228)	(3,512)	(1,035)	(472)	(1,042)
<b>除稅後利潤</b>	<b>5,164</b>	<b>13,732</b>	<b>2,039</b>	<b>617</b>	<b>3,795</b>
應佔：					
– 母公司普通股股東	3,336	11,478	1,359	192	2,971
– 母公司優先股股東	67	67	22	23	22
– 其他權益持有人	1,066	1,148	449	176	484
– 非控股股東權益	695	1,039	209	226	318
<b>除稅後利潤</b>	<b>5,164</b>	<b>13,732</b>	<b>2,039</b>	<b>617</b>	<b>3,795</b>
	美元	美元	美元	美元	美元
每股基本盈利	0.17	0.57	0.07	0.01	0.15
每股攤薄後盈利	0.16	0.57	0.07	0.01	0.15
每股普通股股息 <sup>3</sup>	—	0.41	—	—	0.10
	%	%	%	%	%
平均普通股股東權益回報（年率）	2.7	9.2	3.2	0.5	7.0
平均有形股本回報（年率）	3.5	9.5	2.9	3.5	6.4
成本效益比率	63.5	59.2	67.4	66.4	61.0

1 為融資目的而發行的債務工具指定按公允值計量，以減少會計錯配。

2 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

3 載於財務報表的股息為期內就每股普通股宣派並已派付的股息，而非與該段期間相關或就該段期間應予派付的股息。

綜合資產負債表摘要

	於下列日期		
	2020年 9月30日 百萬美元	2020年 6月30日 百萬美元	2019年 12月31日 百萬美元
<b>資產</b>			
現金及於中央銀行之結餘	285,508	249,673	154,099
交易用途資產	222,355	208,964	254,271
指定及其他強制性按公允值計入損益賬之金融資產	44,253	41,785	43,627
衍生工具	294,678	313,781	242,995
同業貸款	83,854	77,015	69,203
客戶貸款 <sup>1</sup>	1,041,340	1,018,681	1,036,743
反向回購協議 – 非交易用途	221,179	226,345	240,862
金融投資	475,302	494,109	443,312
其他資產	287,466	292,445	230,040
<b>資產總值</b>	<b>2,955,935</b>	<b>2,922,798</b>	<b>2,715,152</b>
<b>負債及股東權益</b>			
<b>負債</b>			
同業存放	91,739	82,715	59,022
客戶賬項	1,568,714	1,532,380	1,439,115
回購協議 – 非交易用途	118,844	112,799	140,344
交易用途負債	80,338	79,612	83,170
指定按公允值列賬之金融負債	156,459	156,608	164,466
衍生工具	285,239	303,059	239,497
已發行債務證券	102,406	110,114	104,555
保單未決賠款	102,708	98,832	97,439
其他負債	249,227	251,458	194,876
<b>負債總額</b>	<b>2,755,674</b>	<b>2,727,577</b>	<b>2,522,484</b>
<b>股東權益</b>			
股東權益總額	191,904	187,036	183,955
非控股股東權益	8,357	8,185	8,713
<b>各類股東權益總額</b>	<b>200,261</b>	<b>195,221</b>	<b>192,668</b>
<b>負債及各類股東權益總額</b>	<b>2,955,935</b>	<b>2,922,798</b>	<b>2,715,152</b>

1 扣除減值準備。

信貸風險

信貸風險概要

於2020年9月30日，客戶及同業貸款總額為11,390億美元，較2019年12月31日增加243億美元，當中已計及83億美元的不利匯兌變動。

若不計及匯兌變動，增長由214億美元的個人貸款及153億美元的同業貸款增幅帶動，但被批發客戶貸款的41億美元減幅所部分抵銷。

個人客戶貸款的增長由按揭增長帶動，增幅為146億美元，主要來自英國（增加83億美元）、香港（增加29億美元）、加拿大（增加14億美元）和澳洲（增加13億美元）。其他個人貸款亦錄得68億美元增幅。批發客戶貸款則下跌，主要因為企業及商業客戶貸款減少38億美元。

2020年9月30日的預期信貸損失準備為149億美元，較2019年12月31日增加55億美元，當中已計及有利匯兌變動3億美元，較2020年6月30日增加4億美元。149億美元的準備金額包括按已攤銷成本持有之資產的準備140億美元、貸款承諾及金融擔保的準備8億美元，以及按公允值計入其他全面收益之債務工具的準備2億美元。

2020年上半年，集團的預期信貸損失準備大幅增加，其後於2020年第三季回穩。若不計及匯兌變動，與客戶貸款相關的預期信貸損失準備較2019年12月31日增加52億美元，原因是：

- 批發客戶貸款增加37億美元，當中19億美元由第一級及第二級帶動；及
- 個人客戶貸款增加15億美元，當中12億美元由第一級及第二級帶動。

今年首六個月，集團信貸風險大量由第一級轉撥至第二級，反映經濟前景惡化。這趨勢在第三季有所放緩，原因是前瞻性經濟指引與2020年6月30日相比大致維持穩定，一些地區將信貸風險由第二級轉撥至第一級。

與2020年6月30日相比，2020年9月30日的第三級結餘大致維持穩定，同時受益於過往違責個案的撥回。隨著新冠病毒疫情持續，未來第三級結餘可能出現波動，特別是由於政府、監管機構和銀行為支援客戶而實施的措施到期。

2020年首九個月的預期信貸損失提撥為76億美元（計及收回額），其中51億美元來自批發貸款（當中第三級及購入或承辦信貸已減值之金融資產佔26億美元）、23億美元來自個人貸款（當中第三級佔7億美元）、2億美元來自按已攤銷成本計量之其他金融資產及按公允值計入其他全面收益之債務工具。2020年第三季預期信貸損失提撥為8億美元，其中包括4億美元批發貸款（當中第三級及購入或承辦信貸已減值之金融資產佔3億美元）和4億美元個人貸款（當中第三級佔2億美元）。

已應用IFRS 9減值規定的金融工具概要

	於 2020 年 9 月 30 日		於 2019 年 12 月 31 日	
	賬面總值 / 名義金額 百萬美元	預期信貸損失 準備 <sup>1</sup> 百萬美元	賬面總值 / 名義金額 百萬美元	預期信貸損失 準備 <sup>1</sup> 百萬美元
按已攤銷成本計量之客戶貸款	1,055,042	(13,702)	1,045,475	(8,732)
– 個人	452,101	(4,540)	434,271	(3,134)
– 企業及商業	532,842	(8,806)	540,499	(5,438)
– 非銀行之金融機構	70,099	(356)	70,705	(160)
按已攤銷成本計量之同業貸款	83,904	(50)	69,219	(16)
按已攤銷成本計量之其他金融資產	776,067	(251)	615,179	(118)
– 現金及於中央銀行之結餘	285,518	(10)	154,101	(2)
– 向其他銀行託收中之項目	6,165	—	4,956	—
– 香港政府負債證明書	40,086	—	38,380	—
– 反向回購協議—非交易用途	221,179	—	240,862	—
– 金融投資	87,439	(111)	85,788	(53)
– 預付款項、應計收益及其他資產	135,680	(130)	91,092	(63)
<b>資產負債表內賬面總值總計</b>	<b>1,915,013</b>	<b>(14,003)</b>	<b>1,729,873</b>	<b>(8,866)</b>
貸款及其他信貸相關承諾	661,611	(654)	600,029	(329)
– 個人	233,797	(43)	223,314	(15)
– 企業及商業	288,979	(576)	278,524	(307)
– 金融機構	138,835	(35)	98,191	(7)
金融擔保	18,674	(125)	20,214	(48)
– 個人	745	(1)	804	(1)
– 企業及商業	13,623	(115)	14,804	(44)
– 金融機構	4,306	(9)	4,606	(3)
<b>資產負債表外名義總額</b>	<b>680,285</b>	<b>(779)</b>	<b>620,243</b>	<b>(377)</b>
	<b>2,595,398</b>	<b>(14,782)</b>	<b>2,350,116</b>	<b>(9,243)</b>
	公允值 百萬美元	預期信貸損失 之備忘準備 <sup>4</sup> 百萬美元	公允值 百萬美元	預期信貸損失 之備忘準備 <sup>4</sup> 百萬美元
按公允值計入其他全面收益之債務工具	385,878	(150)	355,664	(166)

1 預期信貸損失總額確認為金融資產的損失準備，但若預期信貸損失總額超過該等金融資產的賬面總值，則預期信貸損失確認為準備。

2 僅包括受IFRS 9減值規定約束的金融工具。第18頁綜合資產負債表摘要中所載的「預付款項、應計收益及其他資產」一項，包括金融和非金融資產。

3 指約定金額被悉數取用而客戶又拖欠還款時涉及之最大風險額。

4 按公允值計入其他全面收益之債務工具繼續按公允值計量，預期信貸損失的準備列作備忘項目。預期信貸損失的變動於收益表內「預期信貸損失及其他信貸減值準備變動」項下確認。



於2020年9月30日按級別分布列示之信貸風險（不包括按公允值計入其他全面收益之債務工具）以及按行業列示之預期信貸損失覆蓋之概要

	賬面總值 / 名義金額 <sup>1</sup>				預期信貸損失準備						預期信貸損失覆蓋%				
	第一級 百萬 美元	第二級 百萬 美元	第三級 百萬 美元	購入或 承辦信貸 已減值之 <sup>2</sup> 金融資產 <sup>2</sup> 百萬 美元	總計 百萬 美元	第一級 百萬 美元	第二級 百萬 美元	第三級 百萬 美元	購入或 承辦信貸 已減值之 <sup>2</sup> 金融資產 <sup>2</sup> 百萬 美元	總計 百萬 美元	第一級 %	第二級 %	第三級 %	購入或 承辦信貸 已減值之 <sup>2</sup> 金融資產 <sup>2</sup> %	總計 %
按已攤銷成本計量之 客戶貸款	878,558	157,804	18,391	289	1,055,042	(2,020)	(4,607)	(6,962)	(113)	(13,702)	0.2	2.9	37.9	39.1	1.3
- 個人	418,670	28,005	5,426	—	452,101	(906)	(2,179)	(1,455)	—	(4,540)	0.2	7.8	26.8	—	1.0
- 企業及商業	401,032	119,269	12,253	288	532,842	(1,057)	(2,293)	(5,344)	(112)	(8,806)	0.3	1.9	43.6	38.9	1.7
- 非銀行之金融機構	58,856	10,530	712	1	70,099	(57)	(135)	(163)	(1)	(356)	0.1	1.3	22.9	100.0	0.5
按已攤銷成本計量之 同業貸款	81,277	2,627	—	—	83,904	(37)	(13)	—	—	(50)	—	0.5	—	—	0.1
按已攤銷成本計量之 其他金融資產	765,993	9,818	254	2	776,067	(105)	(51)	(95)	—	(251)	—	0.5	37.4	—	—
貸款及其他信貸相關 承諾	606,231	54,185	1,193	2	661,611	(242)	(324)	(88)	—	(654)	—	0.6	7.4	—	0.1
- 個人	230,909	2,634	254	—	233,797	(40)	(3)	—	—	(43)	—	0.1	—	—	—
- 企業及商業	241,445	46,595	937	2	288,979	(182)	(306)	(88)	—	(576)	0.1	0.7	9.4	—	0.2
- 金融機構	133,877	4,956	2	—	138,835	(20)	(15)	—	—	(35)	—	0.3	—	—	—
金融擔保	13,471	4,926	276	1	18,674	(20)	(64)	(41)	—	(125)	0.1	1.3	14.9	—	0.7
- 個人	732	12	1	—	745	—	(1)	—	—	(1)	—	8.3	—	—	0.1
- 企業及商業	9,288	4,060	274	1	13,623	(18)	(57)	(40)	—	(115)	0.2	1.4	14.6	—	0.8
- 金融機構	3,451	854	1	—	4,306	(2)	(6)	(1)	—	(9)	0.1	0.7	100.0	—	0.2
於2020年9月30日	2,345,530	229,360	20,114	294	2,595,298	(2,424)	(5,059)	(7,186)	(113)	(14,782)	0.1	2.2	35.7	38.4	0.6

於2020年9月30日第二級逾期日數分析

	賬面總值 / 名義金額 <sup>1</sup>			預期信貸損失準備			預期信貸損失覆蓋%		
	第二級 百萬美元	其中： 逾期 1至 29日 <sup>3,4</sup> 百萬美元	其中： 逾期 30日 及以上 <sup>3,4</sup> 百萬美元	第二級 百萬美元	其中： 逾期 1至 29日 <sup>3,4</sup> 百萬美元	其中： 逾期 30日 及以上 <sup>3,4</sup> 百萬美元	第二級 %	其中： 逾期 1至 29日 <sup>3,4</sup> %	其中： 逾期 30日 及以上 <sup>3,4</sup> %
按已攤銷成本計量之客戶貸款	157,804	2,312	1,740	(4,607)	(280)	(286)	2.9	12.1	16.4
- 個人	28,005	1,540	1,211	(2,179)	(236)	(254)	7.8	15.3	21.0
- 企業及商業	119,269	743	432	(2,293)	(44)	(32)	1.9	5.9	7.4
- 非銀行之金融機構	10,530	29	97	(135)	—	—	1.3	—	—
按已攤銷成本計量之同業貸款	2,627	—	—	(13)	—	—	0.5	—	—
按已攤銷成本計量之其他金融資產	9,818	—	8	(51)	—	—	0.5	—	—

1 指約定金額被悉數取用而客戶又拖欠還款時涉及之最大風險額。

2 購入或承辦信貸已減值之金融資產。

3 逾期日數。第二級的未逾期賬項並未以數額顯示。

4 上表所列各逾期日數的金額乃按合約基準計算，並已計入已提供的任何客戶紓困暫停還款安排。

於2019年12月31日按級別分布列示之信貸風險（不包括按公允值計入其他全面收益之債務工具）以及按行業列示之預期信貸損失覆蓋之概要

	賬面總值 / 名義金額 <sup>1</sup>				預期信貸損失準備					預期信貸損失覆蓋%					
	第一級 百萬元 美元	第二級 百萬元 美元	第三級 百萬元 美元	購入或 承辦信貸 已減值之 金融資產 <sup>2</sup> 百萬元 美元	總計 百萬元 美元	第一級 百萬元 美元	第二級 百萬元 美元	第三級 百萬元 美元	購入或 承辦信貸 已減值之 金融資產 <sup>2</sup> 百萬元 美元	總計 百萬元 美元	第一級 %	第二級 %	第三級 %	購入或 承辦信貸 已減值之 金融資產 <sup>2</sup> %	總計 %
按已攤銷成本計量之 客戶貸款	951,583	80,182	13,378	332	1,045,475	(1,297)	(2,284)	(5,052)	(99)	(8,732)	0.1	2.8	37.8	29.8	0.8
- 個人	413,669	15,751	4,851	—	434,271	(583)	(1,336)	(1,215)	—	(3,134)	0.1	8.5	25.0	—	0.7
- 企業及商業	472,253	59,599	8,315	332	540,499	(672)	(920)	(3,747)	(99)	(5,438)	0.1	1.5	45.1	29.8	1.0
- 非銀行之金融機構	65,661	4,832	212	—	70,705	(42)	(28)	(90)	—	(160)	0.1	0.6	42.5	—	0.2
按已攤銷成本計量之 同業貸款	67,769	1,450	—	—	69,219	(14)	(2)	—	—	(16)	—	0.1	—	—	—
按已攤銷成本計量之 其他金融資產	613,200	1,827	151	1	615,179	(38)	(38)	(42)	—	(118)	—	2.1	27.8	—	—
貸款及其他信貸相關 承諾	577,631	21,618	771	9	600,029	(137)	(133)	(59)	—	(329)	—	0.6	7.7	—	0.1
- 個人	221,490	1,630	194	—	223,314	(13)	(2)	—	—	(15)	—	0.1	—	—	—
- 企業及商業	259,138	18,804	573	9	278,524	(118)	(130)	(59)	—	(307)	—	0.7	10.3	—	0.1
- 金融機構	97,003	1,184	4	—	98,191	(6)	(1)	—	—	(7)	—	0.1	—	—	—
金融擔保	17,684	2,340	186	4	20,214	(16)	(22)	(10)	—	(48)	0.1	0.9	5.4	—	0.2
- 個人	802	1	1	—	804	(1)	—	—	—	(1)	0.1	—	—	—	0.1
- 企業及商業	12,540	2,076	184	4	14,804	(14)	(21)	(9)	—	(44)	0.1	1.0	4.9	—	0.3
- 金融機構	4,342	263	1	—	4,606	(1)	(1)	(1)	—	(3)	—	0.4	100.0	—	0.1
於2019年12月31日	2,227,867	107,417	14,486	346	2,350,116	(1,502)	(2,479)	(5,163)	(99)	(9,243)	0.1	2.3	35.6	28.6	0.4

於2019年12月31日第二級逾期日數分析

	賬面總值 / 名義金額 <sup>1</sup>			預期信貸損失準備			預期信貸損失覆蓋%		
	第二級 百萬元	其中:		第二級 百萬元	其中:		第二級 %	其中:	
		逾期 1至 29日 <sup>3</sup> 百萬元	逾期 30日 及以上 <sup>3</sup> 百萬元		逾期 1至 29日 <sup>3</sup> 百萬元	逾期 30日 及以上 <sup>3</sup> 百萬元		逾期 1至 29日 <sup>3</sup> %	逾期 30日 及以上 <sup>3</sup> %
按已攤銷成本計量之客戶貸款	80,182	2,471	1,676	(2,284)	(208)	(247)	2.8	8.4	14.7
- 個人	15,751	1,804	1,289	(1,336)	(178)	(217)	8.5	9.9	16.8
- 企業及商業	59,599	657	385	(920)	(30)	(30)	1.5	4.6	7.8
- 非銀行之金融機構	4,832	10	2	(28)	—	—	0.6	—	—
按已攤銷成本計量之同業貸款	1,450	—	—	(2)	—	—	0.1	—	—
按已攤銷成本計量之其他金融資產	1,827	14	30	(38)	—	—	2.1	—	—

1 指約定金額被悉數取用而客戶又拖欠還款時涉及之最大風險額。

2 購入或承辦信貸已減值之金融資產。

3 逾期日數。第二級的未逾期賬項並未以數額顯示。

計量預期信貸損失估計的不確定性及敏感度分析

方法

我們就採納及設定經濟境況所運用的方法載述於《2019年報及賬目》第92頁。於2020年第三季期間並無任何重大變動。在保留滙豐的方法的同時，當前經濟環境性質導致了管理層在釐定潛在結果的範圍、挑選境況的數目及嚴重性，以及確定或然率權重方面作出廣泛的判斷。

經濟境況描述

本節所列經濟假設是滙豐參考外部預測而制訂，特別用於計算預期信貸損失。

2020年第三季，隨著各國政府放寬了於年初為應對新冠疫情爆發所採取的限制措施，我們主要市場的經濟活動開始復甦。儘管出現復甦，但經濟活動的風險仍將持續，並繼續成為重大不明朗因素的來源。這些風險包括新冠病毒疫情再次肆虐多個市場、英國脫歐、中美之間持續或升級的緊張局勢以及香港的政治局勢所帶來的風險。管理層已考慮到上述問題，並於2020年第三季的境況選擇和或然率權重中反映相關經濟不確定性。

我們已採用四種全球境況，以計算2020年9月30日的預期信貸損失，分別是一致核心境況、一致下行境況、一致上行境況，以及替代下行境況。我們僅對香港及加拿大採用更嚴峻的境況取代一致下行境況，以更深入地反映管理層對下行風險的意見。

所用境況為：

- 一致核心境況：此境況的經濟活動受到「V型」衝擊，表現為2020年的國內/本地生產總值首先急劇萎縮，然後又於2021年迅速復甦。核心境況預計，除中國內地外，集團所有主要市場於2020年的年度國內/本地生產總值均會萎縮。核心境況假設：任何在預測期間採取用以遏止日後感染新冠病毒的措施將較今年上半年實施的措施寬鬆，令經濟活動得以反彈，失業率逐步下跌。
- 一致下行境況：與核心境況相比，此境況的經濟活動復甦速度明顯較弱。在此境況中，集團主要市場的失業率急升，股市及房屋價格則大跌。加拿大及香港方面，管理層以國內/本地生產總值增長及資產價格以較大幅度下滑且失業率進一步攀升的更嚴重境況替代一致下行境況。
- 替代下行境況：此境況為「U型」境況，並反映管理層對尾端風險之意見。此境況屬極度嚴重的長期衰退。
- 一致上行境況：與核心境況相比，此境況的經濟活動於短期內復甦較快，香港、中國內地、英國及美國的國內/本地生產總值增長將於2021年恢復至新冠病毒疫情前的水平。

一致下行境況和替代下行境況均屬全球性質，但嚴重程度不同，而兩者均假設滙豐的主要風險同時成為現實。例如，下行境況假設英國與歐盟未能於2020年12月31日過渡期結束之前達成貿易協議，同時本節開首部分所概述的其他環球風險進一步轉壞。

下表顯示各種境況下的宏觀經濟預測範圍：

**主要市場經濟計量季度最差點預測範圍**

	香港		中國內地		英國		美國	
	核心境況 五年平均值	最差點	核心境況 五年平均值	最差點	核心境況 五年平均值	最差點	核心境況 五年平均值	最差點
國內/本地生產總值 增長率(%)	2.6	(0.4) 至 (15.8) (2020年 第四季) (2021年 第一季)	5.6	3.7 至 (6.1) (2020年 第四季) (2021年 第一季)	2.5	(3.9) 至 (16.7) (2020年 第四季) (2021年 第一季)	2.3	(3.2) 至 (12.6) (2020年 第四季) (2021年 第一季)
失業率(%)	4.0	5.7 至 8.0 (2020年 第四季) (2021年 第一季)	4.3	5.0 至 6.1 (2021年 第一季) (2022年 第一季)	5.6	7.3 至 10.5 (2020年 第四季) (2021年 第二季)	6.0	8.1 至 13.0 (2020年 第四季) (2021年 第四季)
房屋價格增長(%)	1.7	(2.8) 至 (26.3) (2020年 第四季) (2021年 第一季)	4.4	4.2 至 (25.8) (2020年 第四季) (2021年 第三季)	2.5	(0.2) 至 (24.7) (2020年 第四季) (2021年 第二季)	3.8	3.4 至 (15.6) (2021年 第一季) (2021年 第二季)

註：最差點指相關變數低位或高位的季度。所提供的數字代表所有境況的最差點：一致核心、一致上行、一致下行、管理層下行及替代下行。

**管理層判斷調整**

就IFRS 9而言，管理層判斷調整為客戶或組合層面預期信貸損失的短期增減，以反映最新突發事件、模型缺陷，以及經管理層審視及質詢後採用的專家信貸判斷。我們設有內部管治機制，以定期監察模型後調整，並在可行時酌情透過重新校準和設計模型，減輕對此類調整的依賴。視乎新冠病毒疫情的發展及經濟的復甦形態，我們繼續預料於2020年餘下時間仍可能會對以模型計算的預期信貸損失及管理層判斷調整的組合成分作出重大修訂，尤其是會在經濟恢復國內/本地生產總值正增長時以及長期失業問題所帶來的不確定性減退時作出修訂。

下表載列就估算於2020年9月30日的列賬基準之預期信貸損失所作的管理層判斷調整。下表包括就新冠病毒疫情下在模型開發與實施的慣常過程所導致的數據及模型限制的調整，並列示適用於境況加權的預期信貸損失數字的調整。由於結果受更嚴重不確定性的影響，因此與下行境況相關的調整更為重要。

**對預期信貸損失作出之管理層判斷調整<sup>1</sup>**

	零售 十億美元	批發 十億美元	總計 十億美元
低風險交易對手（銀行同業、主權及政府實體）	(0.2)	(0.9)	(1.1)
企業貸款調整	—	(0.9)	(0.9)
零售貸款調整	0.3	—	0.3
零售模型抑制違約調整	1.5	—	1.5
<b>總計</b>	<b>1.6</b>	<b>(1.8)</b>	<b>(0.2)</b>

1 表內呈列的管理層判斷調整分別反映預期信貸損失之增幅及（減幅）。

於2019年12月31日的管理層判斷調整中，批發組合預期信貸損失增加7,500萬美元，零售組合預期信貸損失增加1.31億美元。這不包括就替代境況作出的調整。

2020年，管理層判斷調整反映因新冠病毒疫情下出現的經濟狀況波動。基於歷史關係以模型計算的預期信貸損失推算結果在歷史經驗範圍外的狀況下產生過於敏感的預期信貸損失結果。同時，模型計算的關係並不反映國家/地區特定政府支援措施和客戶紓困計劃的影響。以模型計算的預期信貸損失及管理層判斷調整的組合成分在2020年首九個月大幅改變，原因是多個主要市場的若干經濟計量數據（如國內/本地生產總值增長）由預期低位回升至模型計算的關係之經濟狀況（不同經濟體的復甦步伐持續不明朗）。於2020年第三季，零售管理層判斷調整導致預期信貸損失增加16億美元，主要來自15億美元的額外預期信貸損失，以反映政府支援和客戶紓困措施對潛在違責的延遲影響（2019年第四季：增加1億美元；2020年第二季：減少6億美元）。批發組合方面，管理層判斷調整為預期信貸損失減少18億美元（2019年第四季：增加1億美元；2020年第二季：減少39億美），第三季錄得以上調整減幅的原因是宏觀經濟假設較上一季度有所改善，而模型以較接近較準幅度運作。整體而言，2020年第三季預期信貸損失提撥維持穩定，反映經濟狀況在2020年上半年急劇轉壞後回穩。

於2020年9月30日的調整主要與高評級的銀行同業、主權及美國政府資助實體的低信貸風險承擔有關，以模型計算的信貸因素不會全面反映該等實體的相關基本因素，或政府支持及經濟計劃在新冠病毒疫情環境下的影響。

企業風險承擔的調整主要反映就批發企業風險承擔所作的「信貸專家最佳估算」檢討的結果。由於以模型計算的評級變化及基於歷史關係的預期信貸損失推算結果產生過於敏感的結果，我們便進行管理層判斷調整（正數及負數）。當使用明顯超越過往經驗範圍的經濟數據時，此情況便會發生。

就零售而言，在低風險交易對手和經濟體中，由於模型過度預測銀行同業和主權組合的降級情況，作出調整是為了減少保險組合的預期信貸損失。零售貸款調整之中，調整的主要推動因素之一乃與應對整個市場之還款紓困計劃的客戶風險相關。此外，英國亦有作出相關的模型調整，而下行境況以模型計算的違責或然率推算結果已予以調整來處理模型限制，從而與失業問題及拖欠率之間的長期關係保持一致。

此外，由於客戶紓困措施及政府援助計劃繼續抑制違約發生，我們於2020年9月30日作出15億美元（2019年12月31日：0美元）的重大零售模型抑制違約調整。零售模型依賴的假設是，隨著宏觀經濟狀況衰退，違約將會成為現實。我們會繼續監察有助穩定宏觀經濟環境的客戶紓困措施及政府援助計劃，確保其持續推行，這將減少零售模型違約的機會。零售模型違約時，我們會調節管理層判斷調整的時間，以確保在計及客戶紓困措施及政府援助計劃的程度及時效下，能夠與預期成果作出適當配合。

### 預期信貸損失估計的經濟境況敏感度分析

作為預期信貸損失管治程序的其中一環，管理層會透過對上述各境況逐一設定100%權重，重新計算所選組合在各境況的預期信貸損失，藉此審視預期信貸損失結果對各種經濟預測的敏感度。判定信貸風險大幅提升以及計量預期信貸損失結果時，已計及有關權重。

就上行及下行境況計算的預期信貸損失，不應作為可能發生的預期信貸損失結果的上限和下限。不同經濟境況下於未來可能發生的違責所產生的影響，乃透過重新計量第一級及第二級貸款於結算日的預期信貸損失得出。第三級貸款（已違責）於結算日的數額在相關敏感度計算中保持不變。第三級預期信貸損失僅在特定組合違責損失率對未來經濟狀況預測變動敏感的情況下，方會對該等變動敏感。

當設定100%權重時，反映尾端風險境況的估計數字存在特別高的不確定性。

就批發信貸風險承擔而言，敏感度分析不包括牽涉違責債務人的預期信貸損失及金融工具，因為預期信貸損失的計量對債務人特定的信貸因素的敏感度，較對未來經濟境況的敏感度高。因此，在個別評估中區分宏觀經濟因素的影響並不可行。

就零售信貸風險承擔而言，敏感度分析包括涉及違責債務人的客戶貸款預期信貸損失。原因是有抵押按揭組合（包括各級貸款）的零售預期信貸損失對宏觀經濟因素的變數敏感。

### 集團預期信貸損失敏感度業績

2020年首九個月的預期信貸損失提撥為76億美元，已計及多項收回，其中51億美元來自批發貸款（當中第三級和購入或承辦信貸已減值之金融資產佔26億美元）、23億美元來自個人貸款（其中第三級佔7億美元），另有2億美元來自按已攤銷成本計量之其他金融資產及按公允值計入其他全面收益之債務工具。境況及管理層判斷調整對預期信貸損失所造成的影響對經濟預測的變動（包括政府支援措施的成效）非常敏感。根據上述的敏感度列表，倘於2020年9月30日僅根據核心境況、下行境況或替代下行境況估算集團預期信貸損失餘額（不包括單獨評估的批發第三級），則該餘額的增幅 / （減幅）便將如下表所列。

集團預期信貸損失總額	零售 <sup>1,2</sup> 十億美元	批發 <sup>1,3</sup> 十億美元
列賬基準之預期信貸損失	4.2	4.3
<b>境況</b>		
100%一致核心境況	(0.2)	(0.7)
100%一致下行境況 <sup>2</sup>	0.5	1.4
100%替代下行境況	1.9	6.7

1 預期信貸損失敏感度不包括運用較簡單模型方法的組合。

2 預期信貸損失敏感度僅包括已應用IFRS 9減值規定的資產負債表內金融工具。

3 包括低信貸風險的金融工具，例如按公允值計入其他全面收益之債務工具，其於所有境況中的賬面值高，但預期信貸損失低。

4 就香港及加拿大而言，此為管理層下行境況。

英國經濟前景仍存在重大程度的不明朗因素。若將100%權重分別應用於英國的一致下行境況和替代下行境況，這會令批發的預期信貸損失增加3億美元和13億美元，而零售的預期信貸損失則增加1億美元和5億美元。



個人貸款

按級別分布列示個人貸款總額中之客戶貸款

	賬面總值				預期信貸損失準備			
	第一級 百萬美元	第二級 百萬美元	第三級 百萬美元	總計 百萬美元	第一級 百萬美元	第二級 百萬美元	第三級 百萬美元	總計 百萬美元
<b>按組合列示</b>								
第一留置權住宅按揭	314,755	15,595	3,255	333,605	(118)	(253)	(414)	(785)
- 其中:								
僅須供息 (包括對銷) 按揭	29,363	1,563	350	31,276	(11)	(20)	(81)	(112)
負擔能力為本之按揭 (包括美國可調利率按揭)	12,336	2,872	635	15,843	(12)	(9)	(4)	(25)
其他個人貸款	103,915	12,410	2,171	118,496	(788)	(1,926)	(1,041)	(3,755)
- 其他	85,337	7,128	1,417	93,882	(366)	(786)	(657)	(1,809)
- 信用卡	16,494	5,139	690	22,323	(408)	(1,122)	(367)	(1,897)
- 第二留置權住宅按揭	616	112	53	781	(2)	(9)	(10)	(21)
- 汽車融資	1,468	31	11	1,510	(12)	(9)	(7)	(28)
<b>於2020年9月30日</b>	<b>418,670</b>	<b>28,005</b>	<b>5,426</b>	<b>452,101</b>	<b>(906)</b>	<b>(2,179)</b>	<b>(1,455)</b>	<b>(4,540)</b>
<b>按地區列示</b>								
歐洲	189,065	8,848	2,576	200,489	(277)	(1,130)	(808)	(2,215)
- 其中: 英國	153,112	7,603	1,760	162,475	(257)	(1,032)	(537)	(1,826)
亞洲	181,399	11,620	867	193,886	(284)	(412)	(222)	(918)
- 其中: 香港	127,785	5,363	210	133,358	(73)	(266)	(58)	(397)
中東及北非	4,998	418	272	5,688	(53)	(115)	(173)	(341)
北美洲	38,059	5,594	1,456	45,109	(103)	(181)	(139)	(423)
拉丁美洲	5,149	1,525	255	6,929	(189)	(341)	(113)	(643)
<b>於2020年9月30日</b>	<b>418,670</b>	<b>28,005</b>	<b>5,426</b>	<b>452,101</b>	<b>(906)</b>	<b>(2,179)</b>	<b>(1,455)</b>	<b>(4,540)</b>
<b>按組合列示</b>								
第一留置權住宅按揭	312,031	7,077	3,070	322,178	(39)	(68)	(422)	(529)
- 其中:								
僅須供息 (包括對銷) 按揭	31,201	1,602	376	33,179	(6)	(15)	(91)	(112)
負擔能力為本之按揭 (包括美國可調利率按揭)	14,222	796	514	15,532	(3)	(3)	(3)	(9)
其他個人貸款	101,638	8,674	1,781	112,093	(544)	(1,268)	(793)	(2,605)
- 其他	77,031	4,575	1,193	82,799	(229)	(451)	(491)	(1,171)
- 信用卡	22,285	3,959	524	26,768	(310)	(801)	(284)	(1,395)
- 第二留置權住宅按揭	750	84	55	889	(1)	(6)	(10)	(17)
- 汽車融資	1,572	56	9	1,637	(4)	(10)	(8)	(22)
<b>於2019年12月31日</b>	<b>413,669</b>	<b>15,751</b>	<b>4,851</b>	<b>434,271</b>	<b>(583)</b>	<b>(1,336)</b>	<b>(1,215)</b>	<b>(3,134)</b>
<b>按地區列示</b>								
歐洲	186,561	6,854	2,335	195,750	(112)	(538)	(578)	(1,228)
- 其中: 英國	153,313	5,455	1,612	160,380	(104)	(513)	(370)	(987)
亞洲	173,523	5,855	717	180,095	(223)	(339)	(170)	(732)
- 其中: 香港	117,013	2,751	189	119,953	(90)	(220)	(44)	(354)
中東及北非	5,671	247	299	6,217	(50)	(58)	(189)	(297)
北美洲	41,148	1,930	1,238	44,316	(56)	(119)	(141)	(316)
拉丁美洲	6,766	865	262	7,893	(142)	(282)	(137)	(561)
<b>於2019年12月31日</b>	<b>413,669</b>	<b>15,751</b>	<b>4,851</b>	<b>434,271</b>	<b>(583)</b>	<b>(1,336)</b>	<b>(1,215)</b>	<b>(3,134)</b>

## 按已攤銷成本分別列示批發貸款總額中之同業及客戶貸款

	賬面總值					預期信貸損失準備				
	第一級 百萬美元	第二級 百萬美元	第三級 百萬美元	購入或承辦 信貸已減值 之金融資產 百萬美元	總計 百萬美元	第一級 百萬美元	第二級 百萬美元	第三級 百萬美元	購入或承辦 信貸已減值 之金融資產 百萬美元	總計 百萬美元
企業及商業貸款	401,032	119,269	12,253	288	532,842	(1,057)	(2,293)	(5,344)	(112)	(8,806)
- 農業、林業及漁業	5,915	739	315	2	6,971	(15)	(24)	(148)	(1)	(188)
- 採礦及採石	8,659	3,735	1,306	12	13,712	(46)	(106)	(432)	(12)	(596)
- 製造業	71,291	23,223	1,620	80	96,214	(158)	(332)	(761)	(39)	(1,290)
- 電力、煤氣、蒸氣及空調供應	12,426	2,294	116	—	14,836	(33)	(32)	(17)	—	(82)
- 供水、排污、廢物處理及污染防治	2,300	699	43	—	3,042	(9)	(15)	(22)	—	(46)
- 建造	9,358	5,153	693	33	15,237	(29)	(109)	(390)	(32)	(560)
- 批發及零售貿易、汽車及電單車維修	66,500	21,778	3,119	12	91,409	(144)	(271)	(1,856)	(3)	(2,274)
- 運輸及倉儲	20,303	7,209	823	12	28,347	(80)	(172)	(222)	—	(474)
- 住宿及飲食	13,899	11,321	473	1	25,694	(60)	(232)	(111)	(1)	(404)
- 出版、視聽及廣播	17,041	3,437	161	31	20,670	(47)	(99)	(33)	(5)	(184)
- 房地產	109,113	17,510	1,367	1	127,991	(183)	(322)	(525)	—	(1,030)
- 專業、科學及技術活動	16,317	8,206	501	31	25,055	(51)	(107)	(157)	(7)	(322)
- 行政及後勤服務	18,390	7,746	813	73	27,022	(49)	(164)	(244)	(12)	(469)
- 公共行政及防務、強制性社會保障	1,890	465	3	—	2,358	(2)	(10)	(1)	—	(13)
- 教育	1,530	552	37	—	2,119	(9)	(20)	(11)	—	(40)
- 健康及護理	4,772	1,268	254	—	6,294	(20)	(37)	(119)	—	(176)
- 藝術、娛樂及消閑	1,368	1,182	182	—	2,732	(9)	(48)	(65)	—	(122)
- 其他服務	11,136	1,471	426	—	13,033	(107)	(175)	(229)	—	(511)
- 家居活動	625	153	—	—	778	—	(3)	—	—	(3)
- 境外組織及機構活動	7	—	—	—	7	—	—	—	—	—
- 政府	7,613	1,114	1	—	8,728	(6)	(2)	(1)	—	(9)
- 資產抵押證券	579	14	—	—	593	—	(13)	—	—	(13)
非銀行之金融機構	58,856	10,530	712	1	70,099	(57)	(135)	(163)	(1)	(356)
同業貸款	81,277	2,627	—	—	83,904	(37)	(13)	—	—	(50)
於2020年9月30日	541,165	132,426	12,965	289	686,845	(1,151)	(2,441)	(5,507)	(113)	(9,212)
按地區列示										
歐洲	169,448	39,595	7,013	126	216,182	(553)	(1,209)	(2,044)	(53)	(3,859)
- 其中：英國	116,881	28,386	5,104	78	150,449	(443)	(971)	(1,362)	(38)	(2,814)
亞洲	289,156	58,792	2,729	116	350,793	(327)	(447)	(1,741)	(43)	(2,558)
- 其中：香港	173,104	35,238	990	47	209,379	(177)	(272)	(521)	(24)	(994)
中東及北非	21,929	10,176	1,879	17	34,001	(76)	(232)	(1,162)	(12)	(1,482)
北美洲	49,681	18,790	935	—	69,406	(89)	(315)	(332)	—	(736)
拉丁美洲	10,951	5,073	409	30	16,463	(106)	(238)	(228)	(5)	(577)
於2020年9月30日	541,165	132,426	12,965	289	686,845	(1,151)	(2,441)	(5,507)	(113)	(9,212)

按已攤銷成本分別列示批發貸款總額中之同業及客戶貸款（續）

	賬面總值					預期信貸損失準備				
	第一級 百萬美元	第二級 百萬美元	第三級 百萬美元	購入或承辦 信貸已減值 之金融資產 百萬美元	總計 百萬美元	第一級 百萬美元	第二級 百萬美元	第三級 百萬美元	購入或承辦 信貸已減值 之金融資產 百萬美元	總計 百萬美元
企業及商業貸款	472,253	59,599	8,315	332	540,499	(672)	(920)	(3,747)	(99)	(5,438)
- 農業、林業及漁業	5,416	1,000	278	2	6,696	(13)	(29)	(139)	(1)	(182)
- 採礦及採石	9,923	4,189	311	12	14,435	(22)	(70)	(122)	(12)	(226)
- 製造業	88,138	14,525	1,581	136	104,380	(143)	(211)	(806)	(50)	(1,210)
- 電力、煤氣、蒸氣及空調供應	13,479	1,386	175	—	15,040	(14)	(41)	(25)	—	(80)
- 供水、排污、廢物處理及污染防治	2,963	508	30	—	3,501	(6)	(4)	(18)	—	(28)
- 建造	10,520	3,883	852	32	15,287	(16)	(49)	(467)	(32)	(564)
- 批發及零售貿易、汽車及電單車維修	83,151	9,897	1,625	8	94,681	(111)	(137)	(934)	(2)	(1,184)
- 運輸及倉儲	22,604	2,359	588	29	25,580	(42)	(37)	(158)	—	(237)
- 住宿及飲食	20,109	4,284	262	1	24,656	(37)	(46)	(62)	(1)	(146)
- 出版、視聽及廣播	18,103	1,706	141	21	19,971	(30)	(23)	(33)	(1)	(87)
- 房地產	122,972	6,450	1,329	1	130,752	(108)	(97)	(475)	—	(680)
- 專業、科學及技術活動	21,085	2,687	350	—	24,122	(31)	(33)	(145)	—	(209)
- 行政及後勤服務	21,370	3,817	438	89	25,714	(33)	(58)	(179)	—	(270)
- 公共行政及防務、強制性社會保障	1,889	488	—	—	2,377	(1)	(7)	—	—	(8)
- 教育	1,700	184	16	—	1,900	(7)	(5)	(6)	—	(18)
- 健康及護理	3,543	811	111	—	4,465	(9)	(20)	(28)	—	(57)
- 藝術、娛樂及消閒	2,537	257	30	—	2,824	(6)	(8)	(11)	—	(25)
- 其他服務	13,143	941	191	1	14,276	(35)	(31)	(133)	—	(199)
- 家居活動	725	66	—	—	791	—	—	—	—	—
- 境外組織及機構活動	2	—	—	—	2	—	—	—	—	—
- 政府	8,159	147	7	—	8,313	(6)	(2)	(6)	—	(14)
- 資產抵押證券	722	14	—	—	736	(2)	(12)	—	—	(14)
非銀行之金融機構	65,661	4,832	212	—	70,705	(42)	(28)	(90)	—	(160)
同業貸款	67,769	1,450	—	—	69,219	(14)	(2)	—	—	(16)
於2019年12月31日	605,683	65,881	8,527	332	680,423	(728)	(950)	(3,837)	(99)	(5,614)
按地區列示										
歐洲	190,528	20,276	4,671	129	215,604	(318)	(458)	(1,578)	(45)	(2,399)
- 其中：英國	131,007	16,253	3,343	79	150,682	(252)	(385)	(989)	(32)	(1,658)
亞洲	308,305	32,287	1,419	148	342,159	(228)	(253)	(986)	(38)	(1,505)
- 其中：香港	182,501	23,735	673	48	206,957	(118)	(172)	(475)	(28)	(793)
中東及北非	25,470	3,314	1,686	18	30,488	(55)	(85)	(946)	(12)	(1,098)
北美洲	64,501	7,495	458	—	72,454	(45)	(96)	(141)	—	(282)
拉丁美洲	16,879	2,509	293	37	19,718	(82)	(58)	(186)	(4)	(330)
於2019年12月31日	605,683	65,881	8,527	332	680,423	(728)	(950)	(3,837)	(99)	(5,614)

## 客戶紓困計劃

為應對新冠病毒疫情爆發，世界各地政府和監管機構已為全市場計劃內的個人及批發客戶推出多項支援措施。下表呈列於2020年9月30日根據該等計劃及滙豐主要市場特定措施的個人賬項 / 批發客戶數目及相關已提取客戶貸款價值。個人貸款方面，大多數紓困措施（包括暫停還款）與現有貸款相關；而批發貸款方面，紓困措施包括暫停還款、現有信貸的再融資以及政府支持計劃下的新貸款。

於2020年9月30日，紓困計劃下個人客戶貸款的賬面總值為149億美元（2020年第二季：263億美元）。這包括有關按揭的115億美元（2020年第二季：211億美元）和有關其他個人貸款的34億美元（2020年第二季：52億美元）。個人客戶紓困計劃相關金額於第三季減少是由於客戶退出參與紓困措施所帶動。紓困計劃下批發客戶貸款的賬面總值為523億美元（2020年第二季：518億美元）。

### 個人貸款

於2020年9月30日尚存		英國	香港	美國	其他主要市場 <sup>1,2,3</sup>	總計
<b>全市場計劃</b>						
按揭客戶紓困計劃之賬項數目	千個	17	—	—	43	60
按揭客戶紓困計劃之賬項之已提取貸款價值	百萬美元	3,692	—	—	3,474	7,166
其他個人貸款客戶紓困計劃之賬項數目	千個	24	—	—	92	116
其他個人貸款客戶紓困計劃之賬項之已提取貸款價值	百萬美元	303	—	—	2,032	2,335
<b>滙豐特定措施</b>						
按揭客戶紓困計劃之賬項數目	千個	—	3	2	11	16
按揭客戶紓困計劃之賬項之已提取貸款價值	百萬美元	17	1,259	1,016	2,035	4,327
其他個人貸款客戶紓困計劃之賬項數目	千個	—	1	20	37	58
其他個人貸款客戶紓困計劃之賬項之已提取貸款價值	百萬美元	—	92	138	824	1,054
<b>根據全市場計劃及滙豐特定措施在主要市場提供之個人貸款總額</b>						
按揭客戶紓困計劃之賬項數目	千個	17	3	2	54	76
按揭客戶紓困計劃之賬項之已提取貸款價值	百萬美元	3,709	1,259	1,016	5,509	11,493
其他個人貸款客戶紓困計劃之賬項數目	千個	24	1	20	129	174
其他個人貸款客戶紓困計劃之賬項之已提取貸款價值	百萬美元	303	92	138	2,856	3,389
<b>全市場計劃及滙豐特定措施 — 按揭紓困計劃佔按揭總額之比例</b>	%	2.6	1.4	5.5	7.4	3.5
<b>全市場計劃及滙豐特定措施 — 其他個人貸款紓困計劃佔其他個人貸款總額之比例</b>	%	1.6	0.2	6.2	5.7	3.0

### 批發貸款

於2020年9月30日尚存		英國	香港	美國	其他主要市場 <sup>1</sup>	總計
<b>全市場計劃</b>						
全市場措施下之客戶數目	千名	187	5	4	7	203
全市場計劃下客戶之已提取貸款價值	百萬美元	10,265	21,457	1,186	7,246	40,154
<b>滙豐特定計劃</b>						
滙豐特定措施下之客戶數目	千名	5	—	—	10	15
滙豐特定措施下客戶之已提取貸款價值	百萬美元	4,031	1,274	1,103	5,787	12,195
<b>根據全市場計劃及滙豐特定措施在主要市場提供之批發貸款總額</b>						
客戶數目 <sup>4</sup>	千名	192	5	4	17	218
已提取貸款價值	百萬美元	14,296	22,731	2,289	13,033	52,349
<b>全市場計劃及滙豐特定措施佔批發貸款總額之比例</b>	%	9.8	12.1	5.4	6.8	9.2

1 其他主要市場包括澳洲、加拿大、中國內地、埃及、法國、德國、印度、印尼、馬來西亞、墨西哥、新加坡、瑞士、台灣及阿聯酋。

2 在馬來西亞，個人貸款客戶可參加自動延遲還款計劃，並適用於所有合資格零售客戶。於2020年9月30日，此延遲還款計劃涉及的賬項數目為119,000個，相關已提取結欠為39.44億美元。

3 在墨西哥，客戶紓困計劃下共有36,000個個人貸款賬項，相關已提取結欠為4.94億美元。

4 在批發客戶總數內，2,000名客戶涉及全市場及滙豐特定計劃。

首次作出客戶紓困安排不會自動觸發貸款遷移至第二或第三級。然而，就還款延期所提供的資料會與其他合理和可靠的資料一併考慮。此舉構成信貸風險及信貸減值有否大幅增加的整體評估的一部分，藉以識別期限內預期信貸損失屬適當的貸款。延長還款期限並不會自動導致貸款變為第二或第三級。確定信貸風險是否已經大幅增加的主要會計和信貸風險判斷，是新冠病毒疫情對客戶的經濟影響在貸款期限中是否可能屬暫時性，以及有否跡象顯示就財務困難作出寬減的情況與第三級一致。

2020年9月2日，香港金融管理局宣布將企業客戶「預先批核還息不還本」計劃進一步延長六個月至2021年4月。有關其他主要全市場計劃及滙豐特定計劃，於《2020年中期業績報告》第67及68頁概述。

## 資本充足程度

### 資本充足程度衡量指標

	於下列日期		
	2020年 9月30日	2020年 6月30日	2019年 12月31日
<b>風險加權資產（十億美元）</b>			
信貸風險	692.7	686.7	676.6
交易對手信貸風險	41.6	43.1	44.1
市場風險	31.3	35.2	29.9
營運風險	91.4	89.6	92.8
<b>風險加權資產總值</b>	<b>857.0</b>	<b>854.6</b>	<b>843.4</b>
<b>按過渡基準呈列資本（十億美元）</b>			
普通股權一級資本	133.4	128.4	124.0
一級資本	157.4	152.5	148.4
資本總額	181.8	177.2	172.2
<b>按過渡基準呈列資本比率 (%)</b>			
普通股權一級	15.6	15.0	14.7
一級	18.4	17.8	17.6
總資本比率	21.2	20.7	20.4
<b>按終點基準呈列資本（十億美元）</b>			
普通股權一級資本	133.4	128.4	124.0
一級資本	154.3	149.4	144.8
資本總額	169.2	164.4	159.3
<b>按終點基準呈列資本比率 (%)</b>			
普通股權一級	15.6	15.0	14.7
一級	18.0	17.5	17.2
總資本比率	19.7	19.2	18.9
<b>流動資金覆蓋比率</b>			
高質素流動資產總值（十億美元）	654.2	654.4	601.4
現金流出淨額總值（十億美元）	446.3	442.9	400.5
流動資金覆蓋比率 (%)	146.6	147.8	150.2

上表呈列的資本數字及比率乃根據所實施的經修訂《資本規定規例及指引》（「資本規例2」）計算。此表按資本規例2中關於資本工具及其到期後（稱為終點）的過渡安排呈列數據。上表的終點數字計及就IFRS 9採納資本規例2中的監管規定過渡安排，而有關內容將於下文詳述。

在適用的情況下，上述數字亦反映政府旨在緩和新冠病毒疫情影響的紓困計劃。

### IFRS 9「金融工具」監管規定過渡安排

我們已就IFRS 9採納資本規例2中的監管過渡安排，包括第473a條中的第四段。上表根據此類安排呈列我們的資本和比率，包括在終點數字內。若不應用此類安排，我們的普通股權一級比率將為15.4%。

IFRS 9監管過渡安排容許銀行在應用該等安排的首五年內，在其資本基礎按若干比例（現為70%）加回IFRS 9對其貸款損失準備的影響。此影響定義為：

- 採納IFRS 9首日的貸款損失準備增幅；及
- 此後任何的非信貸減值賬項的預期信貸損失增幅。

任何加回的金額須計及稅務影響並隨附經重新計算的資本扣減限度、風險額及風險加權資產的詳情。我們會利用標準計算法及內部評級基準計算法另行為組合計算影響。若按內部評級基準計算法計算，除非貸款損失準備超過監管規定的12個月預期損失，否則組合資本不會加回準備。

歐盟於2020年6月實施資本規例的「快速修補」紓困措施，從2020年1月1日起，銀行就非信貸減值賬項確認貸款損失準備的寬免由70%增至100%。

截至2020年9月30日，根據標準計算法於普通股權一級資本加回的金額為15億美元，稅務影響為3億美元。

### 資本

於2020年9月30日，我們的普通股權一級比率為15.6%，較2020年6月30日的15%有所上升。本季度的普通股權一級資本增加50億美元，主要由於：

- 貨幣換算差額28億美元；
- 來自監管利潤的資本生成9億美元及按公允值計入其他全面收益之儲備增加1億美元；
- 金融業實體重大投資扣減限額下降4億美元；及
- 普通股權一級扣減下降合共3億美元，包括有關商譽及無形資產的2億美元以及遞延稅項的1億美元。

第三季審慎估值調整扣減12億美元，當中包括應對場外衍生工具交易終止經營而增加的2億美元額外不確定性儲備。



## 槓桿

### 槓桿比率<sup>1</sup>

參考*	註釋	於下列日期	
		2020年 9月30日 十億美元	2020年 6月30日 十億美元
20	一級資本	154.3	149.4
21	槓桿比率風險總額	2,857.4	2,801.4
		%	%
22	槓桿比率	5.4	5.3
EU-23	就資本計量定義的過渡性安排選擇	已全面實行	已全面實行
	英國槓桿比率風險 – 季度均值	2,569.3	2,565.8
		%	%
	英國槓桿比率 – 季度均值	6.0	5.7
	英國槓桿比率 – 季末	6.1	5.9

\* 參考索引為歐洲銀行管理局範本對應項目的編號。

1 兩項槓桿比率的計算均已應用資本規例2之IFRS 9監管規定過渡安排。

2 英國槓桿比率表示集團的槓桿比率乃根據審慎監管局的英國槓桿架構計算。以此比率計算的風險承擔並不包括合資格中央銀行結餘及「英國企業復甦貸款計劃」項下之貸款。

於2020年9月30日，根據當時生效的《資本規定規例》計算的槓桿比率為5.4%，2020年6月30日則為5.3%，槓桿比率增加主要是一級資本上升所致。

於2020年9月30日，我們3.25%的英國最低槓桿比率規定須加上0.7%的額外槓桿比率緩衝和0.1%的逆周期槓桿比率緩衝。此等額外緩衝分別相當於177億美元及19億美元資本價值。我們的資本狀況超過該等槓桿比率規定的水平。

## 風險加權資產

### 按環球業務分析風險加權資產

	財富管理及 個人銀行 十億美元	工商金融 十億美元	環球銀行及 資本市場 十億美元	企業中心 十億美元	總計 十億美元
信貸風險	137.8	305.6	169.4	79.9	692.7
交易對手信貸風險	0.7	0.2	40.1	0.6	41.6
市場風險	1.3	0.7	26.5	2.8	31.3
營運風險	33.4	25.9	31.1	1.0	91.4
於2020年9月30日	173.2	332.4	267.1	84.3	857.0

### 按主要因素以環球業務分析風險加權資產變動

	信貸風險、交易對手信貸風險及營運風險					風險加權 資產總值 十億美元
	財富管理及 個人銀行 十億美元	工商金融 十億美元	環球銀行及 資本市場 十億美元	企業中心 十億美元	市場風險 十億美元	
於2020年7月1日之風險加權資產	160.6	330.2	247.9	80.7	35.2	854.6
資產規模	8.9	(6.0)	(8.2)	(0.2)	(5.3)	(10.8)
資產質素	—	2.1	0.5	0.4	—	3.0
模型更新	0.3	0.1	(0.1)	—	—	0.3
方法及政策	(0.5)	(1.8)	(3.5)	0.1	1.4	(4.3)
匯兌變動	2.6	7.1	4.0	0.5	—	14.2
風險加權資產總值變動	11.3	1.5	(7.3)	0.8	(3.9)	2.4
於2020年9月30日之風險加權資產	171.9	331.7	240.6	81.5	31.3	857.0

於2020年第三季，風險加權資產增加24億美元，當中已計及貨幣換算差額導致的142億美元增幅。若不計及貨幣換算差額，風險加權資產減少118億美元，其中包括下文所述的變動。

### 資產規模

資產規模變動導致風險加權資產減少108億美元，主要來自環球銀行及資本市場業務和工商金融業務，以及市場風險風險加權資產的53億美元減幅，但部分被財富管理及個人銀行業務的89億美元增幅所抵銷。

環球銀行及資本市場業務的風險加權資產減少82億美元，其中來自所有主要地區的信貸風險合共減少74億美元，部分是積極投資組合管理措施所導致的21億美元減幅，以及貸款減少所致。數字已計及交易對手信貸風險風險加權資產的8億美元減幅，主要是北美洲的交易活動所產生。

工商金融業務的風險加權資產減少60億美元，大部分來自北美洲、歐洲和亞洲，反映還款及管理措施所導致的13億美元減幅。

市場風險的風險加權資產減少53億美元，大部分是由於市場狀況轉變、主權風險承擔減少及管理措施所致。

相關減幅部分被財富管理及個人銀行業務的風險加權資產增加89億美元所抵銷，主要來自香港的短期貸款。

## 資產質素

資產質素轉變導致風險加權資產增加30億美元，主要來自工商金融業務和環球銀行及資本市場業務。

受到信貸質素變化的影響，工商金融業務的風險加權資產增加21億美元，主要來自亞洲。工商金融業務於2020年第三季的信貸質素變化影響總額為48億美元，但對其他地區的影響大部分被投資組合變動產生的減幅所抵銷。

環球銀行及資本市場業務的風險加權資產增加5億美元，乃歐洲及亞洲衍生工具交易的信貸評級變動所致。其他信貸質素變化的影響為20億美元，大部分被投資組合變動產生的減幅所抵銷。

## 模型更新

模型更新導致風險加權資產增加3億美元，主要與北美洲的循環信貸額度相關。

## 方法及政策

由於方法及政策轉變，風險加權資產減少43億美元，大部分源自環球銀行及資本市場業務和工商金融業務的風險加權資產方案，減幅主要來自亞洲及歐洲的風險參數調整，以及根據資本規例「快速修補」紓困措施引入的新基建支援系數所產生的5億美元減額。財富管理及個人銀行業務的風險加權資產進一步減少5億美元，主要是按揭組合的調整所致。

相關減幅部分被市場風險的風險加權資產增加14億美元所抵銷，主要與內部模型未能涵蓋的風險相關。

## 資料摘要 – 環球業務

按環球業務列示之重大項目分析如下。

### 列賬基準與經調整業績之對賬 – 環球業務

	註釋	截至2020年9月30日止九個月				
		財富管理及 個人銀行 百萬美元	工商金融 百萬美元	環球銀行及 資本市場 百萬美元	企業中心 百萬美元	總計 百萬美元
<b>收入</b>	1					
列賬基準		16,679	10,148	11,695	150	38,672
重大項目		13	17	97	(257)	(130)
- 客戶賠償計劃		5	17	—	—	22
- 出售、收購及於新業務之投資		8	—	—	—	8
- 金融工具之公允價值變動	2	—	—	(62)	(248)	(310)
- 重組架構及其他相關成本	3	—	—	159	(9)	150
<b>經調整</b>		<b>16,692</b>	<b>10,165</b>	<b>11,792</b>	<b>(107)</b>	<b>38,542</b>
<b>預期信貸損失</b>						
列賬基準		(2,545)	(3,880)	(1,218)	—	(7,643)
<b>經調整</b>		<b>(2,545)</b>	<b>(3,880)</b>	<b>(1,218)</b>	<b>—</b>	<b>(7,643)</b>
<b>營業支出</b>						
列賬基準		(11,440)	(4,984)	(7,565)	(579)	(24,568)
重大項目		412	59	771	973	2,215
- 客戶賠償計劃		45	1	—	7	53
- 商譽及其他無形資產減值		309	44	578	151	1,082
- 重組架構及其他相關成本	4	58	14	191	809	1,072
- 與法律及監管事宜相關之和解開支及準備		—	—	2	6	8
<b>經調整</b>		<b>(11,028)</b>	<b>(4,925)</b>	<b>(6,794)</b>	<b>394</b>	<b>(22,353)</b>
<b>應佔聯營及合資公司利潤</b>						
列賬基準		2	—	—	929	931
重大項目		—	—	—	462	462
- 商譽減值	5	—	—	—	462	462
<b>經調整</b>		<b>2</b>	<b>—</b>	<b>—</b>	<b>1,391</b>	<b>1,393</b>
<b>除稅前利潤</b>						
列賬基準		2,696	1,284	2,912	500	7,392
重大項目		425	76	868	1,178	2,547
- 收入		13	17	97	(257)	(130)
- 營業支出		412	59	771	973	2,215
- 應佔聯營及合資公司利潤		—	—	—	462	462
<b>經調整</b>		<b>3,121</b>	<b>1,360</b>	<b>3,780</b>	<b>1,678</b>	<b>9,939</b>
<b>客戶貸款（淨額）</b>						
列賬基準		459,516	343,702	236,902	1,220	1,041,340
<b>經調整</b>		<b>459,516</b>	<b>343,702</b>	<b>236,902</b>	<b>1,220</b>	<b>1,041,340</b>
<b>客戶賬項</b>						
列賬基準		793,612	431,021	343,365	716	1,568,714
<b>經調整</b>		<b>793,612</b>	<b>431,021</b>	<b>343,365</b>	<b>716</b>	<b>1,568,714</b>

1 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

2 包括不合資格對沖之公允價值變動及衍生工具的債務估值調整。

3 包括與集團於2020年2月業務最新狀況報告中作出的削減風險加權資產承諾相關之損失。

4 包括軟件無形資產減值1.73億美元（軟件無形資產減值總計為13.2億美元），以及有形資產減值1.24億美元。

5 年內，滙豐的聯營公司沙地英國銀行因2019年與Alawwal bank合併而產生商譽減值。滙豐應佔的除稅後商譽減值為4.62億美元。

列賬基準與經調整業績之對賬 – 環球業務 (續)

截至2019年9月30日止九個月 <sup>1</sup>						
	註釋	財富管理及 個人銀行 百萬美元	工商金融 百萬美元	環球銀行及 資本市場 百萬美元	企業中心 百萬美元	總計 百萬美元
收入	2					
列賬基準		19,238	11,576	11,223	690	42,727
貨幣換算		(272)	(143)	(156)	(34)	(605)
重大項目		126	13	37	(1,136)	(960)
– 客戶賠償計劃		108	9	—	1	118
– 出售、收購及於新業務之投資		4	—	—	(827)	(823)
– 金融工具之公允值變動	3	7	4	40	(311)	(260)
– 重大項目之貨幣換算		7	—	(3)	1	5
經調整		19,092	11,446	11,104	(480)	41,162
預期信貸損失						
列賬基準		(1,012)	(906)	(124)	19	(2,023)
貨幣換算		58	27	7	—	92
經調整		(954)	(879)	(117)	19	(1,931)
營業支出						
列賬基準		(12,669)	(5,139)	(7,267)	(221)	(25,296)
貨幣換算		198	67	73	38	376
重大項目		1,083	45	167	283	1,578
– 結構性改革支出	4	—	4	36	86	126
– 客戶賠償計劃		1,084	15	—	(1)	1,098
– 重組架構及其他相關成本		70	27	131	199	427
– 與法律及監管事宜相關之和解開支及準備		(66)	—	—	—	(66)
– 重大項目之貨幣換算		(5)	(1)	—	(1)	(7)
經調整		(11,388)	(5,027)	(7,027)	100	(23,342)
應佔聯營及合資公司利潤						
列賬基準		50	—	—	1,786	1,836
貨幣換算		(2)	—	—	(30)	(32)
經調整		48	—	—	1,756	1,804
除稅前利潤						
列賬基準		5,607	5,531	3,832	2,274	17,244
貨幣換算		(18)	(49)	(76)	(26)	(169)
重大項目		1,209	58	204	(853)	618
– 收入		126	13	37	(1,136)	(960)
– 營業支出		1,083	45	167	283	1,578
經調整		6,798	5,540	3,960	1,395	17,693
客戶貸款 (淨額)						
列賬基準		422,503	341,396	252,713	1,221	1,017,833
貨幣換算		12,094	7,196	5,141	49	24,480
經調整		434,597	348,592	257,854	1,270	1,042,313
客戶賬項						
列賬基準		718,643	355,293	299,109	696	1,373,741
貨幣換算		15,195	8,012	7,944	37	31,188
經調整		733,838	363,305	307,053	733	1,404,929

1 可呈報類別已於2020年第二季變更，比較數字已相應重列。

2 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

3 包括不合資格對沖之公允值變動及衍生工具的債務估值調整。

4 包括為英國退出歐盟作準備的相關支出。

列賬基準與經調整業績之對賬 – 環球業務

	註釋	截至2020年9月30日止季度				
		財富管理及 個人銀行 百萬美元	工商金融 百萬美元	環球銀行及 資本市場 百萬美元	企業中心 百萬美元	總計 百萬美元
<b>收入</b>	1					
列賬基準		5,409	3,148	3,510	(140)	11,927
重大項目		32	17	104	(15)	138
- 客戶賠償計劃		31	17	—	—	48
- 出售、收購及於新業務之投資		1	—	—	(1)	—
- 金融工具之公允值變動	2	—	—	3	(14)	(11)
- 重組架構及其他相關成本	3	—	—	101	—	101
<b>經調整</b>		<b>5,441</b>	<b>3,165</b>	<b>3,614</b>	<b>(155)</b>	<b>12,065</b>
<b>預期信貸損失</b>						
列賬基準		(343)	(354)	(100)	12	(785)
<b>經調整</b>		<b>(343)</b>	<b>(354)</b>	<b>(100)</b>	<b>12</b>	<b>(785)</b>
<b>營業支出</b>						
列賬基準		(3,871)	(1,587)	(2,412)	(171)	(8,041)
重大項目		189	(48)	130	359	630
- 客戶賠償計劃		(4)	—	—	7	3
- 商譽及其他無形資產減值		224	3	11	(181)	57
- 重組架構及其他相關成本	4	(31)	(51)	119	530	567
- 與法律及監管事宜相關之和解開支及準備		—	—	—	3	3
<b>經調整</b>		<b>(3,682)</b>	<b>(1,635)</b>	<b>(2,282)</b>	<b>188</b>	<b>(7,411)</b>
<b>應佔聯營及合資公司利潤</b>						
列賬基準		10	—	—	(37)	(27)
重大項目		—	—	—	462	462
- 商譽減值	5	—	—	—	462	462
<b>經調整</b>		<b>10</b>	<b>—</b>	<b>—</b>	<b>425</b>	<b>435</b>
<b>除稅前利潤 / (虧損)</b>						
列賬基準		1,205	1,207	998	(336)	3,074
重大項目		221	(31)	234	806	1,230
- 收入		32	17	104	(15)	138
- 營業支出		189	(48)	130	359	630
- 應佔聯營及合資公司利潤		—	—	—	462	462
<b>經調整</b>		<b>1,426</b>	<b>1,176</b>	<b>1,232</b>	<b>470</b>	<b>4,304</b>
<b>客戶貸款 (淨額)</b>						
列賬基準		459,516	343,702	236,902	1,220	1,041,340
<b>經調整</b>		<b>459,516</b>	<b>343,702</b>	<b>236,902</b>	<b>1,220</b>	<b>1,041,340</b>
<b>客戶賬項</b>						
列賬基準		793,612	431,021	343,365	716	1,568,714
<b>經調整</b>		<b>793,612</b>	<b>431,021</b>	<b>343,365</b>	<b>716</b>	<b>1,568,714</b>

1 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

2 包括不合資格對沖之公允值變動及衍生工具的債務估值調整。

3 包括與集團於2020年2月業務最新狀況報告中作出的削減風險加權資產承諾相關之損失。

4 包括有形資產減值1.24億美元。

5 季內，滙豐的聯營公司沙地英國銀行因2019年與Alawwal bank合併而產生商譽減值。滙豐應佔的除稅後商譽減值為4.62億美元。



列賬基準與經調整業績之對賬 – 環球業務 (續)

	註釋	截至2020年6月30日止季度				
		財富管理及 個人銀行 百萬美元	工商金融 百萬美元	環球銀行及 資本市場 百萬美元	企業中心 百萬美元	總計 百萬美元
收入	1					
列賬基準		5,656	3,267	4,240	(104)	13,059
貨幣換算		113	76	98	(8)	279
重大項目		(26)	—	185	(64)	95
– 客戶賠償計劃		(26)	—	—	—	(26)
– 出售、收購及於新業務之投資		—	—	—	1	1
– 金融工具之公允價值變動	2	—	—	121	(63)	58
– 重組架構及其他相關成本	3	—	—	58	—	58
– 重大項目之貨幣換算		—	—	6	(2)	4
經調整		5,743	3,343	4,523	(176)	13,433
預期信貸損失						
列賬基準		(1,094)	(2,151)	(573)	(14)	(3,832)
貨幣換算		(34)	(61)	(22)	(1)	(118)
經調整		(1,128)	(2,212)	(595)	(15)	(3,950)
營業支出						
列賬基準		(3,745)	(1,698)	(2,801)	(431)	(8,675)
貨幣換算		(95)	(47)	(93)	9	(226)
重大項目		223	112	650	476	1,461
– 客戶賠償計劃		48	1	—	—	49
– 商譽及其他無形資產減值		85	41	567	332	1,025
– 重組架構及其他相關成本	4	82	63	58	132	335
– 與法律及監管事宜相關之和解開支及準備		—	—	—	4	4
– 重大項目之貨幣換算		8	7	25	8	48
經調整		(3,617)	(1,633)	(2,244)	54	(7,440)
應佔聯營及合資公司利潤						
列賬基準		(4)	—	—	541	537
貨幣換算		—	—	—	16	16
經調整		(4)	—	—	557	553
除稅前利潤 / (虧損)						
列賬基準		813	(582)	866	(8)	1,089
貨幣換算		(16)	(32)	(17)	16	(49)
重大項目		197	112	835	412	1,556
– 收入		(26)	—	185	(64)	95
– 營業支出		223	112	650	476	1,461
經調整		994	(502)	1,684	420	2,596
客戶貸款 (淨額)						
列賬基準		429,487	344,567	243,355	1,272	1,018,681
貨幣換算		11,162	7,276	4,824	41	23,303
經調整		440,649	351,843	248,179	1,313	1,041,984
客戶賬項						
列賬基準		775,870	418,263	337,573	674	1,532,380
貨幣換算		14,347	9,642	8,674	29	32,692
經調整		790,217	427,905	346,247	703	1,565,072

1 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

2 金融工具之公允價值變動包括不合資格對沖及衍生工具的債務估值調整。

3 包括與集團於2020年2月業務最新狀況報告中作出的削減風險加權資產承諾相關之損失。

4 包括軟件無形資產減值1.73億美元。

## 盈利公布 – 2020年第三季

### 列賬基準與經調整業績之對賬 – 環球業務 (續)

	註釋	截至2019年9月30日止季度 <sup>1</sup>				
		財富管理及 個人銀行 百萬美元	工商金融 百萬美元	環球銀行及 資本市場 百萬美元	企業中心 百萬美元	總計 百萬美元
收入	2					
列賬基準		6,084	3,764	3,527	(20)	13,355
貨幣換算		29	26	26	(5)	76
重大項目		117	10	(38)	(173)	(84)
– 客戶賠償計劃		108	9	—	1	118
– 出售、收購及於新業務之投資		4	—	—	—	4
– 金融工具之公允價值變動	3	—	—	(37)	(173)	(210)
– 重大項目之貨幣換算		5	1	(1)	(1)	4
經調整		6,230	3,800	3,515	(198)	13,347
預期信貸損失						
列賬基準		(451)	(410)	(26)	4	(883)
貨幣換算		24	9	6	1	40
經調整		(427)	(401)	(20)	5	(843)
營業支出						
列賬基準		(4,241)	(1,771)	(2,279)	144	(8,147)
貨幣換算		(29)	(17)	(40)	8	(78)
重大項目		433	20	47	120	620
– 結構性改革支出	4	—	1	7	27	35
– 客戶賠償計劃		469	16	4	(1)	488
– 重組架構及其他相關成本		13	3	35	89	140
– 與法律及監管事宜相關之和解開支及準備		(65)	—	—	1	(64)
– 重大項目之貨幣換算		16	—	1	4	21
經調整		(3,837)	(1,768)	(2,272)	272	(7,605)
應佔聯營及合資公司利潤						
列賬基準		7	—	—	505	512
貨幣換算		—	—	—	7	7
經調整		7	—	—	512	519
除稅前利潤						
列賬基準		1,399	1,583	1,222	633	4,837
貨幣換算		24	18	(8)	11	45
重大項目		550	30	9	(53)	536
– 收入		117	10	(38)	(173)	(84)
– 營業支出		433	20	47	120	620
經調整		1,973	1,631	1,223	591	5,418
客戶貸款 (淨額)						
列賬基準		422,503	341,396	252,713	1,221	1,017,833
貨幣換算		12,094	7,196	5,141	49	24,480
經調整		434,597	348,592	257,854	1,270	1,042,313
客戶賬項						
列賬基準		718,643	355,293	299,109	696	1,373,741
貨幣換算		15,195	8,012	7,944	37	31,188
經調整		733,838	363,305	307,053	733	1,404,929

1 可呈報類別已於2020年第二季變更，比較數字已相應重列。

2 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

3 包括不合資格對沖之公允價值變動及衍生工具的債務估值調整。

4 包括為英國退出歐盟作準備的相關支出。

## 資料摘要 – 地區

按地區呈列之重大項目分析如下。

### 列賬基準與經調整業績之對賬 – 地區

	註釋	截至2020年9月30日止九個月					
		歐洲 百萬美元	亞洲 百萬美元	中東及北非 百萬美元	北美洲 百萬美元	拉丁美洲 百萬美元	總計 百萬美元
<b>收入</b>	1						
列賬基準	2	13,465	20,904	2,002	4,887	2,323	38,672
重大項目		(140)	(36)	(1)	55	(8)	(130)
- 客戶賠償計劃		22	—	—	—	—	22
- 出售、收購及於新業務之投資		—	—	—	8	—	8
- 金融工具之公允值變動	3	(264)	(36)	(1)	(1)	(8)	(310)
- 重組架構及其他相關成本	4	102	—	—	48	—	150
<b>經調整</b>	2	13,325	20,868	2,001	4,942	2,315	38,542
<b>預期信貸損失</b>							
列賬基準		(3,238)	(1,962)	(721)	(873)	(849)	(7,643)
<b>經調整</b>		(3,238)	(1,962)	(721)	(873)	(849)	(7,643)
<b>營業支出</b>							
列賬基準	2	(13,159)	(9,773)	(1,192)	(3,998)	(1,355)	(24,568)
重大項目		1,555	48	65	517	30	2,215
- 客戶賠償計劃		53	—	—	—	—	53
- 商譽及其他無形資產減值		800	—	60	222	—	1,082
- 重組架構及其他相關成本	5	694	48	5	295	30	1,072
- 與法律及監管事宜相關之和解開支及準備		8	—	—	—	—	8
<b>經調整</b>	2	(11,604)	(9,725)	(1,127)	(3,481)	(1,325)	(22,353)
<b>應佔聯營及合資公司利潤</b>							
列賬基準		(44)	1,387	(415)	—	3	931
重大項目		—	—	462	—	—	462
- 商譽減值	6	—	—	462	—	—	462
<b>經調整</b>		(44)	1,387	47	—	3	1,393
<b>除稅前利潤 / (虧損)</b>							
列賬基準		(2,976)	10,556	(326)	16	122	7,392
重大項目		1,415	12	526	572	22	2,547
- 收入		(140)	(36)	(1)	55	(8)	(130)
- 營業支出		1,555	48	65	517	30	2,215
- 應佔聯營及合資公司利潤		—	—	462	—	—	462
<b>經調整</b>		(1,561)	10,568	200	588	144	9,939
<b>客戶貸款 (淨額)</b>							
列賬基準		398,181	484,125	29,307	110,394	19,333	1,041,340
<b>經調整</b>		398,181	484,125	29,307	110,394	19,333	1,041,340
<b>客戶賬項</b>							
列賬基準		593,172	732,367	40,815	177,478	24,882	1,568,714
<b>經調整</b>		593,172	732,367	40,815	177,478	24,882	1,568,714

1 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

2 由於有集團內公司之間的交易，有關金額並非各地區相加的總和。

3 包括不合資格對沖之公允值變動及衍生工具的債務估值調整。

4 包括與集團於2020年2月業務最新狀況報告中作出的削減風險加權資產承諾相關之損失。

5 包括軟件無形資產減值1.73億美元（軟件無形資產減值總計為13.2億美元），以及有形資產減值1.24億美元。

6 年內，滙豐的聯營公司沙地英國銀行因2019年與Alawwal bank合併而產生商譽減值。滙豐應佔的除稅後商譽減值為4.62億美元。

## 盈利公布 – 2020年第三季

### 列賬基準與經調整業績之對賬 – 地區 (續)

		截至2019年9月30日止九個月					
	註釋	歐洲 百萬美元	亞洲 百萬美元	中東及北非 百萬美元	北美洲 百萬美元	拉丁美洲 百萬美元	總計 百萬美元
收入	1						
列賬基準	2	13,481	23,174	2,946	4,984	2,579	42,727
貨幣換算	2	(53)	(62)	(9)	(23)	(491)	(605)
重大項目		(173)	20	(827)	12	8	(960)
- 客戶賠償計劃		118	—	—	—	—	118
- 出售、收購及於新業務之投資		—	—	(828)	4	1	(823)
- 金融工具之公允值變動	3	(295)	20	—	8	7	(260)
- 重大項目之貨幣換算		4	—	1	—	—	5
經調整	2	13,255	23,132	2,110	4,973	2,096	41,162
預期信貸損失							
列賬基準		(810)	(542)	(65)	(140)	(466)	(2,023)
貨幣換算		6	2	(2)	1	85	92
經調整		(804)	(540)	(67)	(139)	(381)	(1,931)
營業支出							
列賬基準	2	(13,633)	(9,795)	(1,052)	(3,799)	(1,454)	(25,296)
貨幣換算	2	25	77	15	14	278	376
重大項目		1,433	72	8	52	13	1,578
- 結構性改革支出	4	123	3	—	—	—	126
- 客戶賠償計劃		1,098	—	—	—	—	1,098
- 重組架構及其他相關成本		278	72	8	52	17	427
- 與法律及監管事宜相關之和解開支及準備		(65)	(1)	—	—	—	(66)
- 重大項目之貨幣換算		(1)	(2)	—	—	(4)	(7)
經調整	2	(12,175)	(9,646)	(1,029)	(3,733)	(1,163)	(23,342)
應佔聯營及合資公司利潤							
列賬基準		18	1,594	212	—	12	1,836
貨幣換算		1	(31)	—	—	(2)	(32)
經調整		19	1,563	212	—	10	1,804
除稅前利潤 / (虧損)							
列賬基準		(944)	14,431	2,041	1,045	671	17,244
貨幣換算		(21)	(14)	4	(8)	(130)	(169)
重大項目		1,260	92	(819)	64	21	618
- 收入		(173)	20	(827)	12	8	(960)
- 營業支出		1,433	72	8	52	13	1,578
經調整		295	14,509	1,226	1,101	562	17,693
客戶貸款 (淨額)							
列賬基準		377,153	478,015	28,091	111,963	22,611	1,017,833
貨幣換算		20,084	8,204	(701)	(420)	(2,687)	24,480
經調整		397,237	486,219	27,390	111,543	19,924	1,042,313
客戶賬項							
列賬基準		496,874	672,557	36,768	142,781	24,761	1,373,741
貨幣換算		25,650	10,001	(896)	(443)	(3,124)	31,188
經調整		522,524	682,558	35,872	142,338	21,637	1,404,929

- 1 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。
- 2 由於有集團內公司之間的交易，有關金額並非各地區相加的總和。
- 3 包括不合資格對沖之公允值變動及衍生工具的債務估值調整。
- 4 包括為英國退出歐盟作準備的相關支出。



列賬基準與經調整業績之對賬 – 地區 (續)

	註釋	截至2020年9月30日止季度					總計 百萬美元
		歐洲 百萬美元	亞洲 百萬美元	中東及北非 百萬美元	北美洲 百萬美元	拉丁美洲 百萬美元	
<b>收入</b>							
列賬基準	1						
列賬基準	2	4,489	6,324	623	1,482	746	11,927
重大項目		90	(2)	—	49	1	138
- 客戶賠償計劃		48	—	—	—	—	48
- 金融工具之公允值變動	3	(12)	(2)	—	2	1	(11)
- 重組架構及其他相關成本	4	54	—	—	47	—	101
<b>經調整</b>	2	4,579	6,322	623	1,531	747	12,065
<b>預期信貸損失</b>							
列賬基準		(353)	(144)	(110)	14	(192)	(785)
<b>經調整</b>		(353)	(144)	(110)	14	(192)	(785)
<b>營業支出</b>							
列賬基準	2	(4,058)	(3,343)	(429)	(1,503)	(445)	(8,041)
重大項目		224	30	24	333	19	630
- 客戶賠償計劃		3	—	—	—	—	3
- 商譽及其他無形資產減值		(184)	—	19	222	—	57
- 重組架構及其他相關成本	5	402	30	5	111	19	567
- 與法律及監管事宜相關之和解開支及準備		3	—	—	—	—	3
<b>經調整</b>	2	(3,834)	(3,313)	(405)	(1,170)	(426)	(7,411)
<b>應佔聯營及合資公司利潤</b>							
列賬基準		6	350	(384)	—	1	(27)
重大項目		—	—	462	—	—	462
- 商譽減值	6	—	—	462	—	—	462
<b>經調整</b>		6	350	78	—	1	435
<b>除稅前利潤 / (虧損)</b>							
列賬基準		84	3,187	(300)	(7)	110	3,074
重大項目		314	28	486	382	20	1,230
- 收入		90	(2)	—	49	1	138
- 營業支出		224	30	24	333	19	630
- 應佔聯營及合資公司利潤		—	—	462	—	—	462
<b>經調整</b>		398	3,215	186	375	130	4,304
<b>客戶貸款 (淨額)</b>							
列賬基準		398,181	484,125	29,307	110,394	19,333	1,041,340
<b>經調整</b>		398,181	484,125	29,307	110,394	19,333	1,041,340
<b>客戶賬項</b>							
列賬基準		593,172	732,367	40,815	177,478	24,882	1,568,714
<b>經調整</b>		593,172	732,367	40,815	177,478	24,882	1,568,714

1 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

2 由於有集團內公司之間之交易，有關金額並非各地區相加的總和。

3 包括不合資格對沖之公允值變動及衍生工具的債務估值調整。

4 包括與集團於2020年2月業務最新狀況報告中作出的削減風險加權資產承諾相關之損失。

5 包括有形資產減值1.24億美元。

6 季內，滙豐的聯營公司沙地英國銀行因2019年與Alawwal bank合併而產生商譽減值。滙豐應佔的除稅後商譽減值為4.62億美元。

## 盈利公布 – 2020年第三季

### 列賬基準與經調整業績之對賬 – 地區 (續)

	註釋	截至2020年6月30日止季度					
		歐洲 百萬美元	亞洲 百萬美元	中東及北非 百萬美元	北美洲 百萬美元	拉丁美洲 百萬美元	總計 百萬美元
收入	1						
列賬基準	2	4,556	7,021	689	1,701	714	13,059
貨幣換算	2	200	72	(3)	15	15	279
重大項目		2	64	—	21	8	95
– 客戶賠償計劃		(26)	—	—	—	—	(26)
– 出售、收購及於新業務之投資		—	—	—	1	—	1
– 金融工具之公允值變動	3	(23)	64	—	10	7	58
– 重組架構及其他相關成本	4	48	—	—	10	—	58
– 重大項目之貨幣換算		3	—	—	—	1	4
經調整	2	4,758	7,157	686	1,737	737	13,433
預期信貸損失							
列賬基準		(2,017)	(818)	(278)	(379)	(340)	(3,832)
貨幣換算		(84)	(13)	—	(5)	(16)	(118)
經調整		(2,101)	(831)	(278)	(384)	(356)	(3,950)
營業支出							
列賬基準	2	(5,139)	(3,146)	(394)	(1,188)	(430)	(8,675)
貨幣換算	2	(192)	(40)	2	(10)	(6)	(226)
重大項目		1,327	16	41	67	10	1,461
– 客戶賠償計劃		49	—	—	—	—	49
– 商譽減值		984	—	41	—	—	1,025
– 重組架構及其他相關成本	5	239	17	—	68	11	335
– 與法律及監管事宜相關之和解開支及準備		4	—	—	—	—	4
– 重大項目之貨幣換算		51	(1)	—	(1)	(1)	48
經調整	2	(4,004)	(3,170)	(351)	(1,131)	(426)	(7,440)
應佔聯營及合資公司利潤							
列賬基準		51	572	(87)	—	1	537
貨幣換算		2	14	—	—	—	16
經調整		53	586	(87)	—	1	553
除稅前利潤 / (虧損)							
列賬基準		(2,549)	3,629	(70)	134	(55)	1,089
貨幣換算		(74)	33	(1)	—	(7)	(49)
重大項目		1,329	80	41	88	18	1,556
– 收入		2	64	—	21	8	95
– 營業支出		1,327	16	41	67	10	1,461
經調整		(1,294)	3,742	(30)	222	(44)	2,596
客戶貸款 (淨額)							
列賬基準		378,729	474,739	29,615	115,813	19,785	1,018,681
貨幣換算		17,452	4,435	(275)	984	707	23,303
經調整		396,181	479,174	29,340	116,797	20,492	1,041,984
客戶賬項							
列賬基準		562,505	723,072	41,197	180,489	25,117	1,532,380
貨幣換算		25,896	5,292	(322)	1,132	694	32,692
經調整		588,401	728,364	40,875	181,621	25,811	1,565,072

1 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

2 由於有集團內公司之間的交易，有關金額並非各地區相加的總和。

3 包括不合資格對沖之公允值變動及衍生工具的債務估值調整。

4 包括與集團於2020年2月業務最新狀況報告中作出的削減風險加權資產承諾相關之損失。

5 包括軟件無形資產減值1.73億美元。

列賬基準與經調整業績之對賬 – 地區

截至2019年9月30日止季度							
	註釋	歐洲 百萬美元	亞洲 百萬美元	中東及北非 百萬美元	北美洲 百萬美元	拉丁美洲 百萬美元	總計 百萬美元
收入	1						
列賬基準	2	4,229	7,715	703	1,619	679	13,355
貨幣換算	2	193	36	(12)	(4)	(135)	76
重大項目		(66)	(20)	—	4	(2)	(84)
– 客戶賠償計劃		118	—	—	—	—	118
– 出售、收購及於新業務之投資		—	—	—	4	—	4
– 金融工具之公允值變動	3	(188)	(20)	—	—	(2)	(210)
– 重大項目之貨幣換算		4	—	—	—	—	4
經調整	2	4,356	7,731	691	1,619	542	13,347
預期信貸損失							
列賬基準		(274)	(282)	(16)	(80)	(231)	(883)
貨幣換算		(7)	(2)	(1)	—	50	40
經調整		(281)	(284)	(17)	(80)	(181)	(843)
營業支出							
列賬基準	2	(4,389)	(3,305)	(358)	(1,240)	(445)	(8,147)
貨幣換算	2	(183)	(4)	8	3	96	(78)
重大項目		570	27	3	17	3	620
– 結構性改革支出	4	33	2	—	—	—	35
– 客戶賠償計劃		488	—	—	—	—	488
– 重組架構及其他相關成本		89	25	3	18	5	140
– 與法律及監管事宜相關之和解開支及準備		(64)	—	—	—	—	(64)
– 重大項目之貨幣換算		24	—	—	(1)	(2)	21
經調整	2	(4,002)	(3,282)	(347)	(1,220)	(346)	(7,605)
應佔聯營及合資公司利潤							
列賬基準		10	523	(24)	—	3	512
貨幣換算		1	7	—	—	(1)	7
經調整		11	530	(24)	—	2	519
除稅前利潤 / (虧損)							
列賬基準		(424)	4,651	305	299	6	4,837
貨幣換算		4	37	(5)	(1)	10	45
重大項目		504	7	3	21	1	536
– 收入		(66)	(20)	—	4	(2)	(84)
– 營業支出		570	27	3	17	3	620
經調整		84	4,695	303	319	17	5,418
客戶貸款 (淨額)							
列賬基準		377,153	478,015	28,091	111,963	22,611	1,017,833
貨幣換算		20,084	8,204	(701)	(420)	(2,687)	24,480
經調整		397,237	486,219	27,390	111,543	19,924	1,042,313
客戶賬項							
列賬基準		496,874	672,557	36,768	142,781	24,761	1,373,741
貨幣換算		25,650	10,001	(896)	(443)	(3,124)	31,188
經調整		522,524	682,558	35,872	142,338	21,637	1,404,929

1 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

2 由於有集團內公司之間的交易，有關金額並非各地區相加的總和。

3 包括不合資格對沖之公允值變動及衍生工具的債務估值調整。

4 包括為英國退出歐盟作準備的相關支出。

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## 優先股股息

6.2厘非累積A系列美元優先股（「A系列美元優先股」）的季度股息為每股15.5美元，相等於每股A系列美國預託股份（每股代表四十分之一股A系列美元優先股）派發股息0.3875美元，而A系列英鎊優先股的季度股息則為每股0.01英鎊，分別於2020年3月15日、6月15日、9月15日及12月15日就截至當日止季度派發予持有人，有關宣派乃由滙豐控股有限公司董事會全權酌情決定。據此，滙豐控股有限公司董事會已批准季度股息將於2020年12月15日派發予2020年11月30日登記在冊的持有人。

代表

滙豐控股有限公司

集團公司秘書長及管治總監

戴愛蘭 謹啟

於本公告發表之日，滙豐控股有限公司董事會成員包括：杜嘉祺\*、史美倫†、卡斯特†、傅偉思†、古肇華†、利蘊蓮†、麥浩智†、苗凱婷†、梅愛苓†、聶德偉†、祈耀年、邵偉信、戴國良†及梅爾莫†。

\* 集團非執行主席

† 獨立非執行董事



## 詞彙及簡稱

2019年上半年	2019年上半年
2020年上半年	2020年上半年
2019年第一季	2019年第一季
2020年第一季	2020年第一季
2019年第二季	2019年第二季
2020年第二季	2020年第二季
2019年第三季	2019年第三季
2020年第三季	2020年第三季
2019年第四季	2019年第四季
2020年第四季	2020年第四季
2019年首九個月	截至2019年9月30日止九個月
2020年首九個月	截至2020年9月30日止九個月
付息資產平均值	付息資產平均值
交通銀行	全名交通銀行股份有限公司，中國規模最大的銀行之一
基點	一個基點等於百分之一個百分點
資產負債管理	資產負債管理業務
信貸及貸款	信貸及貸款業務
普通股權一級	普通股權一級
工商金融	工商金融業務，為滙豐環球業務之一
主要經營決策者	主要經營決策者
企業中心	企業中心的賬項包括中央財資業務、既有業務、於聯營及合資公司之權益、統籌管理成本，以及英國銀行徵費
資本規例2	經修訂之《資本規定規例及指引》（已採用）
逾期日數	逾期日數
歐洲銀行管理局	歐洲銀行管理局
預期信貸損失	預期信貸損失。在收益表中，預期信貸損失列賬為預期信貸損失及其他信貸減值準備變動。在資產負債表中，預期信貸損失列賬為僅已應用IFRS 9減值規定的金融工具之準備
環境、社會及管治	環境、社會及管治
等同全職僱員	等同全職僱員
按公允值計入其他全面收益	按公允值計入其他全面收益
環球銀行及資本市場	環球銀行及資本市場業務，為滙豐一項環球業務
集團行政委員會	集團行政委員會
環球資金管理	環球資金管理業務
環球私人銀行	環球私人銀行業務，過去為滙豐一項環球業務，現為財富管理及個人銀行業務的一部分
集團	滙豐控股連同其附屬業務
環球貿易及融資	環球貿易及融資業務
香港	中華人民共和國香港特別行政區
滙豐	滙豐控股連同其附屬業務
英國滙豐銀行	全名HSBC Bank plc（英國滙豐銀行有限公司），亦稱為非分隔運作銀行
滙豐控股	全名HSBC Holdings plc（滙豐控股有限公司），滙豐的母公司
HSBC UK	HSBC UK Bank plc，亦稱為分隔運作銀行
IAS	《國際會計準則》
IFRS	《國際財務報告準則》
內部評級基準	內部評級基準
合資公司	合資公司
流動資金覆蓋比率	流動資金覆蓋比率
違責損失率	違責損失率
中國內地	中華人民共和國（不包括香港及澳門的部分）
中東及北非	中東及北非
營業收益淨額	未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入
淨利息收益率	淨利息收益率
購入或承辦信貸已減值之金融資產	購入或承辦信貸已減值之金融資產
審慎監管局	英國審慎監管局
零售銀行及財富管理	零售銀行及財富管理業務，過去為滙豐一項環球業務，現為財富管理及個人銀行業務的一部分
收入	未扣除預期信貸損失之營業收益淨額
股東權益回報	股東權益回報
有形股本回報率	平均有形股本回報率
風險加權資產	風險加權資產
沙地英國銀行	沙地英國銀行
服務公司集團	因應英國的分隔運作方案而另行成立的一組服務公司
財富管理及個人銀行	財富管理及個人銀行業務，為滙豐一項環球業務
百萬美元 / 十億美元 / 萬億美元	百萬美元 / 十億美元 / 萬億美元。我們以美元列賬

註冊辦事處及集團總管理處：8 Canada Square, London E14 5HQ, United Kingdom

網址：www.hsbc.com

英格蘭註冊有限公司。註冊編號 617987

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**滙豐控股有限公司**

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英格蘭註冊有限公司  
註冊編號 617987

## HSBC HOLDINGS PLC

### Data Pack

### 3Q 2020

The financial information on which this supplement is based is unaudited and has been prepared in accordance with HSBC's significant accounting policies as described in the *Annual Report and Accounts 2019*. The financial information does not constitute financial statements prepared in accordance with International Financial Reporting Standards ('IFRSs'), is not complete and should be read in conjunction with the *Annual Report and Accounts 2019*, the *Interim Report 2020*, and other reports and financial information published by HSBC.

Unless stated otherwise, all information is on a reported basis. Where disclosed, adjusted performance information is computed by adjusting reported results for the effects of foreign currency translation differences and significant items, which both distort period-on-period comparisons. We consider adjusted performance provides useful information for investors by aligning internal and external reporting, identifying and quantifying items management believes to be significant, and providing insight into how management assesses period-on-period performance.

'Significant items' refers collectively to the items that management and investors would ordinarily identify and consider separately to improve the understanding of the underlying trends in the business.

The quarterly comparatives are translated at average 3Q20 exchange rates for the income statement or at the prevailing rates of exchange on 30 September 2020 for the balance sheet. The yearly comparatives are translated at average FY19 exchange rates for the income statement or at the prevailing rates of exchange on 31 December 2019 for the balance sheet.

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# HSBC

## HSBC Holdings plc consolidated

### Reported (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Net interest income	6,450	6,897	7,612	7,654	7,568	30,462
Net fee income	2,981	2,803	3,123	2,938	2,961	12,023
Other operating income	2,496	3,359	2,951	2,779	2,826	13,613
<b>Net operating income before change in expected credit losses and other credit impairment charges<sup>1</sup></b>	<b>11,927</b>	<b>13,059</b>	<b>13,686</b>	<b>13,371</b>	<b>13,355</b>	<b>56,098</b>
Change in expected credit losses and other credit impairment charges	(785)	(3,832)	(3,026)	(733)	(883)	(2,756)
Total operating expenses <sup>1</sup>	(8,041)	(8,675)	(7,852)	(17,053)	(8,147)	(42,349)
<i>of which: staff expenses</i>	<i>(4,483)</i>	<i>(4,206)</i>	<i>(4,308)</i>	<i>(4,545)</i>	<i>(4,202)</i>	<i>(18,002)</i>
Share of profit in associates and joint ventures	(27)	537	421	518	512	2,354
<b>Profit/(loss) before tax</b>	<b>3,074</b>	<b>1,089</b>	<b>3,229</b>	<b>(3,897)</b>	<b>4,837</b>	<b>13,347</b>
Tax expense	(1,035)	(472)	(721)	(1,127)	(1,042)	(4,639)
Profit/(loss) after tax	2,039	617	2,508	(5,024)	3,795	8,708
Profit/(loss) attributable to:						
- ordinary shareholders of the parent company ("PAOS")	1,359	192	1,785	(5,509)	2,971	5,969
- preference shareholders of the parent company	22	23	22	23	22	90
- other equity holders of the parent company	449	176	441	176	484	1,324
- non-controlling interests	209	226	260	286	318	1,325
(Increase)/decrease in present value of in-force insurance business ("PVIF") (net of tax)	(252)	(56)	(254)	42	(652)	(1,248)
Impairment of goodwill and other intangible assets (net of tax)	2	1,154	—	7,349	—	7,349
PAOS net of PVIF and goodwill impairment	1,109	1,290	1,531	1,882	2,319	12,070

### Reported significant items - Totals (\$m)

Revenue	(138)	(91)	359	(276)	88	689
ECL	—	—	—	—	—	—
Operating expenses	(630)	(1,413)	(172)	(7,969)	(599)	(9,554)
Share of profit in associates and joint ventures	(462)	—	—	—	—	—

### Adjusted (\$m)

<b>Net operating income before change in expected credit losses and other credit impairment charges<sup>1</sup></b>	<b>12,065</b>	<b>13,433</b>	<b>13,323</b>	<b>13,592</b>	<b>13,347</b>	<b>55,409</b>
<i>of which: net interest income</i>	<i>6,497</i>	<i>7,007</i>	<i>7,609</i>	<i>7,656</i>	<i>7,691</i>	<i>30,619</i>
<i>of which: net fee income</i>	<i>2,982</i>	<i>2,863</i>	<i>3,149</i>	<i>2,952</i>	<i>2,988</i>	<i>12,023</i>
Change in expected credit losses and other credit impairment charges	(785)	(3,950)	(3,017)	(691)	(843)	(2,756)
Total operating expenses <sup>1</sup>	(7,411)	(7,440)	(7,711)	(9,055)	(7,605)	(32,795)
Share of profit in associates and joint ventures	435	553	424	526	519	2,354
<b>Profit/(loss) before tax</b>	<b>4,304</b>	<b>2,596</b>	<b>3,019</b>	<b>4,372</b>	<b>5,418</b>	<b>22,212</b>



# HSBC

## HSBC Holdings plc consolidated

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Earnings metrics</b>						
Return on equity (annualised)	3.2 %	0.5 %	4.4 %	(13.3)%	7.0 %	3.6 %
Return on tangible equity (annualised)	2.9 %	3.5 %	4.2 %	5.2 %	6.4 %	8.4 %
Earnings per share (\$)	0.07	0.01	0.09	(0.27)	0.15	0.30
Adjusted ECL / average gross loans (annualised)	1.49 %	1.15 %	0.26 %	0.32 %	0.21 %	0.27 %
<b>Dividends</b>						
Dividends per share - declared in respect of the period (\$) <sup>2</sup>	—	—	—	—	0.10	0.30
Dividends paid during the period, net of scrip (\$m)	—	—	—	1,672	2,864	7,582
Value of scrip issued during period (\$m)	—	—	—	357	1,170	2,687
<b>Revenue significant items (\$m)</b>						
Customer redress programmes	(48)	26	—	(45)	(118)	(163)
Disposals, acquisitions and investment in new businesses	—	(1)	(7)	(55)	(4)	768
Fair value movements on financial instruments	11	(58)	357	(176)	210	84
Restructuring and other related costs	(101)	(58)	9	—	—	—
<b>Cost significant items (\$m)</b>						
Costs of structural reform	—	—	—	(32)	(35)	(158)
Customer redress programmes	(3)	(49)	(1)	(183)	(488)	(1,281)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(57)	(1,025)	—	(7,349)	—	(7,349)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(567)	(335)	(170)	(400)	(140)	(827)
Settlements and provisions in connection with legal and regulatory matters	(3)	(4)	(1)	(5)	64	61
<b>Share of profit in associates and joint ventures significant items (\$m)</b>						
Impairment of goodwill	(462)	—	—	—	—	—
<b>Reconciling items - Currency translation on reported items- Totals (\$m)</b>						
Revenue		279	(3)	(54)	76	
ECL		(118)	9	42	40	
Operating expenses		(226)	(32)	12	(78)	
Share of profit in associates and joint ventures		16	3	8	7	
Currency translation on revenue significant items		(4)	1	1	(4)	
Currency translation on operating expense significant items		(48)	(1)	(17)	(21)	
Currency translation on share of profit in associates and joint ventures significant items		—	—	—	—	

1 The difference between the consolidated group result and the sum of geographical regions is attributable to inter-segment eliminations and goodwill impairment recognised on the Global Banking and Markets cash-generating unit, which is monitored on a global basis.

2 On 31st March 2020, HSBC announced the cancellation of the fourth 2019 interim dividend.

**HSBC**  
**HSBC Holdings plc consolidated**

	Balance sheet date					Balance sheet date	
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19	
<b>Assets - reported (\$m)</b>							
Cash and balances at central banks	285,508	249,673	187,386	154,099	151,184	154,099	
Items in the course of collection from other banks	6,165	6,289	4,649	4,956	7,288	4,956	
Hong Kong Government certificates of indebtedness	40,086	39,519	38,704	38,380	36,306	38,380	
Trading assets	222,355	208,964	215,634	254,271	243,905	254,271	
Financial assets designated and otherwise mandatorily measured at fair value through profit or loss	44,253	41,785	40,650	43,627	41,410	43,627	
Derivatives	294,678	313,781	371,283	242,995	283,945	242,995	
Loans and advances to banks	83,854	77,015	84,547	69,203	70,799	69,203	
Loans and advances to customers (net)	1,041,340	1,018,681	1,040,282	1,036,743	1,017,833	1,036,743	
Reverse repurchase agreements – non-trading	221,179	226,345	222,774	240,862	214,837	240,862	
Financial investments	475,302	494,109	446,668	443,312	429,501	443,312	
Prepayments, accrued income and other assets	191,040	197,425	216,224	136,680	176,278	136,680	
Current tax assets	734	821	740	755	771	755	
Interests in associates and joint ventures	25,087	24,800	24,547	24,474	23,560	24,474	
Goodwill and intangible assets	20,162	19,438	20,146	20,163	26,362	20,163	
Deferred tax assets	4,192	4,153	3,576	4,632	4,368	4,632	
<b>Total assets</b>	<b>2,955,935</b>	<b>2,922,798</b>	<b>2,917,810</b>	<b>2,715,152</b>	<b>2,728,347</b>	<b>2,715,152</b>	
<b>Liabilities - reported (\$m)</b>							
Hong Kong currency notes in circulation	40,086	39,519	38,704	38,380	36,306	38,380	
Deposits by banks	91,739	82,715	75,504	59,022	63,439	59,022	
Customer accounts	1,568,714	1,532,380	1,440,529	1,439,115	1,373,741	1,439,115	
Repurchase agreements - non-trading	118,844	112,799	150,243	140,344	135,581	140,344	
Items in the course of transmission to other banks	14,389	6,296	4,710	4,817	6,929	4,817	
Trading liabilities	80,338	79,612	74,410	83,170	89,378	83,170	
Financial liabilities designated at fair value	156,459	156,608	155,184	164,466	164,698	164,466	
Derivatives	285,239	303,059	356,616	239,497	278,374	239,497	
Debt securities in issue	102,406	110,114	99,410	104,555	98,486	104,555	
Accruals, deferred income and other liabilities	163,912	173,181	196,244	118,156	157,083	118,156	
Current tax liabilities	1,274	1,141	914	2,150	1,958	2,150	
Liabilities under insurance contracts	102,708	98,832	94,979	97,439	94,867	97,439	
Provisions	3,297	3,209	3,190	3,398	3,418	3,398	
Deferred tax liabilities	4,490	4,491	5,262	3,375	3,298	3,375	
Subordinated liabilities	21,779	23,621	23,640	24,600	23,004	24,600	
<b>Total liabilities</b>	<b>2,755,674</b>	<b>2,727,577</b>	<b>2,719,539</b>	<b>2,522,484</b>	<b>2,530,560</b>	<b>2,522,484</b>	

## HSBC

### HSBC Holdings plc consolidated

#### Equity -- reported (\$m)

Called up share capital	10,346	10,346	10,345	10,319	10,292	10,319
Share premium account	14,274	14,268	14,263	13,959	13,931	13,959
Other equity instruments	20,914	20,914	20,914	20,871	22,367	20,871
Other reserves	3,622	(301)	(2,250)	2,128	(151)	2,128
Retained earnings	142,748	141,809	146,499	136,678	143,078	136,678
<b>Total shareholders' equity</b>	<b>191,904</b>	<b>187,036</b>	<b>189,771</b>	<b>183,955</b>	<b>189,517</b>	<b>183,955</b>
Non-controlling interests	8,357	8,185	8,500	8,713	8,270	8,713
<b>Total equity</b>	<b>200,261</b>	<b>195,221</b>	<b>198,271</b>	<b>192,668</b>	<b>197,787</b>	<b>192,668</b>
<b>Total liabilities and equity</b>	<b>2,955,935</b>	<b>2,922,798</b>	<b>2,917,810</b>	<b>2,715,152</b>	<b>2,728,347</b>	<b>2,715,152</b>

#### Other balance sheet data - reported (\$m)

Loans and advances to customers (gross)	1,055,043	1,031,908	1,050,667	1,045,475	1,026,414	1,045,475
Risk-weighted assets <sup>1</sup>	857,024	854,552	857,078	843,395	865,238	843,395
Total shareholders' equity	191,904	187,036	189,771	183,955	189,517	183,955
AT1 capital	(20,914)	(20,914)	(20,914)	(20,871)	(22,367)	(20,871)
Preference shares	(1,405)	(1,405)	(1,405)	(1,405)	(1,405)	(1,405)
Perpetual capital securities	—	—	—	—	—	—
<b>Ordinary shareholders' equity ("NAV")</b>	<b>169,585</b>	<b>164,717</b>	<b>167,452</b>	<b>161,679</b>	<b>165,745</b>	<b>161,679</b>
Goodwill, PVIF and other intangibles (net of deferred tax)	(17,325)	(16,838)	(17,433)	(17,535)	(23,913)	(17,535)
<b>Tangible equity ("TNAV")</b>	<b>152,260</b>	<b>147,879</b>	<b>150,019</b>	<b>144,144</b>	<b>141,832</b>	<b>144,144</b>

	Year to date					Year ended
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Average TNAV</b>	<b>148,700</b>	<b>148,015</b>	<b>147,082</b>	<b>142,847</b>	<b>142,763</b>	<b>142,847</b>
Fair value of own debt, DVA and other adjustments	(260)	(852)	(373)	1,032	529	1,032
<b>Average TNAV excluding fair value of own debt, DVA and other adjustments (RoTE TNAV)</b>	<b>148,440</b>	<b>147,163</b>	<b>146,709</b>	<b>143,879</b>	<b>143,292</b>	<b>143,879</b>

# HSBC

## HSBC Holdings plc consolidated

### Adjusted balance sheet data - at most recent balance sheet FX rates (\$m)

	Balance sheet date				Balance sheet date	
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (net)	1,041,340	1,041,984	1,071,522	1,029,686	1,042,313	1,036,743
Customer accounts	1,568,714	1,565,072	1,477,893	1,428,898	1,404,929	1,439,115
Risk-weighted assets <sup>1</sup>	857,024	868,752	875,677	834,980	873,313	843,395

### Regulatory capital - Transitional basis (\$m)

Common equity tier 1 capital	133,383	128,446	125,218	123,966	123,791	123,966
Additional tier 1 capital	24,027	24,031	24,026	24,393	25,886	24,393
Tier 2 capital	24,424	24,765	24,713	23,791	25,446	23,791
Total regulatory capital	181,834	177,242	173,957	172,150	175,123	172,150

### Regulatory capital - end-point basis (\$m)

Common equity tier 1 capital	133,383	128,446	125,218	123,966	123,791	123,966
Additional tier 1 capital	20,910	20,914	20,909	20,870	22,363	20,870
Tier 2 capital	14,861	15,021	15,001	14,473	15,984	14,473
Total regulatory capital	169,154	164,381	161,128	159,309	162,138	159,309

### Capital ratios - transitional basis

Common equity tier 1 ratio	15.6 %	15.0 %	14.6 %	14.7 %	14.3 %	14.7 %
Tier 1 ratio	18.4 %	17.8 %	17.4 %	17.6 %	17.3 %	17.6 %
Total capital ratio	21.2 %	20.7 %	20.3 %	20.4 %	20.2 %	20.4 %

### Capital ratios - end-point basis

Common equity tier 1 ratio	15.6 %	15.0 %	14.6 %	14.7 %	14.3 %	14.7 %
Tier 1 ratio	18.0 %	17.5 %	17.0 %	17.2 %	16.9 %	17.2 %
Total capital ratio	19.7 %	19.2 %	18.8 %	18.9 %	18.7 %	18.9 %
Leverage exposures (\$m)	2,857,360	2,801,386	2,782,705	2,726,543	2,708,219	2,726,543
Leverage Ratio	5.4 %	5.3 %	5.3 %	5.3 %	5.4 %	5.3 %

## HSBC

### HSBC Holdings plc consolidated

#### Balance sheet metrics

NAV / share (\$) at the end of the period	\$8.41	\$8.17	\$8.30	\$8.00	\$8.21	\$8.00
TNAV / share (\$) at the end of the period	\$7.55	\$7.34	\$7.44	\$7.13	\$7.02	\$7.13

#### Ordinary \$0.50 shares

Basic number of ordinary shares in issue (m)	20,173	20,162	20,172	20,206	20,191	20,206
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	Quarter ended					Year ended
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Ordinary shares issued during the period (m)	1	1	52	55	156	413
<i>of which scrip</i>	—	—	—	46	155	342
Shares bought back during the period (m)	—	—	—	—	(136)	(136)
Other movements in basic number of ordinary shares during the period	3	(11)	(86)	(40)	(50)	(52)
Average basic number of ordinary shares outstanding during the period (m)	20,166	20,190	20,161	20,433	20,201	20,158

#### Balance sheet data - significant items- Totals (\$m)

Risk-weighted assets - disposals	—	—	—	—	(814)	—
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#### Balance sheet data - currency translation on reported items- Totals (\$m)

Loans and advances to customers (net)		23,303	31,240	(7,057)	24,480	
Customer accounts		32,692	37,364	(10,217)	31,188	
Risk-weighted assets <sup>1</sup>		14,200	18,599	(8,415)	8,889	

<sup>1</sup> Risk-weighted assets figures presented in the data pack are calculated using the EU's regulatory transitional arrangements for IFRS 9 in article 473a of the Capital Requirements Regulation.



# HSBC

## HSBC Holdings plc

### Net Interest Margin

#### Average balances during period (\$m)

	Quarter to date					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Short-term funds and loans and advances to banks	332,291	286,614	224,505	216,741	200,141	212,920
Loans and advances to customers	1,051,522	1,047,307	1,036,554	1,038,625	1,023,422	1,021,554
Reverse repurchase agreements – non-trading	217,516	211,848	232,455	216,353	221,009	224,942
Financial investments	481,113	467,079	435,609	426,054	428,057	417,939
Other interest-earning assets	59,012	65,330	62,579	47,823	47,326	45,467
<b>Total interest-earning assets</b>	<b>2,141,454</b>	<b>2,078,178</b>	<b>1,991,702</b>	<b>1,945,596</b>	<b>1,919,955</b>	<b>1,922,822</b>

#### Interest income during period (\$m)

Short-term funds and loans and advances to banks	257	277	483	524	602	2,411
Loans and advances to customers	6,750	7,444	8,534	8,697	9,048	35,578
Reverse repurchase agreements – non-trading	256	384	908	835	1,220	4,690
Financial investments	1,895	2,048	2,403	2,500	2,823	10,705
Other interest-earning assets	297	219	300	673	23	1,311
<b>Total</b>	<b>9,455</b>	<b>10,372</b>	<b>12,628</b>	<b>13,229</b>	<b>13,716</b>	<b>54,695</b>

#### Average balances during period (\$m)

Deposits by banks	64,908	66,641	56,890	53,930	53,687	52,515
Customer accounts	1,289,726	1,228,367	1,178,914	1,175,998	1,145,175	1,149,483
Repurchase agreements – non-trading	115,148	122,228	156,767	135,341	167,684	160,850
Debt securities in issue – non-trading	221,507	224,735	221,774	219,806	214,531	211,229
Other interest-bearing liabilities	76,861	80,124	74,389	63,644	57,725	59,980
<b>Total interest-bearing liabilities</b>	<b>1,768,150</b>	<b>1,722,095</b>	<b>1,688,734</b>	<b>1,648,719</b>	<b>1,638,802</b>	<b>1,634,057</b>
Non-interest bearing current accounts	272,658	266,841	237,514	229,763	223,823	227,651

#### Interest expense during period (\$m)

Deposits by banks	47	92	134	123	209	702
Customer accounts	1,292	1,670	2,400	2,722	2,879	11,238
Repurchase agreements – non-trading	103	130	624	600	1,103	4,023
Debt securities in issue – non-trading	1,182	1,257	1,462	1,548	1,613	6,522
Other interest-bearing liabilities	381	326	396	582	344	1,748
<b>Total</b>	<b>3,005</b>	<b>3,475</b>	<b>5,016</b>	<b>5,575</b>	<b>6,148</b>	<b>24,233</b>

#### Net interest margin (%)

	1.20 %	1.33 %	1.54 %	1.56 %	1.56 %	1.58 %
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**Reported (\$m)**

Net interest income	3,478	3,689	4,368	4,392	4,315	17,423
Net fee income	1,391	1,224	1,467	1,351	1,414	5,635
Other operating income/(expense)	540	743	(221)	571	355	2,494
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>5,409</b>	<b>5,656</b>	<b>5,614</b>	<b>6,314</b>	<b>6,084</b>	<b>25,552</b>
Change in expected credit losses and other credit impairment charges	(343)	(1,094)	(1,108)	(425)	(451)	(1,437)
Total operating expenses	(3,871)	(3,745)	(3,824)	(4,682)	(4,241)	(17,351)
of which: staff expenses	(1,438)	(1,322)	(1,453)	(1,552)	(1,423)	(5,882)
Share of profit in associates and joint ventures	10	(4)	(4)	5	7	55
<b>Profit/(loss) before tax</b>	<b>1,205</b>	<b>813</b>	<b>678</b>	<b>1,212</b>	<b>1,399</b>	<b>6,819</b>

**Reported Significant items - Totals (\$m)**

Revenue	(32)	26	(7)	(95)	(112)	(214)
ECL	—	—	—	—	—	—
Operating expenses	(189)	(215)	(8)	(718)	(417)	(1,806)
Share of profit in associates and joint ventures	—	—	—	—	—	—

**Adjusted (\$m)**

<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>5,441</b>	<b>5,743</b>	<b>5,609</b>	<b>6,387</b>	<b>6,230</b>	<b>25,766</b>
of which: net interest income	3,509	3,736	4,361	4,410	4,430	17,574
of which: net fee income	1,391	1,247	1,472	1,355	1,424	5,635
Change in expected credit losses and other credit impairment charges	(343)	(1,128)	(1,093)	(389)	(427)	(1,437)
Total operating expenses	(3,682)	(3,617)	(3,822)	(3,942)	(3,837)	(15,545)
Share of profit in associates and joint ventures	10	(4)	(4)	4	7	55
<b>Profit/(loss) before tax</b>	<b>1,426</b>	<b>994</b>	<b>690</b>	<b>2,060</b>	<b>1,973</b>	<b>8,839</b>

**Earnings metrics - adjusted**

Return on tangible equity (annualised, YTD) <sup>1</sup>	7.6 %	6.0 %	2.1 %	19.7 %	17.9 %	19.7 %
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**Balance sheet - reported (\$m)**

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	464,193	434,000	429,462	446,269	425,609	446,269
Loans and advances to customers (net)	459,516	429,487	425,692	443,025	422,503	443,025
Total external assets	851,093	814,719	760,446	772,139	735,410	772,139
Customer accounts	793,612	775,870	749,294	753,769	718,643	753,769
Risk-weighted assets	173,160	161,744	161,095	162,627	161,543	162,627

**Adjusted balance sheet data - at most recent balance sheet date FX rates (\$m)**

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (net)	459,516	440,648	439,920	439,979	434,597	443,025
Customer accounts	793,612	790,217	765,980	748,897	733,838	753,769
Risk-weighted assets	173,160	164,469	164,428	160,466	162,643	162,627

**Management View of Adjusted Revenue - at originally reported average FX rates (\$m)**

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Retail Banking</b>	<b>2,999</b>	<b>3,063</b>	<b>3,831</b>	<b>3,989</b>	<b>3,981</b>	<b>15,840</b>
Net interest income	2,686	2,818	3,482	3,570	3,571	14,107
Non-interest income	313	245	349	419	410	1,733
<b>Wealth Management</b>	<b>2,160</b>	<b>2,183</b>	<b>1,423</b>	<b>2,107</b>	<b>1,948</b>	<b>8,594</b>
- Investment distribution	872	719	883	720	839	3,269
- Life insurance manufacturing	601	793	(206)	677	395	2,455
- Private Banking	418	410	511	452	472	1,848
Net interest income	142	159	213	217	220	878
Non-interest income	276	251	298	235	252	970
- Asset management	269	261	235	258	242	1,022
Other	93	139	126	208	171	814
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	189	245	241	105	96	518
<b>Net operating income</b>	<b>5,441</b>	<b>5,630</b>	<b>5,621</b>	<b>6,409</b>	<b>6,196</b>	<b>25,766</b>

**Management View of Adjusted Revenue - at most recent period average FX rates (\$m)**

<b>Retail Banking</b>	<b>2,999</b>	<b>3,133</b>	<b>3,820</b>	<b>3,956</b>	<b>3,990</b>	<b>15,840</b>
Net interest income	2,686	2,882	3,475	3,546	3,585	14,107
Non-interest income	313	251	345	410	405	1,733
<b>Wealth Management</b>	<b>2,160</b>	<b>2,214</b>	<b>1,425</b>	<b>2,126</b>	<b>1,983</b>	<b>8,594</b>
- Investment distribution	872	726	885	721	844	3,269
- Life insurance manufacturing	601	800	(217)	681	408	2,455
- Private Banking	418	420	520	463	485	1,848
Net interest income	142	163	217	221	227	878
Non-interest income	276	257	303	242	258	970
- Asset management	269	268	237	261	246	1,022
Other	93	148	126	204	171	814
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	189	248	238	101	86	518
<b>Net operating income</b>	<b>5,441</b>	<b>5,743</b>	<b>5,609</b>	<b>6,387</b>	<b>6,230</b>	<b>25,766</b>

## HSBC

### Wealth and Personal Banking

#### Reported revenue significant items (\$m)

Customer redress programmes	(31)	26	—	(47)	(108)	(155)
Disposals, acquisitions and investment in new businesses	(1)	—	(7)	(48)	(4)	(52)
Fair value movement on financial instruments	—	—	—	—	—	(7)
Restructuring and other related costs	—	—	—	—	—	—

#### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	4	(48)	(1)	(180)	(469)	(1,264)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(224)	(85)	—	(431)	—	(431)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	31	(82)	(7)	(110)	(13)	(180)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	3	65	69

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### Reported Balance sheet data - significant items- Totals (\$m)

Risk-weighted assets - disposals	—	—	—	—	—	—
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#### Reconciling items - Currency translation on reported items- Totals (\$m)

Revenue		113	(12)	(22)	29	
ECL		(34)	15	36	24	
Operating expenses		(95)	(6)	20	(29)	
Share of profit in associates and joint ventures		—	—	(1)	—	
Currency translation on revenue significant items		—	—	—	(5)	
Currency translation on operating expense significant items		(8)	—	(2)	(16)	
Currency translation on share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		11,161	14,228	(3,046)	12,094	
Customer accounts		14,347	16,686	(4,872)	15,195	
Risk-weighted assets		2,725	3,333	(2,161)	1,100	

1 RoTE excluding significant items and UK bank levy (%).

**HSBC**  
**Commercial Banking**

**Reported (\$m)**

Net interest income	2,208	2,287	2,596	2,722	2,735	11,050
Net fee income	787	734	896	790	827	3,390
Other operating income	153	246	241	168	202	816
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>3,148</b>	<b>3,267</b>	<b>3,733</b>	<b>3,680</b>	<b>3,764</b>	<b>15,256</b>
Change in expected credit losses and other credit impairment charges	(354)	(2,151)	(1,375)	(286)	(410)	(1,192)
Total operating expenses	(1,587)	(1,698)	(1,699)	(4,766)	(1,771)	(9,905)
of which: staff expenses	(619)	(577)	(621)	(646)	(624)	(2,531)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>1,207</b>	<b>(582)</b>	<b>659</b>	<b>(1,372)</b>	<b>1,583</b>	<b>4,159</b>

**Reported Significant items - Totals (\$m)**

Revenue	(17)	—	—	2	(9)	(11)
ECL	—	—	—	—	—	—
Operating expenses	48	(105)	(2)	(2,982)	(20)	(3,028)
Share of profit in associates and joint ventures	—	—	—	—	—	—

**Adjusted (\$m)**

<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>3,165</b>	<b>3,343</b>	<b>3,743</b>	<b>3,668</b>	<b>3,800</b>	<b>15,267</b>
of which: net interest income	2,224	2,335	2,595	2,707	2,753	11,055
of which: net fee income	787	753	904	794	838	3,390
Change in expected credit losses and other credit impairment charges	(354)	(2,212)	(1,380)	(281)	(401)	(1,192)
Total operating expenses	(1,635)	(1,633)	(1,703)	(1,780)	(1,768)	(6,877)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>1,176</b>	<b>(502)</b>	<b>660</b>	<b>1,607</b>	<b>1,631</b>	<b>7,198</b>

**Earnings metrics - adjusted**

Return on tangible equity (annualised, YTD) <sup>1</sup>	1.1 %	(1.6)%	2.7 %	13.0 %	14.0 %	13.0 %
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**Balance sheet - reported (\$m)**

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	350,947	351,687	356,015	350,648	345,968	350,648
Loans and advances to customers (net)	343,702	344,567	350,638	346,105	341,396	346,105
Total external assets	555,635	549,530	518,904	511,474	503,242	511,474
Customer accounts	431,021	418,263	379,842	388,723	355,293	388,723
Risk-weighted assets	332,378	330,887	326,654	325,872	328,030	325,872

**Adjusted balance sheet data -- at most recent balance sheet date FX rates (\$m)**

Loans and advances to customers (net)	343,702	351,843	360,481	343,413	348,592	346,105
Customer accounts	431,021	427,905	390,348	385,821	363,305	388,723
Risk-weighted assets	332,378	337,930	335,842	322,344	333,541	325,872



## HSBC

### Commercial Banking

#### Management View of Adjusted Revenue - at originally reported average FX rates (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Global Trade and Receivables Finance	429	423	469	432	464	1,833
Credit and Lending	1,442	1,359	1,382	1,328	1,367	5,441
Global Liquidity and Cash Management	936	1,014	1,333	1,425	1,506	5,978
Markets products, Insurance and Investments and other	341	413	478	501	454	2,040
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	17	58	71	(8)	(18)	(25)
<b>Net operating income</b>	<b>3,165</b>	<b>3,267</b>	<b>3,733</b>	<b>3,678</b>	<b>3,773</b>	<b>15,267</b>

#### Management View of Adjusted Revenue - at most recent period average FX rates (\$m)

Global Trade and Receivables Finance	429	432	470	433	467	1,833
Credit and Lending	1,442	1,394	1,390	1,330	1,387	5,441
Global Liquidity and Cash Management	936	1,034	1,333	1,421	1,510	5,978
Markets products, Insurance and Investments and other	341	421	478	496	460	2,040
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	17	62	72	(12)	(24)	(25)
<b>Net operating income</b>	<b>3,165</b>	<b>3,343</b>	<b>3,743</b>	<b>3,668</b>	<b>3,800</b>	<b>15,267</b>

#### Reported Revenue significant items (\$m)

Customer redress programmes	(17)	—	—	2	(9)	(7)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movement on financial instruments	—	—	—	—	—	(4)
Restructuring and other related costs	—	—	—	—	—	—

#### Reported Cost significant items (\$m)

Costs of structural reform	—	—	—	—	(1)	(4)
Customer redress programmes	—	(1)	—	(2)	(16)	(17)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(3)	(41)	—	(2,956)	—	(2,956)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	51	(63)	(2)	(24)	(3)	(51)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

**HSBC**  
**Commercial Banking**

**Share of profit in associates and joint ventures significant items (\$m)**

Impairment of goodwill	—	—	—	—	—	—
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**Reported Balance sheet data - significant items- Totals (\$m)**

Risk-weighted assets - disposals	—	—	—	—	—	—
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**Reconciling items Currency translation on reported items - Totals (\$m)**

Revenue	76	10	(9)	26
ECL	(61)	(5)	5	9
Operating expenses	(47)	(6)	(8)	(17)
Share of profit in associates and joint ventures	—	—	—	—
Currency translation on revenue significant items	—	—	1	(1)
Currency translation on operating expense significant items	(7)	—	(12)	—
Currency translation on share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	7,276	9,843	(2,692)	7,196
Customer accounts	9,642	10,506	(2,902)	8,012
Risk-weighted assets	7,043	9,188	(3,528)	5,511

*1 RoTE excluding significant items and UK bank levy (%).*

**HSBC**  
**Global Banking and Markets**

**Reported (\$m)**

Net interest income	1,040	1,123	1,249	1,291	1,284	5,317
Net fee income	818	843	765	812	738	3,039
Other operating income	1,652	2,274	1,931	1,568	1,505	6,538
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>3,510</b>	<b>4,240</b>	<b>3,945</b>	<b>3,671</b>	<b>3,527</b>	<b>14,894</b>
Change in expected credit losses and other credit impairment charges	(100)	(573)	(545)	(38)	(26)	(162)
Total operating expenses <sup>1</sup>	(2,412)	(2,801)	(2,352)	(6,523)	(2,279)	(13,790)
of which: staff expenses	(999)	(853)	(942)	(1,008)	(876)	(4,005)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>998</b>	<b>866</b>	<b>1,048</b>	<b>(2,890)</b>	<b>1,222</b>	<b>942</b>

**Reported Significant items - Totals (\$m)**

Revenue	(104)	(179)	186	(44)	37	(84)
ECL	—	—	—	—	—	—
Operating expenses	(130)	(625)	(16)	(4,056)	(46)	(4,223)
Share of profit in associates and joint ventures	—	—	—	—	—	—

**Adjusted (\$m)**

<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>3,614</b>	<b>4,523</b>	<b>3,772</b>	<b>3,704</b>	<b>3,515</b>	<b>14,978</b>
of which: net interest income	1,040	1,141	1,243	1,276	1,267	5,317
of which: net fee income	818	862	779	819	744	3,038
Change in expected credit losses and other credit impairment charges	(100)	(595)	(546)	(37)	(20)	(162)
Total operating expenses	(2,282)	(2,244)	(2,362)	(2,473)	(2,272)	(9,567)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>1,232</b>	<b>1,684</b>	<b>864</b>	<b>1,194</b>	<b>1,223</b>	<b>5,249</b>

**Earnings metrics - adjusted**

Return on tangible equity (annualised, YTD) <sup>2</sup>	6.9 %	7.7 %	6.3 %	9.8 %	10.0 %	9.8 %
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**Balance sheet - reported (\$m)**

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	238,670	244,937	263,888	247,423	253,604	247,423
Loans and advances to customers (net)	236,902	243,355	262,670	246,492	252,713	246,492
Total external assets	1,380,766	1,390,006	1,474,089	1,272,875	1,335,032	1,272,875
Customer accounts	343,365	337,573	310,977	295,880	299,109	295,880
Risk-weighted assets	267,162	277,633	285,377	273,430	294,611	273,430

**Adjusted balance sheet data - at most recent balance sheet date FX rates (\$m)**

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (net)	236,902	248,179	269,800	245,181	257,854	246,492
Customer accounts	343,365	346,247	321,118	293,439	307,053	295,880
Risk-weighted assets	267,162	281,579	290,791	270,873	296,367	273,430

# HSBC

## Global Banking and Markets

### Management View of Adjusted Revenue - at originally reported average FX rates (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Global Markets</b>	<b>1,588</b>	<b>2,139</b>	<b>2,133</b>	<b>1,247</b>	<b>1,352</b>	<b>5,763</b>
- FICC	1,296	2,069	1,844	1,073	1,145	4,770
- Foreign Exchange	766	788	1,129	669	713	2,690
- Rates	232	676	675	276	300	1,465
- Credit	298	605	40	128	132	615
- Equities	292	70	289	174	207	993
Securities Services	409	434	510	518	509	2,030
Global Banking	953	1,002	942	986	989	3,905
Global Liquidity and Cash Management	457	487	608	674	692	2,753
Global Trade and Receivables Finance	192	199	193	198	202	808
Principal Investments	52	223	(235)	45	93	260
Credit and Funding Valuation Adjustment	32	(9)	(346)	191	(160)	44
Other	(153)	(159)	(142)	(119)	(207)	(647)
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	84	103	96	(25)	20	62
<b>Net operating income</b>	<b>3,614</b>	<b>4,419</b>	<b>3,759</b>	<b>3,715</b>	<b>3,490</b>	<b>14,978</b>

### Management View of Adjusted Revenue - at most recent period average FX rates (\$m)

<b>Global Markets</b>	<b>1,588</b>	<b>2,177</b>	<b>2,139</b>	<b>1,244</b>	<b>1,373</b>	<b>5,763</b>
- FICC	1,296	2,107	1,845	1,068	1,163	4,770
- Foreign Exchange	766	803	1,132	666	720	2,690
- Rates	232	685	672	272	311	1,465
- Credit	298	619	41	130	132	615
- Equities	292	70	294	176	210	993
Securities Services	409	444	515	520	516	2,030
Global Banking	953	1,024	947	984	990	3,905
Global Liquidity and Cash Management	457	494	605	668	690	2,753
Global Trade and Receivables Finance	192	204	194	197	202	808
Principal Investments	52	226	(237)	46	94	260
Credit and Funding Valuation Adjustment	32	(9)	(346)	190	(167)	44
Other	(153)	(145)	(142)	(120)	(201)	(647)
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	84	108	97	(25)	18	62
<b>Net operating income</b>	<b>3,614</b>	<b>4,523</b>	<b>3,772</b>	<b>3,704</b>	<b>3,515</b>	<b>14,978</b>

## HSBC

### Global Banking and Markets

#### Reported Revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movement on financial instruments	(3)	(121)	186	(44)	37	(84)
Restructuring and other related costs	(101)	(58)	—	—	—	—

#### Reported Cost significant items (\$m)

Costs of structural reform	—	—	—	(6)	(7)	(42)
Customer redress programmes	—	—	—	—	(4)	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(11)	(567)	—	(3,962)	—	(3,962)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(119)	(58)	(14)	(86)	(35)	(217)
Settlements and provisions in connection with legal and regulatory matters	—	—	(2)	(2)	—	(2)

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### Reported Balance sheet data - significant items- Totals (\$m)

Risk-weighted assets - disposals	—	—	—	—	—	—
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#### Reconciling items Currency translation on reported items - Totals (\$m)

Revenue	—	98	15	(11)	26	—
ECL	—	(22)	(1)	1	6	—
Operating expenses	—	(93)	(26)	(7)	(40)	—
Share of profit in associates and joint ventures	—	—	—	—	—	—
Currency translation on revenue significant items	—	(6)	2	—	1	—
Currency translation on operating expense significant items	—	(25)	—	(1)	(1)	—
Currency translation on share of profit in associates and joint ventures significant items	—	—	—	—	—	—
Loans and advances to customers (net)	—	4,824	7,130	(1,311)	5,141	—
Customer accounts	—	8,674	10,141	(2,441)	7,944	—
Risk-weighted assets	—	3,946	5,414	(2,557)	1,756	—

1 Includes the goodwill impairment recognised on the Global Banking and Markets cash-generating unit, for which goodwill is monitored on a global basis and has not been reflected in the geographical regions' or countries' data.

2 RoTE excluding significant items and UK bank levy (%).



**HSBC**  
**Corporate Centre**

**Reported (\$m)**

Net interest income	(276)	(202)	(601)	(751)	(766)	(3,328)
Net fee income	(15)	2	(5)	(15)	(18)	(41)
Other operating income	151	96	1,000	472	764	3,765
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>(140)</b>	<b>(104)</b>	<b>394</b>	<b>(294)</b>	<b>(20)</b>	<b>396</b>
Change in expected credit losses and other credit impairment charges	12	(14)	2	16	4	35
Total operating expenses	(171)	(431)	23	(1,082)	144	(1,303)
of which: staff expenses	(1,427)	(1,454)	(1,292)	(1,339)	(1,279)	(5,584)
Share of profit in associates and joint ventures	(37)	541	425	513	505	2,299
<b>Profit/(loss) before tax</b>	<b>(336)</b>	<b>(8)</b>	<b>844</b>	<b>(847)</b>	<b>633</b>	<b>1,427</b>

**Reported Significant items - Totals (\$m)**

Revenue	15	62	180	(139)	172	998
ECL	—	—	—	—	—	—
Operating expenses	(359)	(468)	(146)	(213)	(116)	(497)
Share of profit in associates and joint ventures	(462)	—	—	—	—	—

**Adjusted (\$m)**

<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>(155)</b>	<b>(176)</b>	<b>199</b>	<b>(167)</b>	<b>(198)</b>	<b>(602)</b>
of which: net interest expense	(276)	(205)	(590)	(736)	(759)	(3,328)
of which: net fee income/(expense)	(14)	2	(5)	(15)	(18)	(40)
Change in expected credit losses and other credit impairment charges	12	(15)	2	16	5	35
Total operating expenses	188	54	176	(860)	272	(806)
Share of profit in associates and joint ventures	425	557	428	522	512	2,299
<b>Profit/(loss) before tax</b>	<b>470</b>	<b>420</b>	<b>805</b>	<b>(489)</b>	<b>591</b>	<b>926</b>

**Earnings metrics - adjusted**

Return on tangible equity (annualised, YTD) <sup>1</sup>	4.6 %	4.7 %	4.8 %	0.8 %	1.3 %	0.8 %
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**Balance sheet - reported (\$m)**

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	1,233	1,284	1,302	1,135	1,233	1,135
Loans and advances to customers (net)	1,220	1,272	1,282	1,121	1,221	1,121
Total external assets	168,441	168,543	164,371	158,664	154,663	158,664
Customer accounts	716	674	416	743	696	743
Risk-weighted assets	84,324	84,288	83,952	81,466	81,054	81,466

**Adjusted balance sheet data -- at most recent balance sheet date FX rates (\$m)**

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (net)	1,220	1,313	1,323	1,113	1,270	1,121
Customer accounts	716	703	446	742	733	743
Risk-weighted assets	84,324	84,774	84,616	81,297	80,762	81,466

## HSBC Corporate Centre

### Management View of Adjusted Revenue - at originally reported average FX rates (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Central Treasury	(32)	(64)	265	(51)	90	169
Legacy Credit	28	43	(91)	13	(40)	(111)
Other	(151)	(145)	40	(117)	(242)	(660)
<b>Net operating income</b>	<b>(155)</b>	<b>(166)</b>	<b>214</b>	<b>(155)</b>	<b>(192)</b>	<b>(602)</b>

#### Memo

Balance sheet management previously reported in Corporate Centre - now allocated to global businesses	671	772	756	348	544	2,015
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### Management View of Adjusted Revenue - at most recent period average FX rates (\$m)

Central Treasury	(32)	(64)	265	(47)	88	169
Legacy Credit	28	43	(92)	13	(41)	(111)
Other	(151)	(155)	26	(133)	(245)	(660)
<b>Net operating income</b>	<b>(155)</b>	<b>(176)</b>	<b>199</b>	<b>(167)</b>	<b>(198)</b>	<b>(602)</b>

#### Memo

Balance sheet management previously reported in Corporate Centre - now allocated to global businesses	671	783	760	374	551	2,015
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### Reported Revenue significant items (\$m)

Customer redress programmes	—	—	—	—	(1)	(1)
Disposals, acquisitions and investment in new businesses	1	(1)	—	(7)	—	820
Fair value movement on financial instruments	14	63	171	(132)	173	179
Restructuring and other related costs	—	—	9	—	—	—

### Reported Cost significant items (\$m)

Costs of structural reform	—	—	—	(26)	(27)	(112)
Customer redress programmes	(7)	—	—	(1)	1	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	181	(332)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(530)	(132)	(147)	(180)	(89)	(379)
Settlements and provisions in connection with legal and regulatory matters	(3)	(4)	1	(6)	(1)	(6)

## HSBC Corporate Centre

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	(462)	—	—	—	—	—
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### Reported Balance sheet data - significant items- Totals (\$m)

Risk-weighted assets - disposals	—	—	—	—	(814)	—
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### Reconciling items Currency translation on reported items - Totals (\$m)

Revenue		(8)	(16)	(12)	(5)	
ECL		(1)	—	—	1	
Operating expenses		9	6	7	8	
Share of profit in associates and joint ventures		16	3	9	7	
Currency translation on revenue significant items		2	(1)	—	1	
Currency translation on operating expense significant items		(8)	(1)	(2)	(4)	
Currency translation on share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		41	41	(8)	49	
Customer accounts		29	30	(1)	37	
Risk-weighted assets		486	664	(169)	522	

1 RoTE excluding significant items and UK bank levy (%).



## HSBC Europe

### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	398,181	396,182	403,486	390,492	397,237	393,849
Customer accounts	593,172	588,400	555,550	522,731	522,524	528,718

### Europe - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,608</b>	<b>1,621</b>	<b>1,507</b>	<b>2,237</b>	<b>1,718</b>	<b>7,752</b>
<i>of which: net interest income</i>	<i>1,011</i>	<i>989</i>	<i>1,127</i>	<i>1,084</i>	<i>995</i>	<i>4,286</i>
Change in expected credit losses and other credit impairment charges	(114)	(497)	(478)	(83)	(128)	(401)
Total operating expenses	(1,357)	(1,534)	(1,517)	(2,126)	(2,120)	(8,192)
<i>of which: staff expenses</i>	<i>(482)</i>	<i>(433)</i>	<i>(481)</i>	<i>(556)</i>	<i>(472)</i>	<i>(2,046)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>137</b>	<b>(410)</b>	<b>(488)</b>	<b>28</b>	<b>(530)</b>	<b>(841)</b>

### Reported Significant items - Totals (\$m)

Revenue	(31)	26	—	(46)	(109)	(156)
ECL	—	—	—	—	—	—
Operating expenses	56	(168)	1	(261)	(409)	(1,326)
Share of profit in associates and joint ventures	—	—	—	—	—	—

### Adjusted (\$m)

<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,639</b>	<b>1,668</b>	<b>1,532</b>	<b>2,319</b>	<b>1,910</b>	<b>7,908</b>
<i>of which: net interest income</i>	<i>1,042</i>	<i>1,007</i>	<i>1,147</i>	<i>1,140</i>	<i>1,160</i>	<i>4,438</i>
Change in expected credit losses and other credit impairment charges	(114)	(517)	(486)	(83)	(134)	(401)
Total operating expenses	(1,413)	(1,424)	(1,549)	(1,888)	(1,778)	(6,866)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>112</b>	<b>(273)</b>	<b>(503)</b>	<b>348</b>	<b>(2)</b>	<b>641</b>

### Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	206,497	191,671	191,599	201,949	185,562	201,949
Loans and advances to customers (net)	204,244	189,581	189,955	200,670	184,413	200,670
Total external assets	334,722	313,304	293,536	299,385	279,165	299,385
Customer accounts	267,190	251,921	242,663	251,243	232,187	251,243
Risk-weighted assets	48,065	45,066	46,510	(46544)	(n/a)	46,544

### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	204,244	198,322	198,154	198,647	194,242	200,670
Customer accounts	267,190	263,552	253,012	248,245	244,317	251,243

## HSBC Europe

### Europe - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,134</b>	<b>1,072</b>	<b>1,166</b>	<b>1,404</b>	<b>1,216</b>	<b>5,025</b>
<i>of which: net interest income</i>	<i>701</i>	<i>646</i>	<i>689</i>	<i>721</i>	<i>718</i>	<i>2,952</i>
Change in expected credit losses and other credit impairment charges	(233)	(1,154)	(219)	(67)	(173)	(519)
Total operating expenses	(638)	(788)	(755)	(3,525)	(866)	(5,829)
<i>of which: staff expenses</i>	<i>(241)</i>	<i>(221)</i>	<i>(236)</i>	<i>(254)</i>	<i>(239)</i>	<i>(971)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>263</b>	<b>(870)</b>	<b>192</b>	<b>(2,188)</b>	<b>177</b>	<b>(1,323)</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	(16)	—	—	2	(9)	(8)
ECL	—	—	—	—	—	—
Operating expenses	55	(103)	(2)	(2,543)	(18)	(2,576)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,150</b>	<b>1,125</b>	<b>1,191</b>	<b>1,418</b>	<b>1,284</b>	<b>5,033</b>
<i>of which: net interest income</i>	<i>717</i>	<i>679</i>	<i>703</i>	<i>728</i>	<i>766</i>	<i>2,958</i>
Change in expected credit losses and other credit impairment charges	(233)	(1,202)	(224)	(71)	(179)	(519)
Total operating expenses	(693)	(713)	(768)	(991)	(880)	(3,253)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>224</b>	<b>(790)</b>	<b>199</b>	<b>356</b>	<b>225</b>	<b>1,261</b>
	Balance sheet date					Balance sheet date
<b>Balance sheet - reported (\$m)</b>	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	126,195	122,473	121,582	123,152	119,715	123,152
Loans and advances to customers (net)	123,250	119,628	119,668	121,280	117,846	121,280
Total external assets	219,598	210,014	187,824	188,223	180,987	188,223
Customer accounts	181,865	169,771	155,036	149,854	135,150	149,854
Risk-weighted assets	118,664	115,515	112,848	116,617	(n/a)	116,617
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	123,250	125,147	125,126	120,302	124,109	121,280
Customer accounts	181,865	177,578	162,068	148,231	142,083	149,854



## HSBC Europe

### Europe - Global Banking and Markets

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,168</b>	<b>1,353</b>	<b>907</b>	<b>1,113</b>	<b>890</b>	<b>4,333</b>
<i>of which: net interest income</i>	<i>56</i>	<i>(1)</i>	<i>61</i>	<i>57</i>	<i>75</i>	<i>272</i>
Change in expected credit losses and other credit impairment charges	(18)	(357)	(173)	4	25	(54)
Total operating expenses	(1,289)	(1,746)	(1,282)	(1,420)	(1,172)	(5,275)
<i>of which: staff expenses</i>	<i>(511)</i>	<i>(362)</i>	<i>(433)</i>	<i>(489)</i>	<i>(375)</i>	<i>(1,821)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>(139)</b>	<b>(750)</b>	<b>(548)</b>	<b>(303)</b>	<b>(257)</b>	<b>(996)</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	(58)	(92)	70	(25)	16	(41)
ECL	—	—	—	—	—	—
Operating expenses	(115)	(604)	(12)	(75)	(34)	(197)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,226</b>	<b>1,517</b>	<b>862</b>	<b>1,153</b>	<b>919</b>	<b>4,374</b>
<i>of which: net interest income</i>	<i>56</i>	<i>6</i>	<i>66</i>	<i>60</i>	<i>81</i>	<i>272</i>
Change in expected credit losses and other credit impairment charges	(18)	(373)	(178)	4	26	(54)
Total operating expenses	(1,174)	(1,199)	(1,300)	(1,362)	(1,189)	(5,078)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>34</b>	<b>(55)</b>	<b>(616)</b>	<b>(205)</b>	<b>(244)</b>	<b>(758)</b>
	Balance sheet date					Balance sheet date
<b>Balance sheet - reported (\$m)</b>	<b>30-Sep-20</b>	<b>30-Jun-20</b>	<b>31-Mar-20</b>	<b>31-Dec-19</b>	<b>30-Sep-19</b>	<b>31-Dec-19</b>
Loans and advances to customers (gross)	70,721	69,387	76,198	71,412	74,380	71,412
Loans and advances to customers (net)	69,888	68,652	75,722	70,962	73,938	70,962
Total external assets	699,711	685,382	726,591	634,752	653,408	634,752
Customer accounts	143,456	140,202	133,703	126,930	128,905	126,930
Risk-weighted assets	103,219	106,312	109,687	107,559	(n/a)	107,559
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	69,888	71,806	79,290	70,613	77,879	70,962
Customer accounts	143,456	146,630	139,851	125,568	135,457	126,930

## HSBC Europe

### Europe - Corporate Centre

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>579</b>	<b>510</b>	<b>840</b>	<b>(181)</b>	<b>405</b>	<b>946</b>
<i>of which: net interest income/(expense)</i>	<i>(376)</i>	<i>(297)</i>	<i>(431)</i>	<i>(513)</i>	<i>(846)</i>	<i>(1,909)</i>
Change in expected credit losses and other credit impairment charges	13	(9)	2	18	4	36
Total operating expenses	(775)	(1,071)	(408)	(1,052)	(233)	(2,462)
<i>of which: staff expenses</i>	<i>(613)</i>	<i>(650)</i>	<i>(367)</i>	<i>(494)</i>	<i>(405)</i>	<i>(1,912)</i>
Share of profit in associates and joint ventures	5	50	(100)	(30)	11	(12)
<b>Profit/(loss) before tax</b>	<b>(178)</b>	<b>(520)</b>	<b>334</b>	<b>(1,245)</b>	<b>187</b>	<b>(1,492)</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	15	66	160	(133)	173	181
ECL	—	—	—	—	—	—
Operating expenses	(218)	(401)	(42)	(120)	(86)	(337)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>564</b>	<b>449</b>	<b>677</b>	<b>(46)</b>	<b>243</b>	<b>765</b>
<i>of which: net interest expense</i>	<i>(376)</i>	<i>(297)</i>	<i>(429)</i>	<i>(513)</i>	<i>(849)</i>	<i>(1,910)</i>
Change in expected credit losses and other credit impairment charges	13	(10)	2	17	5	36
Total operating expenses	(557)	(669)	(366)	(931)	(154)	(2,125)
Share of profit in associates and joint ventures	5	53	(101)	(30)	11	(12)
<b>Profit/(loss) before tax</b>	<b>25</b>	<b>(177)</b>	<b>212</b>	<b>(990)</b>	<b>105</b>	<b>(1,336)</b>
	Balance sheet date					Balance sheet date
<b>Balance sheet - reported (\$m)</b>	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	811	879	898	951	968	951
Loans and advances to customers (net)	799	868	877	937	955	937
Total external assets	53,704	53,965	56,282	51,766	51,047	51,766
Customer accounts	661	611	590	691	632	691
Risk-weighted assets	11,275	11,607	11,496	10,263	(n/a)	10,263
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	799	907	916	930	1,008	937
Customer accounts	661	639	619	688	667	691

## HSBC Europe

### SIGNIFICANT ITEMS

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Europe - TOTAL</b>						
<b>Reported revenue significant items (\$m)</b>						
Customer redress programmes	(48)	26	—	(44)	(118)	(162)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	12	22	230	(158)	189	138
Restructuring and other related costs	(54)	(48)	—	—	—	—
<b>Reported cost significant items (\$m)</b>						
Costs of structural reform	—	—	—	(31)	(32)	(154)
Customer redress programmes	(3)	(49)	(1)	(182)	(489)	(1,281)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	184	(984)	—	(2,521)	—	(2,521)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(399)	(242)	(53)	(260)	(89)	(539)
Settlements and provisions in connection with legal and regulatory matters	(6)	(1)	(1)	(5)	63	59
<b>Share of profit in associates and joint ventures significant items (\$m)</b>						
Impairment of goodwill	—	—	—	—	—	—
<b>Europe - Wealth and Personal Banking</b>						
<b>Reported revenue significant items (\$m)</b>						
Customer redress programmes	(31)	26	—	(46)	(109)	(155)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	(1)
Restructuring and other related costs	—	—	—	—	—	—
<b>Reported cost significant items (\$m)</b>						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	3	(47)	(1)	(180)	(469)	(1,264)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1)	(44)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	54	(77)	2	(84)	(5)	(130)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	3	65	68

## HSBC Europe

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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### Europe - Commercial Banking

#### Reported revenue significant items (\$m)

Customer redress programmes	(16)	—	—	2	(9)	(7)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	(1)
Restructuring and other related costs	—	—	—	—	—	—

#### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(1)	(4)
Customer redress programmes	—	(1)	—	(2)	(16)	(17)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(41)	—	(2,521)	—	(2,521)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	55	(61)	(2)	(20)	(1)	(34)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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### Europe - Global Banking and Markets

#### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(3)	(44)	70	(25)	16	(41)
Restructuring and other related costs	(55)	(48)	—	—	—	—

## HSBC Europe

### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(6)	(7)	(42)
Customer redress programmes	—	—	—	—	(4)	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(6)	(567)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(109)	(37)	(10)	(67)	(23)	(153)
Settlements and provisions in connection with legal and regulatory matters	—	—	(2)	(2)	—	(2)

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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### Europe - Corporate Centre

#### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	15	66	160	(133)	173	181
Restructuring and other related costs	—	—	—	—	—	—

#### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(25)	(24)	(107)
Customer redress programmes	(5)	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	191	(332)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(400)	(65)	(43)	(89)	(60)	(223)
Settlements and provisions in connection with legal and regulatory matters	(4)	(4)	1	(6)	(2)	(7)

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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### Reconciling items - Currency translation on reported items- Totals (\$m)

<b>Europe - TOTAL</b>						
Revenue		200	76	69	193	
ECL		(84)	(18)	(5)	(10)	
Operating expenses		(191)	(77)	(69)	(179)	
Share of profit in associates and joint ventures		3	(1)	—	—	

## HSBC Europe

Revenue significant items	(1)	2	—	(5)
Operating expense significant items	(50)	(1)	(21)	(22)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	17,453	17,264	(3,357)	20,085
Customer accounts	25,895	23,558	(5,987)	25,650
<b>Europe - Wealth and Personal Banking</b>				
Revenue	73	25	35	78
ECL	(20)	(8)	—	(6)
Operating expenses	(67)	(32)	(28)	(84)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	(1)	(5)
Operating expense significant items	(9)	(1)	(5)	(17)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	8,741	8,199	(2,023)	9,829
Customer accounts	11,631	10,349	(2,998)	12,130
<b>Europe - Commercial Banking</b>				
Revenue	53	25	17	58
ECL	(48)	(5)	(4)	(6)
Operating expenses	(35)	(15)	(22)	(33)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	1	(1)
Operating expense significant items	(7)	—	(13)	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	5,519	5,458	(978)	6,263
Customer accounts	7,807	7,032	(1,623)	6,933



## HSBC Europe

### Europe - Global Banking and Markets

Revenue	69	28	15	45
ECL	(16)	(5)	—	1
Operating expenses	(82)	(30)	(17)	(53)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(3)	3	—	—
Operating expense significant items	(25)	—	—	(2)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	3,154	3,568	(349)	3,941
Customer accounts	6,428	6,148	(1,362)	6,552

### Europe - Corporate Centre

Revenue	6	(3)	2	12
ECL	(1)	—	(1)	1
Operating expenses	(8)	—	(2)	(10)
Share of profit in associates and joint ventures	3	(1)	—	—
Revenue significant items	1	—	—	1
Operating expense significant items	(9)	—	(3)	(3)
Share of profit in associates and joint ventures significant items	0	0	0	0
Loans and advances to customers (net)	39	39	(7)	53
Customer accounts	28	29	(3)	35

*1 Risk-weighted assets are non-additive across geographical regions due to market risk diversification effects within the Group.*

**HSBC**  
**HSBC UK**  
**UK ring-fenced bank**

**HSBC UK - TOTAL**

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
Net interest income	1,433	1,369	1,534	1,510	1,405	6,067
Net fee income	290	278	391	383	386	1,568
Other operating income	134	106	207	169	136	639
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,857</b>	<b>1,753</b>	<b>2,132</b>	<b>2,062</b>	<b>1,927</b>	<b>8,274</b>
Change in expected credit losses and other credit impairment charges	(160)	(1,450)	(569)	(102)	(249)	(780)
Total operating expenses	(1,170)	(1,160)	(1,194)	(1,434)	(1,701)	(6,191)
<i>of which: staff expenses</i>	(292)	(271)	(292)	(315)	(270)	(1,193)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>527</b>	<b>(857)</b>	<b>369</b>	<b>526</b>	<b>(23)</b>	<b>1,303</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	(47)	26	—	(42)	(118)	(160)
ECL	—	—	—	—	—	—
Operating expenses	(33)	(55)	(8)	(251)	(500)	(1,423)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,904</b>	<b>1,795</b>	<b>2,153</b>	<b>2,115</b>	<b>2,143</b>	<b>8,434</b>
<i>of which: net interest income</i>	1,480	1,396	1,549	1,555	1,595	6,225
Change in expected credit losses and other credit impairment charges	(160)	(1,510)	(574)	(102)	(261)	(780)
Total operating expenses	(1,137)	(1,149)	(1,197)	(1,187)	(1,258)	(4,768)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>607</b>	<b>(864)</b>	<b>382</b>	<b>826</b>	<b>624</b>	<b>2,886</b>
	Balance sheet date					Balance sheet date
<b>Balance sheet - reported (\$m)</b>	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	249,187	232,333	232,714	244,237	226,806	244,237
Loans and advances to customers (net)	245,312	228,617	230,181	242,018	224,730	242,018
Total external assets	376,763	352,756	328,350	338,642	313,244	338,642
Customer accounts	319,899	297,598	275,930	285,855	262,126	285,855
Risk-weighted assets	115,539	108,863	109,378	113,543	109,200	113,543

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**UK ring-fenced bank**

**Balance sheet data - at most recent balance sheet date FX rates (\$m)**

Loans and advances to customers (net)	245,312	239,370	238,877	236,343	235,434	242,018
Customer accounts	319,899	311,596	286,355	279,153	274,611	285,855

**HSBC UK - Wealth and Personal Banking**

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>987</b>	<b>945</b>	<b>1,205</b>	<b>1,150</b>	<b>1,051</b>	<b>4,555</b>
<i>of which: net interest income</i>	833	812	943	896	802	3,553
Change in expected credit losses and other credit impairment charges	(45)	(485)	(406)	(83)	(121)	(399)
Total operating expenses	(740)	(770)	(764)	(1,005)	(1,249)	(4,487)
<i>of which: staff expenses</i>	(205)	(194)	(210)	(254)	(202)	(915)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>202</b>	<b>(310)</b>	<b>35</b>	<b>62</b>	<b>(319)</b>	<b>(331)</b>

**Reported Significant items - Totals (\$m)**

Revenue	(31)	26	—	(45)	(109)	(154)
ECL	—	—	—	—	—	—
Operating expenses	—	(49)	1	(227)	(467)	(1,337)
Share of profit in associates and joint ventures	—	—	—	—	—	—

**Adjusted (\$m)**

<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,018</b>	<b>955</b>	<b>1,216</b>	<b>1,198</b>	<b>1,215</b>	<b>4,709</b>
<i>of which: net interest income</i>	864	817	952	941	954	3,704
Change in expected credit losses and other credit impairment charges	(45)	(504)	(410)	(83)	(127)	(399)
Total operating expenses	(740)	(749)	(771)	(781)	(819)	(3,150)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>233</b>	<b>(298)</b>	<b>35</b>	<b>334</b>	<b>269</b>	<b>1,160</b>

**Balance sheet -- reported (\$m)**

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	159,399	147,285	147,806	157,058	143,633	157,058
Loans and advances to customers (net)	157,568	145,530	146,488	156,042	142,747	156,042
Total external assets	216,493	201,081	188,626	195,255	177,811	195,255
Customer accounts	197,377	184,439	178,048	185,963	171,518	185,963
Risk-weighted assets	32,624	30,358	31,149	32,097	(n/a)	32,097

**Balance sheet data - at most recent balance sheet date FX rates (\$m)**

Loans and advances to customers (net)	157,568	152,375	152,022	152,383	149,546	156,042
Customer accounts	197,377	193,114	184,775	181,603	179,688	185,963

**HSBC**  
**HSBC UK**  
**UK ring-fenced bank**

**HSBC UK - Commercial Banking**

**Reported (\$m)**

**Net operating income before change in expected credit losses and other credit impairment charges**

*of which: net interest income*

Change in expected credit losses and other credit impairment charges

Total operating expenses

*of which: staff expenses*

Share of profit in associates and joint ventures

**Profit/(loss) before tax**

**Reported Significant items - Totals (\$m)**

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

**Adjusted (\$m)**

**Net operating income before change in expected credit losses and other credit impairment charges**

*of which: net interest income*

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

**Profit/(loss) before tax**

**Balance sheet - reported (\$m)**

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

**Balance sheet data - at most recent balance sheet date FX rates (\$m)**

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>822</b>	<b>771</b>	<b>874</b>	<b>865</b>	<b>830</b>	<b>3,515</b>
<i>of which: net interest income</i>	<i>603</i>	<i>556</i>	<i>595</i>	<i>619</i>	<i>599</i>	<i>2,517</i>
Change in expected credit losses and other credit impairment charges	(115)	(967)	(163)	(19)	(128)	(381)
Total operating expenses	(390)	(376)	(381)	(416)	(422)	(1,579)
<i>of which: staff expenses</i>	<i>(117)</i>	<i>(108)</i>	<i>(114)</i>	<i>(115)</i>	<i>(112)</i>	<i>(465)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>317</b>	<b>(572)</b>	<b>330</b>	<b>430</b>	<b>280</b>	<b>1,555</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	(16)	—	—	3	(9)	(6)
ECL	—	—	—	—	—	—
Operating expenses	—	(1)	—	(5)	(15)	(31)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>838</b>	<b>801</b>	<b>882</b>	<b>865</b>	<b>880</b>	<b>3,521</b>
<i>of which: net interest income</i>	<i>619</i>	<i>578</i>	<i>601</i>	<i>618</i>	<i>637</i>	<i>2,523</i>
Change in expected credit losses and other credit impairment charges	(115)	(1,005)	(164)	(19)	(134)	(381)
Total operating expenses	(390)	(390)	(385)	(413)	(425)	(1,548)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>333</b>	<b>(594)</b>	<b>333</b>	<b>433</b>	<b>321</b>	<b>1,592</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	89,228	84,416	84,267	86,475	82,492	86,475
Loans and advances to customers (net)	87,183	82,454	83,052	85,273	81,302	85,273
Total external assets	146,776	138,449	124,794	127,237	118,589	127,237
Customer accounts	122,270	112,829	97,577	99,544	90,334	99,544
Risk-weighted assets	81,081	76,769	76,277	79,522	(n/a)	79,522
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	87,183	86,332	86,190	83,273	85,175	85,273
Customer accounts	122,270	118,136	101,263	97,210	94,636	99,544







## HSBC

### HSBC UK

#### UK ring-fenced bank

##### SIGNIFICANT ITEMS

##### HSBC UK - TOTAL

##### Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	(47)	26	—	(42)	(118)	(160)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	(1)
Customer redress programmes	(3)	(49)	(1)	(182)	(484)	(1,281)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(30)	(6)	(7)	(69)	(16)	(141)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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##### HSBC UK - Wealth and Personal Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	(31)	26	—	(45)	(109)	(154)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	3	(47)	(1)	(180)	(469)	(1,265)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(3)	(2)	2	(47)	2	(72)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

## HSBC

### HSBC UK

#### UK ring-fenced bank

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill

— — — — — —

##### HSBC UK - Commercial Banking

###### Reported revenue significant items (\$m)

Customer redress programmes

(16) — — 3 (9) (6)

Disposals, acquisitions and investment in new businesses

— — — — — —

Fair value movements on financial instruments

— — — — — —

Restructuring and other related costs

— — — — — —

###### Reported cost significant items (\$m)

Costs of structural reform

— — — — — —

Customer redress programmes

— (1) — (2) (15) (17)

Disposals, acquisitions and investment in new businesses

— — — — — —

Impairment of goodwill and other intangibles

— — — — — —

Past service costs of guaranteed minimum pension benefits equalisation

— — — — — —

Restructuring and other related costs

— — — (3) — (14)

Settlements and provisions in connection with legal and regulatory matters

— — — — — —

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill

— — — — — —

##### HSBC UK - Global Banking and Markets

###### Reported revenue significant items (\$m)

Customer redress programmes

— — — — — —

Disposals, acquisitions and investment in new businesses

— — — — — —

Fair value movements on financial instruments

— — — — — —

Restructuring and other related costs

— — — — — —

###### Reported cost significant items (\$m)

Costs of structural reform

— — — — — —

Customer redress programmes

— — — — — —

Disposals, acquisitions and investment in new businesses

— — — — — —

Impairment of goodwill and other intangibles

— — — — — —

Past service costs of guaranteed minimum pension benefits equalisation

— — — — — —

Restructuring and other related costs

— — — — — —

Settlements and provisions in connection with legal and regulatory matters

— — — — — —

## HSBC

### HSBC UK

#### UK ring-fenced bank

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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##### HSBC UK - Corporate Centre

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	(1)
Customer redress programmes	(5)	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(27)	(5)	(9)	(19)	(18)	(54)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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##### Reconciling items - Currency translation on reported items- Totals (\$m)

##### HSBC UK - TOTAL

Revenue	69	21	10	92
ECL	(60)	(5)	—	(12)
Operating expenses	(46)	(11)	(5)	(81)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	1	—	(1)	(6)
Operating expense significant items	(2)	—	(1)	(24)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	10,753	8,696	(5,675)	10,704
Customer accounts	13,998	10,425	(6,702)	12,485

## HSBC

### HSBC UK

#### UK ring-fenced bank

##### HSBC UK - Wealth and Personal Banking

Revenue	37	11	3	50
ECL	(19)	(4)	—	(6)
Operating expenses	(30)	(7)	(3)	(60)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	1	—	—	(5)
Operating expense significant items	(2)	(1)	—	(23)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	6,845	5,534	(3,659)	6,799
Customer accounts	8,675	6,727	(4,360)	8,170

##### HSBC UK - Commercial Banking

Revenue	30	8	3	40
ECL	(38)	(1)	—	(6)
Operating expenses	(15)	(4)	(2)	(19)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	(1)
Operating expense significant items	—	—	—	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	3,878	3,138	(2,000)	3,873
Customer accounts	5,307	3,686	(2,334)	4,302

##### HSBC UK - Global Banking and Markets

Revenue	2	1	1	3
ECL	—	—	—	—
Operating expenses	(2)	—	—	(2)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	—	—

**HSBC**  
**HSBC UK**  
**UK ring-fenced bank**

**HSBC UK - Corporate Centre**

Revenue		—	1	5	—
ECL		(3)	—	—	—
Operating expenses		1	1	—	—
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		—	—	—	—
Operating expense significant items		1	—	(1)	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		29	24	(16)	32
Customer accounts		16	12	(8)	13





**HSBC**  
**HSBC Bank**  
**Non ring-fenced bank**

**Balance sheet data - at most recent balance sheet date FX rates (\$m)**

Loans and advances to customers (net)	143,790	147,810	155,458	144,651	152,840	142,776
Customer accounts	257,986	261,672	254,632	229,447	235,989	229,360

**HSBC Bank - Wealth and Personal Banking**

**Reported (\$m)**

**Net operating income before change in expected credit losses and other credit impairment charges**

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>393</b>	<b>448</b>	<b>80</b>	<b>572</b>	<b>283</b>	<b>1,736</b>
<i>of which: net interest income</i>	213	211	217	229	236	952
Change in expected credit losses and other credit impairment charges	(8)	(13)	(23)	(1)	(7)	(3)
Total operating expenses	(276)	(443)	(355)	(317)	(344)	(1,399)
<i>of which: staff expenses</i>	(118)	(114)	(127)	(132)	(128)	(518)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>109</b>	<b>(8)</b>	<b>(298)</b>	<b>254</b>	<b>(68)</b>	<b>334</b>

**Reported significant items - Totals (\$m)**

Revenue	—	—	—	(1)	—	(2)
ECL	—	—	—	—	—	—
Operating expenses	72	(114)	—	(20)	(2)	(25)
Share of profit in associates and joint ventures	—	—	—	—	—	—

**Adjusted (\$m)**

**Net operating income before change in expected credit losses and other credit impairment charges**

<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>393</b>	<b>470</b>	<b>86</b>	<b>596</b>	<b>296</b>	<b>1,738</b>
<i>of which: net interest income</i>	213	223	226	239	247	952
Change in expected credit losses and other credit impairment charges	(8)	(14)	(24)	(1)	(7)	(3)
Total operating expenses	(348)	(349)	(373)	(312)	(359)	(1,374)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>37</b>	<b>107</b>	<b>(311)</b>	<b>283</b>	<b>(70)</b>	<b>361</b>

**Balance sheet - reported (\$m)**

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	37,742	35,598	35,002	35,812	33,617	35,812
Loans and advances to customers (net)	37,456	35,336	34,749	35,573	33,375	35,573
Total external assets	94,102	88,566	81,577	84,776	81,464	84,776
Customer accounts	54,526	52,887	50,892	51,848	49,679	51,848
Risk-weighted assets	12,646	12,123	12,353	12,078	(n/a)	12,078

**Balance sheet data - at most recent balance sheet date FX rates (\$m)**

Loans and advances to customers (net)	37,456	36,945	36,979	36,767	35,733	35,573
Customer accounts	54,526	55,307	53,739	52,579	52,776	51,848

**HSBC**  
**HSBC Bank**  
**Non ring-fenced bank**

**HSBC Bank - Commercial Banking**

**Reported (\$m)**

**Net operating income before change in expected credit losses and other credit impairment charges**

*of which: net interest income*

Change in expected credit losses and other credit impairment charges

Total operating expenses

*of which: staff expenses*

Share of profit in associates and joint ventures

**Profit/(loss) before tax**

**Reported Significant items - Totals (\$m)**

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

**Adjusted (\$m)**

**Net operating income before change in expected credit losses and other credit impairment charges**

*of which: net interest income*

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

**Profit/(loss) before tax**

**Balance sheet - reported (\$m)**

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

**Balance sheet data - at most recent balance sheet date FX rates (\$m)**

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>367</b>	<b>375</b>	<b>353</b>	<b>378</b>	<b>372</b>	<b>1,547</b>
<i>of which: net interest income</i>	<i>223</i>	<i>215</i>	<i>220</i>	<i>229</i>	<i>247</i>	<i>969</i>
Change in expected credit losses and other credit impairment charges	(17)	(187)	(57)	(48)	(45)	(138)
Total operating expenses	(145)	(308)	(218)	(202)	(208)	(838)
<i>of which: staff expenses</i>	<i>(75)</i>	<i>(66)</i>	<i>(74)</i>	<i>(73)</i>	<i>(76)</i>	<i>(303)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>205</b>	<b>(120)</b>	<b>78</b>	<b>128</b>	<b>119</b>	<b>571</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	—	—	—	—	(1)
ECL	—	—	—	—	—	—
Operating expenses	57	(101)	—	(6)	—	(11)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>367</b>	<b>395</b>	<b>369</b>	<b>391</b>	<b>388</b>	<b>1,548</b>
<i>of which: net interest income</i>	<i>223</i>	<i>227</i>	<i>229</i>	<i>237</i>	<i>257</i>	<i>969</i>
Change in expected credit losses and other credit impairment charges	(17)	(196)	(60)	(51)	(45)	(138)
Total operating expenses	(202)	(218)	(228)	(204)	(217)	(827)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>148</b>	<b>(19)</b>	<b>81</b>	<b>136</b>	<b>126</b>	<b>583</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	36,967	38,057	37,315	36,676	37,222	36,676
Loans and advances to customers (net)	36,167	37,174	36,615	36,007	36,544	36,007
Total external assets	74,487	73,060	64,539	63,244	62,155	63,244
Customer accounts	59,595	56,942	57,459	50,310	44,816	50,310
Risk-weighted assets	38,446	39,526	37,504	38,171	(n/a)	38,171
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	36,167	38,814	38,936	37,029	38,934	36,007
Customer accounts	59,595	59,442	60,805	51,020	47,446	50,310

# HSBC

## HSBC Bank

### Non ring-fenced bank

#### HSBC Bank - Global Banking and Markets

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,272</b>	<b>1,452</b>	<b>1,014</b>	<b>1,200</b>	<b>1,006</b>	<b>4,787</b>
<i>of which: net interest income</i>	<i>195</i>	<i>139</i>	<i>208</i>	<i>221</i>	<i>244</i>	<i>982</i>
Change in expected credit losses and other credit impairment charges	22	(357)	(173)	4	25	(54)
Total operating expenses	(1,216)	(1,682)	(1,166)	(1,203)	(1,058)	(4,698)
<i>of which: staff expenses</i>	<i>(417)</i>	<i>(286)</i>	<i>(349)</i>	<i>(386)</i>	<i>(297)</i>	<i>(1,459)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>78</b>	<b>(587)</b>	<b>(325)</b>	<b>1</b>	<b>(27)</b>	<b>35</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	(58)	(92)	70	(25)	15	(41)
ECL	—	—	—	—	—	—
Operating expenses	(108)	(604)	(12)	(71)	(38)	(188)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,330</b>	<b>1,605</b>	<b>967</b>	<b>1,240</b>	<b>1,028</b>	<b>4,828</b>
<i>of which: net interest income</i>	<i>195</i>	<i>147</i>	<i>213</i>	<i>224</i>	<i>253</i>	<i>982</i>
Change in expected credit losses and other credit impairment charges	22	(373)	(178)	4	26	(54)
Total operating expenses	(1,108)	(1,126)	(1,182)	(1,147)	(1,067)	(4,510)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>244</b>	<b>106</b>	<b>(393)</b>	<b>97</b>	<b>(13)</b>	<b>264</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	70,721	69,387	76,198	71,412	74,380	71,412
Loans and advances to customers (net)	69,928	68,652	75,722	70,962	73,938	70,962
Total external assets	700,817	686,410	725,077	633,272	651,964	633,272
Customer accounts	143,456	140,202	133,639	126,861	128,838	126,861
Risk-weighted assets	105,318	107,964	111,804	107,558	(n/a)	107,558
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	69,928	71,806	79,290	70,613	77,879	70,962
Customer accounts	143,456	146,629	139,785	125,500	135,386	126,861

**HSBC**  
**HSBC Bank**  
**Non ring-fenced bank**

**HSBC Bank - Corporate Centre**

**Reported (\$m)**

**Net operating income before change in expected credit losses and other credit impairment charges**

*of which: net interest income/(expense)*

Change in expected credit losses and other credit impairment charges

Total operating expenses

*of which: staff expenses*

Share of profit in associates and joint ventures

**Profit/(loss) before tax**

**Reported Significant items - Totals (\$m)**

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

**Adjusted (\$m)**

**Net operating income before change in expected credit losses and other credit impairment charges**

*of which: net interest income/(expense)*

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

**Profit/(loss) before tax**

**Balance sheet - reported (\$m)**

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

**Balance sheet data - at most recent balance sheet date FX rates (\$m)**

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>(50)</b>	<b>(55)</b>	<b>(41)</b>	<b>(55)</b>	<b>(85)</b>	<b>(337)</b>
<i>of which: net interest income/(expense)</i>	<i>(10)</i>	<i>41</i>	<i>(97)</i>	<i>(178)</i>	<i>(206)</i>	<i>(1,015)</i>
Change in expected credit losses and other credit impairment charges	<b>12</b>	(8)	2	17	4	35
Total operating expenses	<b>(283)</b>	(161)	(43)	(87)	(12)	(259)
<i>of which: staff expenses</i>	<i>(136)</i>	<i>(127)</i>	<i>(135)</i>	<i>(162)</i>	<i>(113)</i>	<i>(563)</i>
Share of profit in associates and joint ventures	<b>4</b>	50	(100)	(29)	10	(13)
<b>Profit/(loss) before tax</b>	<b>(317)</b>	<b>(174)</b>	<b>(182)</b>	<b>(154)</b>	<b>(83)</b>	<b>(574)</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	<b>(1)</b>	—	2	2	—	10
ECL	—	—	—	—	—	—
Operating expenses	<b>(278)</b>	(169)	(3)	(62)	(25)	(155)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>(49)</b>	<b>(57)</b>	<b>(43)</b>	<b>(54)</b>	<b>(89)</b>	<b>(347)</b>
<i>of which: net interest income/(expense)</i>	<i>(10)</i>	<i>41</i>	<i>(94)</i>	<i>(178)</i>	<i>(212)</i>	<i>(1,015)</i>
Change in expected credit losses and other credit impairment charges	<b>12</b>	(9)	2	17	5	35
Total operating expenses	<b>(5)</b>	8	(40)	(26)	14	(104)
Share of profit in associates and joint ventures	<b>4</b>	52	(101)	(29)	10	(13)
<b>Profit/(loss) before tax</b>	<b>(38)</b>	<b>(6)</b>	<b>(182)</b>	<b>(92)</b>	<b>(60)</b>	<b>(429)</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	<b>251</b>	247	258	248	287	248
Loans and advances to customers (net)	<b>238</b>	235	237	234	275	234
Total external assets	<b>22,529</b>	21,841	24,512	18,600	18,834	18,600
Customer accounts	<b>409</b>	281	286	341	358	341
Risk-weighted assets	<b>10,334</b>	11,021	10,401	8,002	(n/a)	8,002
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	<b>238</b>	245	252	243	295	234
Customer accounts	<b>409</b>	294	302	348	381	341

## HSBC

### HSBC Bank

#### Non ring-fenced bank

##### SIGNIFICANT ITEMS

##### HSBC Bank - TOTAL

##### Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	(1)	—	(1)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(3)	(43)	72	(23)	15	(33)
Restructuring and other related costs	(55)	(49)	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(15)	(21)	(110)
Customer redress programmes	—	—	—	(1)	(3)	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(16)	(784)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(238)	(200)	(14)	(136)	(39)	(261)
Settlements and provisions in connection with legal and regulatory matters	(4)	(4)	(1)	(7)	(2)	(8)

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
------------------------	---	---	---	---	---	---

##### HSBC Bank - Wealth and Personal Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	(1)	—	(1)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	(1)
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	(1)	—	(1)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1)	(44)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	73	(70)	—	(19)	(2)	(24)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

## HSBC

### HSBC Bank

#### Non ring-fenced bank

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill

— — — — — —

##### HSBC Bank - Commercial Banking

###### Reported revenue significant items (\$m)

Customer redress programmes

— — — — — —

Disposals, acquisitions and investment in new businesses

— — — — — —

Fair value movements on financial instruments

— — — — — (1)

Restructuring and other related costs

— — — — — —

###### Reported cost significant items (\$m)

Costs of structural reform

— — — — (1) (4)

Customer redress programmes

— — — — 1 1

Disposals, acquisitions and investment in new businesses

— — — — — —

Impairment of goodwill and other intangibles

— (41) — — — —

Past service costs of guaranteed minimum pension benefits equalisation

— — — — — —

Restructuring and other related costs

57 (60) — (6) — (8)

Settlements and provisions in connection with legal and regulatory matters

— — — — — —

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill

— — — — — —

##### HSBC Bank - Global Banking and Markets

###### Reported revenue significant items (\$m)

Customer redress programmes

— — — — — —

Disposals, acquisitions and investment in new businesses

— — — — — —

Fair value movements on financial instruments

(3) (44) 70 (25) 15 (41)

Restructuring and other related costs

(55) (48) — — — —

###### Reported cost significant items (\$m)

Costs of structural reform

— — — (4) (10) (37)

Customer redress programmes

— — — — (4) —

Disposals, acquisitions and investment in new businesses

— — — — — —

Impairment of goodwill and other intangibles

(6) (567) — — — —

Past service costs of guaranteed minimum pension benefits equalisation

— — — — — —

Restructuring and other related costs

(102) (37) (10) (65) (24) (149)

Settlements and provisions in connection with legal and regulatory matters

— — (2) (2) — (2)

## HSBC

### HSBC Bank

#### Non ring-fenced bank

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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##### HSBC Bank - Corporate Centre

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(1)	—	2	2	—	10
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(11)	(11)	(70)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(9)	(132)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(265)	(33)	(4)	(45)	(13)	(79)
Settlements and provisions in connection with legal and regulatory matters	(4)	(4)	1	(6)	(1)	(6)

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
------------------------	---	---	---	---	---	---

##### Reconciling items - Currency translation on reported items- Totals (\$m)

##### HSBC Bank - TOTAL

Revenue		98	49	53	63	
ECL		(27)	(9)	(4)	2	
Operating expenses		(123)	(56)	(57)	(75)	
Share of profit in associates and joint ventures		2	(1)	—	—	
Revenue significant items		(2)	1	(1)	1	
Operating expense significant items		(46)	(1)	(20)	(3)	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		6,413	8,135	1,875	8,708	
Customer accounts		11,360	12,356	87	12,298	



## HSBC

### HSBC Bank

#### Non ring-fenced bank

##### HSBC Bank - Wealth and Personal Banking

Revenue	22	6	23	13
ECL	(1)	(1)	—	—
Operating expenses	(26)	(18)	(18)	(17)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	(6)	—	(3)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,609	2,230	1,194	2,358
Customer accounts	2,420	2,847	731	3,097

##### HSBC Bank - Commercial Banking

Revenue	20	16	13	16
ECL	(9)	(3)	(3)	—
Operating expenses	(17)	(10)	(20)	(9)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	(6)	—	(12)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,640	2,321	1,022	2,390
Customer accounts	2,500	3,346	710	2,630

##### HSBC Bank - Global Banking and Markets

Revenue	58	26	15	38
ECL	(16)	(5)	—	1
Operating expenses	(73)	(28)	(16)	(48)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(3)	3	—	1
Operating expense significant items	(25)	—	(1)	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	3,154	3,568	(349)	3,941
Customer accounts	6,427	6,146	(1,361)	6,548

**HSBC**  
**HSBC Bank**  
**Non ring-fenced bank**

**HSBC Bank - Corporate Centre**

Revenue		(2)	—	3	(4)
ECL		(1)	—	—	1
Operating expenses		(8)	(1)	(4)	(1)
Share of profit in associates and joint ventures		2	(1)	—	—
Revenue significant items		—	—	—	—
Operating expense significant items		(8)	(1)	(3)	(2)
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		10	15	9	20
Customer accounts		13	16	7	23



## HSBC

### Europe - Other

#### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	9,079	9,002	9,152	9,498	8,963	9,055
Customer accounts	15,287	15,132	14,563	14,131	11,924	13,502

#### HSBC Europe - Other - Wealth and Personal Banking

##### Reported (\$m)

##### Net operating income before change in expected credit losses and other credit impairment charges

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<i>of which: net interest income/(expense)</i>	228	228	223	518	385	1,465
Change in expected credit losses and other credit impairment charges	(35)	(34)	(33)	(37)	(37)	(194)
Total operating expenses	(61)	1	(48)	1	—	2
<i>of which: staff expenses</i>	(341)	(321)	(399)	(805)	(529)	(2,309)
Share of profit in associates and joint ventures	(159)	(125)	(143)	(170)	(142)	(614)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>(174)</b>	<b>(92)</b>	<b>(224)</b>	<b>(286)</b>	<b>(144)</b>	<b>(842)</b>

##### Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(16)	(5)	—	(14)	61	34
Share of profit in associates and joint ventures	—	—	—	—	—	—

##### Adjusted (\$m)

##### Net operating income before change in expected credit losses and other credit impairment charges

<i>of which: net interest income/(expense)</i>	228	241	230	526	400	1,465
Change in expected credit losses and other credit impairment charges	(35)	(36)	(28)	(35)	(36)	(195)
Total operating expenses	(61)	1	(52)	1	—	2
Share of profit in associates and joint ventures	(325)	(326)	(406)	(797)	(602)	(2,343)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>(158)</b>	<b>(84)</b>	<b>(228)</b>	<b>(270)</b>	<b>(202)</b>	<b>(876)</b>

##### Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	9,356	8,788	8,790	9,079	8,313	9,079
Loans and advances to customers (net)	9,220	8,715	8,717	9,055	8,291	9,055
Total external assets	24,127	23,657	23,333	19,354	19,891	19,354
Customer accounts	15,287	14,595	13,723	13,432	10,988	13,432
Risk-weighted assets	2,795	2,585	3,008	(2369)	(n/a)	2,369

#### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	9,220	9,002	9,152	9,498	8,963	9,055
Customer accounts	15,287	15,131	14,498	14,063	11,853	13,432

# HSBC

## Europe - Other

### HSBC Europe - Other - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>(55)</b>	<b>(74)</b>	<b>(60)</b>	<b>163</b>	<b>15</b>	<b>(32)</b>
<i>of which: net interest income/(expense)</i>	<i>(125)</i>	<i>(125)</i>	<i>(126)</i>	<i>(122)</i>	<i>(123)</i>	<i>(506)</i>
Change in expected credit losses and other credit impairment charges	(101)	—	—	—	—	—
Total operating expenses	(103)	(104)	(157)	(2,908)	(238)	(3,417)
<i>of which: staff expenses</i>	<i>(49)</i>	<i>(47)</i>	<i>(48)</i>	<i>(66)</i>	<i>(51)</i>	<i>(202)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>(259)</b>	<b>(178)</b>	<b>(217)</b>	<b>(2,745)</b>	<b>(223)</b>	<b>(3,449)</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(2)	(1)	(2)	(2,533)	(2)	(2,534)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>(55)</b>	<b>(73)</b>	<b>(59)</b>	<b>163</b>	<b>18</b>	<b>(32)</b>
<i>of which: net interest income/(expense)</i>	<i>(125)</i>	<i>(130)</i>	<i>(122)</i>	<i>(122)</i>	<i>(123)</i>	<i>(505)</i>
Change in expected credit losses and other credit impairment charges	(101)	—	—	—	—	—
Total operating expenses	(101)	(106)	(155)	(376)	(240)	(883)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>(257)</b>	<b>(179)</b>	<b>(214)</b>	<b>(213)</b>	<b>(222)</b>	<b>(915)</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	(100)	—	—	—	—	—
Total external assets	(1,665)	(1,495)	(1,508)	(2,259)	244	(2,259)
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	(863)	(780)	(933)	(1,076)	(n/a)	(1,076)
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	(100)	—	—	—	—	—
Customer accounts	—	—	—	—	—	—





## HSBC

### Europe - Other

#### SIGNIFICANT ITEMS

##### HSBC Europe - Other - TOTAL

##### Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	(1)	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	15	65	157	(135)	174	170
Restructuring and other related costs	1	1	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(15)	(11)	(35)
Customer redress programmes	—	—	—	—	(1)	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	200	(200)	—	(2,521)	—	(2,521)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	(4)
Restructuring and other related costs	(131)	(36)	(32)	(55)	(34)	(131)
Settlements and provisions in connection with legal and regulatory matters	(2)	3	—	3	65	56

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
------------------------	---	---	---	---	---	---

##### HSBC Europe - Other - Wealth and Personal Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	(2)
Restructuring and other related costs	(16)	(5)	—	(17)	(4)	(30)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	3	65	66



## HSBC

### Europe - Other

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### HSBC Europe - Other - Commercial Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	(1)	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	(2,521)	—	(2,521)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(2)	(1)	(2)	(12)	(1)	(13)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### HSBC Europe - Other - Global Banknig and Markets

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(1)	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(1)	3	(2)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(7)	—	—	(2)	—	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	(3)

## HSBC

### Europe - Other

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### HSBC Europe - Other - Corporate Centre

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	16	66	158	(135)	174	170
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(14)	(14)	(33)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	200	(200)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	(2)
Restructuring and other related costs	(108)	(27)	(30)	(24)	(29)	(84)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	(7)

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### Reconciling items - Currency translation on reported items- Totals (\$m)

##### HSBC Europe - Other - TOTAL

Revenue		78	26	16	100	
ECL		3	(4)	—	—	
Operating expenses		(67)	(30)	(15)	(87)	
Share of profit in associates and joint ventures		1	—	—	—	
Revenue significant items		—	2	—	—	
Operating expense significant items		(3)	—	(1)	4	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		287	435	443	672	
Customer accounts		537	777	629	868	

## HSBC

### Europe - Other

#### HSBC Europe - Other - Wealth and Personal Banking

Revenue	13	7	8	15
ECL	—	(4)	—	—
Operating expenses	(11)	(7)	(7)	(8)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	(1)	—	(1)	4
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	287	435	443	672
Customer accounts	536	775	631	865

#### HSBC Europe - Other - Commercial Banking

Revenue	1	1	—	3
ECL	—	—	—	—
Operating expenses	(3)	—	(1)	(4)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	—	—

#### HSBC Europe - Other - Global Banking and Markets

Revenue	8	2	1	3
ECL	—	—	—	—
Operating expenses	(5)	(2)	(1)	(3)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	1	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	1	3	(2)	3

## HSBC

### Europe - Other

#### HSBC Europe - Other - Corporate Centre

Revenue		57	15	8	79
ECL		3	—	—	—
Operating expenses		(48)	(20)	(6)	(73)
Share of profit in associates and joint ventures		1	—	—	—
Revenue significant items		—	1	—	—
Operating expense significant items		(2)	—	—	(1)
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		—	—	—	—
Customer accounts		—	—	—	—



# HSBC

## Asia

### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	484,125	479,174	492,057	479,536	486,219	477,727
Customer accounts	732,367	728,364	701,597	699,734	682,558	697,358

### Asia - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>2,946</b>	<b>3,194</b>	<b>3,119</b>	<b>3,392</b>	<b>3,557</b>	<b>14,109</b>
<i>of which: net interest income</i>	<i>1,705</i>	<i>1,946</i>	<i>2,349</i>	<i>2,399</i>	<i>2,410</i>	<i>9,413</i>
Change in expected credit losses and other credit impairment charges	(79)	(246)	(183)	(66)	(91)	(266)
Total operating expenses	(1,621)	(1,502)	(1,572)	(1,618)	(1,542)	(6,171)
<i>of which: staff expenses</i>	<i>(634)</i>	<i>(588)</i>	<i>(628)</i>	<i>(644)</i>	<i>(619)</i>	<i>(2,467)</i>
Share of profit in associates and joint ventures	9	(6)	(5)	3	5	44
<b>Profit/(loss) before tax</b>	<b>1,255</b>	<b>1,440</b>	<b>1,359</b>	<b>1,711</b>	<b>1,929</b>	<b>7,716</b>

### Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	(6)
ECL	—	—	—	—	—	—
Operating expenses	(3)	—	—	(3)	(2)	(7)
Share of profit in associates and joint ventures	—	—	—	—	—	—

### Adjusted (\$m)

<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>2,946</b>	<b>3,217</b>	<b>3,136</b>	<b>3,421</b>	<b>3,591</b>	<b>14,115</b>
<i>of which: net interest income</i>	<i>1,705</i>	<i>1,963</i>	<i>2,363</i>	<i>2,421</i>	<i>2,432</i>	<i>9,416</i>
Change in expected credit losses and other credit impairment charges	(79)	(249)	(186)	(67)	(91)	(266)
Total operating expenses	(1,618)	(1,521)	(1,582)	(1,628)	(1,554)	(6,164)
Share of profit in associates and joint ventures	9	(6)	(5)	3	5	44
<b>Profit/(loss) before tax</b>	<b>1,258</b>	<b>1,441</b>	<b>1,363</b>	<b>1,729</b>	<b>1,951</b>	<b>7,729</b>

### Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	196,103	181,905	178,524	181,649	179,249	181,649
Loans and advances to customers (net)	195,190	181,000	177,724	180,917	178,519	180,917
Total external assets	394,055	377,310	351,096	360,466	343,012	360,466
Customer accounts	416,402	412,834	402,816	398,212	384,992	398,212
Risk-weighted assets	86,076	77,923	76,396	75,915	(n/a)	75,915

### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	195,190	182,734	182,142	181,844	181,973	180,917
Customer accounts	416,402	414,843	407,524	399,756	390,442	398,212

# HSBC

## Asia

### Asia - Commercial Banking

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,361</b>	<b>1,537</b>	<b>1,825</b>	<b>1,772</b>	<b>1,871</b>	<b>7,437</b>
<i>of which: net interest income</i>	<i>997</i>	<i>1,118</i>	<i>1,327</i>	<i>1,399</i>	<i>1,425</i>	<i>5,693</i>
Change in expected credit losses and other credit impairment charges	(33)	(488)	(741)	(99)	(163)	(387)
Total operating expenses	(620)	(597)	(615)	(681)	(647)	(2,529)
<i>of which: staff expenses</i>	<i>(233)</i>	<i>(221)</i>	<i>(231)</i>	<i>(237)</i>	<i>(235)</i>	<i>(948)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>708</b>	<b>452</b>	<b>469</b>	<b>992</b>	<b>1,061</b>	<b>4,521</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	—	—	—	—	(3)
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	(9)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,361</b>	<b>1,554</b>	<b>1,832</b>	<b>1,783</b>	<b>1,883</b>	<b>7,440</b>
<i>of which: net interest income</i>	<i>997</i>	<i>1,129</i>	<i>1,330</i>	<i>1,407</i>	<i>1,433</i>	<i>5,693</i>
Change in expected credit losses and other credit impairment charges	(33)	(494)	(746)	(99)	(164)	(387)
Total operating expenses	(620)	(604)	(619)	(685)	(652)	(2,520)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>708</b>	<b>456</b>	<b>467</b>	<b>999</b>	<b>1,067</b>	<b>4,533</b>
<b>Balance sheet - reported (\$m)</b>						
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	159,391	160,814	163,806	160,960	161,068	160,960
Loans and advances to customers (net)	157,196	158,573	162,017	159,715	159,837	159,715
Total external assets	238,299	238,331	230,421	229,681	226,747	229,681
Customer accounts	174,484	173,342	158,802	172,701	160,543	172,701
Risk-weighted assets	137,605	136,586	135,833	134,588	(n/a)	134,588
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	157,196	159,871	165,065	160,164	162,234	159,715
Customer accounts	174,484	174,574	161,045	173,330	162,874	172,701

# HSBC

## Asia

### Asia - Global Banking and Markets

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,703</b>	<b>1,973</b>	<b>2,152</b>	<b>1,767</b>	<b>1,935</b>	<b>7,422</b>
<i>of which: net interest income</i>	<i>683</i>	<i>754</i>	<i>829</i>	<i>843</i>	<i>863</i>	<i>3,454</i>
Change in expected credit losses and other credit impairment charges	(33)	(84)	(76)	(16)	(29)	(71)
Total operating expenses	(813)	(775)	(797)	(841)	(798)	(3,266)
<i>of which: staff expenses</i>	<i>(315)</i>	<i>(304)</i>	<i>(314)</i>	<i>(333)</i>	<i>(313)</i>	<i>(1,377)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>857</b>	<b>1,114</b>	<b>1,279</b>	<b>910</b>	<b>1,108</b>	<b>4,085</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	3	(62)	88	(15)	18	(27)
ECL	—	—	—	—	—	—
Operating expenses	(4)	(1)	—	(12)	(6)	(40)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>1,700</b>	<b>2,063</b>	<b>2,073</b>	<b>1,787</b>	<b>1,924</b>	<b>7,449</b>
<i>of which: net interest income</i>	<i>683</i>	<i>765</i>	<i>830</i>	<i>844</i>	<i>864</i>	<i>3,454</i>
Change in expected credit losses and other credit impairment charges	(33)	(86)	(75)	(16)	(29)	(71)
Total operating expenses	(809)	(785)	(801)	(833)	(798)	(3,226)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>858</b>	<b>1,192</b>	<b>1,197</b>	<b>938</b>	<b>1,097</b>	<b>4,152</b>
	Balance sheet date					Balance sheet date
<b>Balance sheet - reported (\$m)</b>	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	131,684	135,097	141,674	137,168	139,641	137,168
Loans and advances to customers (net)	131,318	134,760	141,367	136,912	139,394	136,912
Total external assets	422,024	422,379	435,833	402,133	413,266	402,133
Customer accounts	141,425	136,835	129,475	126,392	126,959	126,392
Risk-weighted assets	112,652	112,695	114,744	109,832	(n/a)	109,832
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	131,318	136,162	144,444	137,344	141,750	136,912
Customer accounts	141,425	138,885	133,202	126,595	129,178	126,392



# HSBC

## Asia

### Asia - Corporate Centre

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>314</b>	<b>317</b>	<b>463</b>	<b>316</b>	<b>351</b>	<b>1,451</b>
<i>of which: net interest expense</i>	<i>(123)</i>	<i>(127)</i>	<i>(377)</i>	<i>(428)</i>	<i>(486)</i>	<i>(1,953)</i>
Change in expected credit losses and other credit impairment charges	1	—	—	—	—	—
Total operating expenses	(289)	(272)	(300)	(363)	(316)	(1,331)
<i>of which: staff expenses</i>	<i>(507)</i>	<i>(505)</i>	<i>(584)</i>	<i>(534)</i>	<i>(544)</i>	<i>(2,298)</i>
Share of profit in associates and joint ventures	341	578	470	472	518	2,026
<b>Profit/(loss) before tax</b>	<b>367</b>	<b>623</b>	<b>633</b>	<b>425</b>	<b>553</b>	<b>2,146</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	(2)	(2)	10	—	2	1
ECL	—	—	—	—	—	—
Operating expenses	(25)	(16)	(1)	(38)	(19)	(70)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>316</b>	<b>324</b>	<b>444</b>	<b>301</b>	<b>334</b>	<b>1,450</b>
<i>of which: net interest expense</i>	<i>(123)</i>	<i>(127)</i>	<i>(378)</i>	<i>(432)</i>	<i>(491)</i>	<i>(1,956)</i>
Change in expected credit losses and other credit impairment charges	1	(1)	—	—	—	—
Total operating expenses	(264)	(261)	(290)	(314)	(278)	(1,261)
Share of profit in associates and joint ventures	341	592	474	481	525	2,026
<b>Profit/(loss) before tax</b>	<b>394</b>	<b>654</b>	<b>628</b>	<b>468</b>	<b>581</b>	<b>2,215</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	421	406	404	183	265	183
Loans and advances to customers (net)	421	406	404	183	265	183
Total external assets	101,818	98,594	93,139	91,381	89,031	91,381
Customer accounts	56	61	(176)	53	63	53
Risk-weighted assets	48,770	47,480	46,480	46,040	(n/a)	46,040
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	421	406	406	183	262	183
Customer accounts	56	62	(174)	53	65	53

# HSBC

## Asia

### SIGNIFICANT ITEMS

#### Asia - TOTAL

##### Revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	2	(64)	98	(15)	20	(35)
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(1)	(2)	(4)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(30)	(17)	(1)	(52)	(25)	(123)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	1

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### Asia - Wealth and Personal Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	(6)
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(3)	—	—	(3)	(2)	(8)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	1

## HSBC

### Asia

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### Asia - Commercial Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	(3)
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	(9)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### Asia - Global Banking and Markets

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	3	(62)	88	(15)	18	(27)
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(4)	(1)	—	(12)	(6)	(40)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

## HSBC

### Asia

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### Asia - Corporate Centre

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(2)	(2)	10	—	2	1
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(1)	(2)	(4)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(25)	(16)	(1)	(37)	(17)	(66)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### Reconciling items - Currency translation on reported items- Totals (\$m)

##### Asia - TOTAL

Revenue		72	25	31	37	
ECL		(13)	(7)	(1)	(1)	
Operating expenses		(40)	(9)	(10)	(6)	
Share of profit in associates and joint ventures		14	4	9	7	
Revenue significant items		—	—	—	—	
Operating expense significant items		1	—	—	—	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		4,435	10,545	1,809	8,204	
Customer accounts		5,292	10,680	2,376	10,001	

## HSBC

### Asia

#### Asia - Wealth and Personal Banking

Revenue	23	17	29	34
ECL	(3)	(3)	(1)	—
Operating expenses	(19)	(10)	(13)	(14)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,734	4,418	927	3,454
Customer accounts	2,009	4,708	1,544	5,450

#### Asia - Commercial Banking

Revenue	17	7	11	12
ECL	(6)	(5)	—	(1)
Operating expenses	(7)	(4)	(4)	(5)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,298	3,048	449	2,397
Customer accounts	1,232	2,243	629	2,331

#### Asia - Global Banking and Markets

Revenue	28	10	5	7
ECL	(2)	1	—	—
Operating expenses	(11)	(4)	(4)	(6)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	1	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,402	3,077	432	2,356
Customer accounts	2,050	3,727	203	2,219

## HSBC

### Asia

#### Asia - Corporate Centre

Revenue		5	(9)	(14)	(16)
ECL		(1)	—	—	—
Operating expenses		(3)	9	11	18
Share of profit in associates and joint ventures		14	4	9	7
Revenue significant items		—	—	1	(1)
Operating expense significant items		2	—	—	(1)
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		—	2	—	(3)
Customer accounts		1	2	—	2

*1 Risk-weighted assets are non-additive across geographical regions due to market risk diversification effects within the Group.*



## HSBC Hong Kong

### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	319,297	308,804	312,546	308,502	311,353	306,963
Customer accounts	517,582	514,391	496,642	502,461	492,928	499,955

### Hong Kong - Wealth and Personal Banking

#### Reported (\$m)

#### Net operating income before change in expected credit losses and other credit impairment charges

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<i>of which: net interest income</i>	2,150	2,439	2,377	2,593	2,769	10,905
Change in expected credit losses and other credit impairment charges	1,230	1,466	1,818	1,860	1,875	7,288
Total operating expenses	(53)	(113)	(90)	(45)	(72)	(157)
<i>of which: staff expenses</i>	(957)	(885)	(927)	(952)	(865)	(3,549)
Share of profit in associates and joint ventures	(375)	(356)	(381)	(402)	(365)	(1,481)
Share of profit in associates and joint ventures	3	(6)	(5)	—	3	22
<b>Profit/(loss) before tax</b>	<b>1,143</b>	<b>1,435</b>	<b>1,355</b>	<b>1,596</b>	<b>1,835</b>	<b>7,221</b>

#### Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	(1)
ECL	—	—	—	—	—	—
Operating expenses	(2)	—	—	—	(1)	—
Share of profit in associates and joint ventures	—	—	—	—	—	—

#### Adjusted (\$m)

#### Net operating income before change in expected credit losses and other credit impairment charges

<i>of which: net interest income</i>	2,150	2,440	2,384	2,619	2,798	10,906
Change in expected credit losses and other credit impairment charges	1,230	1,466	1,823	1,878	1,893	7,288
Total operating expenses	(53)	(113)	(90)	(45)	(73)	(157)
Share of profit in associates and joint ventures	(955)	(885)	(930)	(961)	(874)	(3,549)
Share of profit in associates and joint ventures	3	(6)	(5)	—	3	22
<b>Profit/(loss) before tax</b>	<b>1,145</b>	<b>1,436</b>	<b>1,359</b>	<b>1,613</b>	<b>1,854</b>	<b>7,222</b>

#### Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	135,323	123,235	121,865	121,300	121,448	121,300
Loans and advances to customers (net)	134,925	122,838	121,477	120,945	121,099	120,945
Total external assets	301,800	289,777	267,371	272,820	260,336	272,820
Customer accounts	338,414	337,340	331,215	325,436	316,571	325,436
Risk-weighted assets	63,938	56,110	55,339	53,755	(n/a)	53,755

### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	134,925	122,840	121,510	121,551	122,486	120,945
Customer accounts	338,414	337,346	331,305	327,067	320,196	325,436



## HSBC Hong Kong

### Hong Kong - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>798</b>	<b>923</b>	<b>1,167</b>	<b>1,147</b>	<b>1,225</b>	<b>4,856</b>
<i>of which: net interest income</i>	<i>576</i>	<i>676</i>	<i>852</i>	<i>917</i>	<i>940</i>	<i>3,741</i>
Change in expected credit losses and other credit impairment charges	(14)	(239)	(19)	(46)	(115)	(233)
Total operating expenses	(342)	(334)	(325)	(381)	(359)	(1,381)
<i>of which: staff expenses</i>	<i>(128)</i>	<i>(126)</i>	<i>(125)</i>	<i>(131)</i>	<i>(128)</i>	<i>(512)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>442</b>	<b>350</b>	<b>823</b>	<b>720</b>	<b>751</b>	<b>3,242</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	(4)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>798</b>	<b>923</b>	<b>1,170</b>	<b>1,159</b>	<b>1,239</b>	<b>4,856</b>
<i>of which: net interest income</i>	<i>576</i>	<i>676</i>	<i>854</i>	<i>926</i>	<i>950</i>	<i>3,741</i>
Change in expected credit losses and other credit impairment charges	(14)	(239)	(19)	(47)	(116)	(233)
Total operating expenses	(342)	(334)	(326)	(385)	(364)	(1,377)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>442</b>	<b>350</b>	<b>825</b>	<b>727</b>	<b>759</b>	<b>3,246</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	104,706	104,013	104,849	103,727	103,837	103,727
Loans and advances to customers (net)	103,943	103,249	104,273	103,131	103,246	103,131
Total external assets	150,252	150,092	143,305	144,534	144,992	144,534
Customer accounts	121,440	121,474	111,996	123,372	116,541	123,372
Risk-weighted assets	75,446	73,696	73,351	71,855	(n/a)	71,855
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	103,943	103,251	104,301	103,648	104,429	103,131
Customer accounts	121,440	121,476	112,026	123,991	117,876	123,372

## HSBC Hong Kong

### Hong Kong - Global Banking and Markets

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>742</b>	<b>915</b>	<b>1,034</b>	<b>815</b>	<b>880</b>	<b>3,400</b>
<i>of which: net interest income</i>	<i>259</i>	<i>335</i>	<i>372</i>	<i>392</i>	<i>371</i>	<i>1,531</i>
Change in expected credit losses and other credit impairment charges	(22)	(31)	(24)	(27)	(20)	(69)
Total operating expenses	(398)	(380)	(395)	(431)	(374)	(1,602)
<i>of which: staff expenses</i>	<i>(154)</i>	<i>(155)</i>	<i>(154)</i>	<i>(186)</i>	<i>(134)</i>	<i>(678)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>322</b>	<b>504</b>	<b>615</b>	<b>357</b>	<b>486</b>	<b>1,729</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	(45)	61	(9)	13	(15)
ECL	—	—	—	—	—	—
Operating expenses	(3)	(1)	—	(10)	(2)	(24)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>742</b>	<b>960</b>	<b>976</b>	<b>833</b>	<b>877</b>	<b>3,415</b>
<i>of which: net interest income</i>	<i>259</i>	<i>335</i>	<i>373</i>	<i>396</i>	<i>375</i>	<i>1,531</i>
Change in expected credit losses and other credit impairment charges	(22)	(31)	(24)	(27)	(20)	(69)
Total operating expenses	(395)	(379)	(396)	(425)	(376)	(1,578)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>325</b>	<b>550</b>	<b>556</b>	<b>381</b>	<b>481</b>	<b>1,768</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	<b>80,278</b>	82,562	86,558	82,937	83,509	82,937
Loans and advances to customers (net)	<b>80,047</b>	82,343	86,345	82,743	83,342	82,743
Total external assets	<b>230,783</b>	232,282	245,096	226,880	241,428	226,880
Customer accounts	<b>57,709</b>	55,546	53,508	51,127	54,211	51,127
Risk-weighted assets	<b>55,249</b>	55,600	55,814	51,499	(n/a)	51,499
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	<b>80,047</b>	82,345	86,368	83,159	84,296	82,743
Customer accounts	<b>57,709</b>	55,547	53,522	51,383	54,832	51,127

## HSBC Hong Kong

### Hong Kong - Corporate Centre

#### Reported (\$m)

**Net operating income before change in expected credit losses and other credit impairment charges**

*of which: net interest expense*

Change in expected credit losses and other credit impairment charges

Total operating expenses

*of which: staff expenses*

Share of profit in associates and joint ventures

**Profit/(loss) before tax**

#### Reported Significant items - Totals (\$m)

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

#### Adjusted (\$m)

**Net operating income before change in expected credit losses and other credit impairment charges**

*of which: net interest expense*

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

**Profit/(loss) before tax**

#### Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

#### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>100</b>	<b>57</b>	<b>163</b>	<b>27</b>	<b>23</b>	<b>251</b>
<i>of which: net interest expense</i>	<i>(104)</i>	<i>(112)</i>	<i>(271)</i>	<i>(319)</i>	<i>(304)</i>	<i>(1,322)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	<b>(113)</b>	(103)	(111)	(88)	(80)	(403)
<i>of which: staff expenses</i>	<i>(80)</i>	<i>(100)</i>	<i>(140)</i>	<i>(73)</i>	<i>(90)</i>	<i>(482)</i>
Share of profit in associates and joint ventures	<b>2</b>	2	2	2	2	9
<b>Profit/(loss) before tax</b>	<b>(11)</b>	<b>(44)</b>	<b>54</b>	<b>(59)</b>	<b>(55)</b>	<b>(143)</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	—	—	—	—	(10)
ECL	—	—	—	—	—	—
Operating expenses	<b>(15)</b>	(9)	—	(14)	(16)	(35)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>100</b>	<b>56</b>	<b>163</b>	<b>23</b>	<b>18</b>	<b>261</b>
<i>of which: net interest expense</i>	<i>(104)</i>	<i>(112)</i>	<i>(271)</i>	<i>(323)</i>	<i>(307)</i>	<i>(1,322)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	<b>(98)</b>	(94)	(111)	(72)	(60)	(368)
Share of profit in associates and joint ventures	<b>2</b>	2	2	2	2	9
<b>Profit/(loss) before tax</b>	<b>4</b>	<b>(36)</b>	<b>54</b>	<b>(47)</b>	<b>(40)</b>	<b>(98)</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	<b>382</b>	368	367	144	141	144
Loans and advances to customers (net)	<b>382</b>	368	367	144	141	144
Total external assets	<b>60,693</b>	57,307	55,868	51,833	51,802	51,833
Customer accounts	<b>19</b>	21	(211)	20	24	20
Risk-weighted assets	<b>10,153</b>	10,305	10,190	10,053	(n/a)	10,053
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	<b>382</b>	368	367	144	142	144
Customer accounts	<b>19</b>	21	(211)	20	24	20

## HSBC Hong Kong

### SIGNIFICANT ITEMS

#### Hong Kong - TOTAL

##### Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(45)	61	(9)	13	(26)
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(1)	(2)	(4)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(21)	(10)	—	(23)	(17)	(60)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	1

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### Hong Kong - Wealth and Personal Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	(1)
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(2)	—	—	—	(1)	(1)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	1

## HSBC Hong Kong

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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### Hong Kong - Commercial Banking

#### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

#### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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### Hong Kong - Global Banking and Markets

#### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(45)	61	(9)	13	(15)
Restructuring and other related costs	—	—	—	—	—	—

#### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(3)	(1)	—	(10)	(2)	(24)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

## HSBC Hong Kong

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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### Hong Kong - Corporate Centre

#### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	(10)
Restructuring and other related costs	—	—	—	—	—	—

#### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(2)	(3)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(15)	(9)	—	(14)	(14)	(32)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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### Reconciling items - Currency translation on reported items- Totals (\$m)

#### Hong Kong - TOTAL

Revenue	—	12	42	48
ECL	—	—	(1)	(2)
Operating expenses	1	(5)	(17)	(16)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	(1)	—
Operating expense significant items	1	—	(1)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	6	84	1,539	3,525
Customer accounts	10	134	2,506	5,581

## HSBC Hong Kong

### Hong Kong - Wealth and Personal Banking

Revenue	1	7	26	29
ECL	—	—	—	(1)
Operating expenses	—	(3)	(10)	(10)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	(1)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	2	33	606	1,387
Customer accounts	6	90	1,631	3,625

### Hong Kong - Commercial Banking

Revenue	—	3	12	14
ECL	—	—	(1)	(1)
Operating expenses	—	(1)	(4)	(5)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	2	28	517	1,183
Customer accounts	2	30	619	1,335

### Hong Kong - Global Banking and Markets

Revenue	—	3	8	10
ECL	—	—	—	—
Operating expenses	—	(1)	(4)	(4)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	(1)	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	2	23	416	954
Customer accounts	1	14	256	621

## HSBC Hong Kong

### Hong Kong - Corporate Centre

Revenue		(1)	—	(4)	(5)
ECL		—	—	—	—
Operating expenses		1	—	1	3
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		—	—	—	—
Operating expense significant items		1	—	(1)	(1)
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		—	—	—	1
Customer accounts		—	—	—	—





## HSBC Mainland China

### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	43,535	45,027	45,525	43,350	43,040	42,380
Customer accounts	47,327	49,410	47,353	49,429	45,230	48,323

### Mainland China - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>209</b>	<b>196</b>	<b>163</b>	<b>161</b>	<b>159</b>	<b>704</b>
<i>of which: net interest income</i>	<i>103</i>	<i>110</i>	<i>109</i>	<i>103</i>	<i>102</i>	<i>421</i>
Change in expected credit losses and other credit impairment charges	7	(23)	(25)	(10)	(12)	(48)
Total operating expenses	(187)	(163)	(174)	(186)	(188)	(729)
<i>of which: staff expenses</i>	<i>(83)</i>	<i>(66)</i>	<i>(76)</i>	<i>(75)</i>	<i>(78)</i>	<i>(301)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>29</b>	<b>10</b>	<b>(36)</b>	<b>(35)</b>	<b>(41)</b>	<b>(73)</b>

### Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—

### Adjusted (\$m)

<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>209</b>	<b>201</b>	<b>164</b>	<b>165</b>	<b>161</b>	<b>704</b>
<i>of which: net interest income</i>	<i>103</i>	<i>113</i>	<i>110</i>	<i>105</i>	<i>104</i>	<i>421</i>
Change in expected credit losses and other credit impairment charges	7	(23)	(26)	(10)	(12)	(48)
Total operating expenses	(187)	(167)	(175)	(189)	(190)	(729)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>29</b>	<b>11</b>	<b>(37)</b>	<b>(34)</b>	<b>(41)</b>	<b>(73)</b>

### Balance sheet - reported (\$m)

Balance sheet - reported (\$m)	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	10,413	10,006	9,960	10,157	9,835	10,157
Loans and advances to customers (net)	10,329	9,906	9,870	10,081	9,762	10,081
Total external assets	16,602	15,806	15,802	15,176	14,554	15,176
Customer accounts	12,148	11,869	11,815	11,842	10,957	11,842
Risk-weighted assets	5,178	4,974	4,937	4,998	(n/a)	4,998

### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	10,329	10,292	10,274	10,312	10,242	10,081
Customer accounts	12,148	12,332	12,298	12,113	11,496	11,842

## HSBC Mainland China

### Mainland China - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>172</b>	<b>212</b>	<b>203</b>	<b>186</b>	<b>197</b>	<b>797</b>
<i>of which: net interest income</i>	<i>142</i>	<i>154</i>	<i>158</i>	<i>155</i>	<i>158</i>	<i>653</i>
Change in expected credit losses and other credit impairment charges	(16)	(16)	(19)	(20)	(20)	(74)
Total operating expenses	(96)	(87)	(103)	(109)	(98)	(406)
<i>of which: staff expenses</i>	<i>(37)</i>	<i>(32)</i>	<i>(39)</i>	<i>(37)</i>	<i>(38)</i>	<i>(155)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>60</b>	<b>109</b>	<b>81</b>	<b>57</b>	<b>79</b>	<b>317</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	(2)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>172</b>	<b>218</b>	<b>204</b>	<b>189</b>	<b>200</b>	<b>797</b>
<i>of which: net interest income</i>	<i>142</i>	<i>158</i>	<i>159</i>	<i>158</i>	<i>160</i>	<i>653</i>
Change in expected credit losses and other credit impairment charges	(16)	(17)	(19)	(20)	(21)	(74)
Total operating expenses	(96)	(89)	(104)	(111)	(100)	(404)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>60</b>	<b>112</b>	<b>81</b>	<b>58</b>	<b>79</b>	<b>319</b>
	Balance sheet date					Balance sheet date
<b>Balance sheet - reported (\$m)</b>	<b>30-Sep-20</b>	<b>30-Jun-20</b>	<b>31-Mar-20</b>	<b>31-Dec-19</b>	<b>30-Sep-19</b>	<b>31-Dec-19</b>
Loans and advances to customers (gross)	17,946	18,662	18,578	17,389	17,513	17,389
Loans and advances to customers (net)	17,800	18,469	18,383	17,208	17,309	17,208
Total external assets	26,881	27,147	27,373	25,128	25,129	25,128
Customer accounts	14,753	15,263	14,276	15,283	13,440	15,283
Risk-weighted assets	20,829	21,423	21,279	20,274	(n/a)	20,274
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	17,800	19,188	19,135	17,602	18,159	17,208
Customer accounts	14,753	15,858	14,860	15,633	14,100	15,283



## HSBC Mainland China

### Mainland China - Corporate Centre

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>137</b>	174	178	141	180	677
<i>of which: net interest expense</i>	<i>(21)</i>	<i>(1)</i>	<i>(23)</i>	<i>(8)</i>	<i>(11)</i>	<i>(55)</i>
Change in expected credit losses and other credit impairment charges	—	(1)	—	—	—	—
Total operating expenses	<b>(172)</b>	(150)	(144)	(149)	(141)	(573)
<i>of which: staff expenses</i>	<i>(167)</i>	<i>(152)</i>	<i>(171)</i>	<i>(170)</i>	<i>(167)</i>	<i>(663)</i>
Share of profit in associates and joint ventures	<b>339</b>	576	468	470	516	2,017
<b>Profit/(loss) before tax</b>	<b>304</b>	<b>599</b>	<b>502</b>	<b>462</b>	<b>555</b>	<b>2,121</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	—	—	(1)	—	(1)
ECL	—	—	—	—	—	—
Operating expenses	<b>(1)</b>	(1)	—	(4)	—	(4)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>137</b>	<b>176</b>	<b>181</b>	<b>143</b>	<b>182</b>	<b>678</b>
<i>of which: net interest expense</i>	<i>(21)</i>	<i>(1)</i>	<i>(23)</i>	<i>(8)</i>	<i>(12)</i>	<i>(55)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	<b>(171)</b>	(152)	(145)	(148)	(143)	(569)
Share of profit in associates and joint ventures	<b>339</b>	590	472	479	523	2,017
<b>Profit/(loss) before tax</b>	<b>305</b>	<b>614</b>	<b>508</b>	<b>474</b>	<b>562</b>	<b>2,126</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	<b>25</b>	24	25	24	—	24
Loans and advances to customers (net)	<b>25</b>	23	24	24	—	24
Total external assets	<b>32,994</b>	31,026	28,420	30,725	28,156	30,725
Customer accounts	<b>33</b>	34	31	28	27	28
Risk-weighted assets	<b>33,524</b>	32,096	31,270	31,007	(n/a)	31,007
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	<b>25</b>	25	25	25	—	24
Customer accounts	<b>33</b>	35	32	29	29	28

## HSBC Mainland China

### SIGNIFICANT ITEMS

#### Mainland China - TOTAL

##### Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	1	(2)	2	(1)	1	(1)
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(1)	(1)	—	(4)	—	(6)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
------------------------	---	---	---	---	---	---

#### Mainland China - Wealth and Personal Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

## HSBC

### Mainland China

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
------------------------	---	---	---	---	---	---

#### Mainland China - Commercial Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	(2)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
------------------------	---	---	---	---	---	---

#### Mainland China - Global Banking and Markets

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	1	(2)	2	—	1	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

## HSBC Mainland China

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
------------------------	---	---	---	---	---	---

### Mainland China - Corporate Centre

#### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	(1)	—	(1)
Restructuring and other related costs	—	—	—	—	—	—

#### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(1)	(1)	—	(4)	—	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
------------------------	---	---	---	---	---	---

### Reconciling items - Currency translation on reported items- Totals (\$m)

#### Mainland China - TOTAL

Revenue		19	7	14	9	
ECL		(1)	(1)	—	(1)	
Operating expenses		(12)	(5)	(10)	(7)	
Share of profit in associates and joint ventures		14	4	9	7	
Revenue significant items		1	—	1	—	
Operating expense significant items		—	—	—	—	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		1,689	1,790	970	2,016	
Customer accounts		1,853	1,861	1,106	2,119	



## HSBC

### Mainland China

#### Mainland China - Wealth and Personal Banking

Revenue	5	1	4	2
ECL	—	(1)	—	—
Operating expenses	(4)	(1)	(3)	(2)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	386	404	231	480
Customer accounts	463	483	271	539

#### Mainland China - Commercial Banking

Revenue	6	1	3	3
ECL	(1)	—	—	(1)
Operating expenses	(2)	(1)	(2)	(2)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	719	752	394	850
Customer accounts	595	584	350	660

#### Mainland China - Global Banking and Markets

Revenue	6	2	4	3
ECL	(1)	—	—	—
Operating expenses	(3)	(1)	(2)	(1)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	1	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	582	633	345	686
Customer accounts	794	793	484	918

## HSBC Mainland China

### Mainland China - Corporate Centre

Revenue		2	3	2	2
ECL		1	—	—	—
Operating expenses		(3)	(1)	(3)	(2)
Share of profit in associates and joint ventures		14	4	9	7
Revenue significant items		—	—	1	—
Operating expense significant items		—	—	—	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		2	1	1	—
Customer accounts		1	1	1	2



# HSBC

## Middle East and North Africa

### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	29,307	29,340	29,253	27,930	27,390	28,556
Customer accounts	40,815	40,875	39,946	37,261	35,872	38,126

### Middle East and North Africa - Wealth and Personal Banking

#### Reported (\$m)

#### Net operating income before change in expected credit losses and other credit impairment charges

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<i>of which: net interest income</i>	202	219	249	249	249	985
Change in expected credit losses and other credit impairment charges	131	154	157	163	169	665
Total operating expenses	6	(102)	(50)	(7)	(13)	(43)
<i>of which: staff expenses</i>	(196)	(207)	(172)	(194)	(174)	(687)
Share of profit in associates and joint ventures	(59)	(56)	(61)	(65)	(57)	(238)
Profit/(loss) before tax	—	—	—	—	—	—
	12	(90)	27	48	62	255

#### Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(17)	(41)	—	(2)	(1)	(4)
Share of profit in associates and joint ventures	—	—	—	—	—	—

#### Adjusted (\$m)

#### Net operating income before change in expected credit losses and other credit impairment charges

<i>of which: net interest income</i>	202	218	243	244	242	985
Change in expected credit losses and other credit impairment charges	131	154	156	162	167	665
Total operating expenses	6	(102)	(50)	(7)	(15)	(43)
Share of profit in associates and joint ventures	(179)	(164)	(167)	(184)	(169)	(683)
Profit/(loss) before tax	—	—	—	—	—	—
	29	(48)	26	53	58	259

#### Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	5,688	5,762	6,099	6,217	6,180	6,217
Loans and advances to customers (net)	5,346	5,370	5,777	5,918	5,807	5,918
Total external assets	15,823	15,674	15,423	16,363	14,897	16,363
Customer accounts	19,990	19,757	18,967	18,467	18,340	18,467
Risk-weighted assets	7,641	7,404	7,617	7,680	(n/a)	7,680

### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	5,346	5,333	5,714	5,811	5,671	5,918
Customer accounts	19,990	19,526	18,571	17,931	17,735	18,467



Middle East and North Africa - Global Banking and Markets

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
Net operating income before change in expected credit losses and other credit impairment charges	274	315	264	299	275	1,141
<i>of which: net interest income</i>	118	129	133	134	156	603
Change in expected credit losses and other credit impairment charges	(47)	(29)	(140)	(2)	(4)	(6)
Total operating expenses	(115)	(101)	(101)	(108)	(92)	(374)
<i>of which: staff expenses</i>	(33)	(32)	(31)	(32)	(30)	(128)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>112</b>	<b>185</b>	<b>23</b>	<b>189</b>	<b>179</b>	<b>761</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	—	1	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	(1)	—	(3)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
Net operating income before change in expected credit losses and other credit impairment charges	274	314	257	296	272	1,141
<i>of which: net interest income</i>	118	129	131	133	155	603
Change in expected credit losses and other credit impairment charges	(47)	(29)	(140)	(2)	(4)	(6)
Total operating expenses	(115)	(101)	(100)	(106)	(90)	(371)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>112</b>	<b>184</b>	<b>17</b>	<b>188</b>	<b>178</b>	<b>764</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	13,061	13,018	12,774	11,909	11,523	11,909
Loans and advances to customers (net)	12,804	12,796	12,525	11,778	11,409	11,778
Total external assets	24,054	24,740	24,047	21,913	20,731	21,913
Customer accounts	12,318	12,361	12,599	10,795	10,353	10,795
Risk-weighted assets	15,929	15,019	15,408	14,900	(n/a)	14,900
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	12,804	12,717	12,429	11,642	11,220	11,778
Customer accounts	12,318	12,309	12,485	10,624	10,205	10,795

# HSBC

## Middle East and North Africa

### Middle East and North Africa - Corporate Centre

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>46</b>	<b>1</b>	<b>870</b>
<i>of which: net interest income/(expense)</i>	<b>9</b>	<b>1</b>	<b>(9)</b>	<b>19</b>	<b>6</b>	<b>31</b>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	<b>(26)</b>	<b>(7)</b>	<b>(15)</b>	<b>(4)</b>	<b>(4)</b>	<b>(54)</b>
<i>of which: staff expenses</i>	<b>(69)</b>	<b>(62)</b>	<b>(70)</b>	<b>(70)</b>	<b>(70)</b>	<b>(286)</b>
Share of profit/(loss) in associates and joint ventures	<b>(384)</b>	<b>(87)</b>	<b>56</b>	<b>71</b>	<b>(24)</b>	<b>283</b>
<b>Profit/(loss) before tax</b>	<b>(404)</b>	<b>(91)</b>	<b>42</b>	<b>113</b>	<b>(27)</b>	<b>1,099</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	—	—	—	—	828
ECL	—	—	—	—	—	—
Operating expenses	<b>(5)</b>	—	—	<b>(2)</b>	<b>(2)</b>	<b>(6)</b>
Share of profit in associates and joint ventures	<b>(462)</b>	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>46</b>	<b>2</b>	<b>42</b>
<i>of which: net interest income/(expense)</i>	<b>9</b>	—	<b>(9)</b>	<b>13</b>	<b>3</b>	<b>31</b>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	<b>(21)</b>	<b>(8)</b>	<b>(15)</b>	<b>(2)</b>	<b>(2)</b>	<b>(48)</b>
Share of profit/(loss) in associates and joint ventures	<b>78</b>	<b>(87)</b>	<b>56</b>	<b>71</b>	<b>(24)</b>	<b>283</b>
<b>Profit/(loss) before tax</b>	<b>63</b>	<b>(92)</b>	<b>43</b>	<b>115</b>	<b>(24)</b>	<b>277</b>
<b>Balance sheet - reported (\$m)</b>						
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	<b>6,065</b>	6,296	6,548	6,228	6,083	6,228
Customer accounts	—	—	1	1	—	1
Risk-weighted assets	<b>19,898</b>	19,819	19,909	19,609	(n/a)	19,609
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	1	1	—	1

## HSBC

### Middle East and North Africa

#### SIGNIFICANT ITEMS

##### Middle East and North Africa - TOTAL

##### Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	828
Fair value movements on financial instruments	—	—	1	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(19)	(41)	—	(97)	—	(97)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(5)	—	—	(7)	(3)	(15)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	(462)	—	—	—	—	—
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##### Middle East and North Africa - Wealth and Private Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(17)	(41)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	(2)	(1)	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—



## HSBC

### Middle East and North Africa

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
------------------------	---	---	---	---	---	---

#### Middle East and North Africa - Commercial Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1)	—	—	(97)	—	(97)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	(2)	—	(2)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
------------------------	---	---	---	---	---	---

#### Middle East and North Africa - Global Banking and Markets

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	1	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	(1)	—	(3)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

## HSBC

### Middle East and North Africa

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
------------------------	---	---	---	---	---	---

#### Middle East and North Africa - Corporate Centre

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	828
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(4)	—	—	(2)	(2)	(6)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	(462)	—	—	—	—	—
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#### Reconciling items - Currency translation on reported items- Totals (\$m)

##### Middle East and North Africa - TOTAL

Revenue		(3)	(15)	(13)	(13)	
ECL		—	1	3	(1)	
Operating expenses		2	7	11	8	
Share of profit in associates and joint ventures		—	—	—	—	
Revenue significant items		—	—	—	—	
Operating expense significant items		—	—	—	—	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		(275)	(398)	(626)	(700)	
Customer accounts		(322)	(607)	(865)	(895)	

## HSBC

### Middle East and North Africa

#### Middle East and North Africa - Wealth and Personal Banking

Revenue	(1)	(6)	(5)	(7)
ECL	—	—	—	(2)
Operating expenses	2	5	8	4
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(37)	(63)	(107)	(136)
Customer accounts	(231)	(396)	(536)	(605)

#### Middle East and North Africa - Commercial Banking

Revenue	(2)	(4)	(5)	(4)
ECL	—	2	3	—
Operating expenses	—	2	2	2
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(159)	(238)	(383)	(376)
Customer accounts	(39)	(96)	(158)	(142)

#### Middle East and North Africa - Global Banking and Markets

Revenue	(1)	(6)	(3)	(3)
ECL	—	—	—	—
Operating expenses	—	1	1	2
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(79)	(96)	(136)	(189)
Customer accounts	(52)	(114)	(171)	(148)

## HSBC

### Middle East and North Africa

#### Middle East and North Africa - Corporate Centre

Revenue		—	1	—	1
ECL		—	—	—	—
Operating expenses		(1)	—	—	—
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		—	—	—	—
Operating expense significant items		—	—	—	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		—	—	—	—
Customer accounts		—	1	1	—

*1 Risk-weighted assets are non-additive across geographical regions due to market risk diversification effects within the Group.*



## HSBC North America

### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	110,394	116,797	125,731	112,070	111,543	113,474
Customer accounts	177,478	181,621	156,847	145,251	142,338	146,676

### North America - Wealth and Private Banking

#### Reported (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>486</b>	<b>460</b>	<b>501</b>	<b>454</b>	<b>536</b>	<b>2,096</b>
<i>of which: net interest income</i>	<i>304</i>	<i>294</i>	<i>350</i>	<i>348</i>	<i>372</i>	<i>1,501</i>
Change in expected credit losses and other credit impairment charges	(21)	(44)	(162)	(38)	(56)	(138)
Total operating expenses	(684)	(478)	(501)	(949)	(511)	(2,532)
<i>of which: staff expenses</i>	<i>(173)</i>	<i>(167)</i>	<i>(188)</i>	<i>(177)</i>	<i>(178)</i>	<i>(730)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>(219)</b>	<b>(62)</b>	<b>(162)</b>	<b>(533)</b>	<b>(31)</b>	<b>(574)</b>

#### Reported Significant items - Totals (\$m)

Revenue	(1)	(1)	(6)	(48)	(4)	(53)
ECL	—	—	—	—	—	—
Operating expenses	(216)	(3)	(9)	(437)	(3)	(447)
Share of profit in associates and joint ventures	—	—	—	—	—	—

#### Adjusted (\$m)

<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>487</b>	<b>465</b>	<b>509</b>	<b>501</b>	<b>538</b>	<b>2,149</b>
<i>of which: net interest income</i>	<i>304</i>	<i>297</i>	<i>351</i>	<i>347</i>	<i>371</i>	<i>1,501</i>
Change in expected credit losses and other credit impairment charges	(21)	(44)	(162)	(38)	(55)	(138)
Total operating expenses	(468)	(479)	(493)	(510)	(506)	(2,085)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>(2)</b>	<b>(58)</b>	<b>(146)</b>	<b>(47)</b>	<b>(23)</b>	<b>(74)</b>

#### Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	48,573	47,667	46,328	47,997	46,822	47,997
Loans and advances to customers (net)	48,144	47,211	45,882	47,684	46,528	47,684
Total external assets	93,647	95,899	88,291	81,587	83,638	81,587
Customer accounts	78,399	79,799	74,030	72,232	70,935	72,232
Risk-weighted assets	21,677	22,295	21,829	21,660	(n/a)	21,660

### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	48,144	47,691	47,223	47,014	46,318	47,684
Customer accounts	78,399	80,422	75,669	71,439	70,684	72,232

## HSBC North America

### North America - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>443</b>	<b>433</b>	<b>481</b>	<b>464</b>	<b>494</b>	<b>1,912</b>
<i>of which: net interest income</i>	<i>291</i>	<i>301</i>	<i>333</i>	<i>325</i>	<i>344</i>	<i>1,340</i>
Change in expected credit losses and other credit impairment charges	<b>22</b>	(291)	(220)	(41)	(25)	(90)
Total operating expenses	<b>(238)</b>	(227)	(238)	(246)	(238)	(967)
<i>of which: staff expenses</i>	<i>(96)</i>	<i>(88)</i>	<i>(100)</i>	<i>(98)</i>	<i>(98)</i>	<i>(396)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>227</b>	<b>(85)</b>	<b>23</b>	<b>177</b>	<b>231</b>	<b>855</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	<b>(4)</b>	(2)	—	(2)	(1)	(5)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>443</b>	<b>439</b>	<b>483</b>	<b>462</b>	<b>492</b>	<b>1,912</b>
<i>of which: net interest income</i>	<i>291</i>	<i>305</i>	<i>334</i>	<i>324</i>	<i>343</i>	<i>1,340</i>
Change in expected credit losses and other credit impairment charges	<b>22</b>	(295)	(221)	(41)	(25)	(90)
Total operating expenses	<b>(234)</b>	(228)	(239)	(245)	(236)	(962)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>231</b>	<b>(84)</b>	<b>23</b>	<b>176</b>	<b>231</b>	<b>860</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	<b>46,534</b>	49,178	51,591	46,968	45,743	46,968
Loans and advances to customers (net)	<b>45,988</b>	48,603	51,208	46,743	45,549	46,743
Total external assets	<b>71,025</b>	74,105	73,664	65,564	67,755	65,564
Customer accounts	<b>58,387</b>	57,986	49,438	49,043	43,836	49,043
Risk-weighted assets	<b>51,229</b>	53,380	52,820	49,003	(n/a)	49,003
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	<b>45,988</b>	49,034	52,512	46,103	45,368	46,743
Customer accounts	<b>58,387</b>	58,375	50,458	48,550	43,685	49,043

## HSBC North America

### North America - Global Banking and Markets

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>498</b>	<b>708</b>	<b>729</b>	<b>605</b>	<b>560</b>	<b>2,400</b>
<i>of which: net interest income</i>	<i>91</i>	<i>143</i>	<i>124</i>	<i>129</i>	<i>88</i>	<i>516</i>
Change in expected credit losses and other credit impairment charges	<b>13</b>	(45)	(126)	(19)	1	(10)
Total operating expenses	<b>(415)</b>	(386)	(371)	(417)	(394)	(1,660)
<i>of which: staff expenses</i>	<i>(129)</i>	<i>(144)</i>	<i>(148)</i>	<i>(138)</i>	<i>(141)</i>	<i>(610)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>96</b>	<b>277</b>	<b>232</b>	<b>169</b>	<b>167</b>	<b>730</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	<b>(48)</b>	(20)	13	(1)	2	(6)
ECL	—	—	—	—	—	—
Operating expenses	<b>(11)</b>	(22)	(4)	(6)	(5)	(18)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>546</b>	<b>730</b>	<b>717</b>	<b>606</b>	<b>557</b>	<b>2,406</b>
<i>of which: net interest income</i>	<i>91</i>	<i>144</i>	<i>124</i>	<i>129</i>	<i>88</i>	<i>516</i>
Change in expected credit losses and other credit impairment charges	<b>13</b>	(45)	(126)	(19)	1	(10)
Total operating expenses	<b>(404)</b>	(368)	(367)	(410)	(389)	(1,642)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>155</b>	<b>317</b>	<b>224</b>	<b>177</b>	<b>169</b>	<b>754</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	<b>16,445</b>	20,188	25,896	19,109	19,939	19,109
Loans and advances to customers (net)	<b>16,262</b>	19,999	25,768	19,047	19,886	19,047
Total external assets	<b>213,637</b>	233,737	268,209	194,774	226,707	194,774
Customer accounts	<b>40,692</b>	42,704	30,425	25,401	28,010	25,401
Risk-weighted assets	<b>45,239</b>	49,779	53,238	46,109	(n/a)	46,109
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	<b>16,262</b>	20,071	25,996	18,952	19,857	19,047
Customer accounts	<b>40,692</b>	42,824	30,719	25,262	27,969	25,401





## HSBC North America

### SIGNIFICANT ITEMS

#### North America - TOTAL

##### Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	(1)	(7)	(55)	(4)	(59)
Fair value movements on financial instruments	(2)	(10)	13	(1)	—	(9)
Restructuring and other related costs	(47)	(10)	9	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(222)	—	—	(431)	—	(431)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(111)	(68)	(116)	(62)	(17)	(114)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### North America - Wealth and Personal Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	(1)	(6)	(48)	(4)	(52)
Fair value movements on financial instruments	—	—	—	—	—	(1)
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(207)	—	—	(431)	—	(431)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(9)	(3)	(9)	(6)	(3)	(16)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

## HSBC

### North America

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### North America - Commercial Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(3)	(2)	—	(2)	(1)	(5)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### North America - Global Banking and Markets

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(2)	(10)	13	(1)	2	(6)
Restructuring and other related costs	(46)	(10)	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(4)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(7)	(22)	(4)	(6)	(5)	(18)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

## HSBC

### North America

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### North America - Corporate Centre

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	(1)	(7)	—	(7)
Fair value movements on financial instruments	—	—	—	—	(2)	(2)
Restructuring and other related costs	—	—	9	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(10)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(93)	(41)	(103)	(48)	(8)	(75)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### Reconciling items - Currency translation on reported items- Totals (\$m)

##### North America - TOTAL

Revenue		15	4	(7)	(2)	
ECL		(5)	(1)	—	—	
Operating expenses		(9)	(3)	2	3	
Share of profit in associates and joint ventures		—	—	—	—	
Revenue significant items		—	—	—	—	
Operating expense significant items		1	(1)	2	—	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		984	2,873	(1,404)	(420)	
Customer accounts		1,132	2,954	(1,425)	(443)	

## HSBC

### North America

#### North America - Wealth and Personal Banking

Revenue	4	1	(1)	(2)
ECL	—	—	—	1
Operating expenses	(4)	(1)	2	1
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	(1)	—	—
Operating expense significant items	—	—	—	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	480	1,341	(670)	(210)
Customer accounts	623	1,639	(793)	(251)

#### North America - Commercial Banking

Revenue	6	2	(2)	(2)
ECL	(4)	(1)	—	—
Operating expenses	(3)	(1)	—	1
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	1	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	431	1,304	(640)	(181)
Customer accounts	389	1,020	(493)	(151)

#### North America - Global Banking and Markets

Revenue	2	1	—	(1)
ECL	—	—	—	—
Operating expenses	(1)	—	1	—
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	3	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	72	228	(95)	(29)
Customer accounts	120	294	(139)	(41)

**HSBC**  
**North America**

**North America - Corporate Centre**

Revenue		3	1	(4)	3
ECL		(1)	—	—	—
Operating expenses		(1)	(1)	(1)	—
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		—	1	1	—
Operating expense significant items		(1)	(1)	1	1
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		—	—	—	—
Customer accounts		—	—	—	—

*1 Risk-weighted assets are non-additive across geographical regions due to market risk diversification effects within the Group.*



**HSBC**  
**US**

**Balance sheet data - at most recent balance sheet date FX rates (\$m)**

Loans and advances to customers (net)	62,242	68,036	75,993	63,588	65,985	63,588
Customer accounts	114,695	120,236	99,714	90,834	89,742	90,834

**HSBC US - Wealth and Private Banking**

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>309</b>	<b>295</b>	<b>311</b>	<b>265</b>	<b>349</b>	<b>1,347</b>
<i>of which: net interest income</i>	195	191	228	222	248	1,000
Change in expected credit losses and other credit impairment charges	(11)	(37)	(139)	(30)	(51)	(116)
Total operating expenses	(542)	(345)	(359)	(373)	(366)	(1,510)
<i>of which: staff expenses</i>	(123)	(119)	(133)	(126)	(125)	(522)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>(244)</b>	<b>(87)</b>	<b>(187)</b>	<b>(138)</b>	<b>(68)</b>	<b>(279)</b>

**Reported Significant items - Totals (\$m)**

Revenue	(1)	(1)	(7)	(48)	(4)	(52)
ECL	—	—	—	—	—	—
Operating expenses	(215)	(3)	(9)	(4)	(3)	(14)
Share of profit in associates and joint ventures	—	—	—	—	—	—

**Adjusted (\$m)**

<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>310</b>	<b>296</b>	<b>317</b>	<b>313</b>	<b>354</b>	<b>1,399</b>
<i>of which: net interest income</i>	195	191	227	222	248	1,000
Change in expected credit losses and other credit impairment charges	(11)	(37)	(140)	(30)	(50)	(116)
Total operating expenses	(327)	(342)	(349)	(372)	(362)	(1,496)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>(28)</b>	<b>(83)</b>	<b>(172)</b>	<b>(89)</b>	<b>(58)</b>	<b>(213)</b>

**Balance sheet - reported (\$m)**

Balance sheet - reported (\$m)	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	23,812	24,034	24,033	23,827	23,408	23,827
Loans and advances to customers (net)	23,550	23,739	23,746	23,658	23,253	23,658
Total external assets	56,260	60,033	56,425	48,715	50,302	48,715
Customer accounts	46,706	48,484	46,139	43,027	42,576	43,027
Risk-weighted assets	16,001	16,525	16,452	(15897)	(n/a)	15,897

**Balance sheet data - at most recent balance sheet date FX rates (\$m)**

Loans and advances to customers (net)	23,550	23,739	23,746	23,658	23,253	23,658
Customer accounts	46,706	48,484	46,139	43,028	42,576	43,027



**HSBC**  
**US**

**HSBC US - Commercial Banking**

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>260</b>	<b>246</b>	<b>261</b>	<b>245</b>	<b>275</b>	<b>1,043</b>
<i>of which: net interest income</i>	<i>195</i>	<i>194</i>	<i>200</i>	<i>193</i>	<i>208</i>	<i>801</i>
Change in expected credit losses and other credit impairment charges	21	(181)	(123)	(21)	(17)	(53)
Total operating expenses	(152)	(144)	(148)	(157)	(147)	(604)
<i>of which: staff expenses</i>	<i>(65)</i>	<i>(58)</i>	<i>(65)</i>	<i>(66)</i>	<i>(62)</i>	<i>(258)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>129</b>	<b>(79)</b>	<b>(10)</b>	<b>67</b>	<b>111</b>	<b>386</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(4)	(2)	—	—	—	(2)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>260</b>	<b>245</b>	<b>261</b>	<b>245</b>	<b>275</b>	<b>1,043</b>
<i>of which: net interest income</i>	<i>195</i>	<i>194</i>	<i>202</i>	<i>193</i>	<i>208</i>	<i>801</i>
Change in expected credit losses and other credit impairment charges	21	(181)	(123)	(21)	(18)	(53)
Total operating expenses	(148)	(142)	(148)	(157)	(147)	(602)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>133</b>	<b>(78)</b>	<b>(10)</b>	<b>67</b>	<b>110</b>	<b>388</b>
	Balance sheet date					Balance sheet date
<b>Balance sheet - reported (\$m)</b>	<b>30-Sep-20</b>	<b>30-Jun-20</b>	<b>31-Mar-20</b>	<b>31-Dec-19</b>	<b>30-Sep-19</b>	<b>31-Dec-19</b>
Loans and advances to customers (gross)	25,897	28,210	30,480	24,473	26,196	24,473
Loans and advances to customers (net)	25,670	27,947	30,315	24,406	26,130	24,406
Total external assets	37,905	41,032	42,201	33,726	36,469	33,726
Customer accounts	36,999	37,091	30,173	28,998	25,334	28,998
Risk-weighted assets	30,879	32,654	33,782	29,276	(n/a)	29,276
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	25,670	27,947	30,315	24,406	26,130	24,406
Customer accounts	36,999	37,091	30,173	28,998	25,334	28,998



**HSBC  
US**

**HSBC US - Corporate Centre**

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>58</b>	<b>102</b>	<b>(9)</b>	<b>79</b>	<b>27</b>	<b>174</b>
<i>of which: net interest expense</i>	<i>(22)</i>	<i>(18)</i>	<i>(21)</i>	<i>(16)</i>	<i>(23)</i>	<i>(96)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	1	—	1
Total operating expenses	<b>(149)</b>	(89)	(184)	(161)	(95)	(394)
<i>of which: staff expenses</i>	<i>(141)</i>	<i>(152)</i>	<i>(164)</i>	<i>(152)</i>	<i>(153)</i>	<i>(649)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>(91)</b>	<b>13</b>	<b>(193)</b>	<b>(81)</b>	<b>(68)</b>	<b>(219)</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	—	10	(6)	(2)	(8)
ECL	—	—	—	—	—	—
Operating expenses	<b>(91)</b>	(41)	(102)	(44)	(5)	(63)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>58</b>	<b>103</b>	<b>(17)</b>	<b>82</b>	<b>30</b>	<b>182</b>
<i>of which: net interest expense</i>	<i>(22)</i>	<i>(19)</i>	<i>(22)</i>	<i>(16)</i>	<i>(23)</i>	<i>(96)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	1	—	1
Total operating expenses	<b>(58)</b>	(47)	(82)	(117)	(92)	(331)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>—</b>	<b>56</b>	<b>(99)</b>	<b>(34)</b>	<b>(62)</b>	<b>(148)</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	—	(1)	—	—	—	—
Loans and advances to customers (net)	—	(1)	—	—	—	—
Total external assets	<b>4,463</b>	5,322	5,402	5,106	5,232	5,106
Customer accounts	—	1	—	—	—	—
Risk-weighted assets	<b>4,424</b>	4,883	4,938	4,832	(n/a)	4,832
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

# HSBC

## US

### SIGNIFICANT ITEMS

#### HSBC US - TOTAL

##### Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	(1)	(7)	(54)	(4)	(58)
Fair value movements on financial instruments	(2)	(7)	10	(1)	(1)	(8)
Restructuring and other related costs	(46)	(11)	10	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(222)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(100)	(65)	(112)	(54)	(13)	(93)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### HSBC US - Wealth and Personal Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	(1)	(7)	(48)	(4)	(52)
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(207)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(8)	(3)	(9)	(4)	(3)	(14)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

## HSBC

### US

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### HSBC US - Commercial Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(3)	(2)	—	—	—	(2)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### HSBC US - Global Banking and Markets

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(2)	(8)	10	(1)	1	(6)
Restructuring and other related costs	(46)	(10)	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(4)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(7)	(19)	(1)	(6)	(5)	(14)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

## HSBC

### US

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### HSBC US - Corporate Centre

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	(6)	—	(6)
Fair value movements on financial instruments	—	—	—	—	(2)	(2)
Restructuring and other related costs	—	—	10	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(10)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(81)	(41)	(102)	(44)	(5)	(63)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### Reconciling items - Currency translation on reported items- Totals (\$m)

##### HSBC US - TOTAL

Revenue	—	1	—	(2)	1	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—
Revenue significant items	—	—	—	—	—	—
Operating expense significant items	—	—	—	1	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	(1)	—	—	—
Customer accounts	—	—	—	—	—	—

**HSBC  
US**

**HSBC US - Wealth and Personal Banking**

Revenue	—	(1)	—	1
ECL	—	(1)	—	1
Operating expenses	—	1	(2)	1
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	1	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	1	—

**HSBC US - Commercial Banking**

Revenue	(1)	—	—	—
ECL	—	—	—	(1)
Operating expenses	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	—	—

**HSBC US - Global Banking and Markets**

Revenue	—	—	—	(1)
ECL	—	—	—	—
Operating expenses	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	—	—

**HSBC**  
**US**

**HSBC US - Corporate Centre**

Revenue		1	1	(3)	1
ECL		—	—	—	—
Operating expenses		1	(1)	—	(1)
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		—	(1)	—	—
Operating expense significant items		—	(1)	—	1
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		1	—	—	—
Customer accounts		(1)	—	—	—



## HSBC Latin America

### Latin America - TOTAL

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
Net interest income	484	450	513	514	470	2,061
Net fee income	121	104	126	143	137	540
Other operating income <sup>1</sup>	141	160	224	282	70	915
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>746</b>	<b>714</b>	<b>863</b>	<b>939</b>	<b>677</b>	<b>3,516</b>
Change in expected credit losses and other credit impairment charges	(192)	(340)	(317)	(275)	(231)	(740)
Total operating expenses	(445)	(430)	(480)	(935)	(445)	(2,389)
<i>of which: staff expenses</i>	(161)	(147)	(189)	(195)	(190)	(783)
Share of profit in associates and joint ventures	1	1	1	2	2	13
<b>Profit/(loss) before tax</b>	<b>110</b>	<b>(55)</b>	<b>67</b>	<b>(269)</b>	<b>3</b>	<b>400</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	(1)	(7)	16	(2)	2	(10)
ECL	—	—	—	—	—	—
Operating expenses	(19)	(11)	—	(359)	(4)	(375)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>747</b>	<b>737</b>	<b>756</b>	<b>796</b>	<b>542</b>	<b>3,526</b>
<i>of which: net interest income</i>	484	457	457	438	364	2,061
Change in expected credit losses and other credit impairment charges	(192)	(356)	(283)	(230)	(181)	(740)
Total operating expenses	(426)	(426)	(431)	(495)	(346)	(2,014)
Share of profit in associates and joint ventures	1	1	1	1	2	13
<b>Profit/(loss) before tax</b>	<b>130</b>	<b>(44)</b>	<b>43</b>	<b>72</b>	<b>17</b>	<b>785</b>
	Balance sheet date					Balance sheet date
<b>Balance sheet - reported (\$m)</b>	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	20,542	20,855	20,895	24,021	23,442	24,021
Loans and advances to customers (net)	19,333	19,785	20,040	23,136	22,611	23,136
Total external assets	43,516	45,451	44,670	49,905	47,944	49,905
Customer accounts	24,882	25,117	23,174	28,237	24,760	28,237
Risk-weighted assets <sup>2</sup>	32,897	33,278	32,895	38,460	40,762	38,460

## HSBC Latin America

### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	19,333	20,492	20,996	19,659	19,924	23,136
Customer accounts	24,882	25,811	23,953	23,922	21,637	28,237

### Latin America - Wealth and Personal Banking

#### Reported (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>450</b>	<b>420</b>	<b>500</b>	<b>550</b>	<b>427</b>	<b>2,179</b>
<i>of which: net interest income</i>	326	306	385	396	369	1,552
Change in expected credit losses and other credit impairment charges	(136)	(207)	(234)	(230)	(163)	(590)
Total operating expenses	(296)	(280)	(324)	(365)	(295)	(1,338)
<i>of which: staff expenses</i>	(90)	(78)	(97)	(110)	(97)	(403)
Share of profit in associates and joint ventures	1	1	1	2	2	11
<b>Profit/(loss) before tax</b>	<b>19</b>	<b>(66)</b>	<b>(57)</b>	<b>(43)</b>	<b>(29)</b>	<b>262</b>

#### Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(12)	(1)	—	(16)	(2)	(22)
Share of profit in associates and joint ventures	—	—	—	—	—	—

#### Adjusted (\$m)

<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>450</b>	<b>432</b>	<b>449</b>	<b>470</b>	<b>351</b>	<b>2,179</b>
<i>of which: net interest income</i>	326	315	344	340	299	1,552
Change in expected credit losses and other credit impairment charges	(136)	(217)	(209)	(195)	(132)	(590)
Total operating expenses	(284)	(285)	(290)	(298)	(232)	(1,316)
Share of profit in associates and joint ventures	1	1	1	1	2	11
<b>Profit/(loss) before tax</b>	<b>31</b>	<b>(69)</b>	<b>(49)</b>	<b>(22)</b>	<b>(11)</b>	<b>284</b>

#### Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	7,333	6,994	6,914	8,457	7,794	8,457
Loans and advances to customers (net)	6,592	6,324	6,355	7,838	7,236	7,838
Total external assets	14,579	14,238	13,794	16,043	16,489	16,043
Customer accounts	11,631	11,560	10,819	13,614	12,190	13,614
Risk-weighted assets	10,294	9,875	9,290	11,335	(n/a)	11,335

### Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	6,592	6,568	6,687	6,662	6,393	7,838
Customer accounts	11,631	11,874	11,203	11,526	10,661	13,614







## HSBC

### Latin America

#### SIGNIFICANT ITEMS

##### Latin America - TOTAL

##### Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	(1)
Fair value movements on financial instruments	(1)	(7)	16	(2)	2	(9)
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	(337)	—	(337)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(19)	(11)	—	(22)	(4)	(38)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

##### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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##### Latin America - Wealth and Personal Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(12)	(1)	—	(16)	(2)	(22)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

## HSBC

### Latin America

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### Latin America - Commercial Banking

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	(337)	—	(337)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
------------------------	---	---	---	---	---	---

#### Latin America - Global Banking and Markets

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(7)	15	(3)	2	(10)
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	(1)	—	(3)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

## HSBC

### Latin America

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### Latin America - Corporate Centre

##### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	1	—	—
Fair value movements on financial instruments	—	—	1	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

##### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(7)	(10)	—	(5)	(2)	(13)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

#### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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#### Reconciling items - Currency translation on reported items- Totals (\$m)

##### Latin America - TOTAL

Revenue		15	(93)	(145)	(133)	
ECL		(16)	34	45	50	
Operating expenses		(6)	49	84	96	
Share of profit in associates and joint ventures		—	—	(1)	—	
Revenue significant items		(1)	(2)	—	—	
Operating expense significant items		1	—	3	1	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		707	956	(3,477)	(2,687)	
Customer accounts		694	779	(4,315)	(3,123)	



## HSBC

### Latin America

#### Latin America - Wealth and Personal Banking

Revenue	12	(51)	(80)	(76)
ECL	(10)	25	35	31
Operating expenses	(6)	34	54	62
Share of profit in associates and joint ventures	—	—	(1)	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	3	1
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	244	332	(1,176)	(843)
Customer accounts	314	384	(2,088)	(1,529)

#### Latin America - Commercial Banking

Revenue	—	(19)	(32)	(38)
ECL	(4)	6	6	13
Operating expenses	(1)	10	17	19
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	(1)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	187	269	(1,140)	(907)
Customer accounts	251	309	(1,256)	(957)

#### Latin America - Global Banking and Markets

Revenue	1	(18)	(29)	(22)
ECL	(3)	3	2	6
Operating expenses	(1)	7	11	14
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(1)	(1)	1	—
Operating expense significant items	—	—	1	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	276	354	(1,162)	(938)
Customer accounts	128	86	(972)	(637)

## HSBC

### Latin America

#### Latin America - Corporate Centre

Revenue		1	(5)	(5)	2
ECL		—	—	1	—
Operating expenses		1	(2)	2	1
Share of profit in associates and joint ventures		(1)	—	—	—
Revenue significant items		—	(1)	(1)	—
Operating expense significant items		1	—	1	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		—	—	—	—
Customer accounts		—	—	—	—

1 Losses due to the impacts of hyperinflation on monetary items in Argentina. The total impact of applying IAS 29 and the hyperinflation provisions of IAS 21 in the current quarter is a decrease in the Group's profit before tax of \$32m, comprising a decrease in revenue of \$32m, an increase in ECL of \$1m and a decrease in operating expenses of \$1m.

2 Risk-weighted assets are non-additive across geographical regions due to market risk diversification effects within the Group.



**HSBC**  
**Mexico**

**Balance sheet data - at most recent balance sheet date FX rates (\$m)**

Loans and advances to customers (net)	16,870	18,045	18,581	17,428	17,720	20,426
Customer accounts	19,530	20,705	19,275	19,667	17,795	23,051

**Mexico - Wealth and Personal Banking**

**Reported (\$m)**

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>373</b>	<b>342</b>	<b>429</b>	<b>431</b>	<b>444</b>	<b>1,735</b>
<i>of which: net interest income</i>	<i>270</i>	<i>247</i>	<i>318</i>	<i>325</i>	<i>308</i>	<i>1,227</i>
Change in expected credit losses and other credit impairment charges	(166)	(199)	(183)	(137)	(123)	(437)
Total operating expenses	(220)	(213)	(247)	(253)	(245)	(998)
<i>of which: staff expenses</i>	<i>(58)</i>	<i>(54)</i>	<i>(70)</i>	<i>(78)</i>	<i>(68)</i>	<i>(286)</i>
Share of profit in associates and joint ventures	1	1	1	2	2	11
<b>Profit/(loss) before tax</b>	<b>(12)</b>	<b>(69)</b>	<b>—</b>	<b>43</b>	<b>78</b>	<b>311</b>

**Reported Significant items - Totals (\$m)**

Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	(9)	(1)	(10)
Share of profit in associates and joint ventures	—	—	—	—	—	—

**Adjusted (\$m)**

<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>373</b>	<b>361</b>	<b>389</b>	<b>375</b>	<b>390</b>	<b>1,735</b>
<i>of which: net interest income</i>	<i>270</i>	<i>260</i>	<i>288</i>	<i>284</i>	<i>271</i>	<i>1,227</i>
Change in expected credit losses and other credit impairment charges	(166)	(210)	(166)	(119)	(109)	(437)
Total operating expenses	(220)	(224)	(224)	(212)	(215)	(988)
Share of profit in associates and joint ventures	1	1	1	1	2	11
<b>Profit/(loss) before tax</b>	<b>(12)</b>	<b>(72)</b>	<b>—</b>	<b>45</b>	<b>68</b>	<b>321</b>

**Balance sheet - reported (\$m)**

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	6,688	6,357	6,261	7,736	7,101	7,736
Loans and advances to customers (net)	5,983	5,728	5,736	7,154	6,579	7,154
Total external assets	11,577	11,207	11,159	13,659	14,199	13,659
Customer accounts	9,584	9,316	8,815	11,665	10,197	11,665
Risk-weighted assets	7,979	7,763	7,196	9,079	(n/a)	9,079

**Balance sheet data - at most recent balance sheet date FX rates (\$m)**

Loans and advances to customers (net)	5,983	6,002	6,127	6,103	5,873	7,154
Customer accounts	9,584	9,762	9,415	9,953	9,101	11,665

**HSBC**  
**Mexico**

**Mexico - Commercial Banking**

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>92</b>	<b>85</b>	<b>101</b>	<b>102</b>	<b>101</b>	<b>441</b>
<i>of which: net interest income</i>	<i>73</i>	<i>72</i>	<i>80</i>	<i>85</i>	<i>82</i>	<i>340</i>
Change in expected credit losses and other credit impairment charges	(39)	(64)	(49)	(12)	(19)	(55)
Total operating expenses	(53)	(49)	(55)	(58)	(51)	(211)
<i>of which: staff expenses</i>	<i>(11)</i>	<i>(10)</i>	<i>(13)</i>	<i>(14)</i>	<i>(13)</i>	<i>(53)</i>
Share of profit in associates and joint ventures	—	(1)	—	—	—	1
<b>Profit/(loss) before tax</b>	<b>—</b>	<b>(29)</b>	<b>(3)</b>	<b>32</b>	<b>31</b>	<b>176</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>92</b>	<b>90</b>	<b>92</b>	<b>89</b>	<b>89</b>	<b>441</b>
<i>of which: net interest income</i>	<i>73</i>	<i>76</i>	<i>73</i>	<i>74</i>	<i>72</i>	<i>340</i>
Change in expected credit losses and other credit impairment charges	(39)	(68)	(44)	(11)	(16)	(55)
Total operating expenses	(53)	(51)	(50)	(51)	(45)	(211)
Share of profit/(loss) in associates and joint ventures	—	(1)	—	—	—	1
<b>Profit/(loss) before tax</b>	<b>—</b>	<b>(30)</b>	<b>(2)</b>	<b>27</b>	<b>28</b>	<b>176</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	5,240	5,332	5,435	6,480	6,178	6,480
Loans and advances to customers (net)	4,994	5,129	5,289	6,341	6,038	6,341
Total external assets	7,267	7,201	7,514	9,343	9,305	9,343
Customer accounts	6,464	6,747	6,262	7,032	6,398	7,032
Risk-weighted assets	6,891	6,976	6,974	(8251)	(n/a)	8,251
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	4,994	5,374	5,650	5,411	5,389	6,341
Customer accounts	6,464	7,070	6,689	6,000	5,710	7,032

**HSBC**  
**Mexico**

**Mexico - Global Banking and Markets**

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>77</b>	<b>75</b>	<b>62</b>	<b>98</b>	<b>98</b>	<b>365</b>
<i>of which: net interest income</i>	<i>39</i>	<i>36</i>	<i>23</i>	<i>19</i>	<i>21</i>	<i>113</i>
Change in expected credit losses and other credit impairment (charges)/recoveries	(16)	(51)	(27)	4	(6)	1
Total operating expenses	(30)	(29)	(34)	(34)	(35)	(138)
<i>of which: staff expenses</i>	<i>(4)</i>	<i>(6)</i>	<i>(7)</i>	<i>(6)</i>	<i>(7)</i>	<i>(30)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	1
<b>Profit/(loss) before tax</b>	<b>31</b>	<b>(5)</b>	<b>1</b>	<b>68</b>	<b>57</b>	<b>229</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	(6)	11	(2)	2	(7)
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	(1)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>77</b>	<b>85</b>	<b>47</b>	<b>87</b>	<b>85</b>	<b>372</b>
<i>of which: net interest income</i>	<i>39</i>	<i>38</i>	<i>21</i>	<i>17</i>	<i>19</i>	<i>113</i>
Change in expected credit losses and other credit impairment (charges)/recoveries	(16)	(54)	(25)	4	(6)	1
Total operating expenses	(30)	(31)	(31)	(30)	(31)	(137)
Share of profit in associates and joint ventures	—	—	—	—	—	1
<b>Profit/(loss) before tax</b>	<b>31</b>	<b>—</b>	<b>(9)</b>	<b>61</b>	<b>48</b>	<b>237</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	5,997	6,441	6,412	6,956	7,264	6,956
Loans and advances to customers (net)	5,893	6,363	6,370	6,931	7,236	6,931
Total external assets	14,609	16,509	15,915	17,723	16,030	17,723
Customer accounts	3,482	3,696	2,969	4,354	3,343	4,354
Risk-weighted assets	9,357	9,767	9,633	11,294	(n/a)	11,294
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	5,893	6,668	6,805	5,914	6,459	6,931
Customer accounts	3,482	3,873	3,171	3,715	2,984	4,354

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**Mexico**

**Mexico - Corporate Centre**

**Reported (\$m)**

**Net operating income before change in expected credit losses and other credit impairment charges**

*of which: net interest expense*

Change in expected credit losses and other credit impairment charges

Total operating expenses

*of which: staff expenses*

Share of profit in associates and joint ventures

**Profit/(loss) before tax**

**Reported Significant items - Totals (\$m)**

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

**Adjusted (\$m)**

**Net operating income before change in expected credit losses and other credit impairment charges**

*of which: net interest expense*

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

**Profit/(loss) before tax**

**Balance sheet - reported (\$m)**

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

**Balance sheet data - at most recent balance sheet date FX rates (\$m)**

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Reported (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>(3)</b>	—	46	6	4	<b>14</b>
<i>of which: net interest expense</i>	<i>(41)</i>	<i>(42)</i>	<i>(45)</i>	<i>(63)</i>	<i>(55)</i>	<i>(217)</i>
Change in expected credit losses and other credit impairment charges	1	—	—	—	—	—
Total operating expenses	<b>(14)</b>	(14)	(7)	(17)	(11)	(43)
<i>of which: staff expenses</i>	<i>(37)</i>	<i>(32)</i>	<i>(43)</i>	<i>(47)</i>	<i>(43)</i>	<i>(182)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>(16)</b>	<b>(14)</b>	<b>39</b>	<b>(11)</b>	<b>(7)</b>	<b>(29)</b>
<b>Reported Significant items - Totals (\$m)</b>						
Revenue	—	—	1	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	<b>(6)</b>	(2)	—	(2)	(2)	(8)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Adjusted (\$m)</b>						
<b>Net operating income before change in expected credit losses and other credit impairment charges</b>	<b>(3)</b>	—	<b>41</b>	<b>5</b>	<b>4</b>	<b>14</b>
<i>of which: net interest expense</i>	<i>(41)</i>	<i>(43)</i>	<i>(41)</i>	<i>(56)</i>	<i>(49)</i>	<i>(217)</i>
Change in expected credit losses and other credit impairment charges	1	—	—	—	—	—
Total operating expenses	<b>(8)</b>	(13)	(7)	(12)	(8)	(35)
Share of profit in associates and joint ventures	—	—	—	—	—	—
<b>Profit/(loss) before tax</b>	<b>(10)</b>	<b>(13)</b>	<b>34</b>	<b>(7)</b>	<b>(4)</b>	<b>(21)</b>
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Balance sheet - reported (\$m)</b>						
Loans and advances to customers (gross)	<b>1</b>	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	<b>152</b>	126	143	182	189	182
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	<b>160</b>	267	356	(336)	(n/a)	336
<b>Balance sheet data - at most recent balance sheet date FX rates (\$m)</b>						
Loans and advances to customers (net)	—	1	(1)	—	(1)	—
Customer accounts	—	—	—	(1)	—	—

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**Mexico**

**SIGNIFICANT ITEMS**

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<b>Mexico - TOTAL</b>						
<b>Reported revenue significant items (\$m)</b>						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(6)	12	(2)	2	(7)
Restructuring and other related costs	—	—	—	—	—	—
<b>Reported cost significant items (\$m)</b>						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(6)	(2)	—	(11)	(3)	(19)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—
<b>Share of profit in associates and joint ventures significant items (\$m)</b>						
Impairment of goodwill	—	—	—	—	—	—
<b>Mexico - Wealth and Personal Banking</b>						
<b>Reported revenue significant items (\$m)</b>						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
<b>Reported cost significant items (\$m)</b>						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	(9)	(1)	(10)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—



## HSBC Mexico

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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### Mexico - Commercial Banking

#### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

#### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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### Mexico - Global Banking and Markets

#### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(6)	11	(2)	2	(7)
Restructuring and other related costs	—	—	—	—	—	—

#### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	(1)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

## HSBC Mexico

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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### Mexico - Corporate Centre

#### Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	1	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

#### Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(6)	(2)	—	(2)	(2)	(8)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

### Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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### Reconciling items - Currency translation on reported items- Totals (\$m)

#### Mexico - TOTAL

Revenue		28	(60)	(82)	(78)
ECL		(17)	24	19	18
Operating expenses		(17)	32	47	41
Share of profit in associates and joint ventures		—	—	(1)	—
Revenue significant items		—	(2)	—	(1)
Operating expense significant items		—	—	1	1
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		825	1,186	(2,998)	(2,133)
Customer accounts		946	1,229	(3,384)	(2,143)

## HSBC Mexico

### Mexico - Wealth and Personal Banking

Revenue	19	(40)	(56)	(54)
ECL	(11)	17	18	14
Operating expenses	(11)	23	33	29
Share of profit in associates and joint ventures	—	—	(1)	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	1	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	274	391	(1,051)	(706)
Customer accounts	446	600	(1,712)	(1,096)

### Mexico - Commercial Banking

Revenue	5	(9)	(13)	(12)
ECL	(4)	5	1	3
Operating expenses	(2)	5	7	6
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	245	361	(930)	(649)
Customer accounts	323	427	(1,032)	(688)

### Mexico - Global Banking and Markets

Revenue	4	(5)	(13)	(12)
ECL	(3)	2	—	—
Operating expenses	(2)	3	4	4
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	(1)	—	(1)
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	305	435	(1,017)	(777)
Customer accounts	177	202	(639)	(359)

**HSBC**  
**Mexico**

**Mexico - Corporate Centre**

Revenue		—	(5)	(1)	—
ECL		—	—	—	—
Operating expenses		(1)	—	3	1
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		—	(1)	—	—
Operating expense significant items		—	—	—	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		1	(1)	—	(1)
Customer accounts		—	—	(1)	—

Summary of credit risk (excluding debt instruments measured at FVOCI) by stage distribution and ECL coverage by industry sector at 30 September 2020

	Gross carrying/nominal amount <sup>1</sup>				Total \$m	Allowance for ECL				Total \$m	ECL coverage %				Total %
	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI <sup>2</sup> \$m		Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI <sup>2</sup> \$m		Stage 1 %	Stage 2 %	Stage 3 %	POCI <sup>2</sup> %	
Loans and advances to customers at amortised cost	878,558	157,804	18,391	289	1,055,042	(2,020)	(4,607)	(6,962)	(113)	(13,702)	0.2 %	2.9 %	37.9 %	39.1 %	1.3 %
– personal	418,670	28,005	5,426	—	452,101	(906)	(2,179)	(1,455)	—	(4,540)	0.2 %	7.8 %	26.8 %	— %	1.0 %
– corporate and commercial	401,032	119,269	12,253	288	532,842	(1,057)	(2,293)	(5,344)	(112)	(8,806)	0.3 %	1.9 %	43.6 %	38.9 %	1.7 %
– non-bank financial institutions	58,856	10,530	712	1	70,099	(57)	(135)	(163)	(1)	(356)	0.1 %	1.3 %	22.9 %	100.0 %	0.5 %
Loans and advances to banks at amortised cost	81,277	2,627	—	—	83,904	(37)	(13)	—	—	(50)	— %	0.5 %	— %	— %	0.1 %
Other financial assets measured at amortised cost	765,993	9,818	254	2	776,067	(105)	(51)	(95)	—	(251)	— %	0.5 %	37.4 %	— %	— %
Loans and other credit-related commitments	606,231	54,185	1,193	2	661,611	(242)	(324)	(88)	—	(654)	— %	0.6 %	7.4 %	— %	0.1 %
– personal	230,909	2,634	254	—	233,797	(40)	(3)	—	—	(43)	— %	0.1 %	— %	— %	— %
– corporate and commercial	241,445	46,595	937	2	288,979	(182)	(306)	(88)	—	(576)	0.1 %	0.7 %	9.4 %	— %	0.2 %
– financial	133,877	4,956	2	—	138,835	(20)	(15)	—	—	(35)	— %	0.3 %	— %	— %	— %
Financial guarantees	13,471	4,926	276	1	18,674	(20)	(64)	(41)	—	(125)	0.1 %	1.3 %	14.9 %	— %	0.7 %
– personal	732	12	1	—	745	—	(1)	—	—	(1)	— %	8.3 %	— %	— %	0.1 %
– corporate and commercial	9,288	4,060	274	1	13,623	(18)	(57)	(40)	—	(115)	0.2 %	1.4 %	14.6 %	— %	0.8 %
– financial	3,451	854	1	—	4,306	(2)	(6)	(1)	—	(9)	0.1 %	0.7 %	100.0 %	— %	0.2 %
<b>At 30 Sep 2020</b>	<b>2,345,530</b>	<b>229,360</b>	<b>20,114</b>	<b>294</b>	<b>2,595,298</b>	<b>(2,424)</b>	<b>(5,059)</b>	<b>(7,186)</b>	<b>(113)</b>	<b>(14,782)</b>	<b>0.1 %</b>	<b>2.2 %</b>	<b>35.7 %</b>	<b>38.4 %</b>	<b>0.6 %</b>

1 Represents the maximum amount at risk should the contracts be fully drawn upon and clients default.

2 Purchased or originated credit impaired ('POCI').

Stage 2 days past due analysis at 30 September 2020

	Gross carrying amount			Allowance for ECL			ECL coverage %		
	Stage 2 \$m	Of which: 1 to 29 DPD <sup>1</sup> \$m	Of which: 30 and > DPD <sup>1</sup> \$m	Stage 2 \$m	Of which: 1 to 29 DPD <sup>1</sup> \$m	Of which: 30 and > DPD <sup>1</sup> \$m	Stage 2 %	Of which: 1 to 29 DPD <sup>1</sup> %	Of which: 30 and > DPD <sup>1</sup> %
Loans and advances to customers at amortised cost	157,804	2,312	1,740	(4,607)	(280)	(286)	2.9 %	12.1 %	16.4 %
– personal	28,005	1,540	1,211	(2,179)	(236)	(254)	7.8 %	15.3 %	21.0 %
– corporate and commercial	119,269	743	432	(2,293)	(44)	(32)	1.9 %	5.9 %	7.4 %
– non-bank financial institutions	10,530	29	97	(135)	—	—	1.3 %	— %	— %
Loans and advances to banks at amortised cost	2,627	—	—	(13)	—	—	0.5 %	— %	— %
Other financial assets measured at amortised cost	9,818	—	8	(51)	—	—	0.5 %	— %	— %

1 Days past due ('DPD'). Up-to-date accounts in stage 2 are not shown in amounts.

Total personal lending for loans and advances to customers by stage distribution

By portfolio	Gross carrying amount				Allowance for ECL			
	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	Total \$m	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	Total \$m
First lien residential mortgages	314,755	15,595	3,255	333,605	(118)	(253)	(414)	(785)
– of which:								
– interest only (including offset)	29,363	1,563	350	31,276	(11)	(20)	(81)	(112)
– affordability (including US adjustable rate mortgages)	12,336	2,872	635	15,843	(12)	(9)	(4)	(25)
Other personal lending	103,915	12,410	2,171	118,496	(788)	(1,926)	(1,041)	(3,755)
– other	85,337	7,128	1,417	93,882	(366)	(786)	(657)	(1,809)
– credit cards	16,494	5,139	690	22,323	(408)	(1,122)	(367)	(1,897)
– second lien residential mortgages	616	112	53	781	(2)	(9)	(10)	(21)
– motor vehicle finance	1,468	31	11	1,510	(12)	(9)	(7)	(28)
<b>At 30 Sep 2020</b>	<b>418,670</b>	<b>28,005</b>	<b>5,426</b>	<b>452,101</b>	<b>(906)</b>	<b>(2,179)</b>	<b>(1,455)</b>	<b>(4,540)</b>
<b>By geography</b>								
Europe	189,065	8,848	2,576	200,489	(277)	(1,130)	(808)	(2,215)
– of which: UK	153,112	7,603	1,760	162,475	(257)	(1,032)	(537)	(1,826)
Asia	181,399	11,620	867	193,886	(284)	(412)	(222)	(918)
– of which: Hong Kong	127,785	5,363	210	133,358	(73)	(266)	(58)	(397)
MENA	4,998	418	272	5,688	(53)	(115)	(173)	(341)
North America	38,059	5,594	1,456	45,109	(103)	(181)	(139)	(423)
Latin America	5,149	1,525	255	6,929	(189)	(341)	(113)	(643)
<b>At 30 Sep 2020</b>	<b>418,670</b>	<b>28,005</b>	<b>5,426</b>	<b>452,101</b>	<b>(906)</b>	<b>(2,179)</b>	<b>(1,455)</b>	<b>(4,540)</b>

HSBC  
Credit risk

Total wholesale lending for loans and advances to banks and customers by stage distribution

	Gross carrying amount					Allowance for ECL				
	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI \$m	Total \$m	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI \$m	Total \$m
Corporate and commercial	401,032	119,269	12,253	288	532,842	(1,057)	(2,293)	(5,344)	(112)	(8,806)
– agriculture, forestry and fishing	5,915	739	315	2	6,971	(15)	(24)	(148)	(1)	(188)
– mining and quarrying	8,659	3,735	1,306	12	13,712	(46)	(106)	(432)	(12)	(596)
– manufacturing	71,291	23,223	1,620	80	96,214	(158)	(332)	(761)	(39)	(1,290)
– electricity, gas, steam and air-conditioning supply	12,426	2,294	116	—	14,836	(33)	(32)	(17)	—	(82)
– water supply, sewerage, waste management and remediation	2,300	699	43	—	3,042	(9)	(15)	(22)	—	(46)
– construction	9,358	5,153	693	33	15,237	(29)	(109)	(390)	(32)	(560)
– wholesale and retail trade, repair of motor vehicles and motorcycles	66,500	21,778	3,119	12	91,409	(144)	(271)	(1,856)	(3)	(2,274)
– transportation and storage	20,303	7,209	823	12	28,347	(80)	(172)	(222)	—	(474)
– accommodation and food	13,899	11,321	473	1	25,694	(60)	(232)	(111)	(1)	(404)
– publishing, audiovisual and broadcasting	17,041	3,437	161	31	20,670	(47)	(99)	(33)	(5)	(184)
– real estate	109,113	17,510	1,367	1	127,991	(183)	(322)	(525)	—	(1,030)
– professional, scientific and technical activities	16,317	8,206	501	31	25,055	(51)	(107)	(157)	(7)	(322)
– administrative and support services	18,390	7,746	813	73	27,022	(49)	(164)	(244)	(12)	(469)
– public administration and defence, compulsory social security	1,890	465	3	—	2,358	(2)	(10)	(1)	—	(13)
– education	1,530	552	37	—	2,119	(9)	(20)	(11)	—	(40)
– health and care	4,772	1,268	254	—	6,294	(20)	(37)	(119)	—	(176)
– arts, entertainment and recreation	1,368	1,182	182	—	2,732	(9)	(48)	(65)	—	(122)
– other services	11,136	1,471	426	—	13,033	(107)	(175)	(229)	—	(511)
– activities of households	625	153	—	—	778	—	(3)	—	—	(3)
– extra-territorial organisations and bodies	7	—	—	—	7	—	—	—	—	—
– government	7,613	1,114	1	—	8,728	(6)	(2)	(1)	—	(9)
– asset-backed securities	579	14	—	—	593	—	(13)	—	—	(13)
Non-bank financial institutions	58,856	10,530	712	1	70,099	(57)	(135)	(163)	(1)	(356)
Loans and advances to banks	81,277	2,627	—	—	83,904	(37)	(13)	—	—	(50)
<b>At 30 Sep 2020</b>	<b>541,165</b>	<b>132,426</b>	<b>12,965</b>	<b>289</b>	<b>686,845</b>	<b>(1,151)</b>	<b>(2,441)</b>	<b>(5,507)</b>	<b>(113)</b>	<b>(9,212)</b>
<b>By geography</b>										
Europe	169,448	39,595	7,013	126	216,182	(553)	(1,209)	(2,044)	(53)	(3,859)
– of which: UK	116,881	26,386	5,104	78	150,449	(443)	(971)	(1,362)	(38)	(2,814)
Asia	289,156	58,792	2,729	116	350,793	(327)	(447)	(1,741)	(43)	(2,558)
– of which: Hong Kong	173,104	35,238	990	47	209,379	(177)	(272)	(521)	(24)	(984)
MENA	21,929	10,176	1,879	17	34,001	(76)	(232)	(1,162)	(12)	(1,482)
North America	49,681	18,790	935	—	69,406	(89)	(315)	(332)	—	(736)
Latin America	10,951	5,073	409	30	16,463	(106)	(238)	(228)	(5)	(577)
<b>At 30 Sep 2020</b>	<b>541,165</b>	<b>132,426</b>	<b>12,965</b>	<b>289</b>	<b>686,845</b>	<b>(1,151)</b>	<b>(2,441)</b>	<b>(5,507)</b>	<b>(113)</b>	<b>(9,212)</b>
<b>Corporate and commercial</b>										
Europe	137,197	36,346	6,373	122	180,038	(512)	(1,122)	(1,914)	(50)	(3,598)
– of which: UK	98,268	25,917	4,585	77	128,847	(412)	(899)	(1,298)	(39)	(2,648)
Asia	204,470	51,700	2,705	117	258,992	(296)	(408)	(1,735)	(44)	(2,483)
– of which: Hong Kong	132,798	30,935	990	48	164,771	(167)	(256)	(520)	(24)	(967)
MENA	13,334	9,842	1,848	19	25,043	(70)	(229)	(1,149)	(13)	(1,461)
North America	37,400	17,978	918	—	56,296	(84)	(310)	(318)	—	(712)
Latin America	8,631	3,403	409	30	12,473	(95)	(224)	(228)	(5)	(552)
<b>At 30 Sep 2020</b>	<b>401,032</b>	<b>119,269</b>	<b>12,253</b>	<b>288</b>	<b>532,842</b>	<b>(1,057)</b>	<b>(2,293)</b>	<b>(5,344)</b>	<b>(112)</b>	<b>(8,806)</b>

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