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18 February 2020

(Hong Kong Stock Code: 5)

HSBC Holdings plc 2019 RESULTS - HIGHLIGHTS

The attached announcement is being released to all the stock exchanges on which HSBC Holdings plc is listed.

For and on behalf of **HSBC Holdings plc**

Aileen Taylor Group Company Secretary and Chief Governance Officer

The Board of Directors of HSBC Holdings plc as at the date of this announcement comprises: Mark Tucker*, Noel Quinn, Kathleen Casey†, Laura Cha†, Henri de Castries†, Irene Lee†, José Meade†, Heidi Miller†, David Nish†, Ewen Stevenson, Sir Jonathan Symonds†, Jackson Tai† and Pauline van der Meer Mohr†.

- * Non-executive Group Chairman
- † Independent non-executive Director



18 February 2020

HSBC HOLDINGS PLC

2019 RESULTS - HIGHLIGHTS

Noel Quinn, Group Chief Executive, said:

"The Group's 2019 performance was resilient, however parts of our business are not delivering acceptable returns. We are therefore outlining a revised plan to increase returns for investors, create the capacity for future investment, and build a platform for sustainable growth. We have already begun to implement this plan, which my management team and I are committed to executing at pace."

2019 financial performance (vs 2018)

- Reported profit attributable to ordinary shareholders down 53% to \$6.0bn, materially impacted by a goodwill impairment of \$7.3bn. Reported profit before tax down 33% to \$13.3bn. Reported revenue up 4% and reported operating expenses up 22% due to a goodwill impairment of \$7.3bn.
- **Goodwill impairment of \$7.3bn**, primarily \$4.0bn related to Global Banking and Markets ('GB&M') and \$2.5bn in Commercial Banking ('CMB') in Europe. This reflected lower long-term economic growth rate assumptions, and additionally for GB&M, the planned reshaping of the business.
- Adjusted revenue up 5.9% to \$55.4bn and adjusted profit before tax up 5% to \$22.2bn, reflecting good revenue growth in Retail Banking and Wealth Management ('RBWM'), Global Private Banking ('GPB') and CMB, together with improved cost control.
- Adjusted revenue in Asia up 7% to \$30.5bn and adjusted profit before tax up 6% to \$18.6bn. Within this, there was a resilient
 performance by Hong Kong, with adjusted profit before tax up 5% to \$12.1bn.
- Adjusted expected credit losses and other credit impairment charges ('ECL') up\$1.1bn to \$2.8bn from higher charges in CMB and RRWM
- Positive adjusted jaws of 3.1%, reflecting improving cost discipline. Adjusted operating expense growth of 2.8%, well below the growth rate in 2018 (compared with 2017).
- Return on average tangible equity ('RoTE') down 20 basis points ('bps') to 8.4%, supported by a resilient Hong Kong performance
- Earnings per share of \$0.30, including a \$0.36 per share impact of the goodwill impairment. Dividends per share in respect of 2019 of \$0.51.
- We continue to monitor the recent coronavirus outbreak, which is causing economic disruption in Hong Kong and mainland China and may impact performance in 2020.

4Q19 financial performance (vs 4Q18)

- Reported loss before tax of \$3.9bn, impacted by a goodwill impairment of \$7.3bn and a \$1.0bn UK bank levy charge. Reported revenue up 5% and reported operating expenses up 86% due to a goodwill impairment of \$7.3bn.
- Adjusted revenue up 9% to \$13.6bn and adjusted profit before tax up 29% to \$4.3bn. Adjusted profit before tax in Hong Kong up 3% to \$2.6bn.
- Adjusted costs of \$9.1bn, up 3% or \$0.3bn, reflecting ongoing cost discipline. Common equity tier 1 ('CET1') ratio improved by 40bps from 3Q19 to 14.7%, driven by risk-weighted asset ('RWA') reductions of \$22bn in 4Q19.

Update on the Group Chief Executive process

• The process for appointing a permanent Group Chief Executive is ongoing and we expect to make an appointment within the 6 to 12 months initially outlined.

2020 business update

Alongside the publication of our full-year results, we today update you on our plans to improve the Group's returns by 2022 to allow us to meet our growth ambition and sustain our current dividend policy. We intend to reduce capital and costs in our underperforming businesses to enable continued investment in businesses with stronger returns and growth prospects, including in RBWM and in all our businesses in Asia. We also plan to simplify our complex organisational structure, including a reduction in Group and central costs, while improving the capital efficiency of the Group.

The Group will target:

- a gross RWA reduction of over \$100bn by the end of 2022, with these RWAs to be reinvested, resulting in broadly flat RWAs between 2019 and 2022;
- a reduced adjusted cost base of \$31bn or below in 2022, underpinned by a new cost reduction plan of \$4.5bn; and
- a reported RoTE in the range of 10% to 12% in 2022, with the full benefit of our cost reductions and redeployed RWAs flowing into subsequent years.

We intend to sustain the dividend and maintain a CET1 ratio in the range of 14% to 15%, and plan to be at the top end of this range by the end of 2021.

We plan to suspend share buy-backs for 2020 and 2021, given the high level of restructuring expected to be undertaken over the next two years. We intend to return to neutralising scrip dividend issuance from 2022 onwards.

Specifically, each business will focus on the following:

European business (excluding HSBC UK)

We plan to reduce RWAs by around 35% by the end of 2022 through a focus on clients that value our international banking capabilities, reducing capital deployed to our Rates businesses, and exiting capital and leverage intensive product lines – including G10 long-term derivative market making in the UK. We intend to focus our UK investment banking activities on supporting UK mid-market clients and international corporate clients through our London hub. We also intend to reduce our sales and trading and equity research in Europe and transition our structured products capabilities from the UK to Asia.

US business

Our aim is to reposition our US business as an international client-focused corporate bank, with a targeted retail offering. We intend to consolidate select Fixed Income activities with those in London to maximise global scale, and reduce the RWAs associated with our US Global Markets business by around 45%. We aim to reinvest these RWAs into CMB and RBWM. We also intend to reduce operating expenses by 10% to 15%, and refocus Retail Banking to serve globally mobile clients, invest in digital and unsecured lending. We aim to reduce our US branch network by around 30% and embark on a programme to consolidate middle and back office activities and streamline functions to simplify our US business and lower costs.

Global Banking and Markets

Our aim is for GB&M to support corporate and institutional clients with global operations who value our international network. We plan to accelerate investments in Asia and the Middle East and shift more resources to those regions, while continuing to strengthen our transaction banking and financing capabilities. We intend to strengthen our investment banking capabilities in Asia and the Middle East, while maintaining a global investment banking hub in London. We also aim to build leading emerging markets and financing capabilities in Global Markets, and enhance our institutional clients business. This remodelling of GB&M will be underpinned by continued investment in digital systems and solutions.

Group-wide simplification

We intend to implement a number of changes, with the aim of creating a simpler and more efficient organisation, including:

- consolidating the back and middle office to a single model for CMB and Global Banking;
- consolidating RBWM and GPB into a new Wealth and Personal Banking ('WPB') division;
- reducing geographic reports from seven to four at Group Executive level; and
- reorganising the global functions and head office to match the new structure.

To achieve our targets, we expect to incur restructuring costs of around \$6bn and asset disposal costs of around \$1.2bn during the period to 2022, with the majority of restructuring costs incurred in 2020 and 2021.

Key financial metrics

	Fo		
Reported results	2019	2018	2017
Reported revenue (\$m) ¹	56,098	53,780	51,445
Reported profit before tax (\$m) ²	13,347	19,890	17,167
Reported profit after tax (\$m) ²	8,708	15,025	11,879
Profit attributable to the ordinary shareholders of the parent company (\$m) ²	5,969	12,608	9,683
Basic earnings per share (\$) ²	0.30	0.63	0.48
Diluted earnings per share (\$) ²	0.30	0.63	0.48
Return on average ordinary shareholders' equity (%) ²	3.6	7.7	5.9
Return on average tangible equity (%)	8.4	8.6	6.8
Net interest margin (%)	1.58	1.66	1.63
Adjusted results ³			
Adjusted revenue (\$m) ¹	55,409	52,331	50,173
Adjusted profit before tax (\$m)	22,212	21,182	20,556
Adjusted jaws (%)	3.1	(1.2)	1.0
Cost efficiency ratio (%)	59.2	61.0	60.3
Expected credit losses and other credit impairment charges ('ECL') as % of average gross loans and advances to customers (%)	0.27	0.17	0.18
		At 31 Dec	
Balance sheet	2019	2018	2017
Total assets (\$m)	2,715,152	2,558,124	2,521,771
Net loans and advances to customers (\$m)	1,036,743	981,696	962,964

		At 31 Dec	
Balance sheet	2019	2018	2017
Total assets (\$m)	2,715,152	2,558,124	2,521,771
Net loans and advances to customers (\$m)	1,036,743	981,696	962,964
Customer accounts (\$m)	1,439,115	1,362,643	1,364,462
Average interest-earning assets (\$m)	1,922,822	1,839,346	1,726,120
Loans and advances to customers as % of customer accounts (%)	72.0	72.0	70.6
Total shareholders' equity (\$m)	183,955	186,253	190,250
Tangible ordinary shareholders' equity (\$m)	144,144	140,056	144,915
Net asset value per ordinary share at period end (\$) ⁴	8.00	8.13	8.35
Tangible net asset value per ordinary share at period end (\$)	7.13	7.01	7.26
Capital, leverage and liquidity			
Common equity tier 1 capital ratio (%) ⁵	14.7	14.0	14.5
Risk-weighted assets (\$m) ⁵	843,395	865,318	871,337
Total capital ratio (%) ⁵	20.4	20.0	20.9
Leverage ratio (%) ⁵	5.3	5.5	5.6
High-quality liquid assets (liquidity value) (\$bn)	601	567	513
Liquidity coverage ratio (%)	150	154	142
Share count			
Period end basic number of \$0.50 ordinary shares outstanding (millions)	20,206	19,981	19,960
Period end basic number of \$0.50 ordinary shares outstanding and dilutive potential ordinary shares (millions)	20,280	20,059	20,065
Average basic number of \$0.50 ordinary shares outstanding (millions)	20,158	19,896	19,972
Dividend per ordinary share (in respect of the period) (\$)	0.51	0.51	0.51

- 1 Net operating income before change in expected credit losses and other credit impairment charges, also referred to as revenue.
- 2 Includes the impact of a \$7.3bn goodwill impairment in 2019.
- 3 Adjusted performance is computed by adjusting reported results for the year-on-year effects of foreign currency translation differences and significant items which distort year-on-year comparisons.
- 4 The definition of net asset value per ordinary share is total shareholders equity, less non-cumulative preference shares and capital securities, divided by the number of ordinary shares in issue excluding shares the company has purchased and are held in treasury.
- 5 Unless otherwise stated, regulatory capital ratios and requirements are calculated in accordance with the transitional arrangements of the Capital Requirements Regulation in force in the EU at the time, including the regulatory transitional arrangements for IFRS 9 'Financial Instruments' in article 473a. The capital ratios and requirements at 31 December 2019 are reported in accordance with the revised Capital Requirements Regulation and Directive ('CRR II'), as implemented, whereas prior periods apply the Capital Requirements Regulation and Directive ('CRD IV'). Leverage ratios are calculated using the end point definition of capital.

Highlights

	Year ended	21 Doo
	2019	2018
	\$m	\$m
Reported		
Revenue ¹	56,098	53,780
Change in expected credit losses and other credit impairment charges	(2,756)	(1,767)
Operating expenses	(42,349)	(34,659)
Profit before tax	13,347	19,890
Adjusted ²		
Revenue ¹	55,409	52,331
Change in expected credit losses and other credit impairment charges	(2,756)	(1,689)
Operating expenses	(32,795)	(31,906)
Profit before tax	22,212	21,182
Significant items affecting adjusted performance		
Revenue		
Customer redress programmes	(163)	53
Disposals, acquisitions and investment in new businesses	768	(113)
Fair value movements on financial instruments ³	84	(100)
Operating expenses		
Costs of structural reform ⁴	(158)	(361)
Customer redress programmes	(1,281)	(146)
Disposals, acquisitions and investment in new businesses	_	(52)
Goodwill impairment	(7,349)	_
Past service costs of guaranteed minimum pension benefits equalisation	-	(228)
Restructuring and other related costs	(827)	(66)
Settlements and provisions in connection with legal matters and other regulatory matters	61	(816)

- Net operating income before change in expected credit losses and other credit impairment charges, also referred to as revenue.
- Adjusted performance is computed by adjusting reported results for the year-on-year effects of foreign currency translation differences and significant items which distort year-on-year comparisons.
- Fair value movements on financial instruments include non-qualifying hedges and debt valuation adjustments on derivatives.

 Comprises costs associated with preparations for the UK's exit from the European Union, costs to establish the UK ring-fenced bank (including the UK ServCo group) and costs associated with establishing an intermediate holding company in Hong Kong.

Statement by Mark E Tucker, Group Chairman

At the time of our interim results, I said that the external environment was becoming increasingly complex and challenging. As our 2019 results demonstrate, this has proven to be the case.

An impairment of historical goodwill caused our reported profit before tax to fall by 33%, but the strength and resilience of our business model delivered an adjusted profit before tax of \$22.2bn, up 5%. Retail Banking and Wealth Management, Commercial Banking and Global Private Banking performed well, while our leading transaction banking franchise again demonstrated the effectiveness of our global network. This, alongside the Group's capital strength, has given the Board the confidence to approve an unchanged dividend of \$0.51 for 2019.

Strategy

At the time of Noel Quinn's appointment as interim Group Chief Executive in August 2019, the Board gave him full authority to address areas of weakness, improve performance and create capacity to invest. Since then, he has worked closely with the Board to begin delivering against this mandate. The Board has endorsed a plan that aims to reallocate capital to areas that can deliver stronger returns, to reduce costs across the Group, and to simplify the business.

Even in this increasingly challenging competitive environment, there are many opportunities for a bank of HSBC's scale and reach. We have made a good start in capturing these opportunities, but we need to go further and faster to capitalise fully on our heritage, network and financial strength. We are intent on driving through the necessary change at pace.

Board of Directors

Our previous Group Chief Executive, John Flint, left the Group in August 2019. I am very grateful to John for his personal commitment and dedication, and for the significant contribution that he made over his long career at HSBC. Noel Quinn joined the Board as interim Group Chief Executive in August 2019. The process for appointing a permanent Group Chief Executive is ongoing and we expect to make an appointment in accordance with our original timetable.

José Antonio Meade Kuribreña joined the Board as an independent non-executive Director in March 2019.

Jonathan Evans (Lord Evans of Weardale) retired from the Board in April 2019. Marc Moses stepped down as an executive Director and Group Chief Risk Officer at the end of December 2019. Sir Jonathan Symonds stepped down as Deputy Group Chairman and Senior Independent Director today, and is replaced in the role of Senior Independent Director by David Nish. Kathleen Casey has informed the Board that she will not stand for re-election at the next AGM, in April 2020.

Jonathan, Marc, Jon and Kathy have all made formidable and invaluable contributions to the work of the Board and they leave with our profound thanks and gratitude.

The global economy

HSBC is a global bank, albeit one closely associated with mainland China, Hong Kong and the UK. Each of these continues to face major challenges.

We continue to monitor the coronavirus outbreak very closely. Our priority is always the well-being of our customers and staff, and we will continue to do all we can to ensure their safety and support them through this difficult time.

Social unrest in Hong Kong has weighed on the local economy and caused significant disruption. We deplore all violence and support a peaceful resolution under the framework of 'one country, two systems'. I am enormously proud of the dedication and perseverance of our people in Hong Kong, who have continued to support our customers to their utmost ability in spite of the difficulties they have faced.

Now that the UK has officially left the EU, negotiations can begin on their future relationship. This has provided some certainty, but no trade negotiation is ever straightforward. It is essential that the eventual agreement protects and fosters the many benefits that financial services provide to both the UK and the EU. At the same time as remaining close to Europe, the UK must also strengthen its links with other key partners, including the US, China and south-east Asia. We look forward to working with governments to help achieve this.

The macroeconomic environment as a whole remains uncertain. As a result of the impact of the coronavirus outbreak, we have lowered our expectations for growth in the Asian economy in 2020. The main impact will be in the first quarter, but we expect some improvement as the virus becomes contained. The agreement of a 'phase one' trade deal between China and the US is a positive step, but we remain cautious about the prospects for a wider-ranging agreement given disagreements that still exist, particularly over technology. We expect growth in the US to be resilient, but slower than in 2019.

Overall, we expect global growth to stabilise over the course of 2020, albeit at a slightly lower rate than in recent years. This underlines the need to make the most of the opportunities ahead.

Serving all our stakeholders

HSBC has long recognised its responsibilities to its stakeholders. Being a responsible corporate citizen is a principle that must sit at the heart of any sustainable business. I welcome the renewed focus and debate around corporate purpose in the media and elsewhere over the last 12 months. We are committed to creating long-term value for all those we work with and for – our investors, customers, employees, suppliers and the communities we serve.

Business also has a critical role to play in the transition to a low-carbon future, and we believe that we have an opportunity to be a leader. Sustainability features prominently in our strategy, as well as in the way we run the business. We are absolutely committed to working closely with our customers, regulators and governments to accelerate progress towards a cleaner and more sustainable world. The steps we are taking to achieve this are outlined in our *ESG Update*, which is also published today.

Our people are the driving force behind HSBC's success. 2019 was a challenging year, throughout which the professionalism and expertise of our people were always to the fore in even the most testing circumstances. I am very grateful to them for their hard work and their commitment to our customers, and each other.

Review by Noel Quinn, Group Chief Executive

HSBC exists for a clear purpose – to connect customers to opportunities. We want to be where the growth is, enabling businesses to thrive and economies to prosper, and helping people to fulfil their hopes and realise their ambitions.

For 155 years, this purpose has underpinned all that we do, and it continues to guide us as we seek to adapt HSBC to changing customer expectations in an evolving economic, political and digital landscape.

HSBC possesses a number of advantages that set us apart from our competitors. We have an extensive international footprint with excellent access to faster-growing areas in Asia and the Middle East; a market-leading transaction banking franchise connecting customers to opportunities around the world; and full-scale retail banking operations in Hong Kong, the UK and Mexico, with a premier international wealth proposition.

In 2018, we began a programme of investment to build on these strengths, with our customers at the centre. We have since invested more than \$8.6bn – of which \$4.5bn was in 2019 – to connect more customers to our international network, to provide a better service through improved digital capabilities, and to make it easier for our customers to bank with us. This has enhanced the service we offer, helping to attract new customers and capture market share in our major markets and from our international network.

This was evident in a resilient performance in 2019. A strong first half, particularly in Asia, was tempered by the impact of worsening global economic conditions, geopolitical uncertainty and a lower interest rate outlook in the second half of the year. Much of our business held up well, particularly in Asia and the markets served by our international network. However, underperformance in other areas acted as a drag on the returns of the Group.

As we pursue our plan to deliver greater value for our customers and shareholders, we will continue to seek to grow the parts of the business where we are strongest. However, given the changed economic environment, we must also act decisively to reshape areas of persistent underperformance, particularly in Global Banking and Markets in Europe and the US. We also aim to simplify the Group to accelerate the pace of change and reduce the size of its cost base. This should create a leaner, simpler and more competitive Group that is better positioned to deliver higher returns for investors.

Financial performance

Group reported profit before tax was down 33% compared with 2018, due to a goodwill impairment of \$7.3bn. This arose from an update to long-term economic growth assumptions, which impacted a number of our businesses, and from the planned reshaping of Global Banking and Markets. Adjusted profit before tax increased by 5%, reflecting revenue growth in three of our four global businesses. Disciplined cost management helped secure positive adjusted jaws of 3.1%, despite continued heavy investment in growth and technology. Our Group return on average tangible equity – our headline measure – fell from 8.6% in 2018 to 8.4%.

We delivered good revenue growth in our targeted areas. Our Hong Kong business and our UK ring-fenced bank, HSBC UK, showed great resilience to produce adjusted revenue growth of 7% and 3% respectively, despite the uncertainty affecting both places during 2019. Our businesses in Mexico, India, the ASEAN region and mainland China also performed well. The biggest areas of underperformance were our businesses in the US and our European non-ring-fenced bank, both of which saw a reduction in revenue and profit before tax.

Retail Banking and Wealth Management had a good year, delivering adjusted revenue growth of 9%. This reflected the impact of investment in improved customer service and growth, which helped us win new customers, increase deposits, and grow lending in our major markets, particularly mortgage lending in the UK and Hong Kong. Our Wealth business also benefited from favourable market impacts in Insurance.

Commercial Banking grew adjusted revenue by 6%, with increases in all major products and regions. Investment in new platforms, digital capabilities and increased lending improved our ability to attract new customers and capitalise on wider margins, particularly in Global Liquidity and Cash Management and Credit and Lending.

Global Banking and Markets had a challenging year in which economic uncertainty led to reduced client activity, particularly in Europe and the US. Despite this, adjusted revenue was just 1% lower than 2018 due to strong performances from our transaction banking businesses.

Global Private Banking continued to benefit from close collaboration with our other global businesses, attracting \$23bn of net new money and increasing adjusted revenue by 5%.

2020 outlook

Since the start of January, the coronavirus outbreak has created significant disruption for our staff, suppliers and customers, particularly in mainland China and Hong Kong. We understand the difficulties this poses and have put measures in place to support them through this challenging time. Depending on how the situation develops, there is the potential for any associated economic slowdown to impact our expected credit losses in Hong Kong and mainland China. Longer term, it is also possible that we may see revenue reductions from lower lending and transaction volumes, and further credit losses stemming from disruption to customer supply chains. We continue to monitor the situation closely.

Reshaping for sustainable growth

Our immediate aims are to increase returns, create the capacity to invest in the future, and build a platform for sustainable growth. We intend to do this in three ways.

First, we plan to materially reshape the underperforming areas of the Group. Around 30% of our capital is currently allocated to businesses that are delivering returns below their cost of equity, largely in Global Banking and Markets in Europe and the US. We intend to focus these businesses on our strengths as a leading international bank and to simplify our footprint, exiting businesses where necessary and reducing both risk-weighted assets and costs.

Second, we aim to reduce Group costs by increasing efficiencies, sharing capabilities and investing in automation and digitisation.

Third, we intend to simplify HSBC to increase the pace of execution and agility. This includes changing our matrix structure and reducing fragmentation, simplifying the geographical organisation of the Group, and combining Retail Banking and Wealth Management and Global Private Banking to create one of the world's largest wealth management businesses.

In total, we are targeting more than \$100bn of gross risk-weighted asset reductions, a reduced cost base of \$31bn or lower, and a Group return on average tangible equity of 10% to 12% in 2022. We aim to reinvest the risk-weighted assets saved into higher-growth, higher-

returning opportunities in other parts of the business. We intend to do these things while sustaining the dividend and maintaining a CET1 ratio of 14% to 15%. This is described in detail on pages 12 and 13 of our *Annual Report and Accounts 2019*.

Since my appointment in August, we have reduced Group risk-weighted assets and FTE headcount, and slowed our cost growth considerably. We also began the run-down of risk-weighted assets in our European business in the fourth quarter of 2019. We will provide an update on our progress as we report future results.

Connecting customers to opportunities

The investment we are making in growth, technology and innovation is improving our service to customers and connecting them to opportunities around the world.

For our retail customers, we introduced more than 160 new digital features in 2019 to make everyday banking easier, including improved digital account opening, loan and mortgage applications, and instant money transfers.

In Hong Kong, we have made it simpler and faster for our Hong Kong customers to make payments through our redesigned PayMe app, and launched PayMe for Business, expanding the PayMe ecosystem for the 1.9 million individual account holders who use it as part of their daily lives.

Global Banking and Markets launched MyDeal in 2019 to make the deal execution process in our primary capital markets business more efficient for our clients. Our Global Private Banking business also launched a new online investment services portal to give our customers more control over the service they receive.

Commercial Banking launched Serai in 2019 to simplify international trade for SMEs with global trade ambitions. It provides both a digital lending product and a networking platform to match buyers and sellers and build trusted business relationships. We also remained at the forefront of international efforts to commercialise blockchain technology to make trade finance easier, faster and safer for businesses. As part of this, we completed 11 letters of credit transactions using blockchain technology in 2019, including the first cross-border transaction in China.

Our people

It was a great honour to be asked to lead HSBC on an interim basis and I am grateful to John Flint for making the transition as smooth as possible. John was an excellent servant of HSBC for more than 30 years and leaves with our good wishes.

I am proud to work with all of my colleagues across 64 countries and territories who serve HSBC and its customers with exceptional dedication. I am particularly grateful to colleagues in Hong Kong, mainland China and the UK for their professionalism and application during recent periods of high uncertainty. I thank them sincerely for their service and support.

Financial summary

	Year ended	31 Dec
	2019	2018
	\$m	\$m
For the year		
Profit before tax	13,347	19,890
Profit attributable to:		
- ordinary shareholders of the parent company	5,969	12,608
Dividends declared on ordinary shares	10,269	10,187
At the year-end		
Total shareholders' equity	183,955	186,253
Total regulatory capital	172,150	173,238
Customer accounts	1,439,115	1,362,643
Total assets	2,715,152	2,558,124
Risk-weighted assets	843,395	865,318
Per ordinary share	\$	\$
Basic earnings	0.30	0.63
Dividends ¹	0.51	0.51
Net asset value ²	8.00	8.13
Tangible net asset value	7.13	7.01
Share information		
Number of \$0.50 ordinary shares in issue (millions)	20,639	20,361
Basic number of \$0.50 ordinary shares outstanding (millions)	20,206	19,981
Basic number of \$0.50 ordinary shares outstanding and dilutive potential ordinary shares (millions)	20,280	20,059

¹ Dividends recorded in the financial statements are dividends per ordinary share declared in a year and are not dividends in respect of, or for, that year.

Distribution of results by global business

Adjusted profit before tax

	Year ended 31 Dec				
	2019 2018				
	\$m	%	\$m	%	
Retail Banking and Wealth Management	8,048	36.2	7,018	33.1	
Commercial Banking	7,307	32.9	7,478	35.3	
Global Banking and Markets	5,346	24.1	5,886	27.8	
Global Private Banking	402	1.8	339	1.6	
Corporate Centre	1,109	5.0	461	2.2	
Profit before tax	22,212	100.0	21,182	100.0	

Distribution of results by geographical region

Reported profit/(loss) before tax

	Year ended 31 Dec				
	2019 201			18	
	\$m	%	\$m	%	
Europe	(4,653)	(34.9)	(815)	(4.1)	
Asia	18,468	138.4	17,790	89.5	
Middle East and North Africa	2,327	17.4	1,557	7.8	
North America	767	5.7	799	4.0	
Latin America	400	3.0	559	2.8	
Global GB&M goodwill impairment	(3,962)	(29.6)	_	_	
Profit before tax	13,347	100.0	19,890	100.0	

The definition of net asset value per ordinary share is total shareholders' equity, less non-cumulative preference shares and capital securities, divided by the number of ordinary shares in issue, excluding own shares held by the company, including those purchased and held in treasury.

HSBC adjusted profit before tax and balance sheet data

			2019			
	Retail Banking and Wealth Commercial Bai Management Banking		Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m
Net operating income before change in expected credit losses and other credit impairment charges ¹	23,400	15,292	14,916	1,848	(47)	55,409
- external	17,026	14,805	18,517	1,445	3,616	55,409
- inter-segment	6,374	487	(3,601)	403	(3,663)	_
of which: net interest income/(expense)	16,525	11,226	5,601	879	(3,612)	30,619
Change in expected credit losses and other credit impairment charges	(1,390)	(1,184)	(153)	(22)	(7)	(2,756)
Net operating income/(expense)	22,010	14,108	14,763	1,826	(54)	52,653
Total operating expenses	(14,017)	(6,801)	(9,417)	(1,424)	(1,136)	(32,795)
Operating profit/(loss)	7,993	7,307	5,346	402	(1,190)	19,858
Share of profit in associates and joint ventures	55	-		-	2,299	2,354
Adjusted profit before tax	8,048	7,307	5,346	402	1,109	22,212
	%	%	%	%	%	%
Share of HSBC's adjusted profit before tax	36.2	32.9	24.1	1.8	5.0	100.0
Adjusted cost efficiency ratio	59.9	44.5	63.1	77.1	(2,417.0)	59.2
Adjusted balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (net)	395,393 449	346,060	246,266	47,593	1,431	1,036,743
Interests in associates and joint ventures Total external assets	526,621	367,509	1,066,584	52,224	702,214	24,474
Customer accounts	689,283	386,522	292,284	62,943	8,083	1,439,115
Adjusted risk-weighted assets (unaudited) ²	134,027	316,710	258.177	14.029	120,452	843,395
Net operating income before change in expected credit losses and other credit impairment charges ¹	21,374	14,465	2018 15,025	1,757	(290)	52,331
- external	16,794	14,226	17,554	1,474	2,283	52,331
- inter-segment	4,580	239	(2,529)	283	(2,573)	_
of which: net interest income/(expense)	15,432	10,380	5,122	873	(2,189)	29,618
Change in expected credit losses and other credit impairment (charges)/recoveries	(1,134)	(712)	31	7	119	(1,689)
Net operating income	20,240	13,753	15,056	1,764	(171)	50,642
Total operating expenses	(13,255)	(6,275)	(9,170)	(1,425)	(1,781)	(31,906)
Operating profit/(loss)	6,985	7,478	5,886	339	(1,952)	18,736
Share of profit in associates and joint ventures	33	_	_	_	2,413	2,446
Adjusted profit before tax	7,018	7,478	5,886	339	461	21,182
	%	%	%	%	%	%
Share of HSBC's adjusted profit before tax	33.1	35.3	27.8	1.6	2.2	100.0
Adjusted cost efficiency ratio	62.0	43.4	61.0	81.1	(614.1)	61.0
Adjusted balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (net)	367,917	337,099	247,125	39,602	2,533	994,276
Interests in associates and joint ventures	398				21,903	22,301
Total external assets	482,967	364,638	1,025,737	45,520	670,333	2,589,195
Customer accounts	649,172	362,274	294,584	65,053	8,655	1,379,738
Adjusted risk-weighted assets (unaudited) ²	127,593	324,587	282,143	16,913	118,952	870,188

¹ Net operating income before change in expected credit losses and other credit impairment charges, also referred to as revenue.

² Adjusted risk-weighted assets are calculated using reported risk-weighted assets adjusted for the effects of currency translation differences and significant items.

Consolidated income statement

for the year ended 31 December

	2019	2018
	\$m	\$m
Net interest income	30,462	30,489
- interest income ^{1,2}	54,695	49,609
- interest expense ³	(24,233)	(19,120)
Net fee income	12,023	12,620
- fee income	15,439	16,044
- fee expense	(3,416)	(3,424)
Net income from financial instruments held for trading or managed on a fair value basis	10,231	9,531
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	3,478	(1,488)
Changes in fair value of designated debt and related derivatives ⁴	90	(97)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	812	695
Gains less losses from financial investments	335	218
Net insurance premium income	10,636	10,659
Other operating income	2,957	960
Total operating income	71,024	63,587
Net insurance claims and benefits paid and movement in liabilities to policyholders	(14,926)	(9,807)
Net operating income before change in expected credit losses and other credit impairment charges ⁵	56,098	53,780
Change in expected credit losses and other credit impairment charges	(2,756)	(1,767)
Net operating income	53,342	52,013
Employee compensation and benefits	(18,002)	(17,373)
General and administrative expenses	(13,828)	(15,353)
Depreciation and impairment of property, plant and equipment and right-of-use assets ⁶	(2,100)	(1,119)
Amortisation and impairment of intangible assets	(1,070)	(814)
Goodwill impairment	(7,349)	
Total operating expenses	(42,349)	(34,659)
Operating profit	10,993	17,354
Share of profit in associates and joint ventures	2,354	2,536
Profit before tax	13,347	19,890
Tax expense	(4,639)	(4,865)
Profit for the year	8,708	15,025
Attributable to:		
- ordinary shareholders of the parent company	5,969	12,608
- preference shareholders of the parent company	90	90
- other equity holders	1,324	1,029
- non-controlling interests	1,325	1,298
Profit for the year	8,708	15,025
	\$	\$
Basic earnings per ordinary share	0.30	0.63
Diluted earnings per ordinary share	0.30	0.63

- 1 Interest income includes \$45,708m (2018: \$42,130m) of interest recognised on financial assets measured at amortised cost and \$8,259m (2018: \$7,020m) of interest recognised on financial assets measured at fair value through other comprehensive income.
- 2 Interest revenue calculated using the effective interest method comprises interest recognised on financial assets measured at either amortised cost or fair value through other comprehensive income.
- 3 Interest expense includes \$21,922m (2018: \$16,972m) of interest on financial instruments, excluding interest on financial liabilities held for trading or designated or otherwise mandatorily measured at fair value.
- 4 The debt instruments, issued for funding purposes, are designated under the fair value option to reduce an accounting mismatch.
- 5 Net operating income before change in expected credit losses and other credit impairment charges, also referred to as revenue.
- 6 Includes depreciation of the right-of-use assets of \$912m (2018: \$0m). Right-of-use assets have been recognised from 1 January 2019 following the adoption of IFRS 16. Comparatives have not been restated.

Consolidated statement of comprehensive income

for the year ended 31 December

	2019	2018
	\$m	\$m
Profit for the year	8,708	15,025
Other comprehensive income/(expense)		
Items that will be reclassified subsequently to profit or loss when specific conditions are met:		
Debt instruments at fair value through other comprehensive income	1,152	(243)
- fair value gains/(losses)	1,793	(168)
- fair value gains transferred to the income statement on disposal	(365)	(95)
- expected credit recoveries/(losses) recognised in the income statement	109	(94)
- income taxes	(385)	114
Cash flow hedges	206	19
- fair value gains/(losses)	551	(267)
- fair value losses/(gains) reclassified to the income statement	(286)	317
- income taxes	(59)	(31)
Share of other comprehensive income/(expense) of associates and joint ventures	21	(64)
- share for the year	21	(64)
Exchange differences	1,044	(7,156)
- other exchange differences	1,044	(7,156)
Items that will not be reclassified subsequently to profit or loss:		
Remeasurement of defined benefit asset/liability	13	(329)
- before income taxes	(17)	(388)
- income taxes	30	59
Changes in fair value of financial liabilities designated at fair value upon initial recognition arising from changes in own credit risk	(2,002)	2,847
- before income taxes	(2,639)	3,606
- income taxes	637	(759)
Equity instruments designated at fair value through other comprehensive income	366	(27)
- fair value gains/(losses)	364	(71)
- income taxes	2	44
Effects of hyperinflation	217	283
Other comprehensive income/(expense) for the year, net of tax	1,017	(4,670)
Total comprehensive income for the year	9,725	10,355
Attributable to:		
- ordinary shareholders of the parent company	6,838	8,083
- preference shareholders of the parent company	90	90
- other equity holders	1,324	1,029
- non-controlling interests	1,473	1,153
Total comprehensive income for the year	9,725	10,355

Consolidated balance sheet

	At	
	31 Dec	31 Dec
	2019	2018
	\$m	\$m
Assets	****	****
Cash and balances at central banks	154,099	162,843
Items in the course of collection from other banks	4,956	5,787
Hong Kong Government certificates of indebtedness	38,380	35,859
Trading assets	254,271	238,130
Financial assets designated and otherwise mandatorily measured at fair value through profit or loss	43,627	41,111
Derivatives	242,995	207,825
Loans and advances to banks	69,203	72,167
Loans and advances to customers	1,036,743	981,696
Reverse repurchase agreements – non-trading	240,862	242,804
Financial investments	443,312	407,433
Prepayments, accrued income and other assets	136,680	110,571
Current tax assets	755	684
Interests in associates and joint ventures	24,474	22.407
Goodwill and intangible assets	20,163	24,357
Deferred tax assets	4,632	4,450
Total assets	2,715,152	2,558,124
Liabilities and equity	2,710,102	2,000,121
Liabilities		
Hong Kong currency notes in circulation	38.380	35.859
Deposits by banks	59.022	56,331
Customer accounts	1,439,115	1,362,643
Repurchase agreements – non-trading	140,344	165,884
Items in the course of transmission to other banks	4,817	5,641
Trading liabilities	83,170	84,431
Financial liabilities designated at fair value	164,466	148,505
Derivatives	239,497	205,835
Debt securities in issue	104,555	85,342
Accruals, deferred income and other liabilities	118,156	97,380
Current tax liabilities	2,150	718
Liabilities under insurance contracts	97,439	87,330
Provisions	3,398	2,920
Deferred tax liabilities	3,375	2,619
Subordinated liabilities	24,600	22,437
Total liabilities	2,522,484	2,363,875
Equity	3,023,101	_,
Called up share capital	10,319	10,180
Share premium account	13,959	13,609
Other equity instruments	20,871	22,367
Other reserves	2,127	1,906
Retained earnings	136,679	138,191
Total shareholders' equity	183,955	186,253
Non-controlling interests	8,713	7,996
Total equity	192,668	194,249
Total liabilities and equity	2,715,152	2,558,124

Consolidated statement of cash flows

for the year ended 31 December

/		
	2019	2018
	\$m	\$m
Profit before tax	13,347	19,890
Adjustments for non-cash items:		
Depreciation, amortisation and impairment ¹	10,519	1,933
Net gain from investing activities	(399)	(126
Share of profits in associates and joint ventures	(2,354)	(2,536
Gain on disposal of subsidiaries, businesses, associates and joint ventures	(929)	_
Change in expected credit losses gross of recoveries and other credit impairment charges	3,012	2,280
Provisions including pensions	2,423	1,944
Share-based payment expense	478	450
Other non-cash items included in profit before tax	(2,297)	(1,303
Elimination of exchange differences ²	(3,742)	4,930
Changes in operating assets and liabilities		
Change in net trading securities and derivatives	(18,910)	20,855
Change in loans and advances to banks and customers	(53,760)	(44,071
Change in reverse repurchase agreements – non-trading	(7,390)	(25,399
Change in financial assets designated and otherwise mandatorily measured at fair value	(2,308)	(1,515
Change in other assets	(21,863)	6,766
Change in deposits by banks and customer accounts	79,163	(5,745
Change in repurchase agreements – non-trading	(25,540)	35,882
Change in debt securities in issue	19,268	18,806
Change in financial liabilities designated at fair value	20,068	4,500
Change in other liabilities	23,124	(2,187
Dividends received from associates	633	910
Contributions paid to defined benefit plans	(533)	(332
Tax paid	(2,267)	(3,417
Net cash from operating activities	29,743	32,515
Purchase of financial investments	(445,907)	(399,458
Proceeds from the sale and maturity of financial investments	413,186	386,056
Net cash flows from the purchase and sale of property, plant and equipment	(1,343)	(1,196
Net cash flows from purchase/(disposal) of customer and loan portfolios	1,118	(204
Net investment in intangible assets	(2,289)	(1,848
Net cash flow on disposal of subsidiaries, businesses, associates and joint ventures	(83)	4
Net cash from investing activities	(35,318)	(16,646
Issue of ordinary share capital and other equity instruments	_	6,001
Cancellation of shares	(1,000)	(1,998
Net sales of own shares for market-making and investment purposes	141	133
Redemption of preference shares and other equity instruments	_	(6,078
Subordinated loan capital repaid ³	(4,210)	(4,077
Dividends paid to shareholders of the parent company and non-controlling interests	(9,773)	(10,762
Net cash from financing activities	(14,842)	(16,781
Net decrease in cash and cash equivalents	(20,417)	(912
Cash and cash equivalents at 1 Jan ⁴	312,911	323,718
Exchange differences in respect of cash and cash equivalents	1,248	(9,895
Cash and cash equivalents at 31 Dec ^{4, 5}	293,742	312,911
Cash and cash equivalents comprise:		
- cash and balances at central banks	154,099	162,843
- items in the course of collection from other banks	4,956	5,787
- loans and advances to banks of one month or less	41,626	39,460
reverse repurchase agreements with banks of one month or less	65,370	74,702
treasury bills, other bills and certificates of deposit less than three months	20,132	21,685
- cash collateral and net settlement accounts	12,376	14,075
- less: items in the course of transmission to other banks	(4,817)	(5,641
Cash and cash equivalents at 31 Dec ^{4, 5}	293,742	312,911

- 1 The impact of the right-of-use assets recognised under IFRS 16 at the beginning of 2019 is not recognised in 2018. This also includes the impact of a \$7.3bn goodwill impairment in 2019.
- 2 Adjustment to bring changes between opening and closing balance sheet amounts to average rates. This is not done on a line-by-line basis, as details cannot be determined without unreasonable expense.
- 3 Subordinated liabilities changes during the year are attributable to repayments of \$(4.2)bn (2018: \$(4.1)bn) of securities. Non-cash changes during the year included foreign exchange gains/(losses) of \$0.6bn (2018: \$(0.6)bn) and fair value gains/(losses) of \$1.4bn (2018: \$(1.4)bn).
- 4 In 2019, HSBC included settlement accounts with bank counterparties of one month or less on a net basis. Comparatives have been re-presented and also include the net impact of other cash equivalents not previously included in cash and cash equivalents. The net effect of these changes increased cash and cash equivalents by \$11.8bn in 2018.
- 5 At 31 December 2019, \$35,735m (2018: \$26,282m) was not available for use by HSBC, of which \$19,353m (2018: \$19,755m) related to mandatory deposits at central banks.

Consolidated statement of changes in equity

for the year ended 31 December

					Other re	serves				
	capital equity and share instru-		Retained earnings ^{3,4}	Financial assets at FVOCI reserve	reserve	Foreign exchange reserve	Merger and other reserves ^{4,6}	Total share- holders' equity	Non- controlling interests	Total equity
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
At 1 Jan 2019	23,789	22,367	138,191	(1,532)	(206)	(26,133)	29,777	186,253	7,996	194,249
Profit for the year		_	7,383	_		_		7,383	1,325	8,708
Other comprehensive income (net of tax)	_	-	(1,759)	1,424	204	1,000	_	869	148	1,017
 debt instruments at fair value through other comprehensive income 	_	_	_	1,146	-	_	_	1,146	6	1,152
 equity instruments designated at fair value through other comprehensive income 	_	_	_	278	_	_	_	278	88	366
- cash flow hedges	1 –	_	_	_	204	_	_	204	2	206
changes in fair value of financial liabilities designated at fair value upon initial recognition arising from changes in own credit risk	_	_	(2,002)	_	_	_	_	(2,002)	_	(2,002)
remeasurement of defined benefit asset/liability	_	_	5	_	_	_	_	5	8	13
share of other comprehensive income of associates and joint ventures	_	_	21	_	_	_	_	21	_	21
- effects of hyperinflation	i _	_	217	_	_	_	_	217	_	217
- exchange differences	_	_	_	_	_	1,000	_	1,000	44	1,044
Total comprehensive income for the year	_	_	5,624	1,424	204	1,000	_	8,252	1,473	9,725
Shares issued under employee remuneration and share plans	557	_	(495)	_	_	_	_	62	_	62
Shares issued in lieu of dividends and amounts arising thereon	_	_	2,687	_	_	_	_	2,687	_	2,687
Dividends to shareholders	_	_	(11,683)	_	_	_	_	(11,683)	(777)	(12,460)
Redemption of securities ²	_	(1,496)	(12)	_	-	_	-	(1,508)	_	(1,508)
Transfers ⁷	_	_	2,475	_	_	_	(2,475)	_	_	_
Cost of share-based payment arrangements	_	_	478	_	_	_	_	478	_	478
Cancellation of shares ⁹	(68)	_	(1,000)	_	_	_	68	(1,000)	_	(1,000)
Other movements	_	-	414	-	_	_	-	414	21	435
At 31 Dec 2019	24,278	20,871	136,679	(108)	(2)	(25,133)	27,370	183,955	8,713	192,668

Consolidated statement of changes in equity (continued)

				•						
			_		Other res	serves				
	Called up share capital and share premium	Other equity instruments	Retained earnings ^{3,4}	Financial assets at FVOCI reserve ⁵	Cash flow hedging reserve	Foreign exchange reserve	Merger and other reserves ^{4,6}	Total share- holders' equity	Non- controlling interests	Total equity
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
At 31 Dec 2017	20,337	22,250	139,999	(350)	(222)	(19,072)	27,308	190,250	7,621	197,871
Impact on transition to IFRS 9 ¹⁰	_		(585)	(1,021)	_			(1,606)	(41)	(1,647)
At 1 Jan 2018	20,337	22,250	139,414	(1,371)	(222)	(19,072)	27,308	188,644	7,580	196,224
Profit for the year			13,727	_	_			13,727	1,298	15,025
Other comprehensive income (net of tax)	_	_	2,765	(245)	16	(7,061)	_	(4,525)	(145)	(4,670)
 debt instruments at fair value through other comprehensive income 	_	_	-	(245)	_	-	-	(245)	2	(243)
 equity instruments designated at fair value through other comprehensive income 	_	-	_	-	_	_	_	-	(27)	(27)
 cash flow hedges] -	-	-	-	16	-	-	16	3	19
 changes in fair value of financial liabilities designated at fair value upon initial recognition arising from changes in own credit risk 	_	_	2,847	_	_	_	_	2,847	_	2,847
remeasurement of defined benefit asset/liability] _	_	(301)	_	_	_	_	(301)	(28)	(329)
 share of other comprehensive income of associates and joint ventures 	_	_	(64)	_	_	_	_	(64)	_	(64)
 effects of hyperinflation] -	-	283	-	-	-	-	283	-	283
 exchange differences 		-	_	-	-	(7,061)		(7,061)	(95)	(7,156)
Total comprehensive income for the year		-	16,492	(245)	16	(7,061)	_	9,202	1,153	10,355
Shares issued under employee remuneration and share plans	721	_	(610)	-	-	-	_	111	_	111
Shares issued in lieu of dividends and amounts arising thereon	_	_	1,494	_	_	_	_	1,494	_	1,494
Capital securities issued ¹	_	5,968	_	_	_	_	_	5,968	_	5,968
Dividends to shareholders	_	_	(11,547)	_	_	_	_	(11,547)	(710)	(12,257)
Redemption of securities ²	_	(5,851)	(237)	_	-	_	_	(6,088)	_	(6,088)
Transfers ⁷	_	_	(2,200)	_	_	_	2,200	_		_
Cost of share-based payment arrangements	_	_	450	_	_	_	_	450	_	450
Cancellation of shares ^{8,9}	2,731	-	(4,998)	_	_	_	269	(1,998)	_	(1,998)
Other movements	_	-	(67)	84	_	_	_	17	(27)	(10)
At 31 Dec 2018	23,789	22,367	138,191	(1,532)	(206)	(26,133)	29,777	186,253	7,996	194,249

- 1 In 2018, HSBC Holdings issued \$4,150m, £1,000m and SGD750m of perpetual subordinated contingent convertible capital securities on which there were \$60m of external issuance costs, \$49m of intra-Group issuance costs and \$11m of tax benefits. Under IFRSs these issuance costs and tax benefits are classified as equity.
- 2 During 2019, HSBC Holdings redeemed \$1,500m 5.625% perpetual subordinated capital securities on which there were \$12m of external issuance costs. In 2018, HSBC Holdings redeemed \$2,200m 8.125% perpetual subordinated capital securities and its \$3,800m 8.000% perpetual subordinated capital securities, Series 2, on which there were \$172m of external issuance costs and \$23m of intra-Group issuance costs wound down. Under IFRSs external issuance costs are classified as equity.
- 3 At 31 December 2019, retained earnings included 432,108,782 treasury shares (2018: 379,926,645). In addition, treasury shares are also held within HSBC's Insurance business retirement funds for the benefit of policyholders or beneficiaries within employee trusts for the settlement of shares expected to be delivered under employee share schemes or bonus plans, and the market-making activities in Global Markets.
- 4 Cumulative goodwill amounting to \$5,138m has been charged against reserves in respect of acquisitions of subsidiaries prior to 1 January 1998, including \$3,469m charged against the merger reserve arising on the acquisition of HSBC Bank plc. The balance of \$1,669m has been charged against retained earnings.
- 5 The \$350m at 31 December 2017 represents the IAS 39 available-for-sale fair value reserve as at 31 December 2017.
- 6 Statutory share premium relief under section 131 of the Companies Act 1985 (the 'Act') was taken in respect of the acquisition of HSBC Bank plc in 1992, HSBC France in 2000 and HSBC Finance Corporation in 2003, and the shares issued were recorded at their nominal value only. In HSBC's consolidated financial statements, the fair value differences of \$8,290m in respect of HSBC France and \$12,768m in respect of HSBC Finance Corporation were recognised in the merger reserve. The merger reserve created on the acquisition of HSBC Finance Corporation subsequently became attached to HSBC Overseas Holdings (UK) Limited ('HOHU'), following a number of intra-Group reorganisations. During 2009, pursuant to section 131 of the Companies Act 1985, statutory share premium relief was taken in respect of the rights issue and \$15,796m was recognised in the merger reserve.
- 7 Permitted transfers from the merger reserve to retained earnings were made when the investment in HSBC Overseas Holdings (UK) Limited was previously impaired. In 2018, a part reversal of this impairment resulted in a transfer from retained earnings back to the merger reserve of \$2,200m. At 31 December 2019, an additional impairment of \$2,475m was recognised and a permitted transfer of this amount was made from the merger reserve to retained earnings.
- 8 This includes a re-presentation of the cancellation of shares to retained earnings and capital redemption reserve in respect of the 2017 share buy-back, under which retained earnings have been reduced by \$3,000m, called up capital and share premium increased by \$2,836m and other reserves increased by \$164m.
- 9 For further details, refer to Note 31 in the Annual Report and Accounts 2019. In August 2019, HSBC announced a share buy-back of up to \$1.0bn, which was completed in September 2019. In May 2018, HSBC announced a share buy-back of up to \$2.0bn, which was completed in August 2018.
- 10 The impact of transitioning to IFRS 9 at 1 January 2018 on the consolidated financial statements of HSBC was a decrease in net assets of \$1.6bn, arising from a decrease of \$2.2bn from additional impairment allowances, a decrease of \$0.9bn from our associates reducing their net assets, an increase of \$1.1bn from the remeasurement of financial assets and liabilities as a consequence of classification changes and an increase in net deferred tax assets of \$0.4bn.

1 Basis of preparation and significant accounting policies

The basis of preparation and summary of significant accounting policies applicable to the consolidated financial statements of HSBC and the separate financial statements of HSBC Holdings can be found in Note 1, or the relevant Note, in the Financial Statements in the *Annual Report and Accounts 2019*.

(a) Compliance with International Financial Reporting Standards

The consolidated financial statements of HSBC and the separate financial statements of HSBC Holdings have been prepared in accordance with International Financial Reporting Standards ('IFRSs') as issued by the International Accounting Standards Board ('IASB'), including interpretations issued by the IFRS Interpretations Committee, and as endorsed by the European Union ('EU'). Interest Rate Benchmark Reform: Amendments to IFRS 9 and IAS 39 'Financial Instruments', was endorsed in January 2020 and has been early adopted as set out below. Therefore, there were no unendorsed standards effective for the year ended 31 December 2019 affecting these consolidated and separate financial statements, and HSBC's application of IFRSs results in no differences between IFRSs as issued by the IASB and IFRSs as endorsed by the EU.

Standards adopted during the year ended 31 December 2019

IFRS 16 'Leases'

On 1 January 2019, we adopted the requirements of IFRS 16 retrospectively. The cumulative effect of initially applying the standard was recognised as an adjustment to the opening balance of retained earnings at that date. Comparatives were not restated. The adoption of the standard increased assets by \$5bn and increased financial liabilities by the same amount with no effect on net assets or retained earnings.

On adoption of IFRS 16, we recognised lease liabilities in relation to leases that had previously been classified as 'operating leases' in accordance with IAS 17 'Leases'. These liabilities were recognised in 'other liabilities' and measured at the present value of the remaining lease payments, discounted at the lessee's incremental borrowing rate at 1 January 2019. The associated right of use ('ROU') assets were recognised in 'other assets' and measured at the amount equal to the lease liability, adjusted by the amount of any prepaid or accrued lease payments or provisions for onerous leases recognised on the balance sheet at 31 December 2018. In addition, the following practical expedients permitted by the standard were applied:

- reliance was placed on previous assessments on whether leases were onerous;
- operating leases with a remaining lease term of less than 12 months at 1 January 2019 were treated as short-term leases; and
- initial direct costs were not included in the measurement of ROU assets for leases previously accounted for as operating leases.

The differences between IAS 17 and IFRS 16 are summarised in the table below:

IAS 17

IFRS 1

Leases were classified as either finance or operating leases. Payments made under operating leases were charged to profit or loss on a straight-line basis over the period of the lease.

Leases are recognised as an ROU asset and a corresponding liability at the date at which the leased asset is made available for use. Lease payments are allocated between the liability and finance cost. The finance cost is charged to profit or loss over the lease term so as to produce a constant period rate of interest on the remaining balance of the liability. The ROU asset is depreciated over the shorter of the ROU asset's useful economic life and the lease term on a straight-line basis.

In determining the lease term, we consider all facts and circumstances that create an economic incentive to exercise an extension option or not exercise a termination option over the planning horizon of five years.

In general, it is not expected that the discount rate implicit in the lease is available so the lessee's incremental borrowing rate is used. This is the rate that the lessee would have to pay to borrow the funds necessary to obtain an asset of a similar value in a similar economic environment with similar terms and conditions. The rates are determined for each economic environment in which we operate and for each term by adjusting swap rates with funding spreads (own credit spread) and cross-currency basis where appropriate.

Interest Rate Benchmark Reform: Amendments to IFRS 9 and IAS 39 'Financial Instruments'

Amendments to IFRS 9 and IAS 39 issued in September 2019 modify specific hedge accounting requirements so that entities apply those hedge accounting requirements assuming that the interest rate benchmark on which the hedged cash flows and cash flows of the hedging instrument are based is not altered as a result of interest rate benchmark reform. These amendments replace the need for specific judgements to determine whether certain hedge accounting relationships that hedge the variability of cash flows or interest rate risk exposures for periods after the interest rate benchmarks are expected to be reformed or replaced continue to qualify for hedge accounting as at 31 December 2019. For example, in the context of cash flow hedging, the amendments require the interest rate benchmark on which the hedged cash flows are based, or on which the cash flows of the hedging instrument are based, to be assumed to be unaltered over the period of the documented hedge relationship, while uncertainty over the interest rate benchmark reform exists. The IASB is expected to provide further guidance on the implication for hedge accounting during the reform process and after the reform uncertainty is resolved.

These amendments apply from 1 January 2020 with early adoption permitted. HSBC has adopted the amendments that apply to IAS 39 from 1 January 2019 and has made the additional disclosures as required by the amendments. Further information is included in Note 15 of the *Annual Report and Accounts 2019*.

Amendment to IAS 12 'Income Taxes' and other changes

An amendment to IAS 12 was issued in December 2017 as part of the annual improvement cycle. The amendment clarifies that an entity should recognise the tax consequences of dividends where the transactions or events that generated the distributable profits are recognised. This amendment was applied on 1 January 2019 and had no material impact. Comparatives have not been restated.

In addition, HSBC has adopted a number of interpretations and amendments to standards, which have had an insignificant effect on the consolidated financial statements of HSBC and the separate financial statements of HSBC Holdings.

(b) Differences between IFRSs and Hong Kong Financial Reporting Standards

There are no significant differences between IFRSs and Hong Kong Financial Reporting Standards in terms of their application to HSBC, and consequently there would be no significant differences had the financial statements been prepared in accordance with Hong Kong Financial Reporting Standards. The 'Notes on the financial statements', taken together with the 'Report of the Directors', include the aggregate of all disclosures necessary to satisfy IFRSs and Hong Kong reporting requirements.

(c) Going concern

The financial statements are prepared on a going concern basis, as the Directors are satisfied that the Group and parent company have the resources to continue in business for the foreseeable future. In making this assessment, the Directors have considered a wide range of information relating to present and future conditions, including future projections of profitability, cash flows and capital resources.

2 Tax

Tax expense

	2019	2018
	\$m	\$m
Current tax ¹	3,768	4,195
- for this year	3,689	4,158
- adjustments in respect of prior years	79	37
Deferred tax	871	670
- origination and reversal of temporary differences	684	656
- effect of changes in tax rates	(11)	17
- adjustments in respect of prior years	198	(3)
Year ended 31 Dec ²	4,639	4,865

¹ Current tax included Hong Kong profits tax of \$1,413m (2018: \$1,532m). The Hong Kong tax rate applying to the profits of subsidiaries assessable in Hong Kong was 16.5% (2018: 16.5%).

Tax reconciliation

The tax charged to the income statement differs from the tax charge that would apply if all profits had been taxed at the UK corporation tax rate as follows:

	2019		2018	
	\$m	%	\$m	%
Profit before tax	13,347		19,890	
Tax expense				
- taxation at UK corporation tax rate of 19.00% (2018: 19.00%)	2,536	19.00	3,779	19.00
- impact of differently taxed overseas profits in overseas locations	253	1.9	264	1.3
Items increasing tax charge in 2019:				
- non-deductible goodwill write-down	1,421	10.7	_	
- local taxes and overseas withholding taxes	484	3.6	437	2.2
- other permanent disallowables	481	3.6	396	2.0
- non-deductible UK customer compensation	382	2.9	16	0.1
- UK tax losses not recognised	364	2.7	435	2.2
- adjustments in respect of prior period liabilities	277	2.1	34	0.2
- bank levy	184	1.4	191	1.0
- impacts of hyperinflation	29	0.2	78	0.4
- UK banking surcharge	29	0.2	229	1.1
- non-UK movements in unrecognised deferred tax	12	0.1	32	0.2
- non-deductible regulatory settlements	5	_	153	0.8
Items reducing tax charge in 2019:				
- non-taxable income and gains	(844)	(6.3)	(691)	(3.5)
- effect of profits in associates and joint ventures	(467)	(3.5)	(492)	(2.5)
- deductions for AT1 coupon payments	(263)	(2.0)	_	_
- non-taxable gain on dilution of shareholding in SABB	(181)	(1.3)	_	
- impact of changes in tax rates	(11)	(0.1)	17	0.1
- other items	(52)	(0.4)	(13)	(0.1)
Year ended 31 Dec	4,639	34.8	4,865	24.5

The Group's profits are taxed at different rates depending on the country or territory in which the profits arise. The key applicable tax rates for 2019 include Hong Kong (16.5%), the US (21%) and the UK (19%). If the Group's profits were taxed at the statutory rates of the countries in which the profits arose, then the tax rate for the year would have been 20.90% (2018: 20.30%). The effective tax rate for the year was 34.8% (2018: 24.5%). The effective tax rate for 2019 was significantly higher than for 2018 as 2019 included a non-deductible impairment of goodwill of \$7.3bn.

Following an amendment to IAS 12 effective 1 January 2019, the income tax consequences of distributions, including AT1 coupon payments, are recorded in the income statement tax expense. Prior periods have not been restated.

Accounting for taxes involves some estimation because the tax law is uncertain and its application requires a degree of judgement, which authorities may dispute. Liabilities are recognised based on best estimates of the probable outcome, taking into account external advice

² In addition to amounts recorded in the income statement, a tax charge of \$6m (2018: credit of \$234m) was recorded directly to equity.

where appropriate. We do not expect significant liabilities to arise in excess of the amounts provided. HSBC only recognises current and deferred tax assets where recovery is probable.

Movement of deferred tax assets and liabilities

	Loan impairment provisions	Unused tax losses and tax credits	Derivatives, FVOD ¹ and other investments	Insurance business	Expense provisions	Fixed assets	Retirement obligations	Other	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Assets	982	1,156	492	-	629	1,151	-	738	5,148
Liabilities	_	_	(376)	(1,271)	_	_	(1,387)	(283)	(3,317)
At 1 Jan 2019	982	1,156	116	(1,271)	629	1,151	(1,387)	455	1,831
Income statement	45	266	(386)	(303)	(18)	(185)	(149)	(141)	(871)
Other comprehensive income	-	_	544	_	_	_	30	(391)	183
Equity	_	_	_	_	_	_	_	_	_
Foreign exchange and other	(44)	(8)	147	(47)	39	36	(107)	98	114
At 31 Dec 2019	983	1,414	421	(1,621)	650	1,002	(1,613)	21	1,257
Assets ²	983	1,414	979	_	650	1,002	_	422	5,450
Liabilities ²	_		(558)	(1,621)	_	_	(1,613)	(401)	(4,193)
Assets	713	1,373	1,282	_	643	1,201	352	760	6,324
Liabilities			(93)	(1,182)			(1,387)	(968)	(3,630)
At 1 Jan 2018	713	1,373	1,189	(1,182)	643	1,201	(1,035)	(208)	2,694
IFRS 9 transitional adjustment	358	_	(411)	_	_	_	_	459	406
Income statement	(72)	(203)	51	(104)	19	(68)	35	(328)	(670)
Other comprehensive income	_	_	(722)	_	_	_	25	165	(532)
Equity	_	_	_	_	_	_	(15)	(8)	(23)
Foreign exchange and other	(17)	(14)	9	15	(33)	18	(397)	375	(44)
At 31 Dec 2018	982	1,156	116	(1,271)	629	1,151	(1,387)	455	1,831
Assets ²	982	1,156	492	-	629	1,151		738	5,148
Liabilities ²	_	_	(376)	(1,271)	_	_	(1,387)	(283)	(3,317)

¹ Fair value of own debt.

In applying judgement in recognising deferred tax assets, management has critically assessed all available information, including future business profit projections and the track record of meeting forecasts.

The net deferred tax asset of \$1.3bn (2018: \$1.8bn) includes \$2.8bn (2018: \$3.0bn) of deferred tax assets relating to the US, of which \$1.1bn relates to US tax losses that expire in 14 to 18 years. Management expects the US deferred tax asset to be substantially recovered in six to seven years, with the majority recovered in the first five years. The most recent financial forecasts approved by management cover a five-year period and the forecasts have been extrapolated beyond five years by assuming that performance remains constant after the fifth year.

Unrecognised deferred tax

The amount of gross temporary differences, unused tax losses and tax credits for which no deferred tax asset is recognised in the balance sheet was \$8.3bn (2018: \$7.2bn). This amount includes unused UK corporation tax losses of \$6.2bn (2018: \$4.6bn. Of the total amounts unrecognised, \$6.4bn (2018: \$4.7bn) had no expiry date, \$1.3bn (2018: \$1.3bn) was scheduled to expire within 10 years and the remaining balance is expected to expire after 10 years.

Deferred tax is not recognised in respect of the Group's investments in subsidiaries and branches where HSBC is able to control the timing of remittance or other realisation and where remittance or realisation is not probable in the foreseeable future. The aggregate temporary differences relating to unrecognised deferred tax liabilities arising on investments in subsidiaries and branches is \$13.4bn (2018: \$13.2bn) and the corresponding unrecognised deferred tax liability is \$1.0bn (2018: \$0.9bn).

² After netting off balances within countries, the balances as disclosed in the accounts are as follows: deferred tax assets \$4,632m (2018: \$4,450m) and deferred tax liabilities \$3,375m (2018: \$2,619m).

3 Dividends

Dividends to shareholders of the parent company

	2019					
	Per share		Settled Total in scrip	Per share	Total	Settled in scrip
	\$	\$m	\$m	\$	\$m	\$m
Dividends paid on ordinary shares						
In respect of previous year:						
- fourth interim dividend	0.21	4,206	1,160	0.21	4,197	393
In respect of current year:						
- first interim dividend	0.10	2,013	375	0.10	2,008	213
- second interim dividend	0.10	2,021	795	0.10	1,990	181
- third interim dividend	0.10	2,029	357	0.10	1,992	707
Total	0.51	10,269	2,687	0.51	10,187	1,494
Total dividends on preference shares classified as equity (paid quarterly)	62.00	90		62.00	90	
Total coupons on capital securities classified as equity		1,324			1,270	
Dividends to shareholders		11,683			11,547	

On 6 January 2020, HSBC paid a coupon on its €1,250m subordinated capital securities, representing a total distribution of €30m (\$33m). No liability was recorded in the balance sheet at 31 December 2019 in respect of this coupon payment.

The reserves available for distribution at 31 December 2019 were \$31.7bn.

Fourth interim dividend for 2019

After the end of the year, the Directors declared a fourth interim dividend in respect of the financial year ended 31 December 2019 of \$0.21 per ordinary share, a distribution of approximately \$4,266m. The fourth interim dividend will be payable on 14 April 2020 to holders on the Principal Register in the UK, the Hong Kong Overseas Branch Register or the Bermuda Overseas Branch Register on 28 February 2020. No liability was recorded in the financial statements in respect of the fourth interim dividend for 2019.

The dividend will be payable in US dollars, pounds sterling or Hong Kong dollars, or a combination of these currencies, at the forward exchange rates quoted by HSBC Bank plc in London at or about 11.00am on 30 March 2020. A scrip dividend will also be offered. Particulars of these arrangements will be sent to shareholders on or about 11 March 2020 and elections must be received by 26 March 2020. The ordinary shares in London, Hong Kong, Paris and Bermuda, and American Depositary Shares ('ADSs') in New York will be quoted ex-dividend on 27 February 2020.

The dividend will be payable on ordinary shares held through Euroclear France, the settlement and central depository system for Euronext Paris, on 14 April 2020 to holders of record on 28 February 2020. The dividend will be payable in US dollars or as a scrip dividend. Particulars of these arrangements will be announced through Euronext Paris on 19 February 2020, 6 March 2020 and 15 April 2020.

The dividend will be payable on ADSs, each of which represents five ordinary shares, on 14 April 2020 to holders of record on 28 February 2020. The dividend of \$1.05 per ADS will be payable by the depositary in US dollars or as a scrip dividend of new ADSs. Elections must be received by the depository on or before 19 March 2020. Alternatively, the cash dividend may be invested in additional ADSs by participants in the dividend reinvestment plan operated by the depositary.

Any person who has acquired ordinary shares registered on the Principal Register in the UK, the Hong Kong Overseas Branch Register or the Bermuda Overseas Branch Register but who has not lodged the share transfer with the Principal Registrar, Hong Kong or Bermuda Overseas Branch registrar should do so before 4.00pm local time on 28 February 2020 in order to receive the dividend.

Ordinary shares may not be removed from or transferred to the Principal Register in the United Kingdom, the Hong Kong Overseas Branch Register or the Bermuda Overseas Branch Register on 28 February 2020. Any person wishing to remove ordinary shares to or from each register must do so before 4.00pm local time on 27 February 2020.

Transfer of ADSs must be lodged with the depositary by 11.00am on 28 February 2020 in order to receive the dividend.

ADS dividend fee: As previously disclosed in our *Interim Report 2019*, in order to cover costs associated with the management of the American Depositary Receipt programme, which was previously covered by fees generated from issuance and cancellation, a dividend fee has been introduced on cash dividends paid on ADSs, in line with common market practice. ADS holders who receive a cash dividend will be charged a fee, which will be deducted by the depositary, of \$0.005 per ADS per cash dividend.

4 Earnings per share

Basic earnings per ordinary share is calculated by dividing the profit attributable to ordinary shareholders of the parent company by the weighted average number of ordinary shares outstanding, excluding own shares held. Diluted earnings per ordinary share is calculated by dividing the basic earnings, which require no adjustment for the effects of dilutive potential ordinary shares, by the weighted average number of ordinary shares outstanding, excluding own shares held, plus the weighted average number of ordinary shares that would be issued on conversion of dilutive potential ordinary shares.

Profit attributable to the ordinary	shareholders of	f the parent company
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	2019	2018
	\$m	\$m
Profit attributable to shareholders of the parent company	7,383	13,727
Dividend payable on preference shares classified as equity	(90)	(90)
Coupon payable on capital securities classified as equity	(1,324)	(1,029)
Year ended 31 Dec	5,969	12,608

Basic and diluted earnings per share

		2019			2018	
	Profit	Number of shares	Per share	Profit	Number of shares	Per share
	\$m	(millions)	\$	\$m	(millions)	\$
Basic ¹	5,969	20,158	0.30	12,608	19,896	0.63
Effect of dilutive potential ordinary shares		75			87	
Diluted ¹	5,969	20,233	0.30	12,608	19,983	0.63

¹ Weighted average number of ordinary shares outstanding (basic) or assuming dilution (diluted).

The number of anti-dilutive employee share options excluded from the weighted average number of dilutive potential ordinary shares is 1.1m (2018; nil).

5 Adjusted balance sheet reconciliation

		At		
	31 Dec 2019 31 Dec 2018			
	Reported and Adjusted	Adjusted	Currency translation	Reported
	\$m	\$m	\$m	\$m
Loans and advances to customers (net)	1,036,743	994,276	(12,580)	981,696
Interests in associates and joint ventures	24,474	22,301	106	22,407
Total external assets	2,715,152	2,589,195	(31,071)	2,558,124
Customer accounts	1,439,115	1,379,738	(17,095)	1,362,643

6 Reconciliation of reported and adjusted items

	2019	2018
	\$m	\$m
Revenue ¹		
Reported	56,098	53,780
Currency translation		(1,617)
Significant items	(689)	168
- customer redress programmes	163	(53)
- disposals, acquisitions and investment in new businesses	(768)	113
- fair value movements on financial instruments ²	(84)	100
- currency translation on significant items		8
Adjusted	55,409	52,331
ECL		
Reported	(2,756)	(1,767)
Currency translation		78
Adjusted	(2,756)	(1,689)
Operating expenses		
Reported	(42,349)	(34,659)
Currency translation		1,109
Significant items	9,554	1,644
- costs of structural reform ³	158	361
- customer redress programmes	1,281	146
- disposals, acquisitions and investment in new businesses	_	52
- goodwill impairment	7,349	_
- past service costs of guaranteed minimum pension benefits equalisation	_	228
- restructuring and other related costs	827	66
- settlements and provisions in connection with legal and regulatory matters	(61)	816
- currency translation on significant items		(25
Adjusted	(32,795)	(31,906
Share of profit in associates and joint ventures		
Reported	2,354	2,536
Currency translation		(90
Adjusted	2,354	2,446
Profit before tax		
Reported	13,347	19,890
Currency translation		(520
Significant items	8,865	1,812
- revenue	(689)	168
- operating expenses	9,554	1,644
Adjusted	22,212	21,182

Net operating income before change in expected credit losses and other credit impairment charges, also referred to as revenue.

² Fair value movements on financial instruments include non-qualifying hedges and debt valuation adjustments on derivatives.

³ Comprises costs associated with preparations for the UK's exit from the European Union, costs to establish the UK ring-fenced bank (including the UK ServCo group) and costs associated with establishing an intermediate holding company in Hong Kong.

7 Contingent liabilities, contractual commitments and guarantees

	2019	2018
	\$m	\$m
Guarantees and other contingent liabilities:		
- financial guarantees	20,214	23,518
- performance and other guarantees	75,933	71,484
- other contingent liabilities	1,576	1,408
At 31 Dec	97,723	96,410
Commitments ¹ :		
- documentary credits and short-term trade-related transactions	6,316	7,083
- forward asset purchases and forward deposits placed	56,326	67,265
- standby facilities, credit lines and other commitments to lend	734,966	705,918
At 31 Dec	797,608	780,266

¹ Includes \$600,029m of commitments at 31 December 2019 (31 December 2018: \$592,008m), to which the impairment requirements in IFRS 9 are applied where HSBC has become party to an irrevocable commitment.

The preceding table discloses the nominal principal amounts of off-balance sheet liabilities and commitments for the Group, which represent the maximum amounts at risk should the contracts be fully drawn upon and clients default. As a significant portion of guarantees and commitments are expected to expire without being drawn upon, the total of the nominal principal amounts is not indicative of future liquidity requirements. The expected credit loss provision relating to guarantees and commitments under IFRS 9 is disclosed in Note 27 of the *Annual Report and Accounts 2019*.

The majority of the guarantees have a term of less than one year, while guarantees with terms of more than one year are subject to HSBC's annual credit review process.

Contingent liabilities arising from legal proceedings, regulatory and other matters against Group companies are disclosed in Notes 27 and 34 of the *Annual Report and Accounts 2019*.

Financial Services Compensation Scheme

The Financial Services Compensation Scheme ('FSCS') has provided compensation to customers of financial services firms that have failed. Following the financial crisis, the compensation paid out to customers was initially funded through loans from HM Treasury, which were fully repaid in 2018 by the FSCS. The Group could be liable to pay a proportion of any future amounts that the FSCS borrows from HM Treasury to the extent the industry levies imposed to date are not sufficient to cover the compensation due to customers in any future possible collapse. The ultimate FSCS levy to the industry as a result of a collapse cannot currently be estimated reliably. It is dependent on various uncertain factors including the potential recoveries of assets by the FSCS, changes in the level of protected products (including deposits and investments) and the population of FSCS members at the time.

Associates

HSBC's share of associates' contingent liabilities, contractual commitments and guarantees amounted to \$46.7 billion at 31 December 2019 (2018: \$48.5 billion). No matters arose where HSBC was severally liable.

8 Legal proceedings and regulatory matters

HSBC is party to legal proceedings and regulatory matters in a number of jurisdictions arising out of its normal business operations. Apart from the matters described below, HSBC considers that none of these matters are material. The recognition of provisions is determined in accordance with the accounting policies set out in Note 1. While the outcome of legal proceedings and regulatory matters is inherently uncertain, management believes that, based on the information available to it, appropriate provisions have been made in respect of these matters as at 31 December 2019 (see Note 27 of the *Annual Report and Accounts 2019*). Where an individual provision is material, the fact that a provision has been made is stated and quantified, except to the extent that doing so would be seriously prejudicial. Any provision recognised does not constitute an admission of wrongdoing or legal liability. It is not practicable to provide an aggregate estimate of potential liability for our legal proceedings and regulatory matters as a class of contingent liabilities.

Bernard L. Madoff Investment Securities LLC

Bernard L. Madoff ('Madoff') was arrested in December 2008 and later pleaded guilty to running a Ponzi scheme. His firm, Bernard L. Madoff Investment Securities LLC ('Madoff Securities'), is being liquidated in the US by a trustee (the 'Trustee').

Various non-US HSBC companies provided custodial, administration and similar services to a number of funds incorporated outside the US whose assets were invested with Madoff Securities. Based on information provided by Madoff Securities as at 30 November 2008, the purported aggregate value of these funds was \$8.4bn, including fictitious profits reported by Madoff.

Based on information available to HSBC, the funds' actual transfers to Madoff Securities minus their actual withdrawals from Madoff Securities during the time HSBC serviced the funds are estimated to have totalled approximately \$4bn. Various HSBC companies have been named as defendants in lawsuits arising out of Madoff Securities' fraud.

US litigation: The Trustee has brought lawsuits against various HSBC companies and others in the US Bankruptcy Court for the Southern District of New York (the 'US Bankruptcy Court'), seeking recovery of transfers from Madoff Securities to HSBC in an amount not yet pleaded or determined. HSBC and other parties to the actions have moved to dismiss the Trustee's claims. The US Bankruptcy Court granted HSBC's motion to dismiss with respect to certain of the Trustee's claims in November 2016. In February 2019, the US Court of Appeals for the Second Circuit (the 'Second Circuit Court of Appeals') reversed that dismissal and remanded the cases to the US Bankruptcy Court. In August 2019, HSBC and other parties filed a petition for writ of certiorari to the US Supreme Court seeking review of the Second Circuit Court of Appeals decision. Further proceedings in the US Bankruptcy Court have been stayed pending the resolution of that petition.

Fairfield Sentry Limited, Fairfield Sigma Limited and Fairfield Lambda Limited (together, 'Fairfield') (in liquidation since July 2009) have brought a lawsuit in the US against fund shareholders, including HSBC companies that acted as nominees for clients, seeking restitution of redemption payments. In December 2018, the US Bankruptcy Court issued an opinion, which ruled in favour of the defendants' motion to dismiss in respect of certain claims by the liquidators for Fairfield and granted a motion by the liquidators to file amended complaints. As a result of that opinion, all claims against one of the HSBC companies have been dismissed, and certain claims against the remaining HSBC defendants have also been dismissed. In May 2019, the liquidators appealed certain issues from the US Bankruptcy Court opinion to the US District Court for the Southern District of New York (the 'New York District Court').

UK litigation: The Trustee has filed a claim against various HSBC companies in the High Court of England and Wales, seeking recovery of transfers from Madoff Securities to HSBC in an amount not yet pleaded or determined. The deadline for service of the claim has been extended to September 2020 for UK-based defendants and November 2020 for all other defendants.

Bermuda litigation: In January 2009, Kingate Global Fund Limited and Kingate Euro Fund Limited (together, 'Kingate') brought an action against HSBC Bank Bermuda Limited ('HBBM') for recovery of funds held in Kingate's accounts, fees and dividends. In June 2019, the Trustee, Kingate and HBBM entered into a global settlement agreement pursuant to which the Trustee and Kingate released HBBM from any and all claims arising out of or relating to Kingate including all pending litigation in the US, UK and Bermuda. Following court approval of the settlement in the US, Bermuda and British Virgin Islands, the Bermuda action was discontinued in October 2019, and the Trustee dismissed certain of its US claims against HBBM in November 2019.

Cayman Islands litigation: In February 2013, Primeo Fund ('Primeo') (in liquidation since April 2009) brought an action against HSBC Securities Services Luxembourg ('HSSL') and Bank of Bermuda (Cayman) Limited (now known as HSBC Cayman Limited), alleging breach of contract and breach of fiduciary duty and claiming damages and equitable compensation. The trial concluded in February 2017 and, in August 2017, the court dismissed all claims against the defendants. In September 2017, Primeo appealed to the Court of Appeal of the Cayman Islands and, in June 2019, the Court of Appeal of the Cayman Islands dismissed Primeo's claims against HSSL and HSBC Cayman Limited. In August 2019, Primeo filed a notice of appeal to the UK Privy Council and, in September 2019, HSSL and HSBC Cayman Limited indicated that they will seek to dismiss the appeal.

Luxembourg litigation: In April 2009, Herald Fund SPC ('Herald') (in liquidation since July 2013) brought an action against HSSL before the Luxembourg District Court, seeking restitution of cash and securities that Herald purportedly lost because of Madoff Securities' fraud, or money damages. The Luxembourg District Court dismissed Herald's securities restitution claim, but reserved Herald's cash restitution claim and its claim for money damages. Herald has appealed this judgment to the Luxembourg Court of Appeal, where the matter is pending. In late 2018, Herald brought additional claims against HSSL and HSBC Bank plc ('HSBC Bank') before the Luxembourg District Court, seeking further restitution and damages.

In October 2009, Alpha Prime Fund Limited ('Alpha Prime') brought an action against HSSL before the Luxembourg District Court, seeking the restitution of securities, or the cash equivalent, or money damages. In December 2018, Alpha Prime brought additional claims before the Luxembourg District Court seeking damages against various HSBC companies. A preliminary hearing is scheduled for June 2020

In December 2014, Senator Fund SPC ('Senator') brought an action against HSSL before the Luxembourg District Court, seeking restitution of securities, or the cash equivalent, or money damages. In April 2015, Senator commenced a separate action against the Luxembourg branch of HSBC Bank asserting identical claims before the Luxembourg District Court. In December 2018, Senator brought additional claims against HSSL and HSBC Bank Luxembourg branch before the Luxembourg District Court, seeking restitution of Senator's securities or money damages. These matters are currently pending before the Luxembourg District Court.

Ireland litigation: In November 2013, Defender Limited brought an action against HSBC Institutional Trust Services (Ireland) Limited ('HTIE') and others, based on allegations of breach of contract and claiming damages and indemnification for fund losses. The trial commenced in October 2018. In December 2018, the Irish High Court issued a judgment in HTIE's favour on a preliminary issue, holding that Defender Limited had no effective claim against HTIE. This judgment concluded the trial without further issues in dispute being heard. In February 2019, Defender Limited appealed to the Irish Supreme Court, and a hearing is scheduled for March 2020.

There are many factors that may affect the range of possible outcomes, and the resulting financial impact, of the various Madoff-related proceedings described above, including but not limited to the multiple jurisdictions in which the proceedings have been brought. Based upon the information currently available, management's estimate of the possible aggregate damages that might arise as a result of all claims in the various Madoff-related proceedings is up to or exceeding \$500m, excluding costs and interest. Due to uncertainties and limitations of this estimate, the ultimate damages could differ significantly from this amount.

Anti-money laundering and sanctions-related matters

In December 2012, among other agreements, HSBC Holdings plc ('HSBC Holdings') agreed to an undertaking with the UK Financial Services Authority, which was replaced by a Direction issued by the UK Financial Conduct Authority ('FCA') in 2013, and consented to a cease-and-desist order with the US Federal Reserve Board ('FRB'), both of which contained certain forward-looking anti-money laundering ('AML') and sanctions-related obligations. HSBC also agreed to retain an independent compliance monitor (who is, for FCA purposes, a 'Skilled Person' under section 166 of the Financial Services and Markets Act and, for FRB purposes, an 'Independent Consultant') to produce periodic assessments of the Group's AML and sanctions compliance programme (the 'Skilled Person/ Independent Consultant'). In December 2012, HSBC Holdings also entered into an agreement with the Office of Foreign Assets Control ('OFAC') regarding historical transactions involving parties subject to OFAC sanctions. Reflective of HSBC's significant progress in strengthening its financial crime risk management capabilities, HSBC's engagement with the current Skilled Person will be terminated and a new Skilled Person with a narrower mandate will be appointed to assess the remaining areas that require further work in order for HSBC to transition fully to business-as-usual financial crime risk management. The Independent Consultant will continue to carry out an annual OFAC compliance review at the FRB's discretion. The role of the Skilled Person/Independent Consultant is discussed on page 145 of the *Annual Report and Accounts 2019*.

Through the Skilled Person/Independent Consultant's prior reviews, as well as internal reviews conducted by HSBC, certain potential AML and sanctions compliance issues have been identified that HSBC is reviewing further with the FRB, FCA and/or OFAC. The Financial Crimes Enforcement Network of the US Treasury Department, as well as the Civil Division of the US Attorney's Office for the Southern District of New York, are investigating the collection and transmittal of third-party originator information in certain payments instructed over HSBC's proprietary payment systems. The FCA is also conducting an investigation into HSBC Bank's and HSBC UK's compliance with UK money laundering regulations and financial crime systems and controls requirements. HSBC is cooperating with all of these investigations.

In May 2014, a shareholder derivative action was filed by a shareholder of HSBC Holdings purportedly on behalf of HSBC Holdings, HSBC Bank USA N.A. ('HSBC Bank USA'), HSBC North America Holdings Inc. and HSBC USA Inc. (the 'Nominal Corporate Defendants') in New York state court against certain current and former directors and officers of the Nominal Corporate Defendants (the 'Individual Defendants'). The complaint alleges that the Individual Defendants breached their fiduciary duties to the Nominal Corporate Defendants and caused a waste of corporate assets by allegedly permitting and/or causing the conduct underlying the five-year deferred prosecution agreement with the US Department of Justice ('DoJ'), entered into in December 2012. In November 2015, the New York state court granted the Nominal Corporate Defendants' motion to dismiss. In November 2018, the appellate court reversed the New York state court's decision and reinstated the action; furthermore, in March 2019, the appellate court denied the Nominal Corporate Defendants' motion for reargument or for leave to appeal to the New York Court of Appeals. In February 2019, the Nominal Corporate Defendants and most of the Individual Defendants filed a further motion to dismiss in New York state court, where the matter is pending.

In July 2014, a claim was filed in the Ontario Superior Court of Justice against HSBC Holdings and a former employee purportedly on behalf of a class of persons who purchased HSBC common shares and American Depositary Shares between July 2006 and July 2012. The complaint, which seeks monetary damages of up to CA\$20bn, alleges that the defendants made statutory and common law misrepresentations in documents released by HSBC Holdings and its wholly-owned indirect subsidiary, HSBC Bank Canada, relating to HSBC's compliance with the Bank Secrecy Act, AML, sanctions and other laws. In September 2017, the Ontario Superior Court of Justice dismissed the statutory claims against HSBC Holdings and the former employee for lack of jurisdiction, and stayed the common law misrepresentation claim against HSBC Holdings on the basis of *forum non conveniens*. In October 2017, the plaintiff appealed to the Court of Appeal for Ontario and, in July 2018, that appeal was dismissed. In October 2018, the plaintiff applied for leave to appeal to the Supreme Court of Canada and, in March 2019, the plaintiff's application for leave to appeal was denied. In October 2019, the Ontario Superior Court of Justice dismissed the remaining common law misrepresentation claim against HSBC Holdings.

Since November 2014, a number of lawsuits have been filed in federal courts in the US against various HSBC companies and others on behalf of plaintiffs who are, or are related to, victims of terrorist attacks in the Middle East or of cartel violence in Mexico. In each case, it is alleged that the defendants aided and abetted the unlawful conduct of various sanctioned parties in violation of the US Anti-Terrorism Act. In one case, in August 2019, the Second Circuit Court of Appeals affirmed the dismissal of the plaintiffs' claims, and this matter is now concluded. Currently, 10 actions remain pending in federal courts in New York or the District of Columbia. Motions to dismiss were filed in three of those cases and the courts granted HSBC's motions in all three cases in March, September and October 2019. The plaintiffs are seeking to amend their complaint in one of the cases and have appealed the decisions in the two other cases. HSBC has filed motions to dismiss in three further cases which remain pending. The four remaining actions are at a very early stage.

In July 2018, a claim was issued against HSBC Holdings in the High Court of England and Wales alleging that HSBC Holdings made untrue and/or misleading statements and/or omissions in public statements between 2007 and 2012 regarding compliance by HSBC with AML, anti-terrorist financing and sanctions laws, regulations and requirements, and the regulatory compliance of HSBC more generally. In August 2019, HSBC Holdings concluded a settlement with the claimants to resolve this claim.

Based on the facts currently known, it is not practicable at this time for HSBC to predict the resolution of these matters, including the timing or any possible impact on HSBC, which could be significant.

Tax-related investigations

Various tax administration, regulatory and law enforcement authorities around the world have been conducting investigations and reviews of HSBC Private Bank (Suisse) SA ('HSBC Swiss Private Bank') and other HSBC companies in connection with allegations of tax evasion or tax fraud, money laundering and unlawful cross-border banking solicitation.

In October 2019, the Belgian court approved a settlement between HSBC Swiss Private Bank and Belgian authorities in which HSBC Swiss Private Bank agreed to pay €295m to resolve the Belgian authorities' investigation into historical tax-related offences. The Belgian court also dismissed proceedings against HSBC Holdings and HSBC Private Bank Holdings (Suisse) SA.

In December 2019, HSBC Swiss Private Bank entered into a three-year deferred prosecution agreement with the DoJ (the 'Swiss Tax DPA'). This concluded the DoJ's investigation into HSBC Swiss Private Bank's legacy business with US clients. Under the terms of the Swiss Tax DPA, HSBC Swiss Private Bank agreed to pay\$192m to the DoJ and the US Internal Revenue Service and has a number of ongoing cooperation obligations.

HSBC continues to cooperate with tax-related investigations by other tax administration, regulatory or law enforcement authorities. Based on the facts currently known, it is not practicable at this time for HSBC to predict the resolution of these ongoing matters, including the timing or any possible impact on HSBC.

London interbank offered rates, European interbank offered rates and other benchmark interest rate investigations and litigation

Euro interest rate derivatives: In December 2016, the European Commission (the 'EC') issued a decision finding that HSBC, among other banks, engaged in anti-competitive practices in connection with the pricing of euro interest rate derivatives in early 2007. The EC imposed a fine on HSBC based on a one-month infringement. HSBC appealed the decision and, in September 2019, the General Court of the European Union (the 'General Court') issued a decision largely upholding the EC's findings on liability but annulling the fine. HSBC and the EC have both appealed the General Court's decision to the European Court of Justice.

US dollar Libor: Beginning in 2011, HSBC and other panel banks have been named as defendants in a number of private lawsuits filed in the US with respect to the setting of US dollar Libor. The complaints assert claims under various US laws, including US antitrust and racketeering laws, the US Commodity Exchange Act ('US CEA') and state law. The lawsuits include individual and putative class actions, most of which have been transferred and/or consolidated for pre-trial purposes before the New York District Court.

In 2017 and 2018, HSBC reached agreements with plaintiffs to resolve putative class actions brought on behalf of the following five groups of plaintiffs: persons who purchased US dollar Libor-indexed bonds; persons who purchased US dollar Libor-indexed exchange-traded instruments; US-based lending institutions that made or purchased US dollar Libor-indexed loans (the 'Lender class'); persons who purchased US dollar Libor-indexed interest rate swaps and other instruments directly from the defendant banks and their affiliates (the 'OTC class'); and persons who purchased US dollar Libor-indexed interest rate swaps and other instruments from certain financial institutions that are not the defendant banks or their affiliates. During 2018, the New York District Court granted final approval of the settlements with the OTC and Lender classes. The remaining settlements are subject to final court approval. Additionally, a number of other US dollar Libor-related actions remain pending against HSBC in the New York District Court and the Second Circuit Court of Appeals.

Intercontinental Exchange ('ICE') Libor: Between January and March 2019, HSBC and other panel banks were named as defendants in three putative class actions filed in the New York District Court on behalf of persons and entities who purchased instruments paying interest indexed to US dollar ICE Libor from a panel bank. The complaints allege, among other things, misconduct related to the suppression of this benchmark rate in violation of US antitrust and state law. In July 2019, the three putative class actions were consolidated, and the plaintiffs filed a consolidated amended complaint. In August 2019, the defendants filed a motion to dismiss the complaint, which remains pending.

Singapore interbank offered rate ('Sibor'), Singapore swap offer rate ('SOR') and Australia bank bill swap rate ('BBSW'): In July and August 2016, HSBC and other panel banks were named as defendants in two putative class actions filed in the New York

District Court on behalf of persons who transacted in products related to the Sibor, SOR and BBSW benchmark rates. The complaints allege, among other things, misconduct related to these benchmark rates in violation of US antitrust, commodities and racketeering laws, and state law.

In the Sibor/SOR litigation, following a decision on the defendants' motion to dismiss in October 2018, the claims against a number of HSBC entities were dismissed, and the Hongkong and Shanghai Banking Corporation Limited ('HBAP') remained as the only HSBC defendant in this action. In October 2018, HBAP filed a motion for reconsideration of the decision based on the issue of personal jurisdiction; this motion was denied in April 2019. Also in October 2018, the plaintiffs filed a third amended complaint naming only the Sibor panel members, including HBAP, as defendants; the court dismissed the third amended complaint in its entirety in July 2019 against all defendants. In August 2019, the plaintiffs filed an appeal to the Second Circuit Court of Appeals, which remains pending.

In the BBSW litigation, in November 2018, the court dismissed all foreign defendants, including all the HSBC entities, on personal jurisdiction grounds. In April 2019, the plaintiffs filed an amended complaint, which the defendants moved to dismiss. In February 2020, the court again dismissed the plaintiffs' amended complaint against all the HSBC entities.

There are many factors that may affect the range of outcomes, and the resulting financial impact, of these matters, which could be significant.

Foreign exchange-related investigations and litigation

Various regulators and competition authorities around the world, including in the EU, Brazil and South Africa, are conducting investigations and reviews into trading by HSBC and others on the foreign exchange markets. HSBC is cooperating with these investigations and reviews.

In January 2018, HSBC Holdings entered into a three-year deferred prosecution agreement with the Criminal Division of the DoJ (the 'FX DPA'), regarding fraudulent conduct in connection with two particular transactions in 2010 and 2011. This concluded the DoJ's investigation into HSBC's historical foreign exchange activities. Under the terms of the FX DPA, HSBC has a number of ongoing obligations, including implementing enhancements to its internal controls and procedures in its Global Markets business, which will be the subject of annual reports to the DoJ. In addition, HSBC agreed to pay a financial penalty and restitution.

In December 2016, Brazil's Administrative Council of Economic Defense initiated an investigation into the onshore foreign exchange market and identified a number of banks, including HSBC, as subjects of its investigation.

In February 2017, the Competition Commission of South Africa (the 'Competition Commission') referred a complaint for proceedings before the South African Competition Tribunal (the 'Tribunal') against 18 financial institutions, including HSBC Bank, for alleged anti-competitive behaviour in the South African foreign exchange market. In April 2017, HSBC Bank filed an exception to the complaint based on a lack of jurisdiction and statute of limitations. In January 2018, the Tribunal approved the provisional referral of additional financial institutions, including HSBC Bank USA, to the proceedings. In June 2019, the Tribunal issued a decision requiring the Competition Commission to revise its complaint. Several financial institutions named in the complaint, including HSBC Bank USA, have appealed part of the decision to the Competition Appeal Court of South Africa, and the Competition Commission has cross-appealed.

In October 2018, HSBC Holdings and HSBC Bank received an information request from the EC concerning potential coordination in foreign exchange options trading. This matter is at an early stage.

In late 2013 and early 2014, various HSBC companies and other banks were named as defendants in various putative class actions consolidated in the New York District Court. The consolidated complaint alleged, among other things, that the defendants conspired to manipulate the WM/Reuters foreign exchange benchmark rates. In September 2015, HSBC reached an agreement with the plaintiffs to resolve the consolidated action, and the court granted final approval of the settlement in August 2018.

A putative class action complaint making similar allegations on behalf of retail customers of foreign exchange products was filed in the US District Court for the Northern District of California in 2015, and was subsequently transferred to the New York District Court where it remains pending. In 2017, putative class action complaints making similar allegations on behalf of purported indirect purchasers of foreign exchange products were filed in New York and were subsequently consolidated in the New York District Court, where they remain pending.

In September 2018, various HSBC companies and other banks were named as defendants in two motions for certification of class actions filed in Israel alleging foreign exchange-related misconduct. In July 2019, the Tel Aviv Court allowed the plaintiffs to consolidate their claims and, in September 2019, the plaintiffs filed a motion for certification of the consolidated class action. In November and December 2018, complaints alleging foreign exchange-related misconduct were filed in the New York District Court and the High Court of England and Wales against HSBC and other defendants by certain plaintiffs that opted out of the US class action settlement. These matters are at an early stage. It is possible that additional civil actions will be initiated against HSBC in relation to its historical foreign exchange activities.

There are many factors that may affect the range of outcomes, and the resulting financial impact, of these matters, which could be significant.

Precious metals fix-related litigation

Gold: Beginning in March 2014, numerous putative class actions were filed in the New York District Court and the US District Courts for the District of New Jersey and the Northern District of California, naming HSBC and other members of The London Gold Market Fixing Limited as defendants. The complaints allege that, from January 2004 to June 2013, the defendants conspired to manipulate the price of gold and gold derivatives for their collective benefit in violation of US antitrust laws, the US CEA and New York state law. The actions were consolidated in the New York District Court. The defendants' motion to dismiss the consolidated action was granted in part and denied in part in October 2016. In June 2017, the court granted the plaintiffs leave to file a third amended complaint, naming a new

defendant. The court has denied the pre-existing defendants' request for leave to file a joint motion to dismiss, and discovery is proceeding.

Beginning in December 2015, numerous putative class actions under Canadian law were filed in the Ontario and Quebec Superior Courts of Justice against various HSBC companies and other financial institutions. The plaintiffs allege that, among other things, from January 2004 to March 2014, the defendants conspired to manipulate the price of gold and gold derivatives in violation of the Canadian Competition Act and common law. These actions are at an early stage.

Silver: Beginning in July 2014, numerous putative class actions were filed in the US District Courts for the Southern and Eastern Districts of New York, naming HSBC and other members of The London Silver Market Fixing Limited as defendants. The complaints allege that, from January 2007 to December 2013, the defendants conspired to manipulate the price of silver and silver derivatives for their collective benefit in violation of US antitrust laws, the US CEA and New York state law. The actions were consolidated in the New York District Court. The defendants' motion to dismiss the consolidated action was granted in part and denied in part in October 2016. In June 2017, the court granted the plaintiffs leave to file a third amended complaint, which names several new defendants. The court has denied the pre-existing defendants' request for leave to file a joint motion to dismiss, and discovery is proceeding.

In April 2016, two putative class actions under Canadian law were filed in the Ontario and Quebec Superior Courts of Justice against various HSBC companies and other financial institutions. The plaintiffs in both actions allege that, from January 1999 to August 2014, the defendants conspired to manipulate the price of silver and silver derivatives in violation of the Canadian Competition Act and common law. The Ontario action is at an early stage. The Quebec action has been temporarily stayed.

Platinum and palladium: Between late 2014 and early 2015, numerous putative class actions were filed in the New York District Court, naming HSBC and other members of The London Platinum and Palladium Fixing Company Limited as defendants. The complaints allege that, from January 2008 to November 2014, the defendants conspired to manipulate the price of platinum group metals ('PGM') and PGM-based financial products for their collective benefit in violation of US antitrust laws and the US CEA. In March 2017, the defendants' motion to dismiss the second amended consolidated complaint was granted in part and denied in part. In June 2017, the plaintiffs filed a third amended complaint. The defendants filed a joint motion to dismiss, which remains pending.

Based on the facts currently known, it is not practicable at this time for HSBC to predict the resolution of these matters, including the timing or any possible impact on HSBC, which could be significant.

Film finance litigation

In July and November 2015, two actions were brought by individuals against HSBC Private Bank (UK) Limited ('PBGB') in the High Court of England and Wales seeking damages on various alleged grounds, including breach of duty to the claimants, in connection with their participation in certain Ingenious film finance schemes. These actions are ongoing.

In December 2018, a separate action was brought against PBGB in the High Court of England and Wales by multiple claimants seeking damages for alleged unlawful means conspiracy and dishonest assistance in connection with lending provided by PBGB to third parties in respect of certain Ingenious film finance schemes in which the claimants participated. In June 2019, a similar claim was issued against PBGB in the High Court of England and Wales by additional claimants. These actions are ongoing.

In February and October 2019, PBGB received letters before claim by two largely separate groups of investors in Eclipse film finance schemes, each of which asserted various claims against PBGB in connection with its role in facilitating the design, promotion and operation of such schemes. These matters are at an early stage.

It is possible that additional actions or investigations will be initiated against PBGB as a result of its historical involvement in the provision of certain film finance-related services.

Based on the facts currently known, it is not practicable to predict the resolution of these matters, including the timing or possible aggregate impact, which could be significant.

Other regulatory investigations, reviews and litigation

HSBC Holdings and/or certain of its affiliates are subject to a number of other investigations and reviews by various regulators and competition and law enforcement authorities, as well as litigation, in connection with various matters relating to the firm's businesses and operations, including:

- an investigation by the DoJ regarding US Treasury securities trading practices;
- an investigation by the US Commodity Futures Trading Commission regarding interest rate swap transactions related to bond issuances;
- an investigation by the Swiss Competition Commission in connection with the setting of Euribor and Japanese ven Libor:
- an investigation by the FCA in connection with collections and recoveries operations in the UK;
- an information request from the UK Competition and Markets Authority concerning the financial services sector;
- putative class actions brought in the New York District Court relating to the Mexican government bond market, the US governmentsponsored enterprise bond market, and the market for US dollar-denominated supranational sovereign and agency bonds;
- two group actions pending in the US courts and a claim issued in the High Court of England and Wales in connection with HSBC Bank's role as a correspondent bank to Stanford International Bank Ltd from 2003 to 2009; and
- litigation brought against various HSBC companies in the US courts relating to residential mortgage-backed securities, based primarily
 on (a) claims brought against HSBC Bank USA in connection with its role as trustee on behalf of various securitisation trusts; and (b)
 claims against several HSBC companies seeking that the defendants repurchase various mortgage loans.

There are many factors that may affect the range of outcomes, and the resulting financial impact, of these matters, which could be significant.

9 Events after the balance sheet date

A fourth interim dividend for 2019 of \$0.21 per ordinary share (a distribution of approximately \$4,266m) was declared by the Directors after 31 December 2019. These accounts were approved by the Board of Directors on 18 February 2020 and authorised for issue.

The Directors approved the 2020 business update after 31 December 2019, setting out a plan that aims to reallocate capital to areas that can deliver stronger returns, to reduce costs across the Group, and to simplify the business. One change as part of this plan is a change to the global businesses that form the Group's reportable segments as described in Note 10 of the *Annual Report and Accounts* on page 263. The existing Retail Banking and Wealth Management and Global Private Banking global businesses will be merged to create one new global business, Wealth and Personal Banking, which will become a reportable segment during 2020.

The ECL at 31 December 2019 was estimated based on a range of forecast economic conditions as at that date. Since early January 2020, the coronavirus outbreak has spread across mainland China and beyond, causing disruption to business and economic activity. The impact on GDP and other key indicators will be considered when determining the severity and likelihood of downside economic scenarios that will be used to estimate ECL under IFRS 9 in 2020.

10 Capital structure

Capital ratios

	At 31 Dec	
	2019	2018
	%	%
Transitional basis		
Common equity tier 1 ratio	14.7	14.0
Tier 1 ratio	17.6	17.0
Total capital ratio	20.4	20.0
End point basis		
Common equity tier 1 ratio	14.7	14.0
Tier 1 ratio	17.2	16.6
Total capital ratio	18.9	19.4

Total regulatory capital and risk-weighted assets

	At 31 Dec	
	2019	2018
	\$m	\$m
Transitional basis		
Common equity tier 1 capital	123,966	121,022
Additional tier 1 capital	24,393	26,120
Tier 2 capital	23,791	26,096
Total regulatory capital	172,150	173,238
Risk-weighted assets	843,395	865,318
End point basis		
Common equity tier 1 capital	123,966	121,022
Additional tier 1 capital	20,870	22,525
Tier 2 capital	14,473	24,511
Total regulatory capital	159,309	168,058
Risk-weighted assets	843,395	865,318

Leverage ratio

		At 31	Dec
		2019	2018
Ref*		\$bn	\$bn
20	Tier 1 capital	144.8	143.5
21	Total leverage ratio exposure	2,726.5	2,614.9
		%	%
22	Leverage ratio	5.3	5.5
EU-23	Choice of transitional arrangements for the definition of the capital measure	Fully phased-in	Fully phased-in
	UK leverage ratio exposure – quarterly average ¹	2,535.4	2,464.4
		%	%
	UK leverage ratio – quarterly average ¹	5.8	5.8
	UK leverage ratio – quarter end ¹	5.7	6.0

^{*} The references identify the lines prescribed in the European Banking Authority ('EBA') template.

¹ UK leverage ratio denotes the Group's leverage ratio calculated under the PRA's UK leverage framework and excludes qualifying central bank balances from the calculation of exposure.

11 Statutory accounts

The information in this news release does not constitute statutory accounts within the meaning of section 434 of the Companies Act 2006 ('the Act'). The statutory accounts for the year ended 31 December 2019 will be delivered to the Registrar of Companies in England and Wales in accordance with section 441 of the Act. The auditor has reported on those accounts. Its report was unqualified and did not contain a statement under section 498(2) or (3) of the Act.

12 Dealings in HSBC Holdings plc listed securities

The Group has policies and procedures that, except where permitted by statute and regulation, prohibit specified transactions in respect of its securities listed on The Stock Exchange of Hong Kong Limited. Except for dealings as intermediaries or as trustees by subsidiaries of HSBC Holdings, neither HSBC Holdings nor any of its subsidiaries has purchased, sold or redeemed any of its securities listed on The Stock Exchange of Hong Kong Limited during the year ended 31 December 2019.

Share buy-back

The nominal value of shares purchased during 2019 was \$67,888,497 and the aggregate consideration paid by HSBC was £817,587,930.

Month	Number of shares	Highest price paid per share	Lowest price paid per share	Average price paid per share	Aggregate price paid
		£	£	£	£
Share buy-back of 2019					
Aug-19	93,613,105	6.3790	5.7830	6.0033	561,986,347
Sep-19	42,163,889	6.2810	5.8630	6.0621	255,601,583
	135,776,994				817,587,930

13 Interim dividends for 2020

The Board has adopted a policy of paying quarterly interim dividends on the ordinary shares. Under this policy it is intended to have a pattern of three equal interim dividends with a variable fourth interim dividend. It is envisaged that the first interim dividend in respect of 2020 will be \$0.10 per ordinary share.

Dividends are declared in US dollars and, at the election of the shareholder, paid in cash in one of, or in a combination of, US dollars, sterling and Hong Kong dollars, or, subject to the Board's determination that a scrip dividend is to be offered in respect of that dividend, may be satisfied in whole or in part by the issue of new shares in lieu of a cash dividend.

14 Earnings releases and interim results

Earnings releases are expected to be issued on or around 28 April 2020 and 27 October 2020. The interim results for the six months to 30 June 2020 are expected to be issued on 3 August 2020.

15 Corporate governance codes

HSBC is subject to corporate governance requirements in both the UK and Hong Kong. During 2019, HSBC complied with the provisions and requirements of both the UK and Hong Kong Corporate Governance Codes. Under the Hong Kong Code, the audit committee should be responsible for the oversight of all risk management and internal control systems. HSBC's Group Risk Committee is responsible for oversight of internal control, other than internal control over financial reporting, and risk management systems. This is permitted under the UK Corporate Governance Code.

The Group Audit Committee has reviewed the annual results for 2019.

The Company has codified obligations for transactions in HSBC Group securities in accordance with the requirements of the Market Abuse Regulation and the rules governing the listing of securities on HKEx, save that the HKEx has granted waivers from strict compliance with the rules that take into account accepted practices in the UK, particularly in respect of employee share plans. Following specific enquiry, all Directors have confirmed that they have complied with their obligations in respect of transacting in Group securities during the year.

The Directors of HSBC Holdings plc as at the date of this announcement comprise:

Mark Tucker*, Noel Quinn, Kathleen Casey[†], Laura Cha[†], Henri de Castries[†], Irene Lee[†], José Antonio Meade Kuribreña [†] Heidi Miller[†], David Nish[†], Ewen Stevenson, Sir Jonathan Symonds[†], Jackson Tai[†] and Pauline van der Meer Mohr[†].

^{*} Non-executive Group Chairman

[†] Independent non-executive Director

16 Cautionary statement regarding forward-looking statements

This news release may contain projections, estimates, forecasts, targets, opinions, prospects, results, returns and forward-looking statements with respect to the financial condition, results of operations, capital position, strategy and business of the Group which can be identified by the use of forward-looking terminology such as 'may', 'will', 'should', 'expect', 'anticipate', 'project', 'estimate', 'seek', 'intend', 'target' or 'believe' or the negatives thereof or other variations thereon or comparable terminology (together, "forward-looking statements"), including the strategic priorities and any financial, investment and capital targets described herein.

Any such forward-looking statements are not a reliable indicator of future performance, as they may involve significant stated or implied assumptions and subjective judgements which may or may not prove to be correct. There can be no assurance that any of the matters set out in forward-looking statements are attainable, will actually occur or will be realised or are complete or accurate. Certain of the assumptions and judgements upon which forward-looking statements regarding strategic priorities and targets are based are discussed under 'Targeted Outcomes: Basis of Preparation', available separately from this news release at www.hsbc.com. The assumptions and judgments may prove to be incorrect and involve known and unknown risks, uncertainties, contingencies and other important factors, many of which are outside the control of the Group. Actual achievements, results, performance or other future events or conditions may differ materially from those stated, implied and/or reflected in any forward-looking statements due to a variety of risks, uncertainties and other factors (including without limitation those which are referable to general market conditions or regulatory changes).

Any such forward-looking statements are based on the beliefs, expectations and opinions of the Group at the date the statements are made, and the Group does not assume, and hereby disclaims, any obligation or duty to update, revise or supplement them if circumstances or management's beliefs, expectations or opinions should change. For these reasons, recipients should not place reliance on, and are cautioned about relying on, any forward-looking statements. No representations or warranties, expressed or implied, are given by or on behalf of the Group as to the achievement or reasonableness of any projections, estimates, forecasts, targets, prospects or returns contained herein.

Additional detailed information concerning important factors that could cause actual results to differ materially from this news release is available in our Annual Report and Accounts for the fiscal year ended 31 December 2019 which we expect to file with the SEC on Form 20-F on or around 19 February 2020.

17 Certain defined terms

Unless the context requires otherwise, 'HSBC Holdings' means HSBC Holdings plc and 'HSBC', the 'Group', 'we', 'us' and 'our' refer to HSBC Holdings together with its subsidiaries. Within this document the Hong Kong Special Administrative Region of the People's Republic of China is referred to as 'Hong Kong'. When used in the terms 'shareholders' equity' and 'total shareholders' equity', 'shareholders' means holders of HSBC Holdings ordinary shares and those preference shares and capital securities issued by HSBC Holdings classified as equity. The abbreviations '\$m'and '\$bn' represent millions and billions (thousands of millions) of US dollars, respectively.

18 For further information contact:

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HSBC HOLDINGS PLC

Incorporated in England with limited liability.

Data Pack

4Q 2019

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 2019*, and other reports and financial information published by HSBC.

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ncome Statement

Income Statement						
<u>-</u>			Quarter ended			Year to date
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	31 Dec
	2019	2019	2019	2019	2018	2019
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	7,654	7,568	7,772	7,468	7,709	30,462
Net fee income	2,938	2,961	3,098	3,026	2,827	12,023
Net income from financial instruments held for trading or managed on a fair value basis	2,354	2,546	2,450	2,881	2,046	10,231
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,						
measured at fair value through profit or loss	1,160	122	486	1,710	(1,444)	3,478
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or						
loss	195	160	187	270	154	812
Other income/(expense)	(930)	(2)	951	(927)	1,403	(908)
Net operating income before change in expected credit losses and other credit impairment charges ¹	13,371	13,355	14,944	14,428	12,695	56,098
Change in expected credit losses and other credit impairment charges	(733)	(883)	(555)	(585)	(853)	(2,756)
Net operating income	12,638	12,472	14,389	13,843	11,842	53,342
Total operating expenses ¹	(17,053)	(8,147)	(8,927)	(8,222)	(9,144)	(42,349)
of which: staff expenses	(17,053) (4,545)	(4,202)		(4,577)		(18,002)
·			(4,678)		(4,245)	
Operating profit	(4,415)	4,325	5,462	5,621	2,698	10,993
Share of profit in associates and joint ventures	518	512	732	592	558	2,354
Profit before tax	(3,897)	4,837	6,194	6,213	3,256	13,347
Tax expense	(1,127)	(1,042)	(1,167)	(1,303)	(1,163)	(4,639)
Profit after tax	(5,024)	3,795	5,027	4,910	2,093	8,708
Profit attributable to shareholders of the parent company	(5,310)	3,477	4,650	4,566	1,794	7,383
Profit attributable to non-controlling interests	286	318	377	344	299	1,325
Profit attributable to the ordinary shareholders of the parent company	(5,509)	2,971	4,373	4,134	1,537	5,969
Significant items - Totals						
Revenue	(276)	88	855	22	131	689
ECL	_	_	_	_	_	_
Operating expenses	(7,969)	(599)	(827)	(159)	(262)	(9,554)
Share of profit in associates and joint ventures	_	_	_	_	_	_
Income statement Metrics - Reported						
Return on equity	(13.3)%	7.0%	10.5%	10.2%	3.8%	3.6%
Return on tangible equity	5.2%	6.4%	11.7%	10.6%	3.9%	8.4%
Cost efficiency ratio	127.5%	61.0%	59.7%	57.0%	72.0%	75.5%
Income statement Metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	66.6%	56.9%	57.5%	56.0%	70.7%	59.2%
Adjusted cost efficiency ratio	00.070	30.370	37.370	30.070	70.770	33.270
Revenue						
Significant items						
Customer redress programmes	(45)	(118)	_		7	(163)
Disposals, acquisitions and investment in new businesses	(55)	(4)	827	_	29	768
		210		22	95	706 84
Fair value movements on financial instruments	(176)	210	28	22	95	64
Operating expenses						
Operating expenses						
Significant items	(22)	(25)	(22)	(50)	re	()
Costs of structural reform	(32)	(35)	(38)	(53)	(61)	(158)
Customer redress programmes	(183)	(488)	(554)	(56)	16	(1,281)
Disposals, acquisitions and investment in new businesses		_	_	_	2	
Goodwill impairment	(7,349)	_	_	_	_	(7,349)
Past service costs of guaranteed minimum pension benefits equalisation	_	_	_	_	(228)	_
Restructuring and other related costs	(400)	(140)	(237)	(50)	(15)	(827)
Settlements and provisions in connection with legal and regulatory matters	(5)	64	2	_	24	61

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 Mariets cash-generating unit, which is monitored on a global basis.

 $Note: \ \textit{Risk-weighted asset data by Global business and Geographical region is provided separately at the end of this document.}$

HSBC HSBC Holdings plc

Balance sheet data

	At					
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	
	2019	2019	2019	2019	2018	
	\$m	\$m	\$m	\$m	\$m	
Loans and advances to customers (gross)	1,045,475	1,026,414	1,030,152	1,013,830	990,321	
Loans and advances to customers (net)	1,036,743	1,017,833	1,021,632	1,005,279	981,696	
Total assets	2,715,152	2,728,347	2,751,273	2,658,996	2,558,124	
Customer accounts	1,439,115	1,373,741	1,380,124	1,356,511	1,362,643	
Financial Data Reported	400.055	400 547	402.676	400.050	400 252	
Total shareholders equity	183,955	189,517	192,676	188,362	186,253	
AT1 capital	(20,871)	(22,367)	(22,367)	(22,367)	(22,367)	
Preference shares Perpetual capital securities	(1,405)	(1,405)	(1,405)	(1,405)	(1,405)	
NAV	161,679	165,745	168,904	164,590	162,481	
Goodwill, PVIF and Other Intangibles (net of tax)	(17,535)	(23,913)	(23,463)	(22,942)	(22,425)	
TNAV	144,144	141,831	145,441	141,648	140,056	
Total regulatory capital						
Transitional basis						
Common equity tier 1 capital	123,966	123,791	126,949	125,802	121,022	
Additional tier 1 capital	24,393	25,886	25,878	26,046	26,120	
Tier 2 capital	23,791	25,446	25,432	25,952	26,096	
Total regulatory capital	172,150	175,123	178,259	177,800	173,238	
End point basis						
Common equity tier 1 capital	123,966	123,791	126,949	125,802	121,022	
Additional tier 1 capital	20,870	22,363	22,363	22,531	22,525	
Tier 2 capital	14,473	15,984	16,107	24,313	24,511	
Total regulatory capital	159,309	162,138	165,419	172,646	168,058	
Capital ratios						
Transitional basis						
Common equity tier 1 ratio	14.7%	14.3%	14.3%	14.3%	14.0%	
Tier 1 ratio	17.6%	17.3%	17.2%	17.3%	17.0%	
Total capital ratio	20.4%	20.2%	20.1%	20.2%	20.0%	
End point basis						
Common equity tier 1 ratio	14.7%	14.3%	14.3%	14.3%	14.0%	
Tier 1 ratio	17.2%	16.9%	16.9%	16.9%	16.6%	
Total capital ratio	18.9%	18.7%	18.7%	19.6%	19.4%	
Leverage Ratio	5.3%	5.4%	5.4%	5.4%	5.5%	
Earnings Metrics						
Basic number of \$0.50 ordinary shares outstanding (millions)	20,206	20,191	20,221	20,082	19,981	
Earnings per share	\$(0.27)	\$0.15	\$0.22	\$0.21	\$0.07	
Dividend per ordinary share (in respect of the period)	\$0.21	\$0.10	\$0.10	\$0.10	\$0.21	
NAV / share (\$) at the end of the period	\$8.00	\$8.21	\$8.35	\$8.20	\$8.13	
TNAV / share (\$) at the end of the period	\$7.13	\$7.02	\$7.19	\$7.05	\$7.01	

HSBC HSBC Holdings plc

Net Interest Margin	Year to date					
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	
	2019	2019	2019	2019	2018	
	\$m	\$m	\$m	\$m	\$m	
Average balances during period						
Short-term funds and loans and advances to banks	212,920	211,633	217,474	217,530	233,637	
Loans and advances to customers	1,021,554	1,015,801	1,011,928	1,004,960	972,963	
Reverse repurchase agreements – non-trading	224,942	227,837	231,308	234,455	205,427	
Financial investments	417,939	415,205	408,673	407,325	386,230	
Other interest-earning assets	45,467	44,673	43,325	38,642	41,089	
Total interest-earning assets	1,922,822	1,915,149	1,912,708	1,902,912	1,839,346	
Interest income during period						
Short-term funds and loans and advances to banks	2,411	1,887	1,285	658	2,475	
Loans and advances to customers	35,578	26,881	17,833	8,763	33,285	
Reverse repurchase agreements – non-trading	4,690	3,855	2,635	1,307	3,739	
Financial investments	10,705	8,204	5,380	2,612	9,166	
Other interest-earning assets	1,311	640	617	204	944	
Total	54,695	41,467	27,750	13,544	49,609	
Average balances during period						
Deposits by banks	52,515	52,037	51,199	51,663	44,530	
Customer accounts	1,149,483	1,140,548	1,138,196	1,132,345	1,138,620	
Repurchase agreements – non-trading	160,850	169,446	170,342	171,473	161,204	
Debt securities in issue – non-trading	211,229	208,339	205,192	191,204	183,434	
Other interest-bearing liabilities	59,980	58,746	59,266	59,671	53,731	
Total interest-bearing liabilities	1,634,057	1,629,116	1,624,195	1,606,356	1,581,519	
Non-interest bearing current accounts	227,651	226,940	228,524	231,918	211,815	
Interest expense during period						
Deposits by banks	702	579	370	187	506	
Customer accounts	11,238	8,516	5,637	2,780	8,287	
Repurchase agreements – non-trading	4,023	3,424	2,320	1,138	3,409	
Debt securities in issue – non-trading	6,522	4,974	3,361	1,576	5,675	
Other interest-bearing liabilities	1,748	1,167	822	395	1,243	
Total	24,233	18,660	12,510	6,076	19,120	
Net interest margin	1.58%	1.59%	1.61%	1.59%	1.66%	

			Quarter ended			Year to date
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	31 Dec
	2019	2019	2019	2019	2018	2019
	Śm	Śm	Śm	Śm	Śm	Śm
Net interest income	4,144	4,075	4,190	3,965	4,058	16,374
Net fee income	1,161	1,213	1,292	1,206	1,160	4,872
Net income from financial instruments held for trading or managed on a fair value basis	42	158	64	78	77	342
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,	72	150	04	70	"	342
measured at fair value through profit or loss	1,151	141	505	1,712	(1,429)	3,509
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or	1,131	141	303	1,712	(1,423)	3,303
loss	68	2	(2)	157	(49)	225
	(809)	(74)				
Other income/(expense)			(100)	(1,147)	1,293	(2,130)
Net operating income before change in expected credit losses and other credit impairment charges	5,757	5,515	5,949	5,971	5,110	23,192
Change in expected credit losses and other credit impairment charges	(401)	(450)	(238)	(302)	(339)	(1,391)
Net operating income	5,356	5,065	5,711	5,669	4,771	21,801
Total operating expenses	(3,824)	(3,966)	(4,131)	(3,508)	(3,445)	(15,429)
of which: staff expenses	(1,369)	(1,260)	(1,295)	(1,253)	(1,187)	(5,177)
Operating profit	1,532	1,099	1,580	2,161	1,326	6,372
Share of profit in associates and joint ventures	5	7	30	13	12	55
Profit before tax	1,537	1,106	1,610	2,174	1,338	6,427
		•				
Significant items - Totals						
Revenue	(95)	(113)	_	_	_	(208)
ECL	(55)	(113)	=	_	_	(200)
	(278)	(477)	(600)	(57)	(16)	(1,412)
Operating expenses	(2/8)	(477)	(600)	(57)	(16)	(1,412)
Share of profit in associates and joint ventures	-	_	_	_	_	_
Balance sheet data			At			At
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	31 Dec
	2019	2019	2019	2019	2018	2019
Loans and advances to customers (gross)	398,515	379,299	379,053	372,142	364,794	398,515
Loans and advances to customers (net)	395,393	376,312	376,126	369,178	361,872	395,393
Total external assets	526,621	499,074	498,045	487,971	476,784	526,621
Customer accounts	689,283	655,592	660,588	653,969	640,924	689,283
		,	,	,	,	,
Income statement Metrics - Reported						
Cost efficiency ratio	66.4%	71.9%	69.4%	58.8%	67.4%	66.5%
Cost efficiency ratio	00.4%	/1.9%	09.4%	38.8%	07.4%	00.3%
Income Statement Data - Adjusted as originally reported						
Adjusted cost efficiency ratio	60.6%	62.0%	59.4%	57.8%	67.1%	59.9%
Management View of Adjusted Revenue - as originally reported						
Retail Banking	3,989	3,981	4,002	3,870	3,916	15,842
Current Accounts, saving and deposits	2,425	2,422	2,449	2,197	2,318	9,493
Personal lending	1,564	1,559	1,553	1,673	1,598	6,349
Mortgages	392	379	407	433	415	1,611
Credit cards	705	711	688	789	718	2,893
Other personal lending	467	469	458	451	465	1,845
Wealth Management	1,655	1,476	1,706	1,907	1,129	6,744
Investment distribution	720	839	854	855	672	3,268
Life insurance manufacturing	677	395	590	793	208	2,455
Asset management	258	242	262	259	249	1,021
Other	208	171	241	194	65	814
Total	5,852	5,628	5,949	5,971	5,110	23,400
Revenue						
Significant items						
Customer redress programmes	(47)	(109)	_	_	_	(156)
Disposals, acquisitions and investment in new businesses	(48)	(4)	_			(52)
	(40)	(4)	_	_	_	(32)
Fair value movement on financial instruments	_	-	_	_	_	_
Operating expenses						
Significant items						
Costs of structural reform	_	_	_	=	=	_
Customer redress programmes	(180)	(469)	(559)	(56)	(17)	(1,264)
Disposals, acquisitions and investment in new businesses						
Goodwill impairment	_	_	_	_	_	_
Past service costs of guaranteed minimum pension benefits equalisation	_	_	_	=	=	
Restructuring and other related costs	(98)	(8)	(41)	(1)	=	(148)
Settlements and provisions in connection with legal and regulatory matters	(98)	(8)	(41)	(1)	_	(148)
Settlements and provisions in connection with legal and regulatory matters	_	_	_	_	_	_

			Quarter ended			Year to date
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	31 Dec
	2019	2019	2019	2019	2018	2019
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	2,768	2,799	2,853	2,800	2,781	11,220
Net fee income	789	832	884	898	829	3,403
Net income from financial instruments held for trading or managed on a fair value basis	98	124	91	113	96	426
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,						
measured at fair value through profit or loss	6	(21)	(6)	_	(15)	(21)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or						
loss	38	11	15	21	(32)	85
Other income/(expense)	(11)	37	57	89	44	172
Net operating income before change in expected credit losses and other credit impairment charges	3,688	3,782	3,894	3,921	3,703	15,285
Change in expected credit losses and other credit impairment charges	(276)	(413)	(248)	(247)	(444)	(1,184)
Net operating income	3,412	3,369	3,646	3,674	3,259	14,101
Total operating expenses	(4,740)	(1,765)	(1,662)	(1,662)	(1,574)	(9,829)
of which: staff expenses	(644)	(620)	(634)	(618)	(579)	(2,516)
Operating profit/(loss)	(1,328)	1,604	1,984	2,012	1,685	4,272
Share of profit in associates and joint ventures	(1,328)	1,604	1,984	2,012	1,685	4,272
Profit/(loss) before tax	(1,328)	1,604	1,984	2,012	1,685	4,272
Significant items - Totals						
Revenue	2	(9)			7	(7)
ECL	_	(9)	_	_	_	(7)
Operating expenses	(2,983)	(19)	(22)	(4)	- 8	(3,028)
Share of profit in associates and joint ventures	(2,983)	(19)	(22)	(4)	٥	(3,028)
Share of profit in associates and joint ventures	_	_	_	_	_	=
Balance sheet data			At			At
budies siect data	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	31 Dec
	2019	2019	2019	2019	2018	2019
Loans and advances to customers (gross)	350,603	345,911	351,838	344,198	337,660	350,603
Loans and advances to customers (net)	346,060	341,339	347,387	339,729	333,162	346,060
Total external assets	367,509	370,337	377,142	368,591	360,216	367,509
Customer accounts	386,522	353,037	358,735	349,352	357,596	386,522
	545,422	,	,	,	,	,
Income statement Metrics - Reported						
Cost efficiency ratio	128.5%	46.7%	42.7%	42.4%	42.5%	64.3%
Income statement Metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	47.7%	46.1%	42.1%	42.3%	42.8%	44.5%
Management View of Adjusted Revenue - as originally reported						
Global Trade and Receivables Finance ¹	432	464	470	468	449	1,834
Credit and Lending	1,328	1,367	1,385	1,360	1,335	5,440
Global Liquidity and Cash Management	1,425	1,506	1,540	1,508	1,525	5,979
Markets products, Insurance and Investments and other	501	454	499	585	387	2,039
Total	3,686	3,791	3,894	3,921	3,696	15,292
Revenue						
Significant items						
Customer redress programmes	3	(9)	_	_	7	(6)
Disposals, acquisitions and investment in new businesses	_	_	_	_	_	-
Fair value movement on financial instruments	-	_	_	_	_	_
Operating expenses						
Significant items						
Costs of structural reform	_	(1)	(1)	(2)	(3)	(4)
Customer redress programmes	(2)	(16)	1	-	11	(17)
Disposals, acquisitions and investment in new businesses	_	=	_	=	_	=
Goodwill impairment	(2,956)	=	_	=	_	(2,956)
Past service costs of guaranteed minimum pension benefits equalisation	_	=	_	=	_	=
Restructuring and other related costs	(24)	(3)	(22)	(2)	_	(51)
Settlements and provisions in connection with legal and regulatory matters	_	_	_	_	_	_

^{1.} With effect from the third quarter of 2019, a change in the transfer pricing of Acceptances within GTRF resulted in a reduction in revenue for GTRF, offset in Other, leaving CMB quarterly revenue unchanged. All prior quarters have be re-presented on the revised basis.

	_	•	Quarter ended			Year to date
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	31 Dec
	2019	2019	2019	2019	2018	2019
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	1,378	1,363	1,439	1,422	1,432	5,602
Net fee income	815	739	742	757	657	3,053
Net income from financial instruments held for trading or managed on a fair value basis Net income from assets and liabilities of insurance businesses, including related derivatives, measured at	1,375	1,199	1,468	1,518	480	5,560
fair value through profit or loss Changes in fair value of other financial instruments mandatorily measured at fair value through profit or	-	=	=	=	=	=
loss	84	140	104	65	225	393
Other income/(expense)	44	67	(132)	253	318	232
Net operating income before change in expected credit losses and other credit impairment charges	3,696	3,508	3,621	4,015	3,112	14,840
Change in expected credit losses and other credit impairment charges	(32)	(26)	(55)	(40)	(64)	(153)
Net operating income	3,664	3,482	3,566	3,975	3,048	14,687
Total operating expenses ²	(6,483)	(2,249)	(2,468)	(2,440)	(2,271)	(13,640)
of which: staff expenses	(1,003)	(870)	(1,069)	(1,038)	(900)	(3,980)
Operating profit/(loss)	(2,819)	1,233	1,098	1,535	777	1,047
Share of profit in associates and joint ventures	_	_	=	_		<u>=</u>
Profit/(loss) before tax	(2,819)	1,233	1,098	1,535	777	1,047
Significant items - Totals	44.0		(4.00)	()		()
Revenue	(44)	38	(17)	(53)	49	(76)
ECL Operating expenses	— (4,057)	(45)	(70)	(51)	29	(4,223)
Share of profit in associates and joint ventures	(4,057)	(45)	(70)	(51)	_	(4,223)
Balance sheet data			At			At
busines sheet data	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	31 Dec
	2019	2019	2019	2019	2018	2019
Loans and advances to customers (gross)	247,198	253,353	251,803	253,185	246,070	247,198
Loans and advances to customers (net)	246,266	252,462	250,790	252,180	244,978	246,266
Total external assets	1,066,584	1,131,673	1,120,235	1,077,505	1,012,272	1,066,584
Customer accounts	292,284	295,900	289,950	281,462	290,914	292,284
Income statement Metrics - Reported						
Cost efficiency ratio	175.4%	64.1%	68.2%	60.8%	73.0%	91.9%
Income Statement Data - Adjusted as originally reported						
Adjusted cost efficiency ratio	64.9%	63.5%	65.9%	58.7%	75.1%	63.1%
Management View of Adjusted Revenue - as originally reported						
GLobal Markets	1,247	1,352	1,423	1,741	1,101	5,763
- FICC	1,073	1,145	1,189	1,364	885	4,771
Foreign Exchange	669	713	610	698	603	2,690
Rates	276	300	400	490	208	1,466
Credit	128	132	179	176	74	615
- Equities	174	207	234	377	216	992
Securities Services	518	509	525	478	484	2,030
Global Banking	986	989	996	935	939	3,906
Global Liquidity and Cash Management	674	692	700	687	678	2,753
Global Trade and Receivables Finance ¹	198	202	202	211	198	813
Principal Investments	45	93	38	84	(60)	260
Credit and Funding Valuation Adjustment	191	(160)	(34)	47	(178)	44
Other Revenue	(119)	(207)	(212)	(115)	(99)	(653)
Total	3,740	3,470	3,638	4,068	3,063	14,916
Revenue						
Significant items						
Customer redress programmes	-	_	-	_	_	=
Disposals, acquisitions and investment in new businesses	-	_	=	_	_	=
Fair value movement on financial instruments	(43)	38	(17)	(53)	49	(75)
Operating expenses						
Significant items						
Costs of structural reform	(6)	(7)	(16)	(13)	(14)	(42)
Customer redress programmes	_	(4)	4	_	22	_
Disposals, acquisitions and investment in new businesses		_	_	_	_	
Goodwill impairment	(3,962)	_	_	_	_	(3,962)
Past service costs of guaranteed minimum pension benefits equalisation	_		-	_	_	
Restructuring and other related costs	(86)	(35)	(58)	(38)	_	(217)
Settlements and provisions in connection with legal and regulatory matters	(2)	_	_	_	21	(2)

^{1.} With effect from the third quarter of 2019, a change in the transfer pricing of Acceptances within GTRF resulted in a reduction in revenue for GTRF, offset in Other, leaving GBM quarterly revenue unchanged. All prior quarters have be re-presented on the revised basis.

2. 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.

-			Quarter ended			Year to date
·	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	31 Dec
	2019	2019	2019	2019	2018	2019
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	217	220	225	215	220	877
Net fee income	190	206	194	181	179	771
Net income from financial instruments held for trading or managed on a fair value basis	41	51	44	50	26	186
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at						
fair value through profit or loss	_	=	_	_	=	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or						
loss	(2)	(4)	(4)	(3)	(3)	(13)
Other income/(expense)	6	(2)	14	7		25
Net operating income before change in expected credit losses and other credit impairment charges	452	471	473	450	429	1,846
Change in expected credit losses and other credit impairment charges	3	(7)	(16)	(2)	(8)	(22)
Net operating income	455	464	457	448	421	1,824
Total operating expenses	(811)	(284)	(370)	(352)	(355)	(1,817)
of which: staff expenses Operating profit/(loss)	(179) (356)	(158) 180	(178) 87	(169) 96	(146)	<u>(684)</u> 7
Share of profit in associates and joint ventures	(330)	160	87	90	00	,
Profit/(loss) before tax	(356)	180	87	96	66	7
Fronty (loss) before tax	(330)	100	87	50	- 00	
Significant items - Totals						
Revenue	_	_	_	_	5	_
ECL	_	_	_	_	_	_
Operating expenses	(440)	60	(11)	(2)	2	(393)
Share of profit in associates and joint ventures	` _	=		_	=	
Balance sheet data			At			At
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	31 Dec
	2019	2019	2019	2019	2018	2019
Loans and advances to customers (gross)	47,714	46,249	45,921	42,597	39,314	47,714
Loans and advances to customers (net)	47,593	46,132	45,806	42,497	39,217	47,593
Total external assets Customer accounts	52,224 62,943	52,058 61,464	50,757 62,235	47,901 64,489	43,790 64,658	52,224 62,943
Customer accounts	62,943	01,404	02,233	04,489	04,038	62,943
Income statement metrics- Reported						
Cost efficiency ratio	179.4%	60.3%	78.2%	78.2%	82.8%	98.4%
Income statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	82.1%	73.0%	75.9%	77.8%	84.2%	77.1%
Management View of Adjusted Revenue - as originally reported						
Investment	188	207	198	184	162	777
Lending	110	109	107	97	93	423
Deposit	111	112	119	121	126	463
Other	43	44 472	49	48	43	1,847
Total	452	4/2	473	450	424	1,847
Revenue						
Significant items						
Customer redress programmes	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses	_	_	_	-	5	_
Fair value movement on financial instruments	_	=	=	_	=	=
Operating expenses						
Significant items Costs of structural reform						
Costs of structural reform Customer redress programmes		_	_	_	_	_
Disposals, acquisitions and investment in new businesses	_	_	=		_ 2	=
Goodwill impairment	(431)	_	_	_	_	(431)
Past service costs of guaranteed minimum pension benefits equalisation	(431)	_	_	_	_	(451)
Restructuring and other related costs	(13)	(5)	(12)	(2)	_	(32)
Settlements and provisions in connection with legal and regulatory matters	4	65	1	-	=	70

			Quarter ended			Year to date
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	31 Dec
	2019	2019	2019	2019	2018	2019
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	(852)	(890)	(935)	(934)	(783)	(3,611)
Net fee income/(expense)	(18)	(28)	(14)	(16)	4	(76)
Net income from financial instruments held for trading or managed on a fair value basis	798	1,014	783	1,122	1,367	3,717
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,						
measured at fair value through profit or loss	3	2	(13)	(2)	_	(10)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or						
loss	7	11	74	30	15	122
Other income/(expense)	(161)	(31)	1,112	(129)	(262)	791
Net operating income before change in expected credit losses and other credit impairment charges	(223)	78	1,007	71	341	933
Change in expected credit losses and other credit impairment (charges)/recoveries	(27)	13	2	6	2	(6)
Net operating income/(expense)	(250)	91	1,009	77	343	927
Total operating expenses	(1,193)	115	(296)	(260)	(1,499)	(1,634)
of which: staff expenses	(1,350)	(1,295)	(1,501)	(1,499)	(1,434)	(5,645)
Operating profit/(loss)	(1,443)	206	713	(183)	(1,156)	(707)
Share of profit in associates and joint ventures	513	505	702	579	546	2,299
Profit/(loss) before tax	(930)	711	1,415	396	(610)	1,592
Significant items - Totals						
Revenue	(140)	173	872	75	70	980
ECL	_	_	_	-	_	_
Operating expenses	(211)	(118)	(124)	(45)	(285)	(498)
Share of profit in associates and joint ventures				-		
Balance sheet data			At			At
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	31 Dec
	2019	2019	2019	2019	2018	2019
Loans and advances to customers (gross)	1,445	1,602	1,537	1,708	2,483	1,445
Loans and advances to customers (net)	1,431	1,589	1,523	1,695	2,467	1,431
Total external assets	702,214	675,205	705,094	677,028	665,062	702,214
Customer accounts	8,083	7,747	8,616	7,239	8,551	8,083
Castomer decoding	0,003	.,	0,010	,,233	0,551	0,003
Income statement Metrics - Reported						
Cost efficiency ratio	(535.0)%	(147.4)%	29.4%	366.2%	439.6%	175.1%
cost children, ratio	(333.0//0	(247.4)70	23.476	300.270	455.670	173.170
Income statement Metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	(1,183.1)%	245.3%	127.4%	(5,375.0)%	448.0%	(2,417.0)%
rajusted cost emiliency ratio	(2)20312/70	243.370	127.470	(3,373.0)70	440.070	(2,127.0)70
Management View of Adjusted Revenue - as originally reported						
Central Treasury	(23)	313	269	305	283	864
Of which:	(23)	313	203	303	203	004
Balance Sheet Management	450	626	593	623	635	2,292
Holdings interest expense ^{1,2}						
	(318)	(321)	(348)	(338)	(360)	(1,325)
Valuation differences on long-term debt and associated swaps	(73)	76	93	50	67	146
Other central treasury	(82)	(68)	(69)	(30)	(59)	(249)
Legacy Credit	13	(40)	(13)	(71)	(12)	(111)
Other ¹	(73)	(367)	(121)	(238)		(799)
Of which Argentina hyperinflation	30	(132)	14	(56)	73	(144)
Total ²	(83)	(94)	135	(4)	271	(46)
					<u>.</u>	
Revenue						
Significant items						
Customer redress programmes	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses	(7)	_	827	_	24	820
Fair value movement on financial instruments	(133)	173	45	75	46	160
	,===,					
Operating expenses						
Significant items						
Costs of structural reform	(27)	(26)	(21)	(38)	(45)	(112)
Customer redress programmes	(27)	(20)	(21)	(30)	()	(112)
Disposals, acquisitions and investment in new businesses	_	_	_	_	_	_
Goodwill impairment	_	_			_	_
Past service costs of guaranteed minimum pension benefits equalisation	_	_	_	=	(228)	_
Restructuring and other related costs	(178)	(90)	(104)	(7)	(228)	(379)
Settlements and provisions in connection with legal and regulatory matters	(1/8)	(90)	(104)	(7)	(15)	(379)
Section Cities and provisions in connection with legal and regulatory matters	(6)	(2)	1	=	3	(7)

¹ With effect from 3C19, we have changed the presentation of interest expense on certain derivatives from Other to Holdings Interest Expense. Total Corporate Centre quarterly revenue is unchanged. 2 All quarters have been re-presented for all three of these changes.

HSBC Europe

			Quarter ended 31 Dec	2019					Quarter ended 30 Se	p 2019		
	Retail		Global			_	Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,056	840	218	91	(856)	1,349	963	830	233	95	(1,179)	942
Net fee income/(expense)	350	335	169	89	(20)	923	362	321	134	83	(24)	876
Net income from financial instruments held for trading or managed on a fair value basis	9	_	565	10	205	789	(3)	14	329	11	807	1,158
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	392	_	_	_	1	393	208	_	-	-	(1)	207
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	47	29	110	-	280	466	4	_	169	-	281	454
Other income/(expense)	220	301	173	4	(45)	653	32	152	131	(4)	281	592
Net operating income before change in expected credit losses and other credit impairment charges	2,074	1,505	1,235	194	(435)	4,573	1,566	1,317	996	185	165	4,229
Change in expected credit losses and other credit impairment charges	(84)	(67)	2	1	20	(128)	(124)	(174)	25	(4)	5	(272)
Net operating income/(expense)	1,990	1,438	1,237	195	(415)	4,445	1,442	1,143	1,021	181	170	3,957
Total operating expenses	(1,932)	(3,518)	(1,404)	(185)	(1,084)	(8,123)	(2,000)	(859)	(1,156)	(112)	(264)	(4,391)
of which: staff expenses	(477)	(253)	(487)	(78)	(498)	(1,793)	(400)	(238)	(372)	(70)	(411)	(1,491)
Operating profit/(loss)	58	(2,080)	(167)	10	(1,499)	(3,678)	(558)	284	(135)	69	(94)	(434)
Share of profit/(loss) in associates and joint ventures		_	_	_	(30)	(30)	_	_	_	_	11	11
Profit/(loss) before tax	58	(2,080)	(167)	10	(1,529)	(3,708)	(558)	284	(135)	69	(83)	(423)
Significant items - Totals												
Revenue	(46)	3	(24)	-	(134)	(201)	(109)	(9)	16	-	173	71
ECL	-	-	-	-	-	-	-	-	-	-	-	_
Operating expenses	(253)	(2,544)	(74)	(7)	(120)	(2,998)	(470)	(18)	(34)	61	(86)	(547)
Share of profit in associates and joint ventures	-	_	-	-	-	-	_	_	_	_	_	_
			At 31 Dec 2019						At 30 Sep 2019	<u> </u>		
Balance sheet data			At 31 Dec 2013						At 30 3cp 2013	<u>'</u>		
Loans and advances to customers (gross)	181,403	123,110	71,192	20,514	1,245	397,464	166,711	119,669	74,140	18,816	1,289	380,625
Loans and advances to customers (net)	180,241	121,238	70,742	20,396	1,233	393,850	165,674	117,801	73,698	18,704	1,275	377,152
Total external assets	220,325	123,845	559,591	23,610	246,755	1,174,126	204,015	122,479	575,839	22,128	240,146	1,164,607
Customer accounts	219,531	148,334	124,131	31,159	5,563	528,718	203,243	133,647	126,593	28,500	4,891	496,874
castomer accounts												
Income statement Metrics - Reported	,											
	93.2%	233.8%	113.7%	95.4%	(249.2)%	177.6%	127.7%	65.2%	116.1%	60.5%	160.0%	103.8%
Income statement Metrics - Reported			113.7%	95.4%	(249.2)%		127.7%	65.2%	116.1%	60.5%	160.0%	103.8%
Income statement Metrics - Reported			113.7%	95.4%	(249.2)%		127.7%	65.2%	116.1%	60.5%	160.0%	103.8%
Income statement Metrics - Reported Cost efficiency ratio			113.7% 105.6%	95.4% 91.8%	(249.2)% (320.3)%		127.7% 91.3%	65.2% 63.4%	116.1% 114.5%	60.5% 93.5%	160.0% (2,225.0)%	103.8% 92.4%
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	93.2%	233.8%				177.6%						
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	93.2%	233.8%				177.6%						
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items	93.2% 79.2%	233.8% 64.8%	105.6%			177.6% 107.4%	91.3%	63.4%			(2,225.0)%	92.4%
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	93.2% 79.2% (48)	233.8% 64.8% 3	105.6%	91.8%	(320.3)%	177.6%		63.4%	114.5%	93.5%	(2,225.0)%	92.4%
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	93.2% 79.2% (48) —	233.8% 64.8% 3 —	105.6% _ _	91.8% — —	(320.3)% — —	177.6% 107.4% (45)	91.3% (109) —	63.4% (9) —	114.5% _ _	93.5% — —	(2,225.0)%	92.4% (118) —
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	93.2% 79.2% (48)	233.8% 64.8% 3	105.6%	91.8%	(320.3)%	177.6% 107.4%	91.3%	63.4%	114.5%	93.5%	(2,225.0)%	92.4%
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	93.2% 79.2% (48) —	233.8% 64.8% 3 —	105.6% _ _	91.8% — —	(320.3)% — —	177.6% 107.4% (45)	91.3% (109) —	63.4% (9) —	114.5% _ _	93.5% — —	(2,225.0)%	92.4% (118) —
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	93.2% 79.2% (48) —	233.8% 64.8% 3 —	105.6% _ _	91.8% — —	(320.3)% — —	177.6% 107.4% (45)	91.3% (109) —	63.4% (9) —	114.5% _ _	93.5% — —	(2,225.0)%	92.4% (118) —
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	93.2% 79.2% (48) —	233.8% 64.8% 3 —	105.6% _ _	91.8% — —	(320.3)% — —	177.6% 107.4% (45)	91.3% (109) —	63.4% (9) —	114.5% — — — 16	93.5% — —	(2,225.0)%	92.4% (118) — 189
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	93.2% 79.2% (48) —	233.8% 64.8% 3 —	105.6% — — (24)	91.8% — —	(320.3)% - - (135)	177.6% 107.4% (45) — (159)	91.3% (109) _ _	63.4% (9) — —	114.5% 16	93.5% — —	(2,225.0)% - - 173	92.4% (118) — 189
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	93.2% 79.2% (48) —	233.8% 64.8% 3	105.6% — — (24)	91.8% - - -	(320.3)% - - (135)	177.6% 107.4% (45) — (159)	91.3% (109) —	63.4% (9) —	114.5% — — — 16	93.5% - - -	(2,225.0)% 173	92.4% (118) — 189
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	93.2% 79.2% (48) —	233.8% 64.8% 3 - - - (2)	105.6% — — (24)	91.8%	(320.3)% (135) (25)	177.6% 107.4% (45) (159) (31) (182)	91.3% (109) _ _	(9) - (1) (16)	114.5% 16 (7) (4)	93.5%	(2,225.0)% 173 (24)	92.4% (118) - 189 (32) (489)
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	93.2% 79.2% (48) —	233.8% 64.8% 3 —	105.6% — — (24)	91.8%	(320.3)% (135) (25) 	177.6% 107.4% (45) — (159)	91.3% (109) _ _	(9) - (1) (16)	114.5% 16 (7) (4) -	93.5%	(2,225.0)% 173 (24)	92.4% (118) - 189 (32) (489)
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	93.2% 79.2% (48) — — (180) — — — —	233.8% 64.8% 3 - - (2) - (2,521)	105.6%	91.8%	(320.3)% (135) (25)	177.6% 107.4% (45) — (159) (31) (182) — (2,521)	91.3% (109) (469)	(9) (1) (16) 	114.5% 16 (7) (4)	93.5%	(2,225.0)% 173 (24)	92.4% (118) - 189 (32) (489)
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer reaffers programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer reaffers programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	93.2% 79.2% (48) — — (180) — —	233.8% 64.8% 3 - - - (2)	105.6% (24) (6)	91.8% - - - - -	(320.3)% (135) (25)	177.6% 107.4% (45) (159) (31) (182)	91.3% (109) (469)	(1) (16)	114.5% 16 (7) (4)	93.5%	(2,225.0)% 173 (24)	92.4% (118) — 189 (32) (489) — —

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Europe

			Quarter ended 30 Ju	n 2019					Quarter ended 31 Ma	ar 2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,086	874	248	93	(516)	1,785	1,103	878	231	90	(777)	1,525
Net fee income/(expense)	409	370	109	81	(11)	958	334	348	162	78	(11)	911
Net income from financial instruments held for trading or managed on a fair value basis	1	4	738	10	(122)	631	(23)	14	588	8	620	1,207
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	324	_		_	(15)	309	747	_	_		_	747
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or	324	_	_	_	(15)	309	747	_	_	_	_	/4/
loss	(19)	10	128	_	186	305	105	19	100	_	67	291
Other income/(expense)	(3)	64	(70)	10	660	661	(591)	25	318	4	168	(76)
Net operating income before change in expected credit losses and other credit impairment charges	1,798	1,322	1,153	194	182	4,649	1,675	1,284	1,399	180	67	4,605
Change in expected credit losses and other credit impairment charges	(88)	(102)	(33)	(16)	4	(235)	(83)	(176)	(48)	(3)	7	(303)
Net operating income/(expense)	1,710	1,220	1,120	178	186	4,414	1,592	1,108	1,351	177	74	4,302
Total operating expenses	(2,058)	(723)	(1,319)	(184)	(642)	(4,926)	(1,505)	(696)	(1,324)	(179)	(614)	(4,318)
of which: staff expenses	(430)	(238)	(489)	(83)	(520)	(1,760)	(422)	(236)	(462)	(78)	(508)	(1,706)
Operating profit/(loss)	(348)	497	(199)	(6)	(456)	(512)	87	412	27	(2)	(540)	(16)
Share of profit/(loss) in associates and joint ventures			_	_	5	5	_			-	2	2
Profit/(loss) before tax	(348)	497	(199)	(6)	(451)	(507)	87	412	27	(2)	(538)	(14)
Significant items - Totals												
Revenue	_	_	(7)	_	54	47	_	_	(21)	_	81	60
ECL	_	_	_	_	_	_	_	_		_	_	_
Operating expenses	(588)	(12)	(47)	(11)	(89)	(747)	(56)	(3)	(42)	(2)	(40)	(143)
Share of profit in associates and joint ventures								-			-	
			At 30 Jun 2019						At 31 Mar 201	2		
Balanca shaat data			At 30 Juli 2013	,					At 31 IVIdi 201	7		
Balance sheet data Loans and advances to customers (gross)	169.196	122.946	74.208	19.241	1.336	386 927	169.024	122.552	76.286	18.398	1.485	387.745
Loans and advances to customers (gross)	169,196 168.201	122,946 121.098	74,208 73.613	19,241 19.129	1,336 1.322	386,927 383.363	169,024 168.041	122,552 120.583	76,286 75,732	18,398 18.302	1,485 1.471	387,745 384.129
Loans and advances to customers (gross) Loans and advances to customers (net)	168,201	121,098	73,613	19,129	1,322	383,363	168,041	120,583	75,732	18,302	1,471	384,129
Loans and advances to customers (gross)												
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	168,201 207,459	121,098 126,439	73,613 554,789	19,129 22,213	1,322 248,538	383,363 1,159,438	168,041 206,728	120,583 125,626	75,732 536,617	18,302 21,630	1,471 229,999	384,129 1,120,600
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported	168,201 207,459 207,157	121,098 126,439 136,183	73,613 554,789 125,575	19,129 22,213 30,742	1,322 248,538 4,729	383,363 1,159,438 504,386	168,041 206,728 207,681	120,583 125,626 136,920	75,732 536,617 127,205	18,302 21,630 31,687	1,471 229,999 3,966	384,129 1,120,600 507,459
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	168,201 207,459	121,098 126,439	73,613 554,789	19,129 22,213	1,322 248,538	383,363 1,159,438	168,041 206,728	120,583 125,626	75,732 536,617	18,302 21,630	1,471 229,999	384,129 1,120,600
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	168,201 207,459 207,157	121,098 126,439 136,183	73,613 554,789 125,575	19,129 22,213 30,742	1,322 248,538 4,729	383,363 1,159,438 504,386	168,041 206,728 207,681	120,583 125,626 136,920	75,732 536,617 127,205	18,302 21,630 31,687	1,471 229,999 3,966	384,129 1,120,600 507,459
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported	168,201 207,459 207,157	121,098 126,439 136,183	73,613 554,789 125,575	19,129 22,213 30,742	1,322 248,538 4,729	383,363 1,159,438 504,386	168,041 206,728 207,681	120,583 125,626 136,920	75,732 536,617 127,205	18,302 21,630 31,687	1,471 229,999 3,966	384,129 1,120,600 507,459
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	168,201 207,459 207,157 114.5%	121,098 126,439 136,183 54.7%	73,613 554,789 125,575 114.4%	19,129 22,213 30,742 94.8%	1,322 248,538 4,729 352.7%	383,363 1,159,438 504,386 106.0%	168,041 206,728 207,681 89.9%	120,583 125,626 136,920 54.2%	75,732 536,617 127,205 94.6%	18,302 21,630 31,687 99.4%	1,471 229,999 3,966 916.4%	384,129 1,120,600 507,459 93.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	168,201 207,459 207,157 114.5%	121,098 126,439 136,183 54.7%	73,613 554,789 125,575 114.4%	19,129 22,213 30,742 94.8%	1,322 248,538 4,729 352.7%	383,363 1,159,438 504,386 106.0%	168,041 206,728 207,681 89.9%	120,583 125,626 136,920 54.2%	75,732 536,617 127,205 94.6%	18,302 21,630 31,687 99.4%	1,471 229,999 3,966 916.4%	384,129 1,120,600 507,459 93.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items	168,201 207,459 207,157 114,5%	121,098 126,439 136,183 54,7%	73,613 554,789 125,575 114.4%	19,129 22,213 30,742 94.8% 89.2%	1,322 248,538 4,729 352.7% 432.0%	383,363 1,159,438 504,386 106.0% 90.8%	168,041 206,728 207,681 89,9% 86,5%	120,583 125,626 136,920 54.2% 54.0%	75,732 536,617 127,205 94.6% 90.3%	18,302 21,630 31,687 99.4%	1,471 229,999 3,966 916.4% (4,100.0)%	384,129 1,120,600 507,459 93.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	168,201 207,459 207,157 114.5% 81.8%	121,098 126,439 136,183 54.7% 53.8%	73,613 554,789 125,575 114.4%	19,129 22,213 30,742 94.8% 89.2%	1,322 248,538 4,729 352.7% 432.0%	383,363 1,159,438 504,386 106.0% 90.8%	168,041 206,728 207,681 89,9% 86,5%	120,583 125,626 136,920 54.2% 54.0%	75,732 536,617 127,205 94.6% 90.3%	18,302 21,630 31,687 99,4% 98.3%	1,471 229,999 3,966 916.4% (4,100.0)%	384,129 1,120,600 507,459 93.8% 91.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	168,201 207,459 207,157 114,5%	121,098 126,439 136,183 54,7%	73,613 554,789 125,575 114.4%	19,129 22,213 30,742 94.8% 89.2%	1,322 248,538 4,729 352.7% 432.0%	383,363 1,159,438 504,386 106.0% 90.8%	168,041 206,728 207,681 89,9% 86,5%	120,583 125,626 136,920 54.2% 54.0%	75,732 536,617 127,205 94.6% 90.3%	18,302 21,630 31,687 99.4%	1,471 229,999 3,966 916.4% (4,100.0)%	384,129 1,120,600 507,459 93.8% 91.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	168,201 207,459 207,157 114.5% 81.8%	121,098 126,439 136,183 54,7% 53.8%	73,613 554,789 125,575 114.4%	19,129 22,213 30,742 94.8% 89.2%	1,322 248,538 4,729 352.7% 432.0%	383,363 1,159,438 504,386 106.0% 90.8%	168,041 206,728 207,681 89,9% 86,5%	120,583 125,626 136,920 54.2% 54.0%	75,732 536,617 127,205 94.6% 90.3%	18,302 21,630 31,687 99.4% 98.3%	1,471 229,999 3,966 916.4% (4,100.0)%	384,129 1,120,600 507,459 93.8% 91.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	168,201 207,459 207,157 114.5% 81.8%	121,098 126,439 136,183 54,7% 53.8%	73,613 554,789 125,575 114.4%	19,129 22,213 30,742 94.8% 89.2%	1,322 248,538 4,729 352.7% 432.0%	383,363 1,159,438 504,386 106.0% 90.8%	168,041 206,728 207,681 89,9% 86,5%	120,583 125,626 136,920 54.2% 54.0%	75,732 536,617 127,205 94.6% 90.3%	18,302 21,630 31,687 99.4% 98.3%	1,471 229,999 3,966 916.4% (4,100.0)%	384,129 1,120,600 507,459 93.8% 91.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	168,201 207,459 207,157 114.5% 81.8%	121,098 126,439 136,183 54,7% 53,8%	73,613 554,789 125,575 114.4% 109.7%	19,129 22,213 30,742 94.8% 89.2%	1,322 248,538 4,729 352.7% 432.0%	383,363 1,159,438 504,386 106.0% 90.8%	168,041 206,728 207,681 89,9% 86,5%	120,583 125,626 136,920 54.2% 54.0%	75,732 536,617 127,205 94.6% 90.3%	18,302 21,630 31,687 99.4% 98.3%	1,471 229,999 3,966 916.4% (4,100.0)%	384,129 1,120,600 507,459 93.8% 91.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	168,201 207,459 207,157 114,5% 81,8%	121,098 126,439 136,183 54.7% 53.8%	73,613 554,789 125,575 114.4% 109.7% — — (7)	19,129 22,213 30,742 94.8% 89.2%	1,322 248,538 4,729 352.7% 432.0%	383,363 1,159,438 504,386 106.0% 90.8% — — 47	168,041 206,728 207,681 89.9% 86.5%	120,583 125,626 136,920 54.2% 54.0%	75,732 536,617 127,205 94.6% 90.3%	18,302 21,630 31,687 99.4% 98.3%	1,471 229,999 3,966 916.4% (4,100.0)%	384,129 1,120,600 507,459 93.8% 91.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	158,201 207,459 207,157 114.5% 81.8%	121,098 126,439 136,183 54,7% 53,8%	73,613 554,789 125,575 114.4% 109.7%	19,129 22,213 30,742 94.8% 89.2%	1,322 248,538 4,729 352,7% 432,0%	383,363 1,159,438 504,386 106.0% 90.8%	168,041 206,728 207,681 89,9% 86,5%	120,583 125,626 136,920 54.2% 54.0%	75,732 536,617 127,205 94.6% 90.3%	13,302 21,630 31,687 99,4% 98.3%	1,471 229,999 3,966 916.4% (4,100.0)% ————————————————————————————————————	384,129 1,120,600 507,459 93.8% 91.9% ————————————————————————————————————
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	168,201 207,459 207,157 114,5% 81,8%	121,098 126,439 136,183 54.7% 53.8%	73,613 554,789 125,575 114.4% 109.7% — — (7)	19,129 22,213 30,742 94.8% 89.2%	1,322 248,538 4,729 352.7% 432.0% 54	383,363 1,159,438 504,386 106.0% 90.8% — — 47	168,041 206,728 207,681 89.9% 86.5%	120,583 125,626 136,920 54.2% 54.0%	75,732 536,617 127,205 94.6% 90.3%	13,302 21,630 31,687 99,4% 98.3%	1,471 229,999 3,966 916.4% (4,100.0)%	384,129 1,120,600 507,459 93.8% 91.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Gost of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illupairment	168,201 207,459 207,157 114.5% 81.8%	121,098 126,439 136,183 54,7% 53,8%	73,613 554,789 125,575 114.4% 109.7%	19,129 22,213 30,742 94.8% 89.2%	1,322 248,538 4,729 352.7% 432.0% ————————————————————————————————————	383,363 1,159,438 504,386 106.0% 90.8% 47 (39) (554)	168,041 206,728 207,681 89.9% 86.5%	120,583 125,626 136,920 54.2% 54.0%	75,732 536,617 127,205 94.6% 90.3% (21)	13,302 21,630 31,687 99,4% 98.3%	1,471 229,999 3,966 916.4% (4,100.0)% 81 (37)	384,129 1,120,600 507,459 93.8% 91.9% ————————————————————————————————————
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	168,201 207,459 207,157 114.5% 81.8%	121,098 126,439 136,183 54.7% 53.8%	73,613 554,789 125,575 114.4% 109.7%	94.8% 89.2% 89.2%	1,322 248,538 4,729 352.7% 432.0% 54 (22)	383,363 1,159,438 504,386 106.0% 90.8%	168,041 206,728 207,681 89.9% 86.5% ————————————————————————————————————	120,583 125,626 136,920 54.2% 54.0%	75,732 536,617 127,205 94.6% 90.3%	13,302 21,630 31,687 99,4% 98.3%	1,471 229,999 3,966 916.4% (4,100.0)% 81 (37)	384,129 1,120,600 507,459 93.8% 91.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Gost of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illupairment	168,201 207,459 207,157 114.5% 81.8%	121,098 126,439 136,183 54,7% 53,8%	73,613 554,789 125,575 114.4% 109.7%	19,129 22,213 30,742 94.8% 89.2%	1,322 248,538 4,729 352.7% 432.0% ————————————————————————————————————	383,363 1,159,438 504,386 106.0% 90.8% 47 (39) (554)	168,041 206,728 207,681 89.9% 86.5%	120,583 125,626 136,920 54.2% 54.0%	75,732 536,617 127,205 94.6% 90.3% (21)	13,302 21,630 31,687 99,4% 98.3%	1,471 229,999 3,966 916.4% (4,100.0)% 81 (37)	384,129 1,120,600 507,459 93.8% 91.9% ————————————————————————————————————

			Quarter ended 31 De	ec 2018					Year to date 31 Dec	2019		
	Retail		Global	.02010			Retail		Global	2015		
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,121	873	258	92	(715)	1,629	4,208	3,422	930	369	(3,328)	5,601
Net fee income/(expense)	386	346	112	78	(12)	910	1,455	1,374	574	331	(66)	3,668
Net income from financial instruments held for trading or managed on a fair value basis	25	4	(101)	9	957	894	(16)	32	2,220	39	1,510	3,785
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(752)	_	_	_		(752)	1,671	_	_	_	(15)	1,656
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or	(752)	_	_	_	_	(/32)	1,0/1	_	_	_	(13)	1,030
loss	(60)	(32)	244	_	(247)	(95)	137	58	507	_	814	1,516
Other income/(expense)	837	67	370	3	134	1,411	(342)	542	552	14	1,064	1,830
Net operating income before change in expected credit losses and other credit impairment charges	1,557	1,258	883	182	117	3,997	7,113	5,428	4,783	753	(21)	18,056
Change in expected credit losses and other credit impairment charges	(157)	(217)	(56)	(6)	13	(423)	(379)	(519)	(54)	(22)	36	(938)
Net operating income/(expense)	1,400	1,041	827	176	130	3,574	6,734	4,909	4,729	731	15	17,118
Total operating expenses	(1,433)	(649)	(1,240)	(186)	(1,629)	(5,137)	(7,495)	(5,796)	(5,203)	(660)	(2,604)	(21,758)
of which: staff expenses	(396)	(224)	(427)	(74)	(608)	(1,729)	(1,729)	(965)	(1,810)	(309)	(1,937)	(6,750)
Operating profit/(loss)	(33)	392	(413)	(10)	(1,499)	(1,563)	(761)	(887)	(474)	71	(2,589)	(4,640)
Share of profit/(loss) in associates and joint ventures Profit/(loss) before tax	(33)	392	(413)	(10)	(1,495)	(1,559)	(761)	(887)	(474)	71	(12) (2,601)	(4,652)
Profity (lossy before tax	(23)	392	(413)	(10)	(1,495)	(1,559)	(701)	(007)	(474)	/1	(2,001)	(4,032)
Significant items - Totals												
Revenue	_	7	22	5	68	102	(155)	(6)	(36)	_	174	(23)
ECL	_	_	-	_	-	-	_	_	_	_	_	_
Operating expenses	(15)	8	29	1	(272)	(249)	(1,367)	(2,577)	(197)	41	(335)	(4,435)
Share of profit in associates and joint ventures	-	-	-	-	-	-	-	-	-	-	-	-
			At 31 Dec 2018	В					At 31 Dec 2019			
Balance sheet data												
Loans and advances to customers (gross)	165,063	119,478	71,632	18,197	2,301	376,671	181,403	123,110	71,192	20,514	1,245	397,464
Loans and advances to customers (net)	164,112	117,544	71,031	18,103	2,286	373,076	180,241	121,238	70,742	20,396	1,233	393,850
Total external assets	201,790	122,802	499,112	21,313	215,878	1,060,895	220,325	123,845	559,591	23,610	246,755	1,174,126
Customer accounts	202,207	134,905	130,033	31,408	4,601	503,154	219,531	148,334	124,131	31,159	5,563	528,718
Income statement Metrics - Reported												
Cost efficiency ratio	92.0%	51.6%	140.4%	102.2%	1,392.3%	128.5%	105.4%	106.8%	108.8%	87.6%	(12,400.0)%	120.5%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	91.1%	52.5%	147.4%	105.6%	2,769.4%	125.5%	84.3%	59.2%	103.9%	93.1%	(1,163.6)%	95.8%
Revenue												
Significant items												
Customer redress programmes	_	7	_	_	_	7	(157)	(6)	_	_	_	(163)
Disposals, acquisitions and investment in new businesses	_	_	-	5	-	5		-	_	_	_	
Fair value movements on financial instruments	-	-	22	-	68	90	-	-	(36)	-	173	137
Operating expenses												
Significant items												
Costs of structural reform	1	(3)	(14)	_	(41)	(57)	_	(4)	(42)	_	(108)	(154)
Customer redress programmes	(16)	11	21	_	_	16	(1,264)	(17)	-	_	-	(1,281)
Disposals, acquisitions and investment in new businesses	-	=	=	2	_	2		_	-	_	_	(-),
Goodwill impairment	_	_	_	_	_	_	_	(2,521)	_	-	_	(2,521)
Past service costs of guaranteed minimum pension benefits equalisation	_	-	-	_	(228)	(228)	-	-	-	-	_	_
· · · · · · · · · · · · · · · · · · ·	_	_	_ _ _ 22	_ _ (1)	(228) (6)	(228) (6) 24	(103)		— (153) (2)	— (27) 68	— (221) (6)	— (538) 60

HSBC UK

UK ring-fenced bank

OK ring-renced bank												
			Quarter ended 31 De	c 2019					Quarter ended 30 Se	p 2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	858	613	(4)	33	10	1,510	762	591	2	33	17	1,405
Net fee income/(expense)	211	232	(66)	10	(4)	383	205	213	(41)	13	(4)	386
Net income from financial instruments held for trading or managed on a fair value basis	8	(4)	127	1	(1)	131	17	6	90	1	(2)	112
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	-	-	-	-	-	-	-	-	_	_	-	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss		1	-	-		1	_	1	_	_	_	1
Other income	6	8		7	16	37	7	8		3	5	23
Net operating income before change in expected credit losses and other credit impairment charges	1,083	850	57	51	21	2,062	991	819	51	50	16	1,927
Change in expected credit losses and other credit impairment charges	(82)	(19)		(1)	_	(102)	(118)	(128)	_	(3)		(249)
Net operating income	1,001	831	57	50	21	1,960	873	691	51	47	16	1,678
Total operating expenses	(962)	(414)	(35)	(41)	18	(1,434)	(1,207)	(421)	(38)	(42)	7	(1,701)
of which: staff expenses	(240)	(115)	(5)	(14)	59	(315)	(186)	(111)	(2)	(15)	44	(270)
Operating profit	39	417	22	9	39	526	(334)	270	13	5	23	(23)
Share of profit in associates and joint ventures												
Profit before tax	39	417	22	9	39	526	(334)	270	13	5	23	(23)
Significant items - Totals												
Revenue	(45)	3	-	-	-	(42)	(109)	(9)	_	_	_	(118)
ECL	_	-	_	_	_	-	_	_	_	_	_	_
Operating expenses	(226)	(5)	-	(1)	(19)	(251)	(467)	(15)	_	_	(18)	(500)
Share of profit in associates and joint ventures	_	-	-	-	-	-	_	-	_	-	_	-
			At 31 Dec 2019	1		-			At 30 Sep 2019	9		
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	151,302	86,475	· <u> </u>	5,755	705	244,237	138,212	82,492		5,420	682	226,806
Loans and advances to customers (net)	150,366	85,272	_	5,675	705	242,018	137,401	81,302	_	5,346	681	224,730
Total external assets	154,171	87,935	65	6,232	90,239	338,642	141,015	83,742	29	5,894	82,564	313,244
Customer accounts	178,135	99,544	_	7,828	348	285,855	163,826	90,334	_	7,692	274	262,126
Income Statement Metrics												
Cost efficiency ratio	88.8%	48.7%	61.4%	80.4%	(85.7)%	69.5%	121.8%	51.4%	74.5%	84.0%	(43.8)%	88.3%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	65.2%	48.3%	61.4%	78.4%	(176.2)%	56.2%	67.3%	49.0%	74.5%	84.0%	(156.3)%	58.7%
Revenue												
Significant items												
Customer redress programmes	(45)	3	-	-	-	(42)	(109)	(9)	-	-	-	(118)
Disposals, acquisitions and investment in new businesses	-	_	-	-	-	_	-	_	-	-	-	_
Fair value movements on financial instruments	-	-	-	-	-	_	-	-	-	-	-	-
Oneseting superses												
Operating expenses Significant items												
Significant items Costs of structural reform			_	_				_	_	_	_	
	(190)	(2)	_	_	_	(192)	(460)	(15)	_	_	_	(484)
Customer redress programmes	(180)	(2)	_			(182)	(469)	(15)	_		_	(484)
Disposals, acquisitions and investment in new businesses Goodwill impairment	_	-	-	Ξ	_	Ξ_	_	-	_	_	_	_
	_			_	_		_	_	_	_	_	_
Past service costs of guaranteed minimum pension benefits equalisation Restructuring and other related costs	(46)		Ξ				_ 2	_	_			(16)
Settlements and provisions in connection with legal and regulatory matters	(46)	(3)		(1)	(19)	(69)	2	_	_	_	(18)	(16)
Settlements and provisions in connection with regarding regulatory matters	_	_		_	_	_	_	_	_	_	_	_

12

Net interest income/(expense) 876 638 2 34 14 1,564 894 643 —		
Banking Banking Global Banking Glo and Wealth Commercial and Private Corporate and Wealth Commercial and Priva Management Banking Markets Banking Centre Total Management Banking Markets Bank Sm 5m		
and Wealth Commercial and Private Corporate and Wealth Commercial and Priv Management Banking Markets Banking Centre Total Management Banking Markets Bank 5m 5m 5		
Management Banking Markets Banking Centre Total Management Banking Markets Bank Sm Sm S	bal	
Sm Sm<	ate Corporate	
Net interest income/(expense) 876 638 2 34 14 1,564 894 643 —	ing Centre	Total
	\$m \$m	\$m
Net fee income (levrence) 243 254 (62) 11 (2) 444 182 276 (61)	35 16	1,588
	10 (2)	355
Net income from financial instruments held for trading or managed on a fair value basis 14 1 114 1 1 131 9 1 123	1 3	137
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,		
measured at fair value through profit or loss		_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or		
		1
Other income 1 10 - 4 13 28 1 8 -	5 24	38
	51 41	2,119
	(2) —	(245)
	49 41	1,874
	41) —	(1,231)
	16) 48	(286)
Operating profit (306) 433 18 (6) 18 157 200 377 17	8 41	643
Share of profit in associates and joint ventures		
Profit before tax (306) 433 18 (6) 18 157 200 377 17	8 41	643
Significant items - Totals		
Revenue		_
Operating expenses (586) (11) (18) (615) (56)	_ (1) 	(57)
Share of profit in associates and joint ventures		_
At 30 Jun 2019 At 31 Mar 2019		
	Sm Sm	\$m
Loans and devances to customers (gross) 140,333 84,365 — 5,561 764 233,043 141,068 85,693 — 5,5		233,253
Loans and advances to customers (not) 120 614 92 220 _ 5 497 764 220 095 140 225 94 507 _ 5 55		
Loans and advances to customers (net) 139,614 83,220 - 5,487 764 229,085 140,325 84,507 - 5,5	75 79 707	231,267
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,0		231,267 316,017
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,0		231,267
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,6 Customer accounts 167,167 90,210 — 7,191 107 264,675 168,841 90,406 — 7,1		231,267 316,017
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,0 Customer accounts 167,167 90,210 — 7,191 107 264,675 168,841 90,406 — 7,1 Income Statement Metrics	173 48	231,267 316,017 266,468
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,6 Customer accounts 167,167 90,210 — 7,191 107 264,675 168,841 90,406 — 7,1	173 48	231,267 316,017
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,0 Customer accounts 167,167 90,210 — 7,191 107 264,675 168,841 90,406 — 7,1 Income Statement Metrics Cost efficiency ratio 119.2% 43.3% 66.7% 76.0% 30.8% 84.3% 73.6% 39.4% 72.6% 80.	173 48	231,267 316,017 266,468
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,0 6,0 6,0 6,0 6,0 6,0 6,0 6,0 6,0 6,	48 4% —%	231,267 316,017 266,468
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,0 6,0 6,0 6,0 6,0 6,0 6,0 6,0 6,0 6,	48 4% —%	231,267 316,017 266,468 58.1%
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,0 6,0 6,0 6,0 6,0 6,0 6,0 6,0 6,0 6,	48 4% —%	231,267 316,017 266,468 58.1%
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,6 Customer accounts 167,167 90,210 — 7,191 107 264,675 168,841 90,406 — 7,1 100 100 100 100 100 100 100 100 100 1	48 4% —%	231,267 316,017 266,468 58.1%
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,0 Customer accounts 167,167 90,210 — 7,191 107 264,675 168,841 90,406 — 7,1 100 100 100 100 100 100 100 100 100 1	48 4% —%	231,267 316,017 266,468 58.1%
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,0 6,0 6,0 6,0 6,0 6,0 6,0 6,0 6,0 6,	48 4% -% 4% (2.4)%	231,267 316,017 266,468 58.1%
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,6 Customer accounts 167,167 90,210 — 7,191 107 264,675 168,841 90,406 — 7,1 1000 Statement Metrics Cost efficiency ratio 119.2% 43.3% 66.7% 76.0% 30.8% 84.3% 73.6% 39.4% 72.6% 80. Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio 67.5% 42.1% 66.7% 76.0% (38.5)% 55.9% 68.4% 39.4% 72.6% 80. Revenue Significant items Customer referes programmes	.73 48 4% -% 4% (2.4)%	231,267 316,017 266,468 58.1% 55.4%
Total external assets	173 48 4% -% 4% (2.4)%	231,267 316,017 266,468 58.1% 55.4%
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,0 Customer accounts 167,167 90,210 — 7,191 107 264,675 168,841 90,406 — 7,1 Income Statement Metrics Cost efficiency ratio 119.2% 43.3% 66.7% 76.0% 30.8% 84.3% 73.6% 39.4% 72.6% 80. Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio 67.5% 42.1% 66.7% 76.0% (38.5)% 55.9% 68.4% 39.4% 72.6% 80. Revenue Stagnificant tems Customer redress programmes 9 — — — — — — — — — — — — — — — — — —	173 48 4% -% 4% (2.4)%	231,267 316,017 266,468 58.1% 55.4%
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,6 Customer accounts 167,167 90,210 — 7,191 107 264,675 168,841 90,406 — 7,1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	48 4% -% 4% (2.4)%	231,267 316,017 266,468 58.1% 55.4%
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,0 Customer accounts 167,167 90,210 — 7,191 107 264,675 168,841 90,406 — 7,1 Income Statement Metrics Cost efficiency ratio 119,2% 43,3% 66,7% 76,0% 30,8% 84,3% 73,6% 39,4% 72,6% 80. Income Statement metrics - Adjusted as originally reported Adjusted os originally reported Adjusted cost efficiency ratio 67,5% 42,1% 66,7% 76,0% (38,5)% 55,9% 68,4% 39,4% 72,6% 80. Revenue Significant tems Customer regress programmes — — — — — — — — — — — — — — — — — — —	773 48 4% -% 4% (2.4)% (1)	231,267 316,017 266,468 58.1% 55.4%
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,6 Customer accounts 167,167 90,210 — 7,191 107 264,675 168,841 90,406 — 7,1 107 264,675 168,841 90,406 — 7,1 107 264,675 168,841 90,406	773 48 4% -% 4% (2.4)%	231,267 316,017 266,468 58.1% 55.4%
Total external assets 143,404 8,590 22 6,040 79,836 315,292 144,146 87,419 80 6,6 Customer accounts 167,167 90,210 — 7,191 107 264,675 168,841 90,406 — 7,1 7,1 107 264,675 168,841 90,406 — 7,1 107 264,675 168,841 90,406 90	773 48 4% -% 4% (2.4)%	231,267 316,017 316,017 266,468 58.1% 55.4%
Total external assets 143,044 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,6	773 48 4% -% 4% (2.4)%	231,267 316,017 266,468 58.1% 55.4%
Total external assets 143,404 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,6 Customer accounts 167,167 90,210 — 7,191 107 264,675 168,841 90,046 — 7,19 6,6 Customer accounts 19,2% 43,3% 66,7% 76,0% 30,8% 84,3% 73,6% 39,4% 72,6% 80, 72,6% 80, 76,0% 80, 84,3% 84	4% -% 4% (2.4)%	231.267 316.017 266.468 58.1% 55.4%
Total external assets 143,044 85,990 22 6,040 79,836 315,292 144,146 87,419 80 6,6	773 48 4% -% 4% (2.4)%	231,267 316,017 266,468 58.1% 55.4%

UK ring-fenced bank												
			Quarter ended 31 Dec	2018					Year to date 31 Dec 2	2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	900	645	(3)	35	9	1,586	3,390	2,485	-	135	57	6,067
Net fee income/(expense)	224	240	(65)	9	12	420	841	925	(230)	44	(12)	1,568
Net income from financial instruments held for trading or managed on a fair value basis	6	1	116	1	(4)	120	48	4	454	4	1	511
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	-	_	-	-	_	-	-	-	-	_	-	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	1	(2)	-	-	-	(1)	-	2	-	-	-	2
Other income	(6)	22		3	12	31	15	34	_	19	58	126
Net operating income before change in expected credit losses and other credit impairment charges	1,125	906	48	48	29	2,156	4,294	3,450	224	202	104	8,274
Change in expected credit losses and other credit impairment charges	(152)	(183)		(7)	-	(342)	(375)	(381)		(24)		(780)
Net operating income	973	723	48	41	29	1,814	3,919	3,069	224	178	104	7,494
Total operating expenses	(746)	(327)	(48)	(34)	(205)	(1,360)	(4,320)	(1,572)	(154)	(162)	17	(6,191)
of which: staff expenses	(192)	(108)	(4)	(12)	(186)	(502)	(852)	(463)	(14)	(60)	196	(1,193)
Operating profit	227	396	-	7	(176)	454	(401)	1,497	70	16	121	1,303
Share of profit in associates and joint ventures												
Profit before tax	227	396	_	7	(176)	454	(401)	1,497	70	16	121	1,303
Significant items - Totals						_		(*)				()
Revenue	-	6	_	_	_	6	(154)	(6)	_	_	_	(160)
ECL			_	_	_	_	-	-	-	_	-	-
Operating expenses	(15)	10	_	_	(235)	(240)	(1,335)	(31)	_	(1)	(56)	(1,423)
Share of profit in associates and joint ventures	_	_	_	_	_	_	_	_	_	_	_	_
			At 31 Dec 2018						At 31 Dec 2019			
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
balance sneet data			ŞIII						ŞIII			
Loons and advances to evetomore (exact)	126 014											
Loans and advances to customers (gross)	136,814	81,602	_	5,506	1,135	225,057	151,302	86,475	-	5,755	705	244,237
Loans and advances to customers (net)	136,119	80,489	_ _ _	5,451	1,135	223,194	150,366	85,272	-	5,675	705	242,018
Loans and advances to customers (net) Total external assets	136,119 139,741	80,489 83,174	_ _ 179 _	5,451 5,979	1,135 74,374	223,194 303,447	150,366 154,171	85,272 87,935	— 65	5,675 6,232	705 90,239	242,018 338,642
Loans and advances to customers (net)	136,119	80,489		5,451	1,135	223,194	150,366	85,272	-	5,675	705	242,018
Loans and advances to customers (net) Total external assets Customer accounts	136,119 139,741	80,489 83,174		5,451 5,979	1,135 74,374	223,194 303,447	150,366 154,171	85,272 87,935	— 65	5,675 6,232	705 90,239	242,018 338,642
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics	136,119 139,741 163,952	80,489 83,174 90,583	179 —	5,451 5,979 6,816	1,135 74,374 184	223,194 303,447 261,535	150,366 154,171 178,135	85,272 87,935 99,544	- 65 -	5,675 6,232 7,828	705 90,239 348	242,018 338,642 285,855
Loans and advances to customers (net) Total external assets Customer accounts	136,119 139,741	80,489 83,174		5,451 5,979	1,135 74,374	223,194 303,447	150,366 154,171	85,272 87,935	— 65	5,675 6,232	705 90,239	242,018 338,642
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio	136,119 139,741 163,952	80,489 83,174 90,583	179 —	5,451 5,979 6,816	1,135 74,374 184	223,194 303,447 261,535	150,366 154,171 178,135	85,272 87,935 99,544	- 65 -	5,675 6,232 7,828	705 90,239 348	242,018 338,642 285,855
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	136,119 139,741 163,952 66.3%	80,489 83,174 90,583 36.1%	179 — 100.0%	5,451 5,979 6,816 70.8%	1,135 74,374 184 706.9%	223,194 303,447 261,535 63.1%	150,366 154,171 178,135	85,272 87,935 99,544 45.6%	 65 68.8%	5,675 6,232 7,828 80.2%	705 90,239 348 (16.3)%	242,018 338,642 285,855 74.8%
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio	136,119 139,741 163,952	80,489 83,174 90,583	179 —	5,451 5,979 6,816	1,135 74,374 184	223,194 303,447 261,535	150,366 154,171 178,135	85,272 87,935 99,544	- 65 -	5,675 6,232 7,828	705 90,239 348	242,018 338,642 285,855
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	136,119 139,741 163,952 66.3%	80,489 83,174 90,583 36.1%	179 — 100.0%	5,451 5,979 6,816 70.8%	1,135 74,374 184 706.9%	223,194 303,447 261,535 63.1%	150,366 154,171 178,135	85,272 87,935 99,544 45.6%	 65 68.8%	5,675 6,232 7,828 80.2%	705 90,239 348 (16.3)%	242,018 338,642 285,855 74.8%
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	136,119 139,741 163,952 66.3%	80,489 83,174 90,583 36.1%	179 — 100.0%	5,451 5,979 6,816 70.8%	1,135 74,374 184 706.9%	223,194 303,447 261,535 63.1%	150,366 154,171 178,135	85,272 87,935 99,544 45.6%	 65 68.8%	5,675 6,232 7,828 80.2%	705 90,239 348 (16.3)%	242,018 338,642 285,855 74.8%
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items	136,119 139,741 163,952 66.3% 65.0%	80,489 83,174 90,583 36.1% 37.4%	179 — 100.0%	5,451 5,979 6,816 70.8%	1,135 74,374 184 706.9%	223,194 303,447 261,535 63.1% 52.1%	150,366 154,171 178,135 100.6%	85,272 87,935 99,544 45.6% 44.6%	65 - 68.8%	5,675 6,232 7,828 80.2%	705 90,239 348 (16.3)% (70.2)%	242,018 338,642 285,855 74.8%
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	136,119 139,741 163,952 66.3%	80,489 83,174 90,583 36.1%	179 — 100.0%	5,451 5,979 6,816 70.8%	1,135 74,374 184 706.9% (103.4)%	223,194 303,447 261,535 63.1%	150,366 154,171 178,135	85,272 87,935 99,544 45.6%	 65 68.8%	5,675 6,232 7,828 80.2%	705 90,239 348 (16.3)%	242,018 338,642 285,855 74.8% 56.5%
Loans and advances to customers (net) Total enternal assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, Acquisitions and investment in new businesses	136,119 139,741 163,952 66.3% 65.0%	80,489 83,174 90,583 36.1% 37.4%	179 — 100.0%	5,451 5,979 6,816 70.8%	1,135 74,374 184 706.9% (103.4)%	223,194 303,447 261,535 63.1% 52.1%	150,366 154,171 178,135 100.6%	85,272 87,935 99,544 45.6% 44.6%	65 - 68.8%	5,675 6,232 7,828 80.2%	705 90,239 348 (16.3)% (70.2)%	242,018 338,642 285,855 74.8%
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	136,119 139,741 163,952 66.3% 65.0%	80,489 83,174 90,583 36.1% 37.4%	179 — 100.0%	5,451 5,979 6,816 70.8%	1,135 74,374 184 706.9% (103.4)%	223,194 303,447 261,535 63.1% 52.1%	150,366 154,171 178,135 100.6% 67.1%	85,272 87,935 99,544 45.6% 44.6%	65 - 68.8%	5,675 6,232 7,828 80.2%	705 90,239 348 (16.3)% (70.2)%	242,018 338,642 285,855 74.8% 56.5%
Loans and advances to customers (net) Total enternal assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, Acquisitions and investment in new businesses	136,119 139,741 163,952 66.3% 65.0%	80,489 83,174 90,583 36.1% 37.4%	179 — 100.0%	5,451 5,979 6,816 70.8%	1,135 74,374 184 706.9% (103.4)%	223,194 303,447 261,535 63.1% 52.1%	150,366 154,171 178,135 100.6% 67.1%	85,272 87,935 99,544 45.6% 44.6%	65 - 68.8%	5,675 6,232 7,828 80.2%	705 90,239 348 (16.3)% (70.2)%	242,018 338,642 285,855 74.8% 56.5%
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	136,119 139,741 163,952 66.3% 65.0%	80,489 83,174 90,583 36.1% 37.4%	179 — 100.0%	5,451 5,979 6,816 70.8%	1,135 74,374 184 706.9% (103.4)%	223,194 303,447 261,535 63.1% 52.1%	150,366 154,171 178,135 100.6% 67.1%	85,272 87,935 99,544 45.6% 44.6%	65 - 68.8%	5,675 6,232 7,828 80.2%	705 90,239 348 (16.3)% (70.2)%	242,018 338,642 285,855 74.8% 56.5%
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	136,119 139,741 163,952 66.3% 65.0%	80,489 83,174 90,583 36.1% 37.4%	179 — 100.0%	5,451 5,979 6,816 70.8%	1,135 74,374 184 706.9% (103.4)%	223,194 303,447 261,535 63.1% 52.1%	150,366 154,171 178,135 100.6% 67.1%	85,272 87,935 99,544 45.6% 44.6%	65 - 68.8%	5,675 6,232 7,828 80.2%	705 90,239 348 (16.3)% (70.2)%	242,018 338,642 285,855 74.8% 56.5%
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant ttems Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	136,119 139,741 163,352 66.3% 65.0%	80,489 83,174 90,583 36.1% 37.4%	179 — 100.0%	5,451 5,979 6,816 70.8%	1,135 74,374 184 706.9% (103.4)%	223,194 303,447 261,535 63.1% 52.1%	150,366 154,171 178,135 100.6% 67.1%	85,272 87,935 99,544 45.6% 44.6%	65 - 68.8%	5,675 6,232 7,828 80.2%	705 90,239 348 (16.3)% (70.2)%	242,018 338,642 285,855 74.8% 56.5%
Loans and advances to customers (net) Total enternal assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	136,119 139,741 163,952 66.3% 65.0%	80,489 83,174 90,583 36.1% 37.4% 6 - -	179 — 100.0%	5,451 5,979 6,816 70.8% 70.8%	1,135 74,374 184 706.9% (103.4)%	23,194 303,447 261,535 63.1% 52.1% 6 - -	150,366 154,171 178,135 100.6% 67.1%	85,272 87,935 99,544 45.6% 44.6%	65 - 68.8%	5,675 6,232 7,828 80.2% 79.7%	705 90,239 348 (16-3)% (70.2)%	242,018 338,642 285,855 74.8% 56.5%
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	136,119 139,741 163,352 66.3% 65.0%	80,489 83,174 90,583 36.1% 37.4% 6 ———————————————————————————————————	179 — 100.0%	5,451 5,979 6,816 70.8% 70.8%	1,135 74,374 184 706.9% (103.4)% — — — — — — — — — — — — — — — — — — —	223,194 303,447 261,535 63.1% 52.1% 6 ———————————————————————————————————	150,366 154,171 178,135 100.6% 67.1% (154) — — (1,264)	85,272 87,935 99,544 45.6% 44.6% (6) ———————————————————————————————————	68.8% 68.8%	5,675 6,232 7,828 80.2% 79.7%	705 90,239 348 (16.3)% (70.2)%	242,018 338,642 285,855 74.8% 56.5% (160) — — (1) (1,281)
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	136,119 139,741 163,352 66.3% 65.0%	80,489 83,174 90,583 36.1% 37.4% 6 ———————————————————————————————————	179 — 100.0%	5,451 5,979 6,816 70.8% 70.8%	1,135 74,374 184 706.9% (103.4)%	23,194 303,447 261,535 63.1% 52.1% 6	150,366 154,171 178,135 100.6% 67.1% (154) — — (1,264)	85,272 87,935 99,544 45.6% 44.6% (6) ———————————————————————————————————	68.8% 68.8%	5,675 6,232 7,828 80.2% 79.7%	705 90,239 348 (16-3)% (70.2)%	242,018 338,642 285,855 74.8% 56.5%
Loans and advances to customers (net) Total enternal assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	136,119 139,741 163,352 66.3% 65.0%	80,489 83,174 90,583 36.1% 37.4% 6 ———————————————————————————————————	179 — 100.0%	5,451 5,979 6,816 70.8% 	1,135 74,374 184 706.9% (103.4)% — — — (3) — — — —	223,194 303,447 261,535 63.1% 52.1% 6 6 	150,366 154,171 178,135 100.6% 67.1% (154) — — (1,264) —	85,272 87,935 99,544 45,6% 44,6% (6) ———————————————————————————————————	68.8% 68.8%	5,675 6,232 7,828 80.2% 79.7%	705 90,239 348 (16-3)% (70.2)%	242,018 338,642 285,855 74.8% 56.5% (160) — — (1) (1,281) — — —
Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	136,119 139,741 163,352 66.3% 65.0%	80,489 83,174 90,583 36.1% 37.4% 6 ———————————————————————————————————	179 — 100.0%	5,451 5,979 6,816 70.8% 70.8%	1,135 74,374 184 706.9% (103.4)% — — — (3) — — (232)	232,194 303,447 261,535 63.1% 52.1% 6 (3) (5) (232)	150,366 154,171 178,135 100.6% 67.1% (154) ————————————————————————————————————	85,272 87,935 99,544 45.6% 44.6% (6) ———————————————————————————————————	65 - 68.8% 68.8%	5,675 6,232 7,828 80.2% 79.7%	705 90,239 348 (16.3)% (70.2)%	242,018 338,642 285,855 74.8% 56.5% (160) — — (1) (1,281) — —

HSBC Bank

Non ring-fenced bank

Hommig-reneed bank												
			Quarter ended 31 De	ec 2019		_			Quarter ended 30 Se	p 2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	200	226	214	26	(165)	501	203	239	226	28	(175)	521
Net fee income/(expense)	78	103	235	38	(10)	444	90	107	175	31	(7)	396
Net income from financial instruments held for trading or managed on a fair value basis	(4)	5	475	2	197	675	(17)	8	245	3	164	403
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	392	_	_	_	1	393	208	_	_	_	(1)	207
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	36	28	110	-	8	182	3	(1)	169	_	5	176
Other income/(expense)	(206)	6	144	3	(47)	(100)	(268)	6	154	(6)	(13)	(127)
Net operating income before change in expected credit losses and other credit impairment charges	496	368	1,178	69	(16)	2,095	219	359	969	56	(27)	1,576
Change in expected credit losses and other credit impairment charges	(2)	(48)	2	1	19	(28)	(6)	(45)	25	_	3	(23)
Net operating income	494	320	1.180	70	3	2,067	213	314	994	56	(24)	1,553
Total operating expenses	(266)	(198)	(1,188)	(48)	(109)	(1,809)	(296)	(203)	(1,042)	(46)	(35)	(1,622)
of which: staff expenses	(114)	(72)	(384)	(18)	(165)	(753)	(111)	(75)	(294)	(16)	(118)	(614)
Operating profit/(loss)	228	122	(8)	22	(106)	258	(83)	111	(48)	10	(59)	(69)
Share of profit/(loss) in associates and joint ventures			_		(29)	(29)	(/	_	(/	_	10	10
Profit/(loss) before tax	228	122	(8)	22	(135)	229	(83)	111	(48)	10	(49)	(59)
Trong (1832) before tax	220		(0)		(155)		(03)		(40)	10	(45)	(33)
Significant items - Totals												
Revenue	(1)	_	(24)	_	1	(24)			16		(1)	15
ECL							_	_		_		-
	(45)	-	(74)	- (2)	- (52)	-	- (4)	_	- (27)	_	- (25)	
Operating expenses	(16)	(6)	(71)	(3)	(63)	(159)	(1)	_	(37)	(1)	(26)	(65)
Share of profit in associates and joint ventures	-	-	-	-	-	_	-	-	-	-	-	-
			At 31 Dec 2019	n					At 30 Sep 2019	1		
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	30,100	36,635	71,192	5,680	541	144,148	28,499	37,177	74,140	5,083	607	145,506
Loans and advances to customers (gross)	29,875	35,966	70,742	5,665	527	142,775	28,273	36,499	73,698	5,067	595	144,132
	64,689	38,168	558,111	6,113	132,811	799,892	61,594	38,493	574,395	5,526	134,409	814,417
Total external assets Customer accounts	41,395	48,789	124,131	9,915	5,129	229,359	39,417	43,313	126,593	9,835	4,533	223,691
Customer accounts	41,333	40,703	124,151	3,313	5,129	229,339	39,417	43,313	120,595	9,055	4,333	223,091
Income Statement Metrics												
Cost efficiency ratio	53.6%	53.8%	100.8%	69.6%	(681.3)%	86.3%	135.2%	56.5%	107.5%	82.1%	(129.6)%	102.9%
					(//-						(/	
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	50.3%	52.2%	92.9%	65.2%	(270.6)%	77.9%	134.7%	56.5%	105.5%	80.4%	(34.6)%	99.7%
·,, ·					(=: =:=//-						(0)	
Revenue												
Significant items												
Customer redress programmes	(1)	_	_	_	_	(1)	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses	≌	_	_	_	_		_	_	_	_	_	_
Fair value movements on financial instruments	_	_	(24)	_	1	(23)	_	_	16	_	(1)	15
			(=·/			(/					(-/	
Operating expenses												
Significant items												
Costs of structural reform	_	_	(4)	_	(11)	(15)	_	(1)	(10)	_	(10)	(21)
Customer redress programmes	(1)	_		_	`_	(1)	_	1	(4)	_	_	(3)
Disposals, acquisitions and investment in new businesses	_	_	_	_	_	_	_	_	_	_	_	_
Goodwill impairment	_	_	_	_	_	_	_	_	_	_	_	_
Past service costs of guaranteed minimum pension benefits equalisation	_	_	_	_	_	_	_	_	_	_	_	_
Restructuring and other related costs	(16)	(6)	(65)	(3)	(45)	(135)	(1)	_	(24)	(1)	(13)	(39)
Settlements and provisions in connection with legal and regulatory matters	(10)	-	(2)	-	(6)	(8)	(1)	_	-	(1)	(2)	(2)
			(-/		(0)	(0)					(~/	(-)

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HSBC Bank

Non ring-fenced bank

Non ring-renced bank												
			Quarter ended 30 Jul	2019					Quarter ended 31 Mar	2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	213	236	242	26	(220)	497	212	236	229	23	(331)	369
Net fee income/(expense)	99	116	171	32	(5)	413	89	122	222	32	-	465
Net income from financial instruments held for trading or managed on a fair value basis	(12)	3	428	2	222	643	(33)	13	668	2	268	918
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	324	_	_	-	(15)	309	747	_	_	_	_	747
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or	()											
loss	(26)	11	128 159	_	28	141	82	18	100	- (2)	- (24)	200 (664)
Other income/(expense)	(178)	11			30	24	(772)	2	143	(3)	(34)	
Net operating income before change in expected credit losses and other credit impairment charges	420	377	1,128	62	40 4	2,027	325	391	1,362	54	(97)	2,035
Change in expected credit losses and other credit impairment charges	420	(24)	(33) 1,095	62		(53) 1,974	5 330	(21) 370			8	1,979
Net operating income		353			44				1,314	54	(89)	
Total operating expenses	(296)	(196)	(1,224)	(47)	(108)	(1,871)	(343)	(219)	(1,177)	(47)	(106)	(1,892)
of which: staff expenses	(107)	(74)	(395)	(17)	(148)	(741)	(116)	(78)	(375)	(16)	(150)	(735)
Operating profit/(loss)	124	157	(129)	15	(64)	103	(13)	151	137	7	(195)	87
Share of profit/(loss) in associates and joint ventures			-		4	4 _	-					2
Profit/(loss) before tax	124	157	(129)	15	(60)	107	(13)	151	137	7	(193)	89
Significant items - Totals			(=)		_				(=-)			(
Revenue	_	_	(7)	_	3	(4)	_	-	(21)	_	-	(21)
ECL	_	-		-	_	_	_	_	-	_	-	-
Operating expenses	(2)	(2)	(41)	(2)	(35)	(82)	-	(3)	(39)	_	(31)	(73)
Share of profit in associates and joint ventures	_	_	_	_	_	_	_	_	_	_	_	_
•			At 30 Jun 2019)					At 31 Mar 2019)		
			\$m	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m
Balance sheet data	\$m	\$m	şm	اااد		şm	ŞIII			\$m	ŞIII	
Balance sheet data Loans and advances to customers (gross)	\$m 28,843	\$m 38,581	74,208	5,088	572	5m 147,292	27,956	36,859	76,286	4,706	567	146,374
Loans and advances to customers (gross)	28,843	38,581	74,208	5,088	572	147,292	27,956	36,859	76,286	4,706	567	146,374
Loans and advances to customers (gross) Loans and advances to customers (net)	28,843 28,587	38,581 37,878	74,208 73,613	5,088 5,073	572 558	147,292 145,709	27,956 27,716	36,859 36,076	76,286 75,732	4,706 4,690	567 554	146,374 144,768
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	28,843 28,587 62,613	38,581 37,878 40,181	74,208 73,613 553,271	5,088 5,073 5,569	572 558 147,905	147,292 145,709 809,539	27,956 27,716 60,863	36,859 36,076 37,945	76,286 75,732 535,121	4,706 4,690 5,155	567 554 142,315	146,374 144,768 781,399
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	28,843 28,587 62,613	38,581 37,878 40,181	74,208 73,613 553,271	5,088 5,073 5,569	572 558 147,905	147,292 145,709 809,539	27,956 27,716 60,863	36,859 36,076 37,945	76,286 75,732 535,121	4,706 4,690 5,155	567 554 142,315	146,374 144,768 781,399
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	28,843 28,587 62,613	38,581 37,878 40,181	74,208 73,613 553,271	5,088 5,073 5,569	572 558 147,905	147,292 145,709 809,539	27,956 27,716 60,863	36,859 36,076 37,945	76,286 75,732 535,121	4,706 4,690 5,155	567 554 142,315	146,374 144,768 781,399
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio	28,843 28,587 62,613 39,990	38,581 37,878 40,181 45,973	74,208 73,613 553,271 125,575	5,088 5,073 5,569 11,848	572 558 147,905 4,538	147,292 145,709 809,539 227,924	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514	76,286 75,732 535,121 127,205	4,706 4,690 5,155 11,522	567 554 142,315 3,838	146,374 144,768 781,399 227,919
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	28,843 28,587 62,613 39,990 70.5%	38,581 37,878 40,181 45,973	74,208 73,613 553,271 125,575 108.5%	5,088 5,073 5,569 11,848 75.8%	572 558 147,905 4,538	147,292 145,709 809,539 227,924 92.3%	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514 56.0%	76,286 75,732 535,121 127,205	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)%	146,374 144,768 781,399 227,919 93.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio	28,843 28,587 62,613 39,990	38,581 37,878 40,181 45,973	74,208 73,613 553,271 125,575	5,088 5,073 5,569 11,848	572 558 147,905 4,538	147,292 145,709 809,539 227,924	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514	76,286 75,732 535,121 127,205	4,706 4,690 5,155 11,522	567 554 142,315 3,838	146,374 144,768 781,399 227,919
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	28,843 28,587 62,613 39,990 70.5%	38,581 37,878 40,181 45,973	74,208 73,613 553,271 125,575 108.5%	5,088 5,073 5,569 11,848 75.8%	572 558 147,905 4,538	147,292 145,709 809,539 227,924 92.3%	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514 56.0%	76,286 75,732 535,121 127,205	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)%	146,374 144,768 781,399 227,919 93.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	28,843 28,587 62,613 39,990 70.5%	38,581 37,878 40,181 45,973	74,208 73,613 553,271 125,575 108.5%	5,088 5,073 5,569 11,848 75.8%	572 558 147,905 4,538	147,292 145,709 809,539 227,924 92.3%	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514 56.0%	76,286 75,732 535,121 127,205	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)%	146,374 144,768 781,399 227,919 93.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items	28,843 28,587 62,613 39,990 70.5%	38,581 37,878 40,181 45,973	74,208 73,613 553,271 125,575 108.5%	5,088 5,073 5,569 11,848 75.8%	572 558 147,905 4,538 270.0%	147,292 145,709 809,539 227,924 92.3%	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514 56.0%	76,286 75,732 535,121 127,205 86.4% 82.3%	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)%	146,374 144,768 781,399 227,919 93.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	28,843 28,587 62,613 39,990 70.5%	38,581 37,878 40,181 45,973	74,208 73,613 553,271 125,575 108.5%	5,088 5,073 5,569 11,848 75.8%	572 558 147,905 4,538	147,292 145,709 809,539 227,924 92.3% 88.1%	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514 56.0%	76,286 75,732 535,121 127,205 86.4% 82.3%	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)%	146,374 144,768 781,399 227,919 93.0% 88.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	28,843 28,587 62,613 39,990 70.5% 70.0%	38,581 37,878 40,181 45,973 52,0%	74,208 73,613 553,271 125,575 108.5%	5,088 5,073 5,569 11,848 75.8%	572 558 147,905 4,538 270.0%	147,292 145,709 809,539 227,924 92.3% 88.1%	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514 56.0%	76,286 75,732 535,121 127,205 86.4% 82.3%	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)%	146,374 144,768 781,399 227,919 93.0% 88.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	28,843 28,587 62,613 39,990 70.5%	38,581 37,878 40,181 45,973	74,208 73,613 553,271 125,575 108.5%	5,088 5,073 5,569 11,848 75.8%	572 558 147,905 4,538 270.0%	147,292 145,709 809,539 227,924 92.3% 88.1%	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514 56.0%	76,286 75,732 535,121 127,205 86.4% 82.3%	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)%	146,374 144,768 781,399 227,919 93.0% 88.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	28,843 28,587 62,613 39,990 70.5% 70.0%	38,581 37,878 40,181 45,973 52,0%	74,208 73,613 553,271 125,575 108.5%	5,088 5,073 5,569 11,848 75.8%	572 558 147,905 4,538 270.0%	147,292 145,709 809,539 227,924 92.3% 88.1%	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514 56.0%	76,286 75,732 535,121 127,205 86.4% 82.3%	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)%	146,374 144,768 781,399 227,919 93.0% 88.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	28,843 28,587 62,613 39,990 70.5% 70.0%	38,581 37,878 40,181 45,973 52,0%	74,208 73,613 553,271 125,575 108.5%	5,088 5,073 5,569 11,848 75.8%	572 558 147,905 4,538 270.0%	147,292 145,709 809,539 227,924 92.3% 88.1%	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514 56.0%	76,286 75,732 535,121 127,205 86.4% 82.3%	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)%	146,374 144,768 781,399 227,919 93.0% 88.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	28,843 28,587 62,613 39,990 70.5% 70.0%	38,581 37,878 40,181 45,973 52,0%	74,208 73,613 553,271 125,575 108.5%	5,088 5,073 5,569 11,848 75.8%	572 558 147,905 4,538 270.0%	147,292 145,709 809,539 227,924 92.3% 88.1%	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514 56.0%	76,286 75,732 535,121 127,205 86.4% 82.3%	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)%	146,374 144,768 781,399 227,919 93.0% 88.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value moveons on financial instruments Operating expenses Significant items	28,843 28,587 62,613 39,990 70.5% 70.0%	38,581 37,878 40,181 45,973 52,0% 51,5%	74,208 73,613 553,271 125,575 108.5% 104.2%	5,088 5,073 5,569 11,848 75.8%	572 558 147,905 4,538 270.0% 197.3%	147,792 145,709 809,539 227,924 92,3% 88,1%	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514 56.0%	76,286 75,732 535,121 127,205 86.4% 82.3%	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)% (77.3)%	146,374 144,768 781,399 227,919 93.0% 88.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	28,843 28,587 62,613 39,990 70.5% 70.0%	38,581 37,878 40,181 45,973 52,0% 51,5%	74,208 73,613 553,271 125,575 108.5% 104.2%	5,088 5,073 5,569 11,848 75.8%	572 558 147,905 4,538 270.0% 197.3%	147,292 145,709 809,539 227,924 92,3% 88.1%	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514 56.0% 55.2%	76,286 75,732 535,121 127,205 86.4% 82.3%	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)% (77.3)%	146,374 144,768 781,399 227,919 93.0% 88.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Costs of structural reform Customer redress programmes	28,843 28,587 62,613 39,990 70.5% 70.0%	38,581 37,878 40,181 45,973 52,0% 51,5%	74,208 73,613 553,271 125,575 108.5% 104.2%	5,088 5,073 5,569 11,848 75.8%	572 558 147,905 4,538 270.0% 197.3%	147,792 145,709 809,539 227,924 92.3% 88.1%	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514 56.0% 55.2%	76,286 75,732 535,121 127,205 86.4% 82.3%	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)% (77.3)%	146,374 144,768 781,399 227,919 93.0% 88.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Cost of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	28,843 28,587 62,613 39,990 70.5% 70.0%	38,581 37,878 40,181 45,973 52.0% 51.5%	74,208 73,613 553,271 125,575 108.5% 104.2%	5,088 5,073 5,569 11,848 75.8% 72.6%	572 558 147,905 4,538 270.0% 197.3% ————————————————————————————————————	147,292 145,709 809,539 227,924 92.3% 88.1% ————————————————————————————————————	27,956 27,716 60,863 38,840	36,859 36,076 37,945 46,514 56.0% 55.2%	76,286 75,732 535,121 127,205 86.4% 82.3% — — — — — — — — — — — — — — — — — —	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)% (77.3)%	146,374 144,768 781,399 227,919 93.0% 88.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	28,843 28,587 62,613 39,990 70.5% 70.0%	38,581 37,878 40,181 45,973 52,0% 51.5%	74,208 73,613 553,271 125,575 108.5% 104.2% — — — — — — — — — — — — — — — — — —	5,088 5,073 5,569 11,848 75.8% 72.6%	572 558 147,905 4,538 270.0% 197.3% ————————————————————————————————————	147,792 145,709 809,539 227,924 92.3% 88.1%	27,956 27,716 60,863 38,840 105,5%	36,859 36,076 37,945 46,514 56.0% 55.2%	76,286 75,732 535,121 127,205 86.4% 82.3% — — — — — — — — — — — — — — — — — —	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)% (77.3)%	146,374 144,768 781,399 227,919 93.0% 88.5% — — — — — — — — — — — — — — — — — — —
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	28,843 28,587 62,613 39,990 70.5% 70.0%	38,581 37,878 40,181 45,973 52.0% 51.5%	74,208 73,613 553,271 125,575 108.5% 104.2% — — — — — — — — — — — — — — — — — —	5,088 5,073 5,569 11,848 75.8% 72.6%	572 558 147,905 4,538 270.0% 197.3% ————————————————————————————————————	147,792 145,709 809,539 227,924 92.3% 88.1% ————————————————————————————————————	27,956 27,716 60,863 38,840 105,5%	36,859 36,076 37,945 46,514 56.0% 55.2%	76,286 75,732 535,121 127,205 86.4% 82.3% — — — — — — — — — — — — — — — — — —	4,706 4,690 5,155 11,522 87.0%	567 554 142,315 3,838 (109.3)% (77.3)% ————————————————————————————————————	146,374 144,768 781,399 227,919 93.0% 88.5% - (21) (44)

			Quarter ended 31 Dec	2018					Year to date 31 Dec	2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	224	227	258	26	(321)	414	828	937	911	103	(891)	1,888
Net fee income/(expense)	93	106	285	31	(14)	501	356	448	803	133	(22)	1,718
Net income from financial instruments held for trading or managed on a fair value basis	16	3	(65)	2	310	266	(66)	29	1,816	9	851	2,639
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	(723)	-	-	-	-	(723)	1,671	_	_	-	(15)	1,656
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	(60)	(30)	244	_	(4)	150	95	56	507	_	41	699
Other income/(expense)	693	32	154	(4)	18	893	(1,424)	25	600	(4)	(64)	(867)
Net operating income before change in expected credit losses and other credit impairment charges	243	338	876	55	(11)	1,501	1,460	1,495	4,637	241	(100)	7,733
Change in expected credit losses and other credit impairment charges	(5)	(34)	(56)	(1)	14	(82)	(3)	(138)	(54)	1	34	(160)
Net operating income	238	304	820	54	3	1,419	1,457	1,357	4,583	242	(66)	7,573
Total operating expenses	(304)	(199)	(1,107)	(42)	(114)	(1,766)	(1,201)	(816)	(4,631)	(188)	(358)	(7,194)
of which: staff expenses	(113)	(77)	(347)	(15)	(150)	(702)	(448)	(299)	(1,448)	(67)	(581)	(2,843)
Operating profit/(loss)	(66)	105	(287)	12	(111)	(347)	256	541	(48)	54	(424)	379
Share of profit/(loss) in associates and joint ventures	-		-		4	4			-		(13)	(13)
Profit/(loss) before tax	(66)	105	(287)	12	(107)	(343)	256	541	(48)	54	(437)	366
Conflored them. Totals												
Significant items - Totals			24		(4)	20	(4)		(25)		-	(24)
Revenue	_	_	21	_	(1)	20	(1)	_	(36)	_	3	(34)
ECL	_	- (2)	-	_	- (24)	_	- (40)	-	(4.00)	- (6)	(455)	(270)
Operating expenses	_	(2)	31	_	(24)	5	(19)	(11)	(188)	(6)	(155)	(379)
Share of profit in associates and joint ventures	_	_	_	_	_	_	_	_	_	_	_	_
			At 31 Dec 2018	}					At 31 Dec 2019			
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	28,250	37,876	71,632	4,538	1,165	143,461	30,100	36,635	71,192	5,680	541	144,148
Loans and advances to customers (net)	27,993	37,055	71,031	4,522	1,151	141,751	29,875	35,966	70,742	5,665	527	142,775
Total external assets	60,239	39,357	497,425	5,000	128,071	730,093	64,689	38,168	558,111	6,113	132,811	799,892
												229,359
Customer accounts	38.255	44.322	130.033	8.297	4.337	225.243	41.395	48.789	124.131		5.129	
Customer accounts	38,255	44,322	130,033	8,297	4,337	225,243	41,395	48,789	124,131	9,915	5,129	223,333
Customer accounts Income Statement Metrics	38,255	44,322	130,033	8,297	4,337	225,243	41,395	48,789	124,131		5,129	223,333
	38,255 125.1%	44,322 58.9%	130,033 126.4%	8,297 76.4%		225,243	41,395 82.3%	48,789 54.6%	124,131 99.9%			93.0%
Income Statement Metrics					4,337 (1,036.4)%					9,915	5,129	
Income Statement Metrics										9,915		
Income Statement Metrics Cost efficiency ratio										9,915		
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	125.1%	58.9%	126.4%	76.4%	(1,036.4)%	117.7%	82.3%	54.6%	99.9%	9,915	(358.0)%	93.0%
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	125.1%	58.9%	126.4%	76.4%	(1,036.4)%	117.7%	82.3%	54.6%	99.9%	9,915	(358.0)%	93.0%
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	125.1%	58.9%	126.4%	76.4%	(1,036.4)%	117.7%	82.3%	54.6%	99.9%	9,915	(358.0)%	93.0%
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	125.1%	58.9%	126.4%	76.4%	(1,036.4)%	117.7%	82.3%	54.6%	99.9%	9,915	(358.0)%	93.0%
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted Cost efficiency ratio Revenue Significant items	125.1% 125.1%	58.9% 58.3%	126.4%	76.4%	(1,036.4)%	117.7%	82.3% 80.9%	54.6%	99.9%	9,915	(358.0)%	93.0% 87.7%
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	125.1% 125.1%	58.9% 58.3%	126.4% 133.1%	76.4% 76.4%	(1,036.4)% (900.0)%	117.7%	82.3% 80.9%	54.6%	99.9% 95.1%	9,915 78.0% 75.5%	(358.0)% (197.1)%	93.0% 87.7% (1)
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	125.1% 125.1% —	58.9% 58.3%	126.4%	76.4% 76.4% —	(1,036.4)%	117.7%	82.3% 80.9%	54.6% 53.8%	99.9%	9,915 78.0% 75.5%	(358.0)%	93.0% 87.7%
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	125.1% 125.1% —	58.9% 58.3%	126.4%	76.4% 76.4% —	(1,036.4)%	117.7%	82.3% 80.9%	54.6% 53.8%	99.9%	9,915 78.0% 75.5%	(358.0)%	93.0% 87.7%
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	125.1% 125.1% —	58.9% 58.3%	126.4% 133.1% — — — — 21	76.4% 76.4%	(1,036.4)% (900.0)% — — — (1)	117.7% 119.6% — — — 20	82.3% 80.9% (1) —	54.6% 53.8%	99.9% 95.1% — — — (36)	9,915 78.0% 75.5%	(358.0)% (197.1)% — — — 3	93.0% 87.7% (1) — (33)
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	125.1% 125.1% —	58.9% 58.3% — — —	126.4% 133.1% — — — 21	76.4% 76.4% —	(1,036.4)% (900.0)%	117.7% 119.6% — — 20	82.3% 80.9% (1)	54.6% 53.8% — — —	99.9%	9,915 78.0% 75.5%	(358.0)% (197.1)% — — — 3	93.0% 87.7% (1) — (33)
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	125.1% 125.1% —	58.9% 58.3%	126.4% 133.1% ————————————————————————————————————	76.4% 76.4%	(1,036.4)% (900.0)% ————————————————————————————————————	117.7% 119.6% ————————————————————————————————————	82.3% 80.9% (1) —	54.6% 53.8% ————————————————————————————————————	99.9% 95.1% — — — (36)	9,915 78.0% 75.5%	(358.0)% (197.1)% ————————————————————————————————————	93.0% 87.7% (1) — (33)
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	125.1% 125.1% —	58.9% 58.3% — — —	126.4% 133.1% — — — 21	76.4% 76.4%	(1,036.4)% (900.0)% (1) (23)	117.7% 119.6% ————————————————————————————————————	82.3% 80.9% (1) — — (1) —	54.6% 53.8% - - - - (4) 1	99.9% 95.1% — — — (36)	9,915 78.0% 75.5%	(358.0)% (197.1)% — — — 3	93.0% 87.7% (1) — (33)
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illumpariment	125.1% 125.1% —	58.9% 58.3% — — —	126.4% 133.1%	76.4% 76.4% — — — — —	(1,036.4)% (900.0)% ————————————————————————————————————	117.7% 119.6% ————————————————————————————————————	82.3% 80.9% (1) — — (1) —	54.6% 53.8% ————————————————————————————————————	99.9% 95.1% — — — (36)	9,915 78.0% 75.5% — — — — — —	(358.0)% (197.1)%	93.0% 87.7% (1) — (33) (110) —
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	125.1% 125.1% —	58.9% 58.3% — — —	126.4% 133.1%	76.4% 76.4%	(1,036.4)% (900.0)%	117.7% 119.6%	82.3% 80.9% (1) — — (1) — —	54.6% 53.8% 	99.9% 95.1% ————————————————————————————————————	9,915 78.0% 75.5%	(358.0)% (197.1)%	93.0% 87.7% (1) — (33)
Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illumpariment	125.1% 125.1% —	58.9% 58.3% — — —	126.4% 133.1%	76.4% 76.4% — — — — —	(1,036.4)% (900.0)% ————————————————————————————————————	117.7% 119.6% ————————————————————————————————————	82.3% 80.9% (1) — — (1) —	54.6% 53.8% ————————————————————————————————————	99.9% 95.1% — — — (36)	9,915 78.0% 75.5% — — — — — —	(358.0)% (197.1)%	93.0% 87.7% (1) — (33) (110) —

Europe - other

			Quarter ended 31 De	c 2019		_			Quarter ended 30 Se	p 2019		
	Retail		Global				Retail		Global			-
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	(2)	-	8	32	(701)	(663)	(1)	-	5	34	(1,021)	(983)
Net fee income/(expense)	60	_		41	(5)	96	67	_	_	39	(12)	94
Net income from financial instruments held for trading or managed on a fair value basis	5	_	(38)	6	11	(16)	(3)	_	(6)	8	644	643
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,	•		(50)	·	**	(10)	(5)		(0)		044	043
measured at fair value through profit or loss	_	_	_	_	_	_	_	_	_	_	_	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	11	_	_	_	271	282	1	-	_	_	276	277
Other income/(expense)	421	286	29	(5)	(14)	717	293	138	(23)	(2)	291	697
Net operating income before change in expected credit losses and other credit impairment charges	495	286	(1)	74	(438)	416	357	138	(24)	79	178	728
Change in expected credit losses and other credit impairment charges		_		1	,	1	_	_	· -	(1)	1	_
Net operating income/(expense)	495	286	(1)	75	(438)	417	357	138	(24)	78	179	728
Total operating expenses	(704)	(2,906)	(181)	(97)	(994)	(4,882)	(499)	(236)	(75)	(25)	(235)	(1,070)
of which: staff expenses	(123)	(66)	(98)	(45)	(393)	(725)	(103)	(51)	(76)	(38)	(339)	(607)
Operating profit/(loss)	(209)	(2,620)	(182)	(22)	(1,432)	(4,465)	(142)	(98)	(99)	53	(56)	(342)
Share of profit/(loss) in associates and joint ventures	-	(=,-=-,	-	-	(2)	(2)	(/	-	-	_	1	1
Profit/(loss) before tax	(209)	(2,620)	(182)	(22)	(1,434)	(4,467)	(142)	(98)	(99)	53	(55)	(341)
	, ,	. , , ,		` '	.,,,		, ,	V2	, , ,		11	<u> </u>
Significant items - Totals												
Revenue	_	_	_	_	(135)	(135)	_	_	_	_	174	174
ECL	_	_	_	_		,,	_	_	_	_	_	_
Operating expenses	(11)	(2,533)	(3)	(3)	(38)	(2,588)	(2)	(2)	3	63	(43)	19
Share of profit in associates and joint ventures	`	_	=	-	· · · ·	_	_	_	_	_	_	_
			At 31 Dec 2019						At 30 Sep 2019			
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	-	-	-	9,079	-	9,079	-	-	-	8,313	_	8,313
Loans and advances to customers (net)	-	_	-	9,055	_	9,055	_	_	_	8,291	_	8,291
Total external assets	1,466	(2,259)	1,416	11,266	23,704	35,593	1,405	244	1,415	10,708	23,174	36,946
Customer accounts	-	-	-	13,416	86	13,502	_	_	_	10,973	83	11,056
Income Statement Metrics												
Cost efficiency ratio	142.2%	1,016.1%	(18,100.0)%	131.1%	(226.9)%	1,173.6%	139.8%	171.0%	(312.5)%	31.6%	132.0%	147.0%
cost emiliancy ratio	142.270	1,010.170	(10,100.0),0	151.170	(220.5)70	1,175.070	133.070	171.070	(312:3)/0	31.070	132.070	147.070
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	140.0%	130.4%	(17,800.0)%	127.0%	(315.5)%	416.3%	139.2%	169.6%	(325.0)%	111.4%	4,800.0%	196.6%
Revenue												
Significant items												
					_	_	_	_	_	_	_	-
Customer redress programmes	_	-	_	_								
Customer redress programmes Disposals, acquisitions and investment in new businesses		_	Ξ	Ξ	_	_	-	-	-	_	_	-
Customer redress programmes	_ _	_ _ _	=	Ξ	— (135)	— (135)	_		_	_	_ 174	 174
Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	- -											
Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	=									_		
Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	Ξ.	-	-	-	(135)	(135)		-	-	-	174	174
Customer redress programmes Disponsia, acquisitions and Investment in new businesses Fair value movements on financial instruments Operating expenses Significant Items Costs of structural reform	= =	-	_ (1)		(135)	(135)	-	_		<u>-</u>		174
Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	=	- -	-	-	(135) (14) —	(135)		-	-	- - -	174	174 (11) (1)
Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	-	- - - -	(1) _ _ _	-	(135) (14) — —	(135) (15) — —	- - - -		-	- - - -	174	174
Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	-	- -	(1) - - -	- - - - -	(135) (14) — — —	(135)	-		-	- - - -	174	(11) (1) —
Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	- - - -	_ _ _ (2,521)	(1) - - - -	- - - -	(135) (14) - - -	(135) (15) — — (2,521) —	-		-	- - - -	(14) - - - -	(11) (1) — —
Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Cost of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	(11)	- - - -	(1) - - -	- - - - -	(135) (14) — — —	(135) (15) — —	-		-	- - - - - - (2)	174	(11) (1) —

18

Europe - other

_												
			Quarter ended 30 Jul	n 2019					Quarter ended 31 Mar	r 2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	(3)	_	4	33	(310)	(276)	(3)	_	2	32	(464)	(433)
Net fee income/(expense)	67	_	_	38	(4)	101	64	_	_	36	(9)	91
Net income from financial instruments held for trading or managed on a fair value basis	(1)	_	196	7	(345)	(143)	_	_	(203)	5	350	152
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,	(*)		130	,	(545)	(245)			(200)	-	330	132
measured at fair value through profit or loss	_	_	_	_	_	_	_	_	_	_	_	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	7	_	_	_	158	165	23	_	_	_	67	90
Other income/(expense)	174	43	(229)	4	617	609	181	16	175	1	176	549
Net operating income before change in expected credit losses and other credit impairment charges	244	43	(29)	82	116	456	265	16	(26)	74	120	449
	244			2	116	430	203	10	(20)		120	
Change in expected credit losses and other credit impairment charges			-							(1)		(1)
Net operating income/(expense)	244	43	(29)	84	116	458	265	16	(26)	73	120	448
Total operating expenses	(410)	(136)	(59)	(99)	(526)	(1,230)	(363)	(130)	(102)	(90)	(508)	(1,193)
of which: staff expenses	(96)	(42)	(91)	(51)	(417)	(697)	(106)	(43)	(84)	(47)	(404)	(684)
Operating profit/(loss)	(166)	(93)	(88)	(15)	(410)	(772)	(98)	(114)	(128)	(17)	(388)	(745)
Share of profit/(loss) in associates and joint ventures		_	_	_	11	1	_			_	1	1
Profit/(loss) before tax	(166)	(93)	(88)	(15)	(409)	(771)	(98)	(114)	(128)	(17)	(387)	(744)
Significant items - Totals												
Revenue	_	_	_	_	51	51	_	_	_	_	80	80
ECL	_	_	_	_	_	_	_	_	_	_	_	_
Operating expenses	_	1	(6)	(9)	(36)	(50)	_	_	(3)	(2)	(7)	(12)
Share of profit in associates and joint ventures		_	(0)	(5)	(50)	(30)			(3)	(2)	(*) _	(12)
Share of profit in associates and joint ventures	_	_	_	_	_	_	_	_	_	_	_	_
			At 20 Jun 2010	1					At 21 Mar 2010	1		
Photo bodo	A	A	At 30 Jun 2019		A		A	A	At 31 Mar 2019		A	A
Balance sheet data	\$m	Sm	\$m	\$m	\$m	Şm	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	-	_	\$m —	\$m 8,592	-	8,592	-	-	\$m —	\$m 8,117	\$m —	8,117
Loans and advances to customers (gross) Loans and advances to customers (net)	_	_	\$m _ _	\$m 8,592 8,569	_	8,592 8,569		_	\$m _ _	\$m 8,117 8,095	_	8,117 8,095
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	-	_	\$m —	\$m 8,592 8,569 10,604	_ _ 20,797	8,592 8,569 34,607	-	-	\$m —	\$m 8,117 8,095 10,400	9,389	8,117 8,095 23,185
Loans and advances to customers (gross) Loans and advances to customers (net)	_	_	\$m _ _	\$m 8,592 8,569	_	8,592 8,569		_	\$m _ _	\$m 8,117 8,095	_	8,117 8,095
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	_ _ 1,442	_ _ _ 268	\$m - - 1,496	\$m 8,592 8,569 10,604	_ _ 20,797	8,592 8,569 34,607	_ _ 1,718	_ _ _ 262	\$m - - 1,416	\$m 8,117 8,095 10,400	9,389	8,117 8,095 23,185
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets			\$m 1,496 	\$m 8,592 8,569 10,604 11,703	 20,797 84	8,592 8,569 34,607 11,787	_ _ 1,718 _	 262 	\$m 1,416 	\$m 8,117 8,095 10,400 12,992	9,389 82	8,117 8,095 23,185 13,074
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	_ _ 1,442	_ _ _ 268	\$m - - 1,496	\$m 8,592 8,569 10,604	_ _ 20,797	8,592 8,569 34,607	_ _ 1,718	_ _ _ 262	\$m - - 1,416	\$m 8,117 8,095 10,400	9,389	8,117 8,095 23,185
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics			\$m 1,496 	\$m 8,592 8,569 10,604 11,703	 20,797 84	8,592 8,569 34,607 11,787	_ _ 1,718 _	 262 	\$m 1,416 	\$m 8,117 8,095 10,400 12,992	9,389 82	8,117 8,095 23,185 13,074
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics			\$m 1,496 	\$m 8,592 8,569 10,604 11,703	 20,797 84	8,592 8,569 34,607 11,787	_ _ 1,718 _	 262 	\$m 1,416 	\$m 8,117 8,095 10,400 12,992	9,389 82	8,117 8,095 23,185 13,074
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported			\$m - - 1,496 - (203.4)%	\$m 8,592 8,569 10,604 11,703		8,592 8,569 34,607 11,787 269.7%	_ _ 1,718 _	- 262 - 812.5%	\$m 1,416 (392.3)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3%	8,117 8,095 23,185 13,074 265.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio	1,442 — — ———————————————————————————————	268 — 316.3%	\$m 1,496 	\$m 8,592 8,569 10,604 11,703	 20,797 84	8,592 8,569 34,607 11,787		 262 	\$m 1,416 	\$m 8,117 8,095 10,400 12,992	9,389 82	8,117 8,095 23,185 13,074
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	1,442 — — ———————————————————————————————	268 — 316.3%	\$m - - 1,496 - (203.4)%	\$m 8,592 8,569 10,604 11,703		8,592 8,569 34,607 11,787 269.7%		- 262 - 812.5%	\$m 1,416 (392.3)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3%	8,117 8,095 23,185 13,074 265.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	1,442 — — ———————————————————————————————	268 — 316.3%	\$m - - 1,496 - (203.4)%	\$m 8,592 8,569 10,604 11,703		8,592 8,569 34,607 11,787 269.7%		- 262 - 812.5%	\$m 1,416 (392.3)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3%	8,117 8,095 23,185 13,074 265.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items	1,442 — — ———————————————————————————————	268 — 316.3%	\$m - - 1,496 - (203.4)%	\$m 8,592 8,569 10,604 11,703		8,592 8,569 34,607 11,787 269.7%		- 262 - 812.5%	\$m 1,416 (392.3)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3%	8,117 8,095 23,185 13,074 265.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	1,442 - 168.0% 168.0%	268 — 316.3%	\$m - - 1,496 - (203.4)%	\$m 8,592 8,569 10,604 11,703	20,797 84 453.4% 753.8%	8,592 8,569 34,607 11,787 269.7%		- 262 - 812.5%	5m — 1,416 — (392.3)% (380.8)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3%	8,117 8,095 23,185 13,074 265.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossla, acquisitions and investment in new businesses	1,442 - 168.0%	268 — 316.3%	\$m - - 1,496 - (203.4)%	\$m 8,592 8,569 10,604 11,703	20,797 84 453.4% 753.8%	8,592 8,569 34,607 11,787 269.7% 291.4%		262 - 812.5% 812.5%	5m — 1,416 — (392.3)% (380.8)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3% 1,252.5%	8,117 8,095 23,185 13,074 265.7% 320.1%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	1,442 - 168.0% 168.0%	268 — 316.3%	\$m - - 1,496 - (203.4)%	\$m 8,592 8,569 10,604 11,703	20,797 84 453.4% 753.8%	8,592 8,569 34,607 11,787 269.7%		- 262 - 812.5%	5m — 1,416 — (392.3)% (380.8)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3%	8,117 8,095 23,185 13,074 265.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	1,442 - 168.0%	268 — 316.3%	\$m - - 1,496 - (203.4)%	\$m 8,592 8,569 10,604 11,703	20,797 84 453.4% 753.8%	8,592 8,569 34,607 11,787 269.7% 291.4%		262 - 812.5% 812.5%	5m — 1,416 — (392.3)% (380.8)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3% 1,252.5%	8,117 8,095 23,185 13,074 265.7% 320.1%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant Items Customer redress programmes Dispossia, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	1,442 - 168.0%	268 — 316.3%	\$m - - 1,496 - (203.4)%	\$m 8,592 8,569 10,604 11,703	20,797 84 453.4% 753.8%	8,592 8,569 34,607 11,787 269.7% 291.4%		262 - 812.5% 812.5%	5m — 1,416 — (392.3)% (380.8)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3% 1,252.5%	8,117 8,095 23,185 13,074 265.7% 320.1%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	1,442 - 168.0%	268 — 316.3%	\$m	\$m 8,592 8,569 10,604 11,703		8,592 8,569 34,607 11,787 269.7% 291.4%		262 - 812.5% 812.5%	5m — 1,416 — (392.3)% (380.8)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3% 1,252.5%	8,117 8,095 23,185 13,074 265.7% 320.1%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossla, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	1,442 - 168.0%	268 — 316.3%	\$m - - 1,496 - (203.4)%	\$m 8,592 8,569 10,604 11,703		8,592 8,569 34,607 11,787 269.7% 291.4%		262 - 812.5% 812.5%	5m — 1,416 — (392.3)% (380.8)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3% 1,252.5%	8,117 8,095 23,185 13,074 265.7% 320.1%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	1,442 - 168.0%	268 — 316.3%	\$m	\$m 8,592 8,569 10,604 11,703		8,592 8,569 34,607 11,787 269.7% 291.4%		262 - 812.5% 812.5%	5m — 1,416 — (392.3)% (380.8)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3% 1,252.5%	8,117 8,095 23,185 13,074 265.7% 320.1%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossla, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	1,442 - 168.0%	268 — 316.3%	\$m	\$m 8,592 8,569 10,604 11,703		8,592 8,569 34,607 11,787 269.7% 291.4%		262 - 812.5% 812.5%	5m — 1,416 — (392.3)% (380.8)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3% 1,252.5%	8,117 8,095 23,185 13,074 265.7% 320.1%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	1,442 - 168.0%	268 — 316.3%	\$m	\$m 8,592 8,569 10,604 11,703		8,592 8,569 34,607 11,787 269.7% 291.4%		262 - 812.5% 812.5%	5m — 1,416 — (392.3)% (380.8)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3% 1,252.5%	8,117 8,095 23,185 13,074 265.7% 320.1%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illumpariment	1,442 - 168.0%	268 — 316.3%	\$m	\$m 8,592 8,569 10,604 11,703		8,592 8,569 34,607 11,787 269.7% 291.4% ————————————————————————————————————		262 - 812.5% 812.5%	\$m - 1,416 - (392.3)% (380.8)%	\$m 8,117 8,095 10,400 12,992	9,389 82 423.3% 1,252.5%	8,117 8,005 22,185 13,074 265.7% 320.1%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	1,442 - 168.0%	268 — 316.3%	\$m	5m 8,592 8,569 10,604 11,703 120,7% 109,8%		8,592 8,569 34,607 11,787 269.7% 291.4%		262 - 812.5% 812.5%	Sm — — — — — — — — — — — — — — — — — — —	\$m 8,117 8,095 10,400 12,992 121,6% 118.9%	9,389 82 423.3% 1,252.5%	8,117 8,095 23,185 13,074 265.7% 320.1%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	1,442 - 168.0%	268 — 316.3%	\$m	Sm 8,592 8,599 10,604 11,703 120,7% 109,8%		8,592 8,569 34,607 11,787 269.7% 291.4% ————————————————————————————————————		262 - 812.5% 812.5%	\$m 1,416 (392.3)% (380.8)%	\$m 8,117 8,095 10,400 12,992 121,6% 118.9%	9,389 82 423.3% 1,252.5%	8,117 8,095 22,185 13,074 265.7% 320.1%

Europe - other

			Quarter ended 31 Dec	r 2018					Year to date 31 Dec	2019		
	Retail		Global	. 1010			Retail		Global	2013		
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	(3)	ŞIII	3	32	(401)	(369)	(9)	- SIII	19	131	(2,496)	(2,355)
Net fee income/(expense)	68	-	_	38	(9)	97	258	-	-	154	(30)	382
Net income from financial instruments held for trading or managed on a fair value basis	2	-	(260)	6	652	400	1	-	(51)	26	660	636
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,	(20)	_		_		(20)	_	_	_	_	_	_
measured at fair value through profit or loss Changes in fair value of other financial instruments mandatorily measured at fair value through profit or	(28)	_	_	_	_	(28)	_	_	_	_	_	_
loss	(1)	_	_	_	(243)	(244)	42	_	_	_	772	814
Other income/(expense)	153	13	215	4	98	483	1,069	483	(48)	(2)	1,070	2,572
Net operating income before change in expected credit losses and other credit impairment charges	191	13	(42)	80	97	339	1,361	483	(80)	309	(24)	2,049
Change in expected credit losses and other credit impairment charges	191	- 15	(42)	1	(1)	339	1,501	403	(80)	1	(24)	2,049
Net operating income/(expense)	191	13	(42)	81	96	339	1,361	483	(80)	310	(23)	2,051
Total operating expenses	(382)	(123)	(85)	(110)	(1,310)	(2,010)	(1,976)	(3,408)	(417)	(311)	(2,263)	(8,375)
of which: staff expenses	(91)	(39)	(76)	(47)	(272)	(525)	(428)	(202)	(349)	(181)	(1,553)	(2,713)
Operating profit/(loss)	(191)	(110)	(127)	(29)	(1,214)	(1,671)	(615)	(2,925)	(497)	(1)	(2,286)	(6,324)
Share of profit/(loss) in associates and joint ventures		(110)				(4.674)		(2,925)				(5.222)
Profit/(loss) before tax	(191)	(110)	(127)	(29)	(1,214)	(1,671)	(615)	(2,925)	(497)	(1)	(2,285)	(6,323)
Confloration Table												
Significant items - Totals				-		74		_			470	470
Revenue	_	_	_	5	69	74	-		_	_	170	170
ECL	_	-	_	_	_	-	-	-	_	_	_	-
Operating expenses	_	_	(3)	_	(15)	(18)	(13)	(2,534)	(9)	49	(124)	(2,631)
Share of profit in associates and joint ventures	-	_	-	-	-	-	-	-	-	-	-	-
			At 31 Dec 2018	3					At 31 Dec 2019			
Balance sheet data	Sm	Sm			Sm	Sm	Śm	Sm			Śm	Sm
Balance sheet data Loans and advances to customers (eross)	\$m 	\$m —	At 31 Dec 2018 \$m —	\$m	\$m —	\$m 8.153	\$m 	\$m —	At 31 Dec 2019 \$m —	\$m	\$m —	\$m 9.079
Loans and advances to customers (gross)		_	\$m	\$m 8,153	_	8,153			\$m	\$m 9,079		9,079
Loans and advances to customers (gross) Loans and advances to customers (net)		_	\$m _ _	\$m 8,153 8,131	_	8,153 8,131	_	_	\$m _ _	\$m 9,079 9,055	_	9,079 9,055
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	_	_	\$m —	\$m 8,153 8,131 10,333	_ _ 13,433	8,153 8,131 27,355	-	-	\$m —	\$m 9,079 9,055 11,266	23,704	9,079 9,055 35,593
Loans and advances to customers (gross) Loans and advances to customers (net)	_ _ _ 1,810	_ _ _ 271	\$m - - 1,508	\$m 8,153 8,131	_	8,153 8,131	1,466	 _ (2,259)	\$m - - 1,416	\$m 9,079 9,055	_	9,079 9,055
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	_ _ _ 1,810	_ _ _ 271	\$m - - 1,508	\$m 8,153 8,131 10,333	_ _ 13,433	8,153 8,131 27,355	1,466	 _ (2,259)	\$m - - 1,416	\$m 9,079 9,055 11,266	23,704	9,079 9,055 35,593
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	_ _ _ 1,810	_ _ _ 271	\$m - - 1,508	\$m 8,153 8,131 10,333	_ _ 13,433	8,153 8,131 27,355	1,466	 _ (2,259)	\$m - - 1,416	\$m 9,079 9,055 11,266	23,704	9,079 9,055 35,593
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics	1,810		\$m - - 1,508 -	\$m 8,153 8,131 10,333 16,294	- - 13,433 81	8,153 8,131 27,355 16,375		(2,259) —	Sm - - 1,416 -	\$m 9,079 9,055 11,266 13,416	- - 23,704 86	9,079 9,055 35,593 13,502
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics	1,810		\$m - - 1,508 -	\$m 8,153 8,131 10,333 16,294	- - 13,433 81	8,153 8,131 27,355 16,375		(2,259) —	Sm - - 1,416 -	\$m 9,079 9,055 11,266 13,416	23,704 86 (9,429.2)%	9,079 9,055 35,593 13,502
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio	1,810		\$m - - 1,508 -	\$m 8,153 8,131 10,333 16,294	- - 13,433 81	8,153 8,131 27,355 16,375		(2,259) —	Sm - - 1,416 -	\$m 9,079 9,055 11,266 13,416	- - 23,704 86	9,079 9,055 35,593 13,502
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	1,810	271 — 946.2%	\$m - - 1,508 - (202.4)%	\$m 8,153 8,131 10,333 16,294	13,433 81 1,350.5%	8,153 8,131 27,355 16,375	1,466 — 145.2%	(2,259) — 705.6%	\$m - - 1,416 - (521.3)%	\$m 9,079 9,055 11,266 13,416	23,704 86 (9,429.2)%	9,079 9,055 35,593 13,502 408.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	1,810	271 — 946.2%	\$m - - 1,508 - (202.4)%	\$m 8,153 8,131 10,333 16,294	13,433 81 1,350.5%	8,153 8,131 27,355 16,375	1,466 — 145.2%	(2,259) — 705.6%	\$m - - 1,416 - (521.3)%	\$m 9,079 9,055 11,266 13,416	23,704 86 (9,429.2)%	9,079 9,055 35,593 13,502 408.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	1,810	271 — 271 —	\$m - - 1,508 - (202.4)%	\$m 8,153 8,131 10,333 16,294	13,433 81 1,350.5%	8,153 8,131 27,355 16,375	1,466 — 145.2%	(2,259) — 705.6%	\$m - - 1,416 - (521.3)%	\$m 9,079 9,055 11,266 13,416	23,704 86 (9,429.2)%	9,079 9,055 35,593 13,502 408.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	1,810	271 — 271 —	\$m - - 1,508 - (202.4)%	\$m 8,153 8,131 10,333 16,294 137.5%	13,433 81 1,350.5%	8,153 8,131 27,355 16,375 592.9% 751.7%	1,466 — 145.2%	(2,259) — 705.6%	\$m - - 1,416 - (521.3)%	\$m 9,079 9,055 11,266 13,416	23,704 86 (9,429.2)%	9,079 9,055 35,593 13,502 408.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossla, acquisitions and investment in new businesses	1,810	271 — 271 —	\$m - 1,508 - (202.4)% (195.2)%	\$m 8,153 8,131 10,333 16,294 137.5%	13,433 81 1,350.5% 4,625.0%	8,153 8,131 27,355 16,375 592.9% 751.7%	1,466 — 145.2%	- (2,259) - 705.6% 181.0%	\$m - - 1,416 - (521.3)%	\$m 9,079 9,055 11,266 13,416	23,704 86 (9,429.2)% (1,102.6)%	9,079 9,055 35,593 13,502 408.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	1,810 — 200.0% 200.0%	946.2%	\$m - 1,508 - (202.4)% (195.2)%	\$m 8,153 8,131 10,333 16,294 137.5%	13,433 81 1,350.5% 4,625.0%	8,153 8,131 27,355 16,375 592.9% 751.7%	1,466 145,2% 144,2%	(2,259) - 705.6%	\$m - 1,416 - (521.3)% (510.0)%	\$m 9,079 9,055 11,266 13,416 100.6%	23,704 86 (9,429.2)% (1,102.6)%	9,079 9,055 35,593 13,502 408.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	1,810 — 200.0% 200.0%	946.2%	\$m - 1,508 - (202.4)% (195.2)%	\$m 8,153 8,151 10,333 16,294 137,5% 146.7%	13,433 81 1,350.5% 4,625.0%	8,153 8,131 27,355 16,375 592.9% 751.7%	1,466 - 145.2% 144.2%	- (2,259) - 705.6% 181.0%	\$m - 1,416 - (521.3)% (510.0)%	\$m 9,079 9,055 11,266 13,416 100.6%	23,704 86 (9,429.2)% (1,102.6)%	9,079 9,055 35,593 13,502 408.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	1,810 — 200.0% 200.0%	946.2%	\$m - 1,508 - (202.4)% (195.2)%	\$m 8,153 8,151 10,333 16,294 137,5% 146.7%	13,433 81 1,350.5% 4,625.0%	8,153 8,131 27,355 16,375 592.9% 751.7%	1,466 - 145.2% 144.2%	- (2,259) - 705.6% 181.0%	\$m - 1,416 - (521.3)% (510.0)%	\$m 9,079 9,055 11,266 13,416 100.6%	23,704 86 (9,429.2)% (1,102.6)%	9,079 9,055 35,593 13,502 408.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	1,810 — 200.0% 200.0%	946.2% 946.2%	\$m	\$m 8.153 8.151 10.333 16.294 137.5% 146.7%	13,433 81 1,350.5% 4,625.0%	8,153 8,131 27,355 16,375 592.9% 751.7%	1,466 145,2% 144,2%	- (2,259) - 705.6% 181.0%	\$m - 1,416 - (521.3)% (510.0)%	\$m 9,079 9,055 11,266 13,416 100.6% 116.5%	23,704 86 (9,429.2)% (1,102.6)%	9,079 9,055 35,593 13,502 408.7% 305.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossla, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	1,810 — 200.0% 200.0%	946.2%	\$m	\$m 8,153 8,151 10,333 16,294 137,5% 146.7%	13,433 81 1,350.5% 4,625.0%	8,153 8,131 27,355 16,375 592.9% 751.7%	1,466 - 145.2% 144.2%	- (2,259) - 705.6% 181.0%	\$m - 1,416 - (521.3)% (510.0)%	\$m 9,079 9,055 11,266 13,416 100.6%	23,704 86 (9,429.2)% (1,102.6)% ————————————————————————————————————	9,079 9,055 35,593 13,502 408.7% 305.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	1,810 — 200.0% 200.0%	946.2% 946.2%	\$m	\$m 8.153 8.151 10.333 16.294 137.5% 146.7%	13,433 81 1,350.5% 4,625.0%	8,153 8,131 27,355 16,375 592.9% 751.7%	1,466 145,2% 144,2%	705.6% 181.0%	\$m - 1,416 - (521.3)% (510.0)%	\$m 9,079 9,055 11,266 13,416 100.6% 116.5%	23,704 86 (9,429.2)% (1,102.6)%	9,079 9,055 35,593 13,502 408.7% 305.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	1,810 — 200.0% 200.0%	946.2% 946.2%	\$m	\$m 8.153 8.151 10.333 16.294 137.5% 146.7%	13,433 81 1,350.5% 4,625.0%	8,153 8,131 27,355 16,375 592.9% 751.7%	1,466 	- (2,259) - 705.6% 181.0% - - - -	\$m - 1,416 - (521.3)% (510.0)%	\$m 9,079 9,055 11,266 13,416 100.6% 116.5%	23,704 86 (9,429.2)% (1,102.6)% ————————————————————————————————————	9,079 9,055 35,593 13,502 408.7% 305.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illumpariment	1,810 — 200.0% 200.0%	946.2% 946.2%	\$m	Sm 8,153 8,151 10,333 16,294 137,5% 146,7%	13,433 81 1,350.5% 4,625.0%	8,153 8,131 27,355 16,375 592.9% 751.7%	145.2% 144.2%	- (2,259) - 705.6% 181.0% (2,521)	\$m - 1,416 - (521.3)% (510.0)%	Sm 9,079 9,075 11,266 13,416 100.6% 116.5%	23,704 86 (9,429.2)% (1,102.6)% ————————————————————————————————————	9,079 9,055 35,593 13,502 408.7% 305.7% ————————————————————————————————————
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	1,810 — 200.0% 200.0%	946.2% 946.2%	\$m	\$m 8.153 8.151 10.333 16.294 137.5% 146.7%	13,433 81 1,350.5% 4,625.0%	8,153 8,131 27,355 16,375 592.9% 751.7%	1,466 	- (2,259) - 705.6% 181.0% (2,521)	\$m - 1,416 - (521.3)% (510.0)%	5m 9,079 9,055 11,266 13,416 100.6% 116.5%	23,704 86 (9,429.2)% (1,102.6)% ————————————————————————————————————	9,079 9,055 35,593 13,502 408.7% 305.7% ————————————————————————————————————
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illumpariment	1,810 — 200.0% 200.0%	946.2% 946.2%	\$m	Sm 8,153 8,151 10,333 16,294 137,5% 146,7%	13,433 81 1,350.5% 4,625.0%	8,153 8,131 27,355 16,375 592.9% 751.7%	145.2% 144.2%	- (2,259) - 705.6% 181.0% (2,521)	\$m - 1,416 - (521.3)% (510.0)%	Sm 9,079 9,075 11,266 13,416 100.6% 116.5%	23,704 86 (9,429.2)% (1,102.6)% ————————————————————————————————————	9,079 9,055 35,593 13,502 408.7% 305.7% ————————————————————————————————————

			Quarter ended 31 De	c 2019					Quarter ended 30 Se	p 2019		
	Retail		Global				Retail		Global	•		
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	2,240	1,353	795	96	(271)	4,213	2,248	1,377	809	95	(317)	4,212
Net fee income	545	265	324	84	3	1,221	593	317	326	101	2	1,339
Net income from financial instruments held for trading or managed on a fair value basis	33	71	441	30	501	1,076	44	70	571	39	583	1,307
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	719	3	_	_	_	722	(27)	(10)	_	_	2	(35)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	12	8	4	(2)	(9)	13	5	9	5	(4)	(14)	1
Other income/(expense)	(464)	12	129	2	323	2	335	29	130	2	394	890
Net operating income before change in expected credit losses and other credit impairment charges	3,085	1,712	1,693	210	547	7,247	3,198	1,792	1,841	233	650	7,714
Change in expected credit losses and other credit impairment charges	(68)	(99)	(16)	2	_	(181)	(88)	(163)	(28)	(3)	(1)	(283)
Net operating income	3,017	1,613	1,677	212	547	7,066	3,110	1,629	1,813	230	649	7,431
Total operating expenses	(1,470)	(674)	(831)	(138)	(390)	(3,503)	(1,415)	(639)	(787)	(117)	(345)	(3,303)
of which: staff expenses	(565)	(236)	(332)	(78)	(537)	(1,748)	(551)	(233)	(310)	(66)	(551)	(1,711)
Operating profit	1,547	939	846	74	157	3,563	1,695	990	1,026	113	304	4,128
Share of profit in associates and joint ventures	3	_	_	_	472	475	5	_	_	-	518	523
Profit before tax	1,550	939	846	74	629	4,038	1,700	990	1,026	113	822	4,651
Significant items - Totals												
Revenue	_	_	(15)	_	_	(15)	_	_	18	_	2	20
ECL	_	_		_	_		_	_	_	_	_	_
Operating expenses	(3)	_	(12)	_	(38)	(53)	(1)	_	(6)	(1)	(19)	(27)
Share of profit in associates and joint ventures		_	1.2	_				_	_	_		
			At 31 Dec 2019						At 30 Sep 2019)		
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	160,473	160,957	137,166	21,171	193	479,960	157,705	161,056	139,633	21,521	308	480,223
Loans and advances to customers (net)	159,742	159,712	136,910	21,170	193	477,727	156,978	159,825	139,386	21,518	308	478,015
Total external assets	243,777	171,819	322,676	23,019	322,370	1,083,661	234,628	175,249	342,563	24,092	295,524	1,072,056
Customer accounts	372,729	172,626	126,290	25,376	337	697,358	359,577	160,453	126,840	25,260	427	672,557
Income statement Metrics - Reported												
Cost efficiency ratio	47.6%	39.4%	49.1%	65.7%	71.3%	48.3%	44.2%	35.7%	42.7%	50.2%	53.1%	42.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	47.6%	39.4%	48.0%	65.7%	64.4%	47.5%	44.2%	35.7%	42.8%	49.8%	50.3%	42.6%
Revenue												
Significant items												
Customer redress programmes	_	_	-	_	_	_	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses	_	_	-	_	_	_	_	_	_	_	_	_
Fair value movements on financial instruments	-	-	(15)	-	-	(15)	-	-	18	-	2	20
Operating expenses												
Significant items												
Costs of structural reform	_	-	-	-	(1)	(1)	_	-	_	-	(2)	(2)
Customer redress programmes	_	-	-	_	_	-	_	-	-	-	-	_
Disposals, acquisitions and investment in new businesses	-	-	-	-	-	-	-	-	-	-	-	_
Goodwill impairment	-	-	-	-	-	_	-	-	_	-	_	_
Past service costs of guaranteed minimum pension benefits equalisation	_	_	_	_	_	_	_	_	_	_	_	_
Restructuring and other related costs Settlements and provisions in connection with legal and regulatory matters	(3)	-	(12)	-	(37)	(52)	(1)	-	(6)	(1)	(17)	(25)

			Quarter ended 30 Ju	n 2010					Quarter ended 31 M	ar 2010		
-	Retail		Global	11 2015			Retail		Global	al 2015		
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	2,229	1,394	819	96	(352)	4,186	2,008	1,340	785	89	(226)	3,996
Net fee income	619	331	311	92	3	1,356	643	358	321	84	3	1,409
Net income from financial instruments held for trading or managed on a fair value basis	29	64	450	34	566	1,143	21	67	603	41	477	1,209
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	174	(6)	_	_	1	169	949	(2)	_	_	_	947
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	2	2	3	(4)	3	6	4	_	7	(3)	_	8
Other income/(expense)	171	41	134	3	430	779	(348)	62	120	2	414	250
Net operating income before change in expected credit losses and other credit impairment charges	3,224	1,826	1,717	221	651	7,639	3,277	1,825	1,836	213	668	7,819
Change in expected credit losses and other credit impairment charges	(31)	(53)	(19)	1	_	(102)	(78)	(71)	(7)	_	(2)	(158)
Net operating income	3,193	1,773	1,698	222	651	7,537	3,199	1,754	1,829	213	666	7,661
	(1,415)	(608)	(839)	(126)	(372)	(3,360)	(1,334)	(579)	(767)	(116)	(335)	(3,131)
Total operating expenses												
of which: staff expenses	(543)	(242)	(370)	(69)	(622)	(1,846)	(521)	(230)	(357)	(65)	(612)	(1,785)
Operating profit	1,778	1,165	859	96	279	4,177	1,865	1,175	1,062	97	331	4,530
Share of profit in associates and joint ventures	23	_	_	_	573	596	13	_	_	_	463	476
Profit before tax	1,801	1,165	859	96	852	4,773	1,878	1,175	1,062	97	794	5,006
Significant items - Totals												
Revenue	_	_	(5)	_	(8)	(13)	_	_	(23)	_	(4)	(27)
ECL	_	_	_	_	_	_	_	_	_	_	_	
Operating expenses	(3)	(9)	(17)	1	(11)	(39)	_	_	(5)	_	(2)	(7)
Share of profit in associates and joint ventures	(5)	(5)	(27)	_	(22)	(55)	_	_	(5)	_	- (2)	
share of profit in associates and joint ventures												
-			At 30 Jun 2019						At 31 Mar 201	n		
			\$m	\$m	\$m	\$m	\$m	\$m	\$m			\$m
Below about data												
Balance sheet data	\$m	\$m								\$m	\$m	
Loans and advances to customers (gross)	155,626	164,510	134,478	20,876	197	475,687	150,032	160,643	134,043	18,668	220	463,606
Loans and advances to customers (gross) Loans and advances to customers (net)	155,626 154,896	164,510 163,392	134,478 134,267	20,876 20,876	197 196	475,687 473,627	150,032 149,268	160,643 159,562	134,043 133,792	18,668 18,667	220 219	463,606 461,508
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	155,626 154,896 230,215	164,510 163,392 178,705	134,478 134,267 328,301	20,876 20,876 22,836	197 196 319,918	475,687 473,627 1,079,975	150,032 149,268 222,041	160,643 159,562 174,520	134,043 133,792 318,745	18,668 18,667 20,836	220 219 310,258	463,606 461,508 1,046,400
Loans and advances to customers (gross) Loans and advances to customers (net)	155,626 154,896	164,510 163,392	134,478 134,267	20,876 20,876	197 196	475,687 473,627	150,032 149,268	160,643 159,562	134,043 133,792	18,668 18,667	220 219	463,606 461,508
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	155,626 154,896 230,215	164,510 163,392 178,705	134,478 134,267 328,301	20,876 20,876 22,836	197 196 319,918	475,687 473,627 1,079,975	150,032 149,268 222,041	160,643 159,562 174,520	134,043 133,792 318,745	18,668 18,667 20,836	220 219 310,258	463,606 461,508 1,046,400
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	155,626 154,896 230,215	164,510 163,392 178,705	134,478 134,267 328,301	20,876 20,876 22,836	197 196 319,918	475,687 473,627 1,079,975	150,032 149,268 222,041	160,643 159,562 174,520	134,043 133,792 318,745	18,668 18,667 20,836	220 219 310,258	463,606 461,508 1,046,400
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	155,626 154,896 230,215	164,510 163,392 178,705	134,478 134,267 328,301	20,876 20,876 22,836	197 196 319,918	475,687 473,627 1,079,975	150,032 149,268 222,041	160,643 159,562 174,520	134,043 133,792 318,745	18,668 18,667 20,836	220 219 310,258	463,606 461,508 1,046,400
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported	155,626 154,896 230,215 360,950	164,510 163,392 178,705 165,265	134,478 134,267 328,301 126,448	20,876 20,876 22,836 24,281	197 196 319,918 345	475,687 473,627 1,079,975 677,289	150,032 149,268 222,041 355,698	160,643 159,562 174,520 157,706	134,043 133,792 318,745 117,479	18,668 18,667 20,836 25,272	220 219 310,258 411	463,606 461,508 1,046,400 656,566
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	155,626 154,896 230,215 360,950	164,510 163,392 178,705 165,265	134,478 134,267 328,301 126,448	20,876 20,876 22,836 24,281	197 196 319,918 345	475,687 473,627 1,079,975 677,289	150,032 149,268 222,041 355,698	160,643 159,562 174,520 157,706	134,043 133,792 318,745 117,479	18,668 18,667 20,836 25,272	220 219 310,258 411	463,606 461,508 1,046,400 656,566
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	155,626 154,896 230,215 360,950 43.9%	164,510 163,392 178,705 165,265	134,478 134,267 328,301 126,448 48.9%	20,876 20,876 22,836 24,281 57.0%	197 196 319,918 345 57.1%	475,687 473,627 1,079,975 677,289	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706	134,043 133,792 318,745 117,479 41.8%	18,668 18,667 20,836 25,272 54.5%	220 219 310,258 411 50.1%	463,606 461,508 1,046,400 656,566 40.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	155,626 154,896 230,215 360,950	164,510 163,392 178,705 165,265	134,478 134,267 328,301 126,448	20,876 20,876 22,836 24,281	197 196 319,918 345	475,687 473,627 1,079,975 677,289	150,032 149,268 222,041 355,698	160,643 159,562 174,520 157,706	134,043 133,792 318,745 117,479	18,668 18,667 20,836 25,272	220 219 310,258 411	463,606 461,508 1,046,400 656,566
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	155,626 154,896 230,215 360,950 43.9%	164,510 163,392 178,705 165,265	134,478 134,267 328,301 126,448 48.9%	20,876 20,876 22,836 24,281 57.0%	197 196 319,918 345 57.1%	475,687 473,627 1,079,975 677,289	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706	134,043 133,792 318,745 117,479 41.8%	18,668 18,667 20,836 25,272 54.5%	220 219 310,258 411 50.1%	463,606 461,508 1,046,400 656,566 40.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	155,626 154,896 230,215 360,950 43.9%	164,510 163,392 178,705 165,265	134,478 134,267 328,301 126,448 48.9%	20,876 20,876 22,836 24,281 57.0%	197 196 319,918 345 57.1%	475,687 473,627 1,079,975 677,289	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706	134,043 133,792 318,745 117,479 41.8%	18,668 18,667 20,836 25,272 54.5%	220 219 310,258 411 50.1%	463,606 461,508 1,046,400 656,566 40.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items	155,626 154,896 230,215 360,950 43.9%	164,510 163,392 178,705 165,265	134,478 134,267 328,301 126,448 48.9%	20,876 20,876 22,836 24,281 57.0%	197 196 319,918 345 57.1%	475,687 473,627 1,079,975 677,289	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706	134,043 133,792 318,745 117,479 41.8%	18,668 18,667 20,836 25,272 54.5%	220 219 310,258 411 50.1%	463,606 461,508 1,046,400 656,566 40.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	155,626 154,896 230,215 360,950 43,9%	164,510 163,392 178,705 165,265 33.3%	134,478 134,267 328,301 126,448 48.9%	20,876 20,876 22,836 24,281 57.0%	197 196 319,918 345 57.1%	475,687 473,627 1,079,975 677,289 44.0%	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706 31.7%	134,043 133,792 318,745 117,479 41.8%	18,668 18,667 20,836 25,272 54.5%	220 219 310,258 411 50.1%	463,606 461,508 1,046,400 656,566 40.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	155,626 154,896 230,215 360,950 43.9%	164,510 163,392 178,705 165,265	134,478 134,267 328,301 126,448 48.9% 47.7%	20,876 20,876 22,836 24,281 57.0%	197 196 319,918 345 57.1% 54.8%	475,687 473,627 1,079,975 677,289 44.0% 43.4%	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706	134,043 133,792 318,745 117,479 41.8% 41.0%	18,668 18,667 20,836 25,272 54.5%	220 219 310,258 411 50.1% 49.6%	463,606 461,508 1,046,400 656,566 40.0% 39.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	155,626 154,896 230,215 360,950 43,9%	164,510 163,392 178,705 165,265 33.3%	134,478 134,267 328,301 126,448 48.9%	20,876 20,876 22,836 24,281 57.0%	197 196 319,918 345 57.1%	475,687 473,627 1,079,975 677,289 44.0%	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706 31.7%	134,043 133,792 318,745 117,479 41.8%	18,668 18,667 20,836 25,272 54.5%	220 219 310,258 411 50.1%	463,606 461,508 1,046,400 656,566 40.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	155,626 154,896 230,215 360,950 43,9%	164,510 163,392 178,705 165,265 33.3%	134,478 134,267 328,301 126,448 48.9% 47.7%	20,876 20,876 22,836 24,281 57.0%	197 196 319,918 345 57.1% 54.8%	475,687 473,627 1,079,975 677,289 44.0% 43.4%	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706 31.7%	134,043 133,792 318,745 117,479 41.8% 41.0%	18,668 18,667 20,836 25,272 54.5%	220 219 310,258 411 50.1% 49.6%	463,606 461,508 1,046,400 656,566 40.0% 39.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	155,626 154,896 230,215 360,950 43,9%	164,510 163,392 178,705 165,265 33.3%	134,478 134,267 328,301 126,448 48.9% 47.7%	20,876 20,876 22,836 24,281 57.0%	197 196 319,918 345 57.1% 54.8%	475,687 473,627 1,079,975 677,289 44.0% 43.4%	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706 31.7%	134,043 133,792 318,745 117,479 41.8% 41.0%	18,668 18,667 20,836 25,272 54.5%	220 219 310,258 411 50.1% 49.6%	463,606 461,508 1,046,400 656,566 40.0% 39.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	155,626 154,896 230,215 360,950 43,9%	164,510 163,392 178,705 165,265 33.3%	134,478 134,267 328,301 126,448 48.9% 47.7%	20,876 20,876 22,836 24,281 57.0%	197 196 319,918 345 57.1% 54.8%	475,687 473,627 1,079,975 677,289 44.0% 43.4%	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706 31.7%	134,043 133,792 318,745 117,479 41.8% 41.0%	18,668 18,667 20,836 25,272 54.5%	220 219 310,258 411 50.1% 49.6%	463,606 461,508 1,046,400 656,566 40.0% 39.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	155,626 154,896 230,215 360,950 43,9%	164,510 163,392 178,705 165,265 33.3%	134,478 134,267 328,301 126,448 48.9% 47.7%	20,876 20,876 22,836 24,281 57.0%	197 196 319,918 345 57.1% 54.8%	475,687 473,627 1,079,975 677,289 44.0% 43.4%	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706 31.7%	134,043 133,792 318,745 117,479 41.8% 41.0%	18,668 18,667 20,836 25,272 54.5%	220 219 310,258 411 50.1% 49.6%	463,606 461,508 1,046,400 656,566 40.0% 39.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Cost of structural reform	155,626 154,896 230,215 360,950 43,9%	164,510 163,392 178,705 165,265 33.3%	134,478 134,267 328,301 126,448 48.9% 47.7%	20,876 20,876 22,836 24,281 57.0%	197 196 319,918 345 57.1% 54.8%	475,687 473,627 1,079,975 677,289 44.0% 43.4%	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706 31.7%	134,043 133,792 318,745 117,479 41.8% 41.0%	18,668 18,667 20,836 25,272 54.5%	220 219 310,258 411 50.1% 49.6%	463,606 461,508 1,046,400 656,566 40.0% 39.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Costs of structural reform Customer redress programmes	155,626 154,896 230,215 360,950 43,9%	164,510 163,392 178,705 165,265 33.3%	134,478 134,267 328,301 126,448 48.9% 47.7%	20,876 20,876 22,836 24,281 57.0%	197 196 319,918 345 57.1% 54.8%	475,687 473,627 1,079,975 677,289 44.0% 43.4%	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706 31.7%	134,043 133,792 318,745 117,479 41.8% 41.0%	18,668 18,667 20,836 25,272 54.5%	220 219 310,258 411 50.1% 49.6%	463,606 461,508 1,046,400 656,566 40.0% 39.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	155,626 154,896 230,215 360,950 43,9%	164,510 163,392 178,705 165,265 33.3%	134,478 134,267 328,301 126,448 48.9% 47.7%	20,876 20,876 22,836 24,281 57.0% 57.5%	197 196 319,918 345 57.1% 54.8%	475,687 473,627 1,079,975 677,289 44.0% 43.4%	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706 31.7%	134,043 133,792 318,745 117,479 41.8% 41.0%	18,668 18,667 20,836 25,272 54.5% 54.5%	220 219 310,258 411 50.1% 49.6% ————————————————————————————————————	463,606 461,508 1,046,400 656,566 40.0% 39.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illimpariment	155,626 154,896 230,215 360,950 43,9%	164,510 163,392 178,705 165,265 33.3%	134,478 134,267 328,301 126,448 48.9% 47.7%	20,876 20,876 22,836 24,281 57.0% 57.5%	197 196 319,918 345 57.1% 54.8%	475,687 473,627 1,079,975 677,289 44.0% 43.4%	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706 31.7%	134,043 133,792 318,745 117,479 41.8% 41.0% ————————————————————————————————————	18,668 18,667 20,836 25,272 54.5% 54.5%	220 219 310,258 411 50.1% 49.6% (4)	463,606 461,508 1,046,400 656,566 40.0% 39.8% — (27)
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	155,626 154,896 230,215 360,950 43.9% 43.8%	164,510 163,392 178,705 165,265 33.3% 32.8%	134,478 134,267 328,301 126,448 48.9% 47.7% ——————————————————————————————————	20,876 20,876 22,836 24,281 57.0% 57.5%	197 196 319,918 345 57.1% 54.8%	475,687 473,627 1,079,975 677,289 44.0% 43.4%	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706 31.7%	134,043 133,792 318,745 117,479 41.8% 41.0% ————————————————————————————————————	18,668 18,667 20,836 25,272 54.5% 54.5%	220 219 310,258 411 50.1% 49.6%	463,606 461,508 1,046,400 656,566 40.0% 39.8% ————————————————————————————————————
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation Restructuring and other related costs	155,626 154,896 230,215 360,950 43,9%	164,510 163,392 178,705 165,265 33.3%	134,478 134,267 328,301 126,448 48.9% 47.7%	20,876 20,876 22,836 24,281 57.0% 57.5%	197 196 319,918 345 57.1% 54.8%	475,687 473,627 1,079,975 677,289 44.0% 43.4% ————————————————————————————————————	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706 31.7%	134,043 133,792 318,745 117,479 41.8% 41.0% — — — — — — — — — — — — — — — — — —	18,668 18,667 20,836 25,272 54.5% 54.5%	220 219 310,258 411 50.1% 49.6% — — — — — — — — — — — — — — — — — —	463,606 461,508 1,046,400 656,566 40.0% 39.8% — (27) (1) — — — — — — — — — — — — — — — — — — —
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	155,626 154,896 230,215 360,950 43.9% 43.8%	164,510 163,392 178,705 165,265 33.3% 32.8%	134,478 134,267 328,301 126,448 48.9% 47.7% ——————————————————————————————————	20,876 20,876 22,836 24,281 57.0% 57.5%	197 196 319,918 345 57.1% 54.8%	475,687 473,627 1,079,975 677,289 44.0% 43.4%	150,032 149,268 222,041 355,698 40.7%	160,643 159,562 174,520 157,706 31.7%	134,043 133,792 318,745 117,479 41.8% 41.0% ————————————————————————————————————	18,668 18,667 20,836 25,272 54.5% 54.5%	220 219 310,258 411 50.1% 49.6%	463,606 461,508 1,046,400 656,566 40.0% 39.8% ————————————————————————————————————

			Quarter ended 31 De	ec 2018					Year to date 31 Dec	2019		
	Retail		Global				Retail		Global			•
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	2,087	1,340	790	88	(173)	4,132	8,725	5,464	3,208	376	(1,166)	16,607
Net fee income	555	294	270	79	1	1,199	2,400	1,271	1,282	361	11	5,325
Net income from financial instruments held for trading or managed on a fair value basis	50	70	420	16	508	1,064	127	272	2,065	144	2,127	4,735
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	(689)	(15)	_	_	1	(703)	1,815	(15)	_	_	3	1,803
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	4	_	(1)	(3)	-	-	23	19	19	(13)	(20)	28
Other income/(expense)	685	12	138	3	353	1,191	(306)	144	513	9	1,561	1,921
Net operating income before change in expected credit losses and other credit impairment charges	2,692	1,701	1,617	183	690	6,883	12,784	7,155	7,087	877	2,516	30,419
Change in expected credit losses and other credit impairment charges	(31)	(147)	(18)	(2)	1	(197)	(265)	(386)	(70)	_	(3)	(724)
Net operating income	2,661	1,554	1,599	181	691	6,686	12,519	6,769	7,017	877	2,513	29,695
Total operating expenses	(1,348)	(572)	(732)	(111)	(440)	(3,203)	(5,634)	(2,500)	(3,224)	(497)	(1,442)	(13,297)
of which: staff expenses	(501)	(212)	(301)	(51)	(478)	(1,543)	(2,180)	(941)	(1,369)	(278)	(2,322)	(7,090)
Operating profit	1,313	982	867	70	251	3,483	6,885	4,269	3,793	380	1,071	16,398
Share of profit in associates and joint ventures	10	_	_	_	458	468	44	_	_	_	2,026	2,070
Profit before tax	1,323	982	867	70	709	3,951	6,929	4,269	3,793	380	3,097	18,468
Significant items - Totals												
Revenue	_	_	20	_	(19)	1	_	_	(25)	_	(10)	(35)
ECL	_	_	_	-	_	-	_	_	_	_	-	_
Operating expenses	_	_	_	-	(8)	(8)	(7)	(9)	(40)	_	(70)	(126)
Share of profit in associates and joint ventures	_	_	_	_	_	-	_	_	_	_	_	_
			At 31 Dec 201						At 31 Dec 2019			
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	147,159	157,372	132,500	15,449	179	452,659	160,473	160,957	137,166	21,171	193	479,960
Loans and advances to customers (net)	146,407	156,278	132,234	15,447	179	450,545	159,742	159,712	136,910	21,170	193	477,727
Total external assets	216,597	170,961	308,065	16,924	316,275	1,028,822	243,777	171,819	322,676	23,019	322,370	1,083,661
Customer accounts	351,128	166,846	121,270	25,078	502	664,824	372,729	172,626	126,290	25,376	337	697,358
Income statement Metrics - Reported												
Cost efficiency ratio	50.1%	33.6%	45.3%	60.7%	63.8%	46.5%	44.1%	34.9%	45.5%	56.7%	57.3%	43.7%
cost circuity ratio	30.170	33.070	45.570	00.770	03.070	40.570	44.270	34.370	45.570	30.770	37.370	43.770
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	50.1%	33.6%	45.8%	60.7%	60.9%	46.4%	44.0%	34.8%	44.8%	56.7%	54.3%	43.2%
·												
Revenue												
Significant items												
Customer redress programmes	_	_	_	_	_	_	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses	_	_	_	_	_	_	_	_	_	_	_	_
Fair value movements on financial instruments	_	_	20	_	(19)	1	_	_	(25)	_	(10)	(35)
Tail Taile Hotelland of Hildran Hotelland			20		(15)	•			(==)		()	()
Operating expenses												
Significant items												
Costs of structural reform	_	_	_	_	(4)	(4)	_	_	_	_	(4)	(4)
Customer redress programmes	_	_	_	_	_	_	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses	_	_	_	_	_	_	_	_	_	_	_	_
Goodwill impairment	_	_	_	_	_	_	_	_	_	_	_	_
Past service costs of guaranteed minimum pension benefits equalisation	_	_	_	_	_	_	_	_	_	_	_	_
Restructuring and other related costs	_	_	_	_	(4)	(4)	(7)	(9)	(40)	(1)	(66)	(123)
Settlements and provisions in connection with legal and regulatory matters	_	_	_	_	_	`-		_		1	_	1

Hong Kong

			Quarter ended 31 De	c 2019		_			Quarter ended 30 Se	n 2019		
	Retail		Global			_	Retail		Global	F		
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
						T 1				Banking	Centre	T-4-1
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets			Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,743	902	387	79	(261)	2,850	1,752	922	364	79	(235)	2,882
Net fee income	439	175	160	69		851	473	213	155	81	. 7	929
Net income from financial instruments held for trading or managed on a fair value basis	28	40	222	24	356	670	48	41	310	31	335	765
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at												
fair value through profit or loss	658	3	-	_	(1)	660	(41)	(10)	_	_	2	(49)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	12	8	4	(2)	(10)	12	5	9	5	(4)	(11)	4
Other income/(expense)	(525)	(10)	28	1	45	(461)	247	6	23	1	89	366
Net operating income before change in expected credit losses and other credit impairment charges	2,355	1,118	801	171	137	4,582	2,484	1,181	857	188	187	4,897
Change in expected credit losses and other credit impairment charges	(47)	(47)	(27)	1	2	(118)	(69)	(115)	(20)	(2)	(1)	(207)
Net operating income	2,308	1,071	774	172	139	4,464	2,415	1,066	837	186	186	4,690
Total operating expenses	(844)	(378)	(429)	(101)	(100)	(1,852)	(781)	(356)	(371)	(77)	(93)	(1,678)
of which: staff expenses	(342)	(130)	(185)	(60)	(75)	(792)	(320)	(127)	(134)	(42)	(94)	(717)
Operating profit	1,464	693	345	71	39	2,612	1,634	710	466	109	93	3,012
Share of profit in associates and joint ventures		_	_	_	2	2	3	_	_	_	2	5
Profit before tax	1,464	693	345	71	41	2,614	1,637	710	466	109	95	3,017
Significant items - Totals												
Revenue	_	_	(9)	_	_	(9)	_	_	13	_	_	13
ECL	_	_	-	_	_	(5) —	_	_	_	_	_	_
	_			_		(24)				_		
Operating expenses	_		(10)		(14)		(1)	_	(2)	_	(16)	(19)
Share of profit in associates and joint ventures	_	-	-	-	-	-	_	-	_	-	_	_
			At 31 Dec 2019	1					At 30 Sep 2019	1		
								A	\$m			
Ralance sheet data	Sm	Śm	Śm	Śm		Śm						
Balance sheet data	\$m	\$m	\$m 92.926	\$m	\$m	\$m	\$m	\$m 102.926		\$m 15.602	\$m	\$m
Loans and advances to customers (gross)	105,948	103,725	82,936	15,347	152	308,108	105,733	103,826	83,502	15,692	182	308,935
Loans and advances to customers (gross) Loans and advances to customers (net)	105,948 105,594	103,725 103,128	82,936 82,743	15,347 15,346	152 152	308,108 306,963	105,733 105,387	103,826 103,235	83,502 83,335	15,692 15,689	182 182	308,935 307,828
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	105,948 105,594 181,604	103,725 103,128 110,674	82,936 82,743 207,952	15,347 15,346 16,978	152 152 178,859	308,108 306,963 696,067	105,733 105,387 175,237	103,826 103,235 114,496	83,502 83,335 224,628	15,692 15,689 17,877	182 182 166,320	308,935 307,828 698,558
Loans and advances to customers (gross) Loans and advances to customers (net)	105,948 105,594	103,725 103,128	82,936 82,743	15,347 15,346	152 152	308,108 306,963	105,733 105,387	103,826 103,235	83,502 83,335	15,692 15,689	182 182	308,935 307,828
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	105,948 105,594 181,604	103,725 103,128 110,674	82,936 82,743 207,952	15,347 15,346 16,978	152 152 178,859	308,108 306,963 696,067	105,733 105,387 175,237	103,826 103,235 114,496	83,502 83,335 224,628	15,692 15,689 17,877	182 182 166,320	308,935 307,828 698,558
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported	105,948 105,594 181,604 307,653	103,725 103,128 110,674 123,330	82,936 82,743 207,952 51,099	15,347 15,346 16,978 17,697	152 152 178,859 176	308,108 306,963 696,067 499,955	105,733 105,387 175,237 298,529	103,826 103,235 114,496 116,473	83,502 83,335 224,628 54,166	15,692 15,689 17,877 17,902	182 182 166,320 277	308,935 307,828 698,558 487,347
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	105,948 105,594 181,604	103,725 103,128 110,674	82,936 82,743 207,952	15,347 15,346 16,978	152 152 178,859	308,108 306,963 696,067	105,733 105,387 175,237	103,826 103,235 114,496	83,502 83,335 224,628	15,692 15,689 17,877	182 182 166,320	308,935 307,828 698,558
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	105,948 105,594 181,604 307,653	103,725 103,128 110,674 123,330	82,936 82,743 207,952 51,099	15,347 15,346 16,978 17,697	152 152 178,859 176	308,108 306,963 696,067 499,955	105,733 105,387 175,237 298,529	103,826 103,235 114,496 116,473	83,502 83,335 224,628 54,166	15,692 15,689 17,877 17,902	182 182 166,320 277	308,935 307,828 698,558 487,347
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099	15,347 15,346 16,978 17,697	152 152 178,859 176	308,108 306,963 696,067 499,955	105,733 105,387 175,237 298,529 31.4%	103,826 103,235 114,496 116,473	83,502 83,335 224,628 54,166 43.3%	15,692 15,689 17,877 17,902 41.0%	182 182 166,320 277 49.7%	308,935 307,828 698,558 487,347 34.3%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	105,948 105,594 181,604 307,653	103,725 103,128 110,674 123,330	82,936 82,743 207,952 51,099	15,347 15,346 16,978 17,697	152 152 178,859 176	308,108 306,963 696,067 499,955	105,733 105,387 175,237 298,529	103,826 103,235 114,496 116,473	83,502 83,335 224,628 54,166	15,692 15,689 17,877 17,902	182 182 166,320 277	308,935 307,828 698,558 487,347
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099	15,347 15,346 16,978 17,697	152 152 178,859 176	308,108 306,963 696,067 499,955	105,733 105,387 175,237 298,529 31.4%	103,826 103,235 114,496 116,473	83,502 83,335 224,628 54,166 43.3%	15,692 15,689 17,877 17,902 41.0%	182 182 166,320 277 49.7%	308,935 307,828 698,558 487,347 34.3%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099	15,347 15,346 16,978 17,697	152 152 178,859 176	308,108 306,963 696,067 499,955	105,733 105,387 175,237 298,529 31.4%	103,826 103,235 114,496 116,473	83,502 83,335 224,628 54,166 43.3%	15,692 15,689 17,877 17,902 41.0%	182 182 166,320 277 49.7%	308,935 307,828 698,558 487,347 34.3%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099 53.6%	15,347 15,346 16,978 17,697	152 152 178,859 176 73.0%	308,108 306,963 696,067 499,955 40.4%	105,733 105,387 175,237 298,529 31.4%	103,826 103,235 114,496 116,473 30.1%	83,502 83,335 224,628 54,166 43.3%	15,692 15,689 17,877 17,902 41.0%	182 182 166,320 277 49.7%	308,935 307,828 698,558 487,347 34.3%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099 53.6%	15,347 15,346 16,978 17,697 59.1%	152 152 178,859 176 73.0%	308,108 306,963 696,067 499,955 40.4%	105,733 105,387 175,237 296,529 31.4%	103,826 103,235 114,496 116,473 30.1%	83,502 83,335 224,628 54,166 43.3%	15,692 15,689 17,877 17,902 41.0%	182 182 166,320 277 49.7%	308,935 307,828 698,558 487,347 34.3%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099 53.6% 51.7%	15,347 15,346 16,978 17,697	152 152 178,859 176 73.0%	308,108 306,963 696,067 499,955 40.4%	105,733 105,387 175,237 298,529 31.4%	103,826 103,235 114,496 116,473 30.1%	83,502 83,335 224,628 54,166 43.3% 43.7%	15,692 15,689 17,877 17,902 41.0%	182 182 166,320 277 49.7%	308,935 307,828 698,558 487,347 34.3%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099 53.6%	15,347 15,346 16,978 17,697 59.1%	152 152 178,859 176 73.0%	308,108 306,963 696,067 499,955 40.4%	105,733 105,387 175,237 296,529 31.4%	103,826 103,235 114,496 116,473 30.1%	83,502 83,335 224,628 54,166 43.3%	15,692 15,689 17,877 17,902 41.0%	182 182 166,320 277 49.7%	308,935 307,828 698,558 487,347 34.3%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099 53.6% 51.7%	15,347 15,346 16,978 17,697 59.1%	152 152 178,859 176 73.0%	308,108 306,963 696,067 499,955 40.4%	105,733 105,387 175,237 296,529 31.4%	103,826 103,235 114,496 116,473 30.1%	83,502 83,335 224,628 54,166 43.3% 43.7%	15,692 15,689 17,877 17,902 41.0%	182 182 166,320 277 49.7% 41.2%	308,935 307,828 698,558 487,347 34.3%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099 53.6% 51.7%	15,347 15,346 16,978 17,697 59.1%	152 152 178,859 176 73.0%	308,108 306,963 696,067 499,955 40.4%	105,733 105,387 175,237 296,529 31.4%	103,826 103,235 114,496 116,473 30.1%	83,502 83,335 224,628 54,166 43.3% 43.7%	15,692 15,689 17,877 17,902 41.0%	182 182 166,320 277 49.7% 41.2%	308,935 307,828 698,558 487,347 34.3%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099 53.6% 51.7%	15,347 15,346 16,978 17,697 59.1%	152 152 178,859 176 73.0% 62.8%	306,108 306,963 695,067 499,955 40.4% 39.8%	105,733 105,387 175,237 296,529 31.4%	103,826 103,235 114,496 116,473 30.1%	83,502 83,335 224,628 54,166 43.3% 43.7%	15,692 15,689 17,877 17,902 41.0%	182 182 166,320 277 49.7% 41.2%	308,935 307,828 698,558 487,347 34.3% 34.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossla, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099 53.6% 51.7%	15,347 15,346 16,978 17,697 59.1%	152 152 178,859 176 73.0% 62.8%	306,108 306,963 696,067 499,955 40.4% 39.8%	105,733 105,387 175,237 296,529 31.4%	103,826 103,235 114,496 116,473 30.1%	83,502 83,335 224,628 54,166 43.3% 43.7%	15,692 15,689 17,877 17,902 41.0%	182 182, 166,320 277 49.7% 41.2%	308,935 307,828 658,558 487,347 34.3% 34.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Costs of structural reform Customer redress programmes	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099 53.6% 51.7%	15,347 15,346 16,978 17,697 59.1%	152 152 178,859 176 73.0% 62.8%	306,108 306,963 695,067 499,955 40.4% 39.8%	105,733 105,387 175,237 296,529 31.4%	103,826 103,235 114,496 116,473 30.1%	83,502 83,335 224,628 54,166 43.3% 43.7%	15,692 15,689 17,877 17,902 41.0%	182 182, 166,320 277 49,7% 41.2%	308,935 307,828 698,558 487,347 34.3% 34.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099 53.6% 51.7%	15,347 15,346 16,978 17,697 59.1%	152 152 178,859 176 73.0% 62.8%	306,108 306,963 696,067 499,955 40.4% 39.8%	105,733 105,387 175,237 296,529 31.4%	103,826 103,235 114,496 116,473 30.1%	83,502 83,335 224,628 54,166 43.3% 43.7%	15,692 15,689 17,877 17,902 41.0%	182 182, 166,320 277 49.7% 41.2%	308,935 307,828 658,558 487,347 34.3% 34.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Costs of structural reform Customer redress programmes	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099 53.6% 51.7% ————————————————————————————————————	15,347 15,346 16,978 17,697 59.1%	152 152 178,859 176 73.0% 62.8%	306,108 306,963 696,067 499,935 40.4% 39.8%	105,733 105,387 175,237 296,529 31.4% 31.4%	103,826 103,235 114,496 116,473 30.1%	83,502 83,335 224,628 54,166 43.3% 43.7%	15,692 15,689 17,877 17,902 41.0%	182 182 166,320 277 49.7% 41.2%	308,935 307,828 698,558 487,347 34.3% 34.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099 53.6% 51.7%	15,347 15,346 16,978 17,697 59.1%	152 152 178,859 176 73.0% 62.8%	306,108 306,963 696,067 499,955 40.4% 39.8%	105,733 105,387 175,237 296,529 31.4%	103,826 103,235 114,496 116,473 30.1%	83,502 83,335 224,628 54,166 43.3% 43.7%	15,692 15,689 17,877 17,902 41.0%	182 182, 166,320 277 49.7% 41.2%	308,935 307,828 658,558 487,347 34.3% 34.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Gosts of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Restructuring and other related costs Past service costs of gluranteed minimum pension benefits equalisation	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099 53.6% 51.7% ————————————————————————————————————	15,347 15,346 16,978 17,697 59.1% 59.1%	152 152 178,859 176 73.0% 62.8%	306,108 306,963 696,067 499,935 40.4% 39.8%	105,733 105,387 175,237 296,529 31.4% 31.4%	103,826 103,235 114,496 116,473 30.1%	83,502 83,335 224,628 54,166 43.3% 43.7%	15,692 15,689 17,877 17,902 41.0% 41.0%	182 182 166,320 277 49.7% 41.2%	308,935 307,828 698,558 487,347 34.3% 34.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Restructuring and other related costs	105,548 105,594 181,604 307,653	103,725 103,128 110,674 123,330 33.8%	82,936 82,743 207,952 51,099 53.6% 51.7% — — — — — — — — — — — — — — — — — —	15,347 15,346 16,978 17,697 59.1% 59.1%	152 152 178,859 176 73.0% 62.8%	306,108 306,963 696,067 499,935 40.4% 39.8%	105,733 105,387 175,237 298,529 31.4% 31.4%	103,826 103,235 114,496 116,473 30.1%	83,502 83,335 224,628 54,166 43.3% 43.7%	15,692 15,689 17,877 17,902 41.0% 41.0%	182 182, 166,320 277 49.7% 41.2%	308,935 307,828 698,558 487,347 34.3% 34.0%

Hong Kong

			Quarter ended 30 Ju	n 2019					Quarter ended 31 M	ar 2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,738	943	376	81	(290)	2,848	1,530	884	367	74	(197)	2,658
Net fee income	491	222	142	73	8	936	490	237	153	66	,	954
Net income from financial instruments held for trading or managed on a fair value basis	37	39	232	27	318	653	33	42	344	35	290	744
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at	3,	33	LJL		310	033	33		344	33	250	,
fair value through profit or loss	146	(6)	_	_	1	141	819	(2)	_	_	_	817
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or		(-)			=		***	(=)				
loss	2	2	3	(4)	5	8	4	_	7	(3)	4	12
Other income/(expense)	81	13	25	1	207	327	(350)	34	19	1	131	(165)
Net operating income before change in expected credit losses and other credit impairment charges	2,495	1,213	778	178	249	4,913	2,526	1,195	890	173	236	5,020
Change in expected credit losses and other credit impairment charges	2,433	(27)	(9)		(1)	(34)	(43)	(44)	(13)	273		(100)
Net operating income	2,498	1,186	769	178	248	4,879	2,483	1,151	877	173	236	4,920
Total operating expenses	(793)	(319)	(407)	(86)	(128)	(1,733)	(759)	(314)	(386)	(80)	(133)	(1,672)
of which: staff expenses	(315)	(127)	(179)	(46)	(145)	(812)	(304)	(124)	(178)	(45)	(181)	(832)
	1,705	867	362	92	120	3,146	1,724	837	491	93	103	3,248
Operating profit		- 007	302	92	2		3	- 057	491	- 93	3	5,246
Share of profit in associates and joint ventures Profit before tax	16 1,721	867	362	92	122	3,164	1,727	837	491	93	106	3,254
Profit before tax	1,721	867	362	92	122	3,164	1,727	837	491	93	106	3,254
Significant items - Totals												
			(2)		(6)	(0)			(4.5)		(c)	(22)
Revenue	_	_	(2)	_	(6)	(8)	_	_	(16)	_	(6)	(22)
ECL	_			_			-	_		_		
Operating expenses	_	(4)	(7)	1	(3)	(13)	-	-	(5)	_	(2)	(7)
Share of profit in associates and joint ventures	_	-	_	_	_	_	_	_	_	_	_	-
			At 30 Jun 2019						At 31 Mar 201	n		
Below that has	ć	*			ć	· · ·	*	ć			ć	\$m
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	
Loans and advances to customers (gross)	103,131	107,066	79,386	15,630	181	305,394	98,718	103,170	80,391	13,808	205	296,292
Loans and advances to customers (net)	102,811	106,575	79,232	15,630	180	304,428	98,367	102,697	80,245	13,808	205	295,322
Total external assets	170,457	117,723	211,338	17,346	178,533	695,397	163,778	113,402	205,434	15,727	173,438	671,779
Customer accounts	300,391	119,335	50,630	17,389	203	487,948	295,533	114,786	46,775	18,477	192	475,763
Income statement Metrics - Reported												
Cost efficiency ratio	31.8%	26.3%	52.3%	48.3%	51.4%	35.3%	30.0%	26.3%	43.4%	46.2%	56.4%	33.3%
cost circuity ratio	31.070	20.370	52.570	40.570	32.470	33.370	30.070	20.570	43.470	40.270	30.470	33.370
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	31.8%	26.0%	51.3%	48.9%	49.0%	35.0%	30.0%	26.3%	42.1%	46.2%	54.1%	33.0%
Revenue												
Significant items												
Customer redress programmes	_	_	_	_	_	_	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses	_	_	_	_	_	_	_	_	_	_	_	_
Fair value movements on financial instruments	_	_	(2)	_	(6)	(8)	_	_	(16)	_	(6)	(22)
Operating expenses												
Significant items												
Costs of structural reform	_	-	-	-	-	-	-	-	_	-	(1)	(1)
Customer redress programmes	_	-	_	-	-	-	-	-	-	-	-	-
Disposals, acquisitions and investment in new businesses	_	-	_	-	-	-	-	-	-	-	-	-
Goodwill impairment	-	-	-	-	_	-	-	_	-	_	-	-
Restructuring and other related costs	_	(4)	(7)	_	(3)	(14)	_	_	(5)	_	(1)	(6)
Past service costs of guaranteed minimum pension benefits equalisation	_	_	_	_	_	_	_	_	_	_	_	_
Settlements and provisions in connection with legal and regulatory matters	_	_	_	1	_	1	_	_	-	-	_	_

Hong Kong

			Quarter ended 31 De	c 2018					Year to date 31 Dec	2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,609	895	359	73	(157)	2,779	6,763	3,651	1,494	313	(983)	11,238
Net fee income	433	200	115	67	(==-)	820	1,893	847	610	289	31	3,670
Net income from financial instruments held for trading or managed on a fair value basis	51	47	216	15	331	660	146	162	1,108	117	1,299	2,832
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at	31	47	210	13	331	000	140	102	1,100	117	1,233	2,032
fair value through profit or loss	(601)	(15)	_	_	_	(616)	1,582	(15)	_	_	2	1,569
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or	(001)	(13)				(010)	2,302	(25)			-	1,505
loss	4	_	(1)	(3)	4	4	23	19	19	(13)	(12)	36
Other income/(expense)	537	(6)	33	(5)	150	714	(547)	43	95	4	472	67
Net operating income before change in expected credit losses and other credit impairment charges	2,033	1,121	722	152	333	4,361	9,860	4,707	3,326	710	809	19,412
Change in expected credit losses and other credit impairment charges	(8)	(95)	722	132	1	(102)	(156)	(233)	(69)	(1)	- 603	(459)
Net operating income	2,025	1,026	722	152	334	4,259	9,704	4,474	3,257	709	809	18,953
	(765)	(307)								(344)	(454)	
Total operating expenses	(293)	(112)	(358) (147)	(79) (35)	(199) (80)	(1,708)	(3,177) (1,281)	(1,367) (508)	(1,593) (676)	(193)	(495)	(6,935) (3,153)
of which: staff expenses	1,260		364	73	135	(667) 2,551	6,527	3,107		365	355	
Operating profit	1,260	719							1,664		355	12,018
Share of profit in associates and joint ventures					3	10	22					31
Profit before tax	1,267	719	364	73	138	2,561	6,549	3,107	1,664	365	364	12,049
Confloration Table												
Significant items - Totals					(-)				((()
Revenue	_	_	12	_	(6)	6	_	-	(14)	_	(12)	(26)
ECL	_	-	_	_						_		
Operating expenses	_	_	_	_	(8)	(8)	(1)	(4)	(24)	1	(35)	(63)
Share of profit in associates and joint ventures	_	_	_	_	_	_	_	_	_	_	_	_
			At 31 Dec 2018						At 31 Dec 2019			
Policio de la dese		*			ć		ć	*			*	\$m
Balance sheet data	\$m 97,215	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	
		102,494	80,261	11,344	164	291,477	105,948	103,725	82,936	15,347	152	308,108
Loans and advances to customers (gross)												
Loans and advances to customers (net)	96,869	102,045	80,124	11,344	164	290,546	105,594	103,128	82,743	15,346	152	306,963
Loans and advances to customers (net) Total external assets	96,869 159,624	102,045 112,677	80,124 199,647	12,655	183,191	667,794	181,604	110,674	207,952	16,978	178,859	696,067
Loans and advances to customers (net)	96,869	102,045	80,124									
Loans and advances to customers (net) Total external assets Customer accounts	96,869 159,624	102,045 112,677	80,124 199,647	12,655	183,191	667,794	181,604	110,674	207,952	16,978	178,859	696,067
Laans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported	96,869 159,624 292,481	102,045 112,677 123,298	80,124 199,647 50,577	12,655 18,237	183,191 304	667,794 484,897	181,604 307,653	110,674 123,330	207,952 51,099	16,978 17,697	178,859 176	696,067 499,955
Loans and advances to customers (net) Total external assets Customer accounts	96,869 159,624	102,045 112,677	80,124 199,647	12,655	183,191	667,794	181,604	110,674	207,952	16,978	178,859	696,067
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	96,869 159,624 292,481	102,045 112,677 123,298	80,124 199,647 50,577	12,655 18,237	183,191 304	667,794 484,897	181,604 307,653	110,674 123,330	207,952 51,099	16,978 17,697	178,859 176	696,067 499,955
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	96,869 159,624 292,481	102,045 112,677 123,298	80,124 199,647 50,577	12,655 18,237	183,191 304	667,794 484,897	181,604 307,653	110,674 123,330	207,952 51,099	16,978 17,697	178,859 176	696,067 499,955
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	96,869 159,624 292,481 37.6%	102,045 112,677 123,298 27.4%	80,124 199,647 50,577 49.6%	12,655 18,237 52.0%	183,191 304 59.8%	667,794 484,897 39.2%	181,604 307,653 32.2%	110,674 123,330 29.0%	207,952 51,099 47.9%	16,978 17,697 48.5%	178,859 176 56.1%	696,067 499,955 35.7%
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	96,869 159,624 292,481 37.6%	102,045 112,677 123,298 27.4%	80,124 199,647 50,577 49.6%	12,655 18,237 52.0%	183,191 304 59.8%	667,794 484,897 39.2%	181,604 307,653 32.2%	110,674 123,330 29.0%	207,952 51,099 47.9%	16,978 17,697 48.5%	178,859 176 56.1%	696,067 499,955 35.7%
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	96,869 159,624 292,481 37.6%	102,045 112,677 123,298 27.4%	80,124 199,647 50,577 49.6%	12,655 18,237 52.0%	183,191 304 59.8%	667,794 484,897 39.2%	181,604 307,653 32.2%	110,674 123,330 29.0%	207,952 51,099 47.9%	16,978 17,697 48.5%	178,859 176 56.1%	696,067 499,955 35.7%
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant Items	96,869 159,624 292,481 37.6%	102,045 112,677 123,298 27.4%	80,124 199,647 50,577 49.6%	12,655 18,237 52.0%	183,191 304 59.8%	667,794 484,897 39.2%	181,604 307,653 32.2%	110,674 123,330 29.0%	207,952 51,099 47.9%	16,978 17,697 48.5%	178,859 176 56.1%	696,067 499,955 35.7%
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	96,869 159,624 292,481 37.6%	102,045 112,677 123,298 27.4%	80,124 199,647 50,577 49.6% 50.4%	12,655 18,237 52.0% 52.0%	183,191 304 59.8% 56.3%	667,794 484,897 39.2% 39.0%	181,604 307,653 32.2%	110,674 123,330 29.0% 29.0%	207,952 51,099 47.9% 47.0%	16,978 17,697 48.5%	178,859 176 56.1% 51.0%	696,067 499,955 35.7% 35.4%
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant Items	96,869 159,624 292,481 37,6%	102,045 112,677 123,298 27.4%	80,124 199,647 50,577 49.6%	12,655 18,237 52.0% 52.0%	183,191 304 59.8% 56.3%	667,794 484,897 39.2% 39.0%	181,604 307,653 32.2%	110,674 123,330 29.0% 29.0%	207,952 51,099 47.9% 47.0%	16,978 17,697 48.5%	178,859 176 56.1% 51.0%	696,067 499,955 35.7% 35.4%
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	96,869 159,624 292,481 37,6%	102,045 112,677 123,298 27.4% 27.4%	80,124 199,647 50,577 49.6% 50.4%	12,655 18,237 52.0% 52.0%	183,191 304 59.8% 56.3%	667,794 484,897 39.2% 39.0%	181,604 307,653 32.2% 32.2%	110,674 123,330 29.0% 29.0%	207,952 51,099 47.9% 47.0%	16,978 17,697 48.5% 48.6%	178,859 176 56.1% 51.0%	696,067 499,955 35.7% 35.4%
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	96,869 159,624 292,481 37,6%	102,045 112,677 123,298 27.4% 27.4%	80,124 199,647 50,577 49.6% 50.4%	12,655 18,237 52.0% 52.0%	183,191 304 59.8% 56.3%	667,794 484,897 39.2% 39.0%	181,604 307,653 32.2% 32.2%	110,674 123,330 29.0% 29.0%	207,952 51,099 47.9% 47.0%	16,978 17,697 48.5% 48.6%	178,859 176 56.1% 51.0%	696,067 499,955 35.7% 35.4%
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	96,869 159,624 292,481 37,6%	102,045 112,677 123,298 27.4% 27.4%	80,124 199,647 50,577 49.6% 50.4%	12,655 18,237 52.0% 52.0%	183,191 304 59.8% 56.3% ————————————————————————————————————	667,794 484,897 39.2% 39.0% — — — 6	181,604 307,653 32.2% 32.2%	110,674 123,330 29.0% 29.0%	207,952 51,099 47.9% 47.0%	16,978 17,697 48.5% 48.6%	178,859 176 56.1% 51.0%	696,067 499,955 35.7% 35.4% ————————————————————————————————————
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	96,869 159,624 292,481 37,6%	102,045 112,677 123,298 27.4% 27.4%	80,124 199,647 50,577 49.6% 50.4%	12,655 18,237 52.0% 52.0%	183,191 304 59.8% 56.3%	667,794 484,897 39.2% 39.0%	181,604 307,653 32.2% 32.2%	110,674 123,330 29.0% 29.0%	207,952 51,099 47.9% 47.0%	16,978 17,697 48.5% 48.6%	178,859 176 56.1% 51.0%	696,067 499,955 35.7% 35.4%
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	96,869 159,624 292,481 37,6%	102,045 112,677 123,298 27.4% 27.4%	80,124 199,647 50,577 49.6% 50.4%	12,655 18,237 52,0% 52,0%	183,191 304 59.8% 56.3% ————————————————————————————————————	667,794 484,897 39.2% 39.0% — — — 6	181,604 307,653 32.2% 32.2%	110,674 123,330 29.0% 29.0%	207,952 51,099 47,9% 47.0%	16,978 17,697 48.5% 48.6%	178,859 176 56.1% 51.0%	696,067 499,955 35.7% 35.4% ————————————————————————————————————
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	96,869 159,624 292,481 37,6%	102,045 112,677 123,298 27.4% 27.4%	80,124 199,647 50,577 49.6% 50.4%	12,655 18,237 52,0% 52,0%	183,191 304 59.8% 56.3% ————————————————————————————————————	667,794 484,897 39.2% 39.0% — — — 6	181,604 307,653 32.2% 32.2%	110,674 123,330 29.0% 29.0%	207,952 51,099 47,9% 47.0%	16,978 17,697 48.5% 48.6%	178,859 176 56.1% 51.0% ————————————————————————————————————	696,067 499,955 35.7% 35.4% ————————————————————————————————————
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	96,869 159,624 292,481 37,6%	102,045 112,677 123,298 27.4% 27.4%	80,124 199,647 50,577 49.6% 50.4%	12,655 18,237 52,0% 52,0%	183,191 304 59.8% 56.3%	667,794 484,897 39.2% 39.0% — — — 6	181,604 307,653 32.2% 32.2%	110,674 123,330 29.0% 29.0%	207,952 51,099 47,9% 47.0%	16,978 17,697 48.5% 48.6%	178,859 176 56.1% 51.0%	696,067 499,955 35.7% 35.4% ————————————————————————————————————
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossla, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Dispossla, acquisitions and investment in new businesses Significant items Costs of structural reform Customer redress programmes Dispossla, acquisitions and investment in new businesses	96,869 159,624 292,481 37,6%	102,045 112,677 123,298 27.4% 27.4%	80,124 199,647 50,577 49.6% 50.4%	12,655 18,237 52,0% 52,0%	183,191 304 59.8% 56.3% ————————————————————————————————————	667,794 484,897 39.2% 39.0% — — — 6	181,604 307,653 32.2% 32.2%	110,674 123,330 29.0% 29.0%	207,952 51,099 47,9% 47.0%	16,978 17,697 48.5% 48.6%	178,859 176 56.1% 51.0% ————————————————————————————————————	696,067 499,955 35.7% 35.4% ————————————————————————————————————
Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	96,869 159,624 292,481 37,6%	102,045 112,677 123,298 27.4% 27.4%	80,124 199,647 50,577 49.6% 50.4%	12,655 18,237 52,0% 52,0%	183,191 304 59.8% 56.3% ————————————————————————————————————	667,794 484,897 39,2% 39,0% ————————————————————————————————————	181,604 307,653 32.2% 32.2%	110,674 123,330 29.0% 29.0%	207,952 51,099 47,9% 47.0% ————————————————————————————————————	16,978 17,697 48.5% 48.6%	178,859 176 56.1% 51.0%	696,067 499,955 35.7% 35.4% ————————————————————————————————————

Mainland China

			Quarter ended 31 De	2019					Quarter ended 30 Se	p 2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	100	146	140	_	9	395	100	151	153	_	2	406
Net fee income/(expense)	20	24	15	_	(1)	58	26	33	12	_	(1)	70
Net income from financial instruments held for trading or managed on a fair value basis	(5)	(9)	24	_	41	51	(8)	(11)	31	_	107	119
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at												
fair value through profit or loss	12	_	_	_	_	12	4	_	_	_	_	4
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	_	_	-	-	_	_	_	_	-	-	-	-
Other income	34	17	45	_	102	198	34	18	51	_	87	190
Net operating income before change in expected credit losses and other credit impairment charges	161	178	224	-	151	714	156	191	247	_	195	789
Change in expected credit losses and other credit impairment charges	(10)	(20)	1	-	-	(29)	(12)	(20)	(1)	_	_	(33)
Net operating income	151	158	225	-	151	685	144	171	246	_	195	756
Total operating expenses	(183)	(108)	(100)	(2)	(153)	(546)	(185)	(97)	(98)	(1)	(146)	(527)
of which: staff expenses	(75)	(37)	(34)	(1)	(170)	(317)	(77)	(38)	(40)	_	(168)	(323)
Operating profit/(loss)	(32)	50	125	(2)	(2)	139	(41)	74	148	(1)	49	229
Share of profit in associates and joint ventures	\ <u>-</u>	_	<u>-</u>	<u>''</u>	470	470	` _	_	_	_	516	516
Profit/(loss) before tax	(32)	50	125	(2)	468	609	(41)	74	148	(1)	565	745
414				, ,			-					
Significant items - Totals												
Revenue	_	_	_	_	1	1	_	_	1	_	_	1
ECL	_	_	_	_		_	_	_		_	_	_
Operating expenses	_	_	_	_	(4)	(4)	_	_		_	_	_
Share of profit in associates and joint ventures				_	-	(4)	Ξ				_	_
Share of profit in associates and joint ventures												
			At 31 Dec 2019			-			At 30 Sep 2019	9		
Balance sheet data	Śm	Śm			Sm	Sm	Śm	Sm	Sm	Śm	Śm	Śm
Balance sheet data	\$m	\$m 17 389	\$m	\$m	\$m 24	\$m 42 661	\$m 9.825	\$m 17.513	\$m 13.977	\$m 9	\$m 1	\$m 41 325
Loans and advances to customers (gross)	10,148	17,389	\$m 15,091	\$m 9	24	42,661	9,825	17,513	13,977	9	1	41,325
Loans and advances to customers (gross) Loans and advances to customers (net)	10,148 10,072	17,389 17,208	\$m 15,091 15,067	\$m 9 9	24 24	42,661 42,380	9,825 9,752	17,513 17,309	13,977 13,953	9	1	41,325 41,024
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	10,148 10,072 11,867	17,389 17,208 19,655	\$m 15,091 15,067 28,028	\$m 9 9	24 24 51,156	42,661 42,380 110,715	9,825 9,752 11,448	17,513 17,309 19,786	13,977 13,953 25,605	9 9 9	1 1 47,292	41,325 41,024 104,140
Loans and advances to customers (gross) Loans and advances to customers (net)	10,148 10,072	17,389 17,208	\$m 15,091 15,067	\$m 9 9	24 24	42,661 42,380	9,825 9,752	17,513 17,309	13,977 13,953	9	1	41,325 41,024
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	10,148 10,072 11,867	17,389 17,208 19,655	\$m 15,091 15,067 28,028	\$m 9 9	24 24 51,156	42,661 42,380 110,715	9,825 9,752 11,448	17,513 17,309 19,786	13,977 13,953 25,605	9 9 9	1 1 47,292	41,325 41,024 104,140
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	\$m 15,091 15,067 28,028 21,170	\$m 9 9 9 28	24 24 51,156 28	42,661 42,380 110,715 48,323	9,825 9,752 11,448 10,931	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687	9 9 9 26	1 1 47,292 27	41,325 41,024 104,140 43,111
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	10,148 10,072 11,867	17,389 17,208 19,655	\$m 15,091 15,067 28,028	\$m 9 9	24 24 51,156	42,661 42,380 110,715	9,825 9,752 11,448	17,513 17,309 19,786	13,977 13,953 25,605	9 9 9	1 1 47,292	41,325 41,024 104,140
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	\$m 15,091 15,067 28,028 21,170	\$m 9 9 9 28	24 24 51,156 28	42,661 42,380 110,715 48,323	9,825 9,752 11,448 10,931	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687	9 9 9 26	1 1 47,292 27	41,325 41,024 104,140 43,111
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	\$m 15,991 15,067 28,028 21,170	\$m 9 9 9 28	24 24 51,156 28 101.3%	42,661 42,380 110,715 48,323 76.5%	9,825 9,752 11,448 10,931	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687	9 9 9 26	1 1 47,292 27 74.9%	41,325 41,024 104,140 43,111 66.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	\$m 15,091 15,067 28,028 21,170	\$m 9 9 9 28	24 24 51,156 28	42,661 42,380 110,715 48,323	9,825 9,752 11,448 10,931	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687	9 9 9 26	1 1 47,292 27	41,325 41,024 104,140 43,111
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	\$m 15,991 15,067 28,028 21,170	\$m 9 9 9 28	24 24 51,156 28 101.3%	42,661 42,380 110,715 48,323 76.5%	9,825 9,752 11,448 10,931	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687	9 9 9 26	1 1 47,292 27 74.9%	41,325 41,024 104,140 43,111 66.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	\$m 15,991 15,067 28,028 21,170	\$m 9 9 9 28	24 24 51,156 28 101.3%	42,661 42,380 110,715 48,323 76.5%	9,825 9,752 11,448 10,931	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687	9 9 9 26	1 1 47,292 27 74.9%	41,325 41,024 104,140 43,111 66.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	\$m 15,991 15,067 28,028 21,170	\$m 9 9 9 28	24 24 51,156 28 101.3%	42,661 42,380 110,715 48,323 76.5%	9,825 9,752 11,448 10,931	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687	9 9 9 26	1 1 47,292 27 74.9%	41,325 41,024 104,140 43,111 66.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant Items Customer redress programmes	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	5m 15,091 15,067 28,028 21,170 44.6%	\$m 9 9 28 %	24 24 51,156 28 101.3%	42,661 42,380 110,715 48,323 76.5%	9,825 9,752 11,448 10,931 118.6%	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687 39,7%	9 9 26 %	1 1 47,292 27 74.9%	41,325 41,024 104,140 43,111 66.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	\$m 15,991 15,067 28,028 21,170	\$m 9 9 9 28 -% -%	24 24 51,156 28 101.3% 99.3%	42,661 42,380 110,715 48,323 76.5% 76.0%	9,825 9,752 11,448 10,931	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687 39.7%	9 9 9 26	1 1 47,292 27 74.9% 74.9%	41,325 41,024 104,140 43,111 66.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant Items Customer redress programmes	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	5m 15,091 15,067 28,028 21,170 44.6%	\$m 9 9 28 %	24 24 51,156 28 101.3%	42,661 42,380 110,715 48,323 76.5%	9,825 9,752 11,448 10,931 118.6%	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687 39,7%	9 9 26 %	1 1 47,292 27 74.9%	41,325 41,024 104,140 43,111 66.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	5m 15,091 15,067 28,028 21,170 44.6%	\$m 9 9 9 28 -% -%	24 24 51,156 28 101.3% 99.3%	42,661 42,380 110,715 48,323 76.5% 76.0%	9,825 9,752 11,448 10,931 118.6%	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687 39.7%	9 9 26 %	1 1 47,292 27 74.9% 74.9%	41,325 41,024 104,140 43,111 66.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	5m 15,091 15,067 28,028 21,170 44.6%	\$m 9 9 9 28 -% -%	24 24 51,156 28 101.3% 99.3%	42,661 42,380 110,715 48,323 76.5% 76.0%	9,825 9,752 11,448 10,931 118.6%	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687 39.7%	9 9 26 %	1 1 47,292 27 74.9% 74.9%	41,325 41,024 104,140 43,111 66.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	5m 15,091 15,067 28,028 21,170 44.6%	\$m 9 9 9 28 -% -%	24 24 51,156 28 101.3% 99.3%	42,661 42,380 110,715 48,323 76.5% 76.0%	9,825 9,752 11,448 10,931 118.6%	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687 39.7%	9 9 26 %	1 1 47,292 27 74.9% 74.9%	41,325 41,024 104,140 43,111 66.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	5m 15,091 15,067 28,028 21,170 44.6%	\$m 9 9 9 28 -% -%	24 24 51,156 28 101.3% 99.3%	42,661 42,380 110,715 48,323 76.5% 76.0%	9,825 9,752 11,448 10,931 118.6%	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687 39.7%	9 9 26 %	1 1 47,292 27 74.9% 74.9%	41,325 41,024 104,140 43,111 66.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Costs of structural reform Customer redress programmes	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	5m 15,091 15,067 28,028 21,170 44.6%	\$m 9 9 9 28 -% -%	24 24 51,156 28 101.3% 99.3%	42,661 42,380 110,715 48,323 76.5% 76.0%	9,825 9,752 11,448 10,931 118.6%	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687 39.7%	9 9 26 %	1 47,292 27 74.9% 74.9%	41,325 41,024 104,140 43,111 66.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	5m 15,091 15,067 28,028 21,170 44.6%	\$m 9 9 9 28 -% -%	24 51,156 28 101.3% 99.3%	42,661 42,380 110,715 48,323 76.5%	9,825 9,752 11,448 10,931 118.6%	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687 39.7%	9 9 26 %	1 1 47,292 27 74.9% 74.9%	41,325 41,024 104,140 43,111 66.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	5m 15,091 15,067 28,028 21,170 44.6%	\$m 9 9 9 28 -% -%	24 24 51,156 28 101.3% 99.3%	42,661 42,390 110,715 48,323 76.5% 76.0%	9,825 9,752 11,448 10,931 118.6%	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687 39.7%	9 9 26 %	1 47,292 27 74.9% 74.9%	41,325 41,024 104,140 43,111 66.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Restructuring and other related costs	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	5m 15,091 15,067 28,028 21,170 44.6%	\$m 9 9 9 28 -% -%	24 51,156 28 101.3% 99.3%	42,661 42,380 110,715 48,323 76.5% 76.0%	9,825 9,752 11,448 10,931 118.6%	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687 39.7%	9 9 26 %	1 47,292 27 74.9% 74.9%	41,325 41,024 104,440 43,111 66.8% 66.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	10,148 10,072 11,867 11,814	17,389 17,208 19,655 15,283	5m 15,091 15,067 28,028 21,170 44.6%	\$m 9 9 9 28 -% -%	24 24 51,156 28 101.3% 99.3%	42,661 42,390 110,715 48,323 76.5% 76.0%	9,825 9,752 11,448 10,931 118.6%	17,513 17,309 19,786 13,440	13,977 13,953 25,605 18,687 39.7%	9 9 26 %	1 47,292 27 74.9% 74.9%	41,325 41,024 104,140 43,111 66.8%

Mainland China

			Quarter ended 30 Ju	n 2019					Quarter ended 31 Ma	ar 2019		
-	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
						Total						T-4-1
	Management	Banking	Markets	Banking	Centre		Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	103	155	149	-	15	422	101	157	149	_	19	426
Net fee income/(expense)	37	30	15	_		82	43	43	13	_	_	99
Net income from financial instruments held for trading or managed on a fair value basis	(8)	(13)	(14)	_	95	60	(7)	(13)	11	_	41	32
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at												
fair value through profit or loss	1	_	-	_	_	1	45	_	-	_	_	45
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	_		-	-	-				-	_		
Other income	41	20	52		114	227	22	22	54		106	204
Net operating income before change in expected credit losses and other credit impairment charges	174	192	202	-	224	792	204	209	227	-	166	806
Change in expected credit losses and other credit impairment charges	(14)	(11)	(3)	_	_	(28)	(12)	(24)	(4)	_		(40)
Net operating income	160	181	199	_	224	764	192	185	223	_	166	766
Total operating expenses	(178)	(100)	(101)	(1)	(159)	(539)	(174)	(95)	(96)	(1)	(133)	(499)
of which: staff expenses	(74)	(40)	(40)	_	(169)	(323)	(73)	(39)	(40)	_	(159)	(311)
Operating profit/(loss)	(18)	81	98	(1)	65	225	18	90	127	(1)	33	267
Share of profit in associates and joint ventures	_	_	_	_	570	570	_	_	_	-	461	461
Profit/(loss) before tax	(18)	81	98	(1)	635	795	18	90	127	(1)	494	728
Significant items - Totals												
Revenue	_	_	_	_	_	_	_	_	(1)	_	_	(1)
ECL	_	_	_	_	_	_	_	_	(-)	_	_	-
Operating expenses	_	(1)		_	(1)	(2)	_	_	_	_	_	_
Share of profit in associates and joint ventures		(1)		_	(±)	(2)						_
Share of profit in associates and joint ventures	_	_	_	_	_	_	_	_	_	_	_	_
-			At 30 Jun 2019)					At 31 Mar 2019	9		
-	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Balance sheet data					-	42,946	10,075	18,135				
Balance sheet data Loans and advances to customers (gross)			14.223	11							_	
Loans and advances to customers (gross)	9,987	18,725	14,223	11 11					13,695	12 12	_	41,917
Loans and advances to customers (gross) Loans and advances to customers (net)	9,987 9,915	18,725 18,532	14,199	11	-	42,657	10,008	17,951	13,672	12	_	41,643
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	9,987 9,915 11,591	18,725 18,532 20,880	14,199 24,864	11 11	- 50,437	42,657 107,783	10,008 11,647	17,951 20,467	13,672 26,071	12 12	- 47,873	41,643 106,070
Loans and advances to customers (gross) Loans and advances to customers (net)	9,987 9,915	18,725 18,532	14,199	11	-	42,657	10,008	17,951	13,672	12	_	41,643
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	9,987 9,915 11,591	18,725 18,532 20,880	14,199 24,864	11 11	- 50,437	42,657 107,783	10,008 11,647	17,951 20,467	13,672 26,071	12 12	- 47,873	41,643 106,070
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942	14,199 24,864 20,307	11 11 22	 50,437 29	42,657 107,783 45,409	10,008 11,647 11,006	17,951 20,467 12,918	13,672 26,071 17,833	12 12 21	- 47,873 30	41,643 106,070 41,808
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	9,987 9,915 11,591	18,725 18,532 20,880	14,199 24,864	11 11	- 50,437	42,657 107,783	10,008 11,647	17,951 20,467	13,672 26,071	12 12	- 47,873	41,643 106,070
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942	14,199 24,864 20,307	11 11 22	 50,437 29	42,657 107,783 45,409	10,008 11,647 11,006	17,951 20,467 12,918	13,672 26,071 17,833	12 12 21	- 47,873 30	41,643 106,070 41,808
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1%	14,199 24,864 20,307 50.0%	11 11 22 —%	 50,437 29 71.0%	42,657 107,783 45,409 68.1%	10,008 11,647 11,006	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42.3%	12 12 21 —%	 47,873 30 80.1%	41,643 106,070 41,808 61.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942	14,199 24,864 20,307	11 11 22	 50,437 29	42,657 107,783 45,409	10,008 11,647 11,006	17,951 20,467 12,918	13,672 26,071 17,833	12 12 21	- 47,873 30	41,643 106,070 41,808
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1%	14,199 24,864 20,307 50.0%	11 11 22 —%	 50,437 29 71.0%	42,657 107,783 45,409 68.1%	10,008 11,647 11,006	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42.3%	12 12 21 —%	 47,873 30 80.1%	41,643 106,070 41,808 61.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1%	14,199 24,864 20,307 50.0%	11 11 22 —%	 50,437 29 71.0%	42,657 107,783 45,409 68.1%	10,008 11,647 11,006	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42.3%	12 12 21 -%	 47,873 30 80.1%	41,643 106,070 41,808 61.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1%	14,199 24,864 20,307 50.0%	11 11 22 -%	50,437 29 71.0% 70.5%	42,657 107,783 45,409 68.1% 67.8%	10,008 11,647 11,006 85.3%	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42,3% 42,1%	12 12 21 -%	47,873 30 80.1%	41,643 106,070 41,808 61.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1%	14,199 24,864 20,307 50.0%	11 11 22 -% -%	 50,437 29 71.0%	42,657 107,783 45,409 68.1%	10,008 11,647 11,006	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42,3%	12 12 21 -%	 47,873 30 80.1%	41,643 106,070 41,808 61.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1%	14,199 24,864 20,307 50.0%	11 11 22 -%	50,437 29 71.0% 70.5%	42,657 107,783 45,409 68.1% 67.8%	10,008 11,647 11,006 85.3%	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42.3% 42.1%	12 12 21 -%	47,873 30 80.1%	41,643 106,070 41,808 61.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1%	14,199 24,864 20,307 50.0%	11 11 22 -% -%	50,437 29 71.0% 70.5%	42,657 107,783 45,409 68.1% 67.8%	10,008 11,647 11,006 85.3%	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42,3%	12 12 21 -%	47,873 30 80.1%	41,643 106,070 41,808 61.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1%	14,199 24,864 20,307 50.0%	11 11 22 -% -%	50,437 29 71.0% 70.5%	42,657 107,783 45,409 68.1% 67.8%	10,008 11,647 11,006 85.3%	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42.3% 42.1%	12 12 21 -%	47,873 30 80.1%	41,643 106,070 41,808 61.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossla, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1%	14,199 24,864 20,307 50.0%	11 11 22 -% -%	50,437 29 71.0% 70.5%	42,657 107,783 45,409 68.1% 67.8%	10,008 11,647 11,006 85.3%	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42.3% 42.1%	12 12 21 -%	47,873 30 80.1%	41,643 106,070 41,808 61.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1%	14,199 24,864 20,307 50.0%	11 11 22 -% -%	50,437 29 71.0% 70.5%	42,657 107,783 45,409 68.1% 67.8%	10,008 11,647 11,006 85.3%	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42.3% 42.1%	12 12 21 -%	47,873 30 80.1%	41,643 106,070 41,808 61.9% 61.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossla, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1%	14,199 24,864 20,307 50.0%	11 11 22 -% -%	50,437 29 71.0% 70.5%	42,657 107,783 45,409 68.1% 67.8%	10,008 11,647 11,006 85.3%	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42.3% 42.1%	12 12 21 -%	47,873 30 80.1%	41,643 106,070 41,808 61.9% 61.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1%	14,199 24,864 20,307 50.0%	11 11 22 -% -%	50,437 29 71.0% 70.5%	42,657 107,783 45,409 68.1% 67.8%	10,008 11,647 11,006 85.3%	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42.3% 42.1%	12 12 21 -%	47,873 30 80.1%	41,643 106,070 41,808 61.9% 61.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1%	14,199 24,864 20,307 50.0%	11 11 22 -% -%	50,437 29 71.0% 70.5%	42,657 107,783 45,409 68.1% 67.8%	10,008 11,647 11,006 85.3%	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42.3% 42.1%	12 12 21 -%	47,873 30 80.1%	41,643 106,070 41,808 61.9% 61.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill imperations Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1% 51.6%	14,199 24,864 20,307 50.0%	11 11 22 -% -%	70.5% 70.5%	42,657 107,783 45,409 68.1% 67.8%	10,008 11,647 11,006 85.3%	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42.3% 42.1%	12 12 21 —%	47,873 30 80.1%	41,643 106,070 41,808 61.9% 61.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Restructuring and other related costs	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1%	14,199 24,864 20,307 50.0%	11 11 22 -% -%	50,437 29 71.0% 70.5%	42,657 107,783 45,409 68.1% 67.8%	10,008 11,647 11,006 85.3%	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42.3% 42.1%	12 12 21 —%	47,873 30 80.1%	41,643 106,070 41,808 61.9% 61.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill imperations Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	9,987 9,915 11,591 11,109	18,725 18,532 20,880 13,942 52.1% 51.6%	14,199 24,864 20,307 50.0%	11 11 22 -% -%	70.5% 70.5%	42,657 107,783 45,409 68.1% 67.8%	10,008 11,647 11,006 85.3%	17,951 20,467 12,918 45.5%	13,672 26,071 17,833 42.3% 42.1%	12 12 21 —%	47,873 30 80.1%	41,643 106,070 41,808 61.9% 61.8%

Mainland China

-												
=			Quarter ended 31 De	ec 2018					Year to date 31 Dec	2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	96	157	160	_	12	425	404	609	591	_	45	1,649
Net fee income/(expense)	16	24	14	_	(1)	53	126	130	55	_	(2)	309
Net income from financial instruments held for trading or managed on a fair value basis	(9)	(11)	(5)	_	60	35	(28)	(46)	52	_	284	262
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at	(5)	(22)	(5)		00	33	(20)	(40)	32		204	LUL
fair value through profit or loss	(25)	_	_	_	_	(25)	62	_	_	_	_	62
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or	()					()						
loss	_	_	_	_	_	_	_	_	_	_	_	_
Other income	42	20	55	_	55	172	131	77	202	_	409	819
Net operating income before change in expected credit losses and other credit impairment charges	120	190	224	_	126	660	695	770	900	_	736	3,101
Change in expected credit losses and other credit impairment charges	(27)	(26)	(5)	_	1	(57)	(48)	(75)	(7)	_	730	(130)
Net operating income	93	164	219		127	603	647	695	893		736	2,971
		(94)	(90)			(493)	(720)	(400)	(395)	(5)	(591)	
Total operating expenses	(184) (72)	(36)	(38)	(1)	(124) (145)	(291)	(299)	(154)	(154)	(1)	(666)	(2,111)
of which: staff expenses												(1,274)
Operating profit/(loss)	(91)	70	129	(1)	3	110	(73)	295	498	(5)	145	860
Share of profit in associates and joint ventures			-		455	455		-			2,017	2,017
Profit/(loss) before tax	(91)	70	129	(1)	458	565	(73)	295	498	(5)	2,162	2,877
Significant items - Totals												
Revenue	_	-	1	-	-	1	-	-	-	-	1	1
ECL	-	-	-	_	-	-	_	_	-	-	-	_
Operating expenses	_	_	_	_	_	_	_	(1)	_	_	(5)	(6)
Share of profit in associates and joint ventures	_	-	-	_	-	-	-	_	-	-	-	_
<u>-</u>												
-			At 31 Dec 201						At 31 Dec 2019			
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	9,834	16,143	13,227	12	_	39,216	10,148	17,389	15,091	9	24	42,661
Loans and advances to customers (net)	9,775	15,985	13,207	12	-	38,979	10,072	17,208	15,067	9	24	42,380
Total external assets	11,218	18,400	23,849	12	49,760	103,239	11,867	19,655	28,028	9	51,156	110,715
Customer accounts	10,815	13,866	20,982	21	28	45,712	11,814	15,283	21,170	28	28	48,323
Income statement Metrics - Reported												
Cost efficiency ratio	153.3%	49.5%	40.2%	-%	98.4%	74.7%	103.6%	51.9%	43.9%	-%	80.3%	68.1%
·												
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	153.3%	49.5%	40.4%	-%	98.4%	74.8%	103.6%	51.8%	43.9%	-%	79.7%	67.9%
······································												
Revenue												
Significant items												
Customer redress programmes	_	_	_	_	_	_	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses		_	_	_	_		_	_			_	_
	_	_	1	_	_	1	_	_	_	_	_	_
Fair value movements on financial instruments	_	_	1	_	_	1	_	_	_	_	_	_
Operating expenses												
Significant items												
Costs of structural reform	_	_	_	_	_	_	_	_	_	_	_	_
Customer redress programmes			_	_	_	_	_	_	_	_	_	_
	_	_	_	_	_	_	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses	_	_	_	_	_	_	_	_	_	_	_	_
Goodwill impairment	_	_	_	_		_	_	_	_	_	_	_
Restructuring and other related costs	_	_	_	-	_	_	_	_	_	_	_	_
Past service costs of guaranteed minimum pension benefits equalisation	_	_	_	-	-	_	_	(2)	_	-	(4)	(6)
Settlements and provisions in connection with legal and regulatory matters	_	_	_	_	_	_	_	_	_	_	_	-

Middle East and North Africa

			Quarter ended 31 De	2019					Quarter ended 30 Se	p 2019		-
	Retail		Global			_	Retail		Global	F =		
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	Sm	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Not belong the con-					\$m 48				5m 147			
Net interest income	150	109	125	_		432	156	115		-	34	452
Net fee income/(expense)	64	39	94	-	(4)	193	51	45	66	5	(2)	165
Net income from financial instruments held for trading or managed on a fair value basis	13	10	60	-	(7)	76	15	9	51	_	2	77
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at												
fair value through profit or loss	_	-	-	_	-	-	_	-	-	_	-	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or									(4)			
loss		-		_	1	1	_	_	(1)	-	_	(1)
Other income	4		9		48	61	3	(1)	2		7	11
Net operating income before change in expected credit losses and other credit impairment charges	231	158	288	-	86	763	225	168	265	5	41	704
Change in expected credit losses and other credit impairment charges	(7)	(42)	(3)	_	_	(52)	(14)	2	(3)	_	(1)	(16)
Net operating income	224	116	285	-	86	711	211	170	262	5	40	688
Total operating expenses	(188)	(191)	(107)	(2)	(10)	(498)	(170)	(86)	(91)	(3)	(8)	(358)
of which: staff expenses	(61)	(34)	(32)	(3)	(71)	(201)	(54)	(31)	(30)	(3)	(70)	(188)
Operating profit/(loss)	36	(75)	178	(2)	76	213	41	84	171	2	32	330
Share of profit in associates and joint ventures	_	-	-	_	71	71	_	_	-	_	(24)	(24)
Profit/(loss) before tax	36	(75)	178	(2)	147	284	41	84	171	2	8	306
Significant items - Totals												
Revenue	_	_	_	_	_	_	_	_	_	_	_	_
ECL	_	_	_	_	_	_	_	_	_	_	_	_
Operating expenses	(2)	(99)	(1)	_	(2)	(104)	(1)	_	_	_	(2)	(3)
Share of profit in associates and joint ventures	(-)	-	(-)	_	_	(=,	-	_	_	_	_	-
Share of profit in associates and joint ventures												
			At 31 Dec 2019						At 30 Sep 2019)		
Balance sheet data	\$m	\$m	At 31 Dec 2019 \$m	\$m	\$m	\$m	\$m	\$m	At 30 Sep 2019 \$m	\$m	\$m	\$m
Balance sheet data Loans and advances to customers (gross)	\$m 6,217	\$m 11,829			\$m —	\$m 29,955	\$m 6,180	\$m 11,916			\$m —	\$m 29,619
Loans and advances to customers (gross)			\$m	\$m		29,955			\$m			
	6,217	11,829	\$m 11,909	\$m —	·-		6,180	11,916	\$m 11,523	\$m —	_	29,619 28,090
Loans and advances to customers (gross) Loans and advances to customers (net)	6,217 5,918	11,829 10,860	\$m 11,909 11,778 15,753	\$m - -	- -	29,955 28,556	6,180 5,807	11,916 10,874	\$m 11,523 11,409	\$m - -	_	29,619 28,090 58,511
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	6,217 5,918 6,092	11,829 10,860 11,952	\$m 11,909 11,778	\$m 3	 _ 28,062	29,955 28,556 61,862	6,180 5,807 5,957	11,916 10,874 11,934	\$m 11,523 11,409 15,178	\$m - -	 _ _ 25,439	29,619 28,090
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	6,217 5,918 6,092	11,829 10,860 11,952	\$m 11,909 11,778 15,753	\$m 3	 _ 28,062	29,955 28,556 61,862	6,180 5,807 5,957	11,916 10,874 11,934	\$m 11,523 11,409 15,178	\$m - -	 _ _ 25,439	29,619 28,090 58,511
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795	\$m 3 	28,062 1	29,955 28,556 61,862 38,126	6,180 5,807 5,957 18,340	11,916 10,874 11,934 8,074	\$m 11,523 11,409 15,178 10,353	\$m 3 	25,439 —	29,619 28,090 58,511 36,767
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	6,217 5,918 6,092	11,829 10,860 11,952	\$m 11,909 11,778 15,753	\$m 3	 _ 28,062	29,955 28,556 61,862	6,180 5,807 5,957	11,916 10,874 11,934	\$m 11,523 11,409 15,178	\$m - -	 _ _ 25,439	29,619 28,090 58,511
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795	\$m 3 	28,062 1	29,955 28,556 61,862 38,126	6,180 5,807 5,957 18,340	11,916 10,874 11,934 8,074	\$m 11,523 11,409 15,178 10,353	\$m 3 	25,439 —	29,619 28,090 58,511 36,767
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795	\$m - - 3 -	28,062 1	29,955 28,556 61,862 38,126 65.3%	6,180 5,807 5,957 18,340 75.6%	11,916 10,874 11,934 8,074	\$m 11,523 11,409 15,178 10,353	\$m - - 3 -		29,619 28,090 58,511 36,767 50.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795	\$m 3 	28,062 1	29,955 28,556 61,862 38,126	6,180 5,807 5,957 18,340	11,916 10,874 11,934 8,074	\$m 11,523 11,409 15,178 10,353	\$m 3 	25,439 —	29,619 28,090 58,511 36,767
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795	\$m - - 3 -	28,062 1	29,955 28,556 61,862 38,126 65.3%	6,180 5,807 5,957 18,340 75.6%	11,916 10,874 11,934 8,074	\$m 11,523 11,409 15,178 10,353	\$m - - 3 -		29,619 28,090 58,511 36,767 50.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795	\$m - - 3 -	28,062 1	29,955 28,556 61,862 38,126 65.3%	6,180 5,807 5,957 18,340 75.6%	11,916 10,874 11,934 8,074	\$m 11,523 11,409 15,178 10,353	\$m - - 3 -		29,619 28,090 58,511 36,767 50.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Revenue	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795 37.2%	\$m - - 3 - -%	28,062 1 11.6% 9.3%	29,955 28,556 61,862 38,126 65.3%	6,180 5,807 5,957 18,340 75.6%	11,916 10,874 11,934 8,074 51.2%	\$m 11,523 11,409 15,178 10,353	\$m - - 3 -	25,439 - 19.5% 14.6%	29,619 28,090 58,511 36,767 50.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795 37.2%	\$m - - 3 - - -%	28,062 1 11.6% 9.3%	29,955 28,556 61,862 38,126 65.3%	6,180 5,807 5,957 18,340 75,6%	11,916 10,874 11,934 8,074 51.2%	\$m 11,523 11,409 15,178 10,353	\$m 3 60.0%	25,439 - 19.5% 14.6%	29,619 28,090 58,511 36,767 50.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863 120.9%	\$m 11,909 11,778 15,753 10,795 37.2% 36.8%	\$m	28,062 1 11.6% 9.3%	29,955 28,556 61,862 38,126 65.3% 51.6%	6,180 5,807 5,957 18,340 75,6%	11,916 10,874 11,934 8,074 51.2%	\$m 11,523 11,409 15,178 10,353	\$m - - 3 -	25,439 - 19.5% 14.6%	29,619 28,090 58,511 36,767 50.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795 37.2%	\$m - - 3 - - -%	28,062 1 11.6% 9.3%	29,955 28,556 61,862 38,126 65.3%	6,180 5,807 5,957 18,340 75,6%	11,916 10,874 11,934 8,074 51.2%	\$m 11,523 11,409 15,178 10,353	\$m 3 60.0%	25,439 - 19.5% 14.6%	29,619 28,090 58,511 36,767 50.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863 120.9%	\$m 11,909 11,778 15,753 10,795 37.2% 36.8%	\$m	28,062 1 11.6% 9.3%	29,955 28,556 61,862 38,126 65.3% 51.6%	6,180 5,807 5,957 18,340 75,6%	11,916 10,874 11,934 8,074 51.2%	\$m 11,523 11,409 15,178 10,353	\$m 3 60.0%	25,439 - 19.5% 14.6%	29,619 28,090 58,511 36,767 50.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863 120.9%	\$m 11,909 11,778 15,753 10,795 37.2% 36.8%	\$m	28,062 1 11.6% 9.3%	29,955 28,556 61,862 38,126 65.3% 51.6%	6,180 5,807 5,957 18,340 75,6%	11,916 10,874 11,934 8,074 51.2%	\$m 11,523 11,409 15,178 10,353	5m 3 60.0%	25,439 - 19.5% 14.6%	29,619 28,090 58,511 36,767 50.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863 120.9%	\$m 11,909 11,778 15,753 10,795 37.2% 36.8%	\$m	28,062 1 11.6% 9.3%	29,955 28,556 61,862 38,126 65.3% 51.6%	6,180 5,807 5,957 18,340 75,6%	11,916 10,874 11,934 8,074 51.2%	\$m 11,523 11,409 15,178 10,353	5m 3 60.0%	25,439 - 19.5% 14.6%	29,619 28,090 58,511 36,767 50.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossla, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863 120.9%	\$m 11,909 11,778 15,753 10,795 37.2% 36.8%	\$m	28,062 1 11.6% 9.3%	29,955 28,556 61,862 38,126 65.3% 51.6%	6,180 5,807 5,957 18,340 75,6%	11,916 10,874 11,934 8,074 51.2%	\$m 11,523 11,409 15,178 10,353	5m 3 60.0%	25,439 - 19.5% 14.6%	29,619 28,990 58,511 36,767 50.9% 50.4%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Costs of structural reform Customer redress programmes	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863 120.9%	\$m 11,909 11,778 15,753 10,795 37.2% 36.8%	\$m	28,062 1 11.6% 9.3%	29,955 28,556 61,862 38,126 65.3% 51.6%	6,180 5,807 5,957 18,340 75,6%	11,916 10,874 11,934 8,074 51.2%	\$m 11,523 11,409 15,178 10,353	5m 3 60.0%	25,439 - 19.5% 14.6%	29,619 28,090 58,511 36,767 50.9% 50.4%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863 120.9% 58.2%	\$m 11,909 11,778 15,753 10,795 37.2% 36.8%	\$m	28,062 1 11.6% 9.3%	29,955 28,556 61,862 38,126 65.3% 51.6%	6,180 5,807 5,957 18,340 75,6%	11,916 10,874 11,934 8,074 51.2%	\$m 11,523 11,409 15,178 10,353	5m 3 60.0%	25,439 - 19.5% 14.6%	29,619 28,090 58,511 36,767 50.9% 50.4%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illumariems	6,217 5,918 6,092 18,467 81.4% 80.5%	11,829 10,860 11,952 8,863 120.9% 58.2%	\$m 11,909 11,778 15,753 10,795 37.2% 36.8%	Sm	9.3%	29,955 28,556 61,862 38,126 65.3% 51.6%	6,180 5,807 5,957 18,340 75.6% 75.1%	11,916 10,874 11,934 8,074 51.2%	\$m 11,523 11,409 15,178 10,353	Sm — 3 3 — 60.0% 60.0%	19.5% 14.6%	29,619 28,090 58,511 36,767 50.9% 50.4%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	6,217 5,918 6,092 18,467 81.4% 80.5%	11,829 10,860 11,952 8,863 120.9% 58.2%	\$m 11,909 11,778 15,753 10,795 37.2% 36.8%	Sm	28,062 1 11.6% 9.3%	29,955 28,556 61,862 38,126 65.3% 51.6%	6,180 5,807 5,957 18,340 75.6% 75.1%	11,916 10,874 11,934 8,074 51.2%	\$m 11,523 11,409 15,178 10,353	Sm — 3 3 — 60.0% 60.0% — — — — — — — — — — — — — — — — — — —	25,439	29,619 28,951 36,767 50.9% 50.4%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illumariems	6,217 5,918 6,092 18,467 81.4% 80.5%	11,829 10,860 11,952 8,863 120.9% 58.2%	\$m 11,909 11,778 15,753 10,795 37.2% 36.8%	Sm	9.3%	29,955 28,556 61,862 38,126 65.3% 51.6%	6,180 5,807 5,957 18,340 75.6% 75.1%	11,916 10,874 11,934 8,074 51.2%	\$m 11,523 11,409 15,178 10,353	Sm — 3 3 — 60.0% 60.0%	19.5% 14.6%	29,619 28,090 58,511 36,767 50.9% 50.4%

Middle East and North Africa

=			Quarter ended 30 Ju	ın 2019					Quarter ended 31 Ma	ar 2019		
-	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	156	112	145	_	47	460	151	123	153		10	437
Net fee income/(expense)	55	43	66	4	(1)	167	48	46	63	4	(1)	160
Net income from financial instruments held for trading or managed on a fair value basis	15	9	53	_	(7)	70	14	11	61	_	18	104
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at	13	,	33	_	(7)	70	14	11	01	_	10	104
fair value through profit or loss	_	_	_	_	_	_	_	_	_	_	_	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	_	_	2	_	_	2	_	_	(2)	_	1	(1)
Other income	3	1	3	_	835	842	3	_	-	_	(1)	2
Net operating income before change in expected credit losses and other credit impairment charges	229	165	269	4	874	1,541	216	180	275	4	27	702
Change in expected credit losses and other credit impairment charges	(4)	(40)	1	-	_	(43)	(19)	14	-	-	(1)	(6)
Net operating income	225	125	270	4	874	1.498	197	194	275	4	26	696
Total operating expenses	(155)	(73)	(86)	(3)	(31)	(348)	(156)	(79)	(85)	(3)	(22)	(345)
of which: staff expenses	(55)	(32)	(34)	(3)	(72)	(196)	(54)	(31)	(32)	(3)	(76)	(196)
Operating profit/(loss)	70	52	184	1	843	1,150	41	115	190	1	4	351
Share of profit in associates and joint ventures	70	32 —	-	_	122	1,130	41	115	190	_	114	114
Profit/(loss) before tax	70	52	184	1	965	1,272	41	115	190	1	114	465
From (1033) before tax	70	32	104	*	303	1,272	41	113	130	*	110	403
Significant items - Totals												
Revenue	_	_	_	_	828	828			_	_		_
ECL	_	_	_	_	-	-	_	_	_	_	_	_
Operating expenses	(1)	_	(1)	_	(2)	(4)	_	_	(1)	_	_	(1)
Share of profit in associates and joint ventures	(1)	_	(1)	_	(2)	(4)	_	_	(1)	_	_	(1)
Share of profit in associates and joint ventures	_	_	_	_	_	_	_	_	_	_	_	_
			At 30 Jun 2019						At 31 Mar 201			
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	6,184	11,933	11,925	_	-	30,042	6,190	10,955	12,191	-	-	29,336
Loans and advances to customers (net)	5,808	10,893	11,808	_	-	28,509	5,798	9,948	12,077	_	-	27,823
Total external assets	5,952	11,986	15,575	2	25,496	59,011	5,933	10,929	16,277	3	21,944	55,086
Customer accounts	18,179	8,014	10,400	-	-	36,593	18,219	7,756	9,966	-	-	35,941
Income statement Metrics - Reported												
Cost efficiency ratio	67.7%	44.2%	32.0%	75.0%	3.5%	22.6%	72.2%	43.9%	30.9%	75.0%	81.5%	49.1%
Income Statement metrics - Adjusted as originally reported	67.2%	44.70/	31.6%	75.0%	63.0%	40.20/	72.20/	43.9%	20.5%	75.0%	81.5%	49.0%
Adjusted cost efficiency ratio	67.2%	44.2%	31.6%	75.0%	63.0%	48.2%	72.2%	43.9%	30.5%	75.0%	81.5%	49.0%
Revenue												
Significant items												
Customer redress programmes	_	_	_	_	_	_	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses		_	_	_	828	828	_					_
Fair value movements on financial instruments	_	_	_	_	_	_	_	_	_	_	_	_
Tall Value Hoverholds of Hindred Historichs												
Operating expenses												
Operating expenses Significant items												
	_	_	_	_	_	_	_	_	_	_	_	_
Significant items Costs of structural reform	-	- -	<u>-</u>	<u>-</u>	<u>-</u>	_	_	<u>-</u>	_	<u>-</u>		_
Significant items	- - -	- - -	<u>-</u> -	- - -	- - -	- - -	- - -	- - -	- - -	=	- - -	- - -
Significant Items Costs of structural reform Customer redress programmes	- - -	- - - -	- - - -	- - - -		- - - -	_ _ _	- - - -	- - - -	- - - -	- - - -	- - - -
Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	_ _ _	- - - -	- - - -	- - - -	-	- - - -	- - - -	- - - -	- - - -	- - - -	_ _ _ _	- - - -
Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill limpairment	- - - - (1)	- - - -	_	- - - -		- - - - - (4)	- - - - -	- - - - -	- - - - - (1)	- - - - -	-	
Significant items Costs of structural reform Customer refores programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation		- - - - -	_ _ _	_ _ _ _ _	_ _ _	- - - - (4)	_ _ _	- - - - - -	- - - - - (1)	- - - - -	- - - - -	- - - - - (1)

Middle East and North Africa

			Quarter ended 31 De	c 2018					Year to date 31 Dec 2	2019		
	Retail		Global				Retail		Global	.015		
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Not belong the con-	5m 150	5m 108	5m 155	\$m —	5m 18	5m 431	5m 613	\$m 459	570	\$m		
Net interest income											139	1,781
Net fee income/(expense)	46	39	57	4	(2)	144	218	173	289	13	(8)	685
Net income from financial instruments held for trading or managed on a fair value basis	11	9	48	-	20	88	57	39	225	-	6	327
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at												
fair value through profit or loss	_	-	_	_	_	_	-	-	-	_	-	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or			(2)		(4)	(2)		_	(4)	_	2	1
loss	_ 2	_	(2) (1)	_	(1) 7	(3)	_ 13		(1)	_	2 889	
Other income									14			916
Net operating income before change in expected credit losses and other credit impairment charges	209	156	257	4	42	668	901	671	1,097	13	1,028	3,710
Change in expected credit losses and other credit impairment charges	17	(29)	5		1	(6)	(44)	(66)	(5)		(2)	(117)
Net operating income	226	127	262	4	43	662	857	605	1,092	13	1,026	3,593
Total operating expenses	(161)	(87)	(81)	(2)	(17)	(348)	(669)	(429)	(369)	(11)	(71)	(1,549)
of which: staff expenses	(51)	(33)	(25)	(3)	(68)	(180)	(224)	(128)	(128)	(12)	(289)	(781)
Operating profit/(loss)	65	40	181	2	26	314	188	176	723	2	955	2,044
Share of profit in associates and joint ventures					85	85					283	283
Profit/(loss) before tax	65	40	181	2	111	399	188	176	723	2	1,238	2,327
Significant items - Totals												
Revenue	_	_	_	_	_	_	_	-	_	_	828	828
ECL	_	_	_	_	_	_	_	-	_	_	-	_
Operating expenses	_	-	-	-	-	-	(4)	(99)	(3)	-	(6)	(112)
Share of profit in associates and joint ventures	_	-	-	-	-	-	-	-	-	-	-	-
			At 31 Dec 2018	1					At 31 Dec 2019			
Balance sheet data	- Cm	¢m.	At 31 Dec 2018		ćm	¢ _m	¢m	Sm.	At 31 Dec 2019		¢m	Ć _m
Balance sheet data Lans and advances to customers (gross)	\$m 6.311	\$m 10.811	\$m	\$ \$m	\$m —	\$m 30.393	\$m 6.217	\$m 11.829	\$m	\$m —	Şm —	\$m
Loans and advances to customers (gross)	6,311	10,811	\$m 13,271	\$m —	_	30,393	6,217	11,829	\$m 11,909	\$m —	_	29,955
Loans and advances to customers (gross) Loans and advances to customers (net)	6,311 5,918	10,811 9,764	\$m 13,271 13,148	\$m - -	_	30,393 28,830	6,217 5,918	11,829 10,860	\$m 11,909 11,778	\$m - -	_	29,955 28,556
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	6,311 5,918 6,073	10,811 9,764 10,650	\$m 13,271 13,148 16,627	\$m - - 3	 _ 20,756	30,393 28,830 54,109	6,217 5,918 6,092	11,829 10,860 11,952	\$m 11,909 11,778 15,753	\$m 3		29,955 28,556 61,862
Loans and advances to customers (gross) Loans and advances to customers (net)	6,311 5,918	10,811 9,764	\$m 13,271 13,148	\$m - -	_	30,393 28,830	6,217 5,918	11,829 10,860	\$m 11,909 11,778	\$m - -	_	29,955 28,556
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	6,311 5,918 6,073	10,811 9,764 10,650	\$m 13,271 13,148 16,627	\$m - - 3	 _ 20,756	30,393 28,830 54,109	6,217 5,918 6,092	11,829 10,860 11,952	\$m 11,909 11,778 15,753	\$m 3		29,955 28,556 61,862
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported	6,311 5,918 6,073 17,649	10,811 9,764 10,650 7,765	\$m 13,271 13,148 16,627 9,944	\$m 3 	20,756 50	30,393 28,830 54,109 35,408	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795	\$m - - 3 -	28,062 1	29,955 28,556 61,862 38,126
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	6,311 5,918 6,073	10,811 9,764 10,650	\$m 13,271 13,148 16,627	\$m - - 3	 _ 20,756	30,393 28,830 54,109	6,217 5,918 6,092	11,829 10,860 11,952	\$m 11,909 11,778 15,753	\$m 3		29,955 28,556 61,862
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	6,311 5,918 6,073 17,649	10,811 9,764 10,650 7,765	\$m 13,271 13,148 16,627 9,944	\$m 3 	20,756 50	30,393 28,830 54,109 35,408	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795	\$m - - 3 -	28,062 1	29,955 28,556 61,862 38,126
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported	6,311 5,918 6,073 17,649	10,811 9,764 10,650 7,765	\$m 13,271 13,148 16,627 9,944	\$m 3 	20,756 50	30,393 28,830 54,109 35,408	6,217 5,918 6,092 18,467	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795	\$m - - 3 -	28,062 1	29,955 28,556 61,862 38,126
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	6,311 5,918 6,073 17,649 77.0%	10,811 9,764 10,650 7,765	\$m 13,271 13,148 16,627 9,944 31.5%	\$m - - 3 - 50.0%	20,756 50 40.5%	30,393 28,830 54,109 35,408	6,217 5,918 6,092 18,467 74.3%	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795	\$m -3 84.6%	28,062 1	29,955 28,556 61,862 38,126 41.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	6,311 5,918 6,073 17,649 77.0%	10,811 9,764 10,650 7,765	\$m 13,271 13,148 16,627 9,944 31.5%	\$m - - 3 - 50.0%	20,756 50 40.5%	30,393 28,830 54,109 35,408	6,217 5,918 6,092 18,467 74.3%	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795	\$m -3 84.6%	28,062 1	29,955 28,556 61,862 38,126 41.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	6,311 5,918 6,073 17,649 77.0%	10,811 9,764 10,650 7,765	\$m 13,271 13,148 16,627 9,944 31.5%	\$m - - 3 - 50.0%	20,756 50 40.5%	30,393 28,830 54,109 35,408	6,217 5,918 6,092 18,467 74.3%	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795	\$m -3 84.6%	28,062 1	29,955 28,556 61,862 38,126 41.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	6,311 5,918 6,073 17,649 77.0%	10,811 9,764 10,650 7,765	\$m 13,271 13,148 16,627 9,944 31.5%	\$m - - 3 - 50.0%	20,756 50 40.5%	30,393 28,830 54,109 35,408	6,217 5,918 6,092 18,467 74.3%	11,829 10,860 11,952 8,863	\$m 11,909 11,778 15,753 10,795	\$m -3 84.6%	28,062 1	29,955 28,556 61,862 38,126 41.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Revenue	6,311 5,918 6,073 17,649 77.0%	10,811 9,764 10,650 7,765	5m 13,271 13,148 16,627 9,944 31.5%	\$m - - 3 - 50.0%	20,756 50 40.5%	30,393 28,830 54,109 35,408	6,217 5,918 6,092 18,467 74.3%	11,829 10,860 11,952 8,863 63.9%	\$m 11,909 11,778 15,753 10,795	\$m 3 84.6%	28,062 1 6.9%	29,955 28,556 61,862 38,126 41.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	6,311 5,918 6,073 17,649 77,0%	10,811 9,764 10,650 7,765 55.8%	5m 13,271 13,148 16,627 9,944 31.5%	\$m 3 50.0%	20,756 50 40.5%	30,393 28,830 54,109 35,408	6,217 5,918 6,092 18,467 74.3%	11,829 10,860 11,952 8,863 63.9%	\$m 11,909 11,778 15,753 10,795 33.6%	5m 3 84.6%	28,062 1 6.9%	29,955 28,556 61,862 38,126 41.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	6,311 5,918 6,073 17,649 77,0%	10,811 9,764 10,650 7,765 55.8%	5m 13,271 13,148 16,627 9,944 31.5%	\$m 3 50.0%	20,756 50 40.5% 40.5%	30,393 28,830 54,109 35,408 52.1%	6,217 5,918 6,092 18,467 74.3%	11,829 10,860 11,952 8,863 63,9% 49,2%	\$m 11,909 11,778 15,753 10,795 33.6%	5m 3 84.6%	28,062 1 6.9% 32.5%	29,955 28,556 61,862 38,126 41.8% 49.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	6,311 5,918 6,073 17,649 77,0%	10,811 9,764 10,650 7,765 55.8%	5m 13,271 13,148 16,627 9,944 31.5%	\$m 3 50.0%	20,756 50 40.5% 40.5%	30,393 28,830 54,109 35,408 52.1%	6,217 5,918 6,092 18,467 74.3%	11,829 10,860 11,952 8,863 63,9% 49,2%	\$m 11,909 11,778 15,753 10,795 33.6%	5m 3 84.6%	28,062 1 6.9% 32.5%	29,955 28,556 61,862 38,126 41.8% 49.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	6,311 5,918 6,073 17,649 77,0%	10,811 9,764 10,650 7,765 55.8%	5m 13,271 13,148 16,627 9,944 31.5%	\$m 3 50.0%	20,756 50 40.5% 40.5%	30,393 28,830 54,109 35,408 52.1%	6,217 5,918 6,092 18,467 74.3%	11,829 10,860 11,952 8,863 63,9% 49,2%	\$m 11,909 11,778 15,753 10,795 33.6%	5m 3 84.6%	28,062 1 6.9% 32.5%	29,955 28,556 61,862 38,126 41.8% 49.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossla, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	6,311 5,918 6,073 17,649 77,0%	10,811 9,764 10,650 7,765 55.8%	5m 13,271 13,148 16,627 9,944 31.5%	\$m 3 50.0%	20,756 50 40.5% 40.5%	30,393 28,830 54,109 35,408 52.1%	6,217 5,918 6,092 18,467 74.3%	11,829 10,860 11,952 8,863 63,9% 49,2%	\$m 11,909 11,778 15,753 10,795 33.6%	5m 3 84.6%	28,062 1 6.9% 32.5%	29,955 28,556 61,862 38,126 41.8% 49.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Costs of structural reform Customer redress programmes	6,311 5,918 6,073 17,649 77,0%	10,811 9,764 10,650 7,765 55.8%	5m 13,271 13,148 16,627 9,944 31.5%	\$m 3 50.0%	20,756 50 40.5% 40.5%	30,393 28,830 54,109 35,408 52.1%	6,217 5,918 6,092 18,467 74.3%	11,829 10,860 11,952 8,863 63,9% 49,2%	\$m 11,909 11,778 15,753 10,795 33.6%	5m 3 84.6%	28,062 1 6.9% 32.5%	29,955 28,556 61,862 38,126 41.8% 49.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	6,311 5,918 6,073 17,649 77,0%	10,811 9,764 10,650 7,765 55.8%	5m 13,271 13,148 16,627 9,944 31.5%	\$m 3 50.0%	20,756 50 40.5% 40.5%	30,393 28,830 54,109 35,408 52.1%	6,217 5,918 6,092 18,467 74.3%	11,829 10,860 11,952 8,863 63,9% 49,2%	\$m 11,909 11,778 15,753 10,795 33.6%	5m 3 84.6%	28,062 1 6.9% 32.5%	29,955 28,556 61,862 38,126 41.8% 49.9% — 828 — — — —
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Costs of structural reform Customer redress programmes	6,311 5,918 6,073 17,649 77,0%	10,811 9,764 10,650 7,765 55.8%	5m 13,271 13,148 16,627 9,944 31.5%	\$m 3 50.0%	20,756 50 40.5% 40.5%	30,393 28,830 54,109 35,408 52.1%	6,217 5,918 6,092 18,467 74.3%	11,829 10,860 11,952 8,863 63,9% 49,2%	\$m 11,909 11,778 15,753 10,795 33.6%	5m 3 84.6%	28,062 1 6.9% 32.5%	29,955 28,556 61,862 38,126 41.8% 49.9%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	6,311 5,918 6,073 17,649 77,0%	10,811 9,764 10,650 7,765 55.8%	5m 13,271 13,148 16,627 9,944 31.5%	\$m 3 50.0%	20,756 50 40.5% 40.5%	30,393 28,830 54,109 35,408 52.1%	6,217 5,918 6,092 18,467 74.3% 73.8%	11,829 10,860 11,952 8,863 63,9% 49,2%	\$m 11,909 11,778 15,753 10,795 33.6% 33.4%	5m 3 84.6%	28,062 1 6.9% 32.5%	29,955 28,556 61,862 38,126 41.8% 49.9% 828 (97)
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Gosts of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	6,311 5,918 6,073 17,649 77,0%	10,811 9,764 10,650 7,765 55.8%	5m 13,271 13,148 16,627 9,944 31.5% 31.5%	5m — 3 3 — 50.0% 50.0% — — — — — — — — — — — — — — — — — — —	20,756 50 40.5% 40.5%	30,393 28,830 54,109 35,408 52.1%	6,217 5,918 6,092 18,467 74.3% 73.8%	11,829 10,860 11,952 8,863 63,9% 49,2%	\$m 11,909 11,778 15,753 10,795 33.6% 33.4%	Sm — 3 3 — 84.6% 84.6%	28,062 1 6.9% 32.5%	29,955 28,556 61,862 38,126 41.8% 49.9%

North America

			Quarter ended 31 De	ec 2019					Quarter ended 30 Se	p 2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	316	323	126	29	(12)	782	326	337	66	30	16	775
Net fee income/(expense)	109	131	203	18	(3)	458	107	127	189	18	2	443
Net income from financial instruments held for trading or managed on a fair value basis	(37)	10	227	1	20	221	9	11	216	1	4	241
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at	* *											
fair value through profit or loss	_	_	_	_	_	_	_	-	_	_	_	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	_	_	3	_	4	7	_	_	2	_	7	9
Other income/(expense)	7	(8)	31	-	108	138	14	5	45	_	85	149
Net operating income before change in expected credit losses and other credit impairment charges	395	456	590	48	117	1,606	456	480	518	49	114	1,617
Change in expected credit losses and other credit impairment charges	(39)	(41)	(19)	_	2	(97)	(56)	(25)	1	_	_	(80)
Net operating income	356	415	571	48	119	1,509	400	455	519	49	114	1,537
Total operating expenses	(459)	(244)	(408)	(484)	(189)	(1,784)	(455)	(235)	(388)	(51)	(111)	(1,240)
of which: staff expenses	(156)	(97)	(136)	(20)	(199)	(608)	(158)	(97)	(140)	(19)	(208)	(622)
Operating profit/(loss)	(103)	171	163	(436)	(70)	(275)	(55)	220	131	(2)	3	297
Share of profit in associates and joint ventures	(==,			-	_	(=,	-	_	_	-	_	_
Profit/(loss) before tax	(103)	171	163	(436)	(70)	(275)	(55)	220	131	(2)	3	297
Trong (1000) Derote tax	(105)		103	(450)	(70)	(275)	(33)	220	131	12/		
Significant items - Totals												
Revenue	(48)	_	(1)	_	(7)	(56)	(4)	_	2	_	(2)	(4)
ECL	(40)		(±) —	_	-	(30)	(4)	_	_		(2)	(4)
		(1)	(6)	(433)		(493)	(3)	(1)	(5)	_		(16)
Operating expenses Share of profit in associates and joint ventures	(4)	(1)	(0)	(455)	(49)	(495)	(5)	(1)	(5)	_	(7)	(10)
Share of profit in associates and joint ventures	_	_	_	_	_	_	_	_	_	_	_	_
			At 21 Dec 2010	1		_			At 20 San 2010	1		
Release short data	ć	ć	At 31 Dec 2019		ć	ć	Ć.	Ć	At 30 Sep 2019		ć	· · ·
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m 45.743	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	41,968	46,968	\$m 19,109	\$m 6,029	·-	114,074	40,911	45,742	\$m 19,939	\$m 5,912	-	112,504
Loans and advances to customers (gross) Loans and advances to customers (net)	41,968 41,657	46,968 46,743	\$m 19,109 19,047	\$m 6,029 6,027	_	114,074 113,474	40,911 40,618	45,742 45,549	\$m 19,939 19,886	\$m 5,912 5,910	_	112,504 111,963
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	41,968 41,657 43,570	46,968 46,743 50,189	\$m 19,109 19,047 151,730	\$m 6,029 6,027 6,933	- - 95,613	114,074 113,474 348,035	40,911 40,618 42,662	45,742 45,549 51,116	\$m 19,939 19,886 179,737	\$m 5,912 5,910 7,134	_ _ 103,661	112,504 111,963 384,310
Loans and advances to customers (gross) Loans and advances to customers (net)	41,968 41,657	46,968 46,743	\$m 19,109 19,047	\$m 6,029 6,027	_	114,074 113,474	40,911 40,618	45,742 45,549	\$m 19,939 19,886	\$m 5,912 5,910	_	112,504 111,963
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	41,968 41,657 43,570	46,968 46,743 50,189	\$m 19,109 19,047 151,730	\$m 6,029 6,027 6,933	- - 95,613	114,074 113,474 348,035	40,911 40,618 42,662	45,742 45,549 51,116	\$m 19,939 19,886 179,737	\$m 5,912 5,910 7,134	_ _ 103,661	112,504 111,963 384,310
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported	41,968 41,657 43,570 65,164	46,968 46,743 50,189 48,508	\$m 19,109 19,047 151,730 24,812	\$m 6,029 6,027 6,933 6,408	95,613 1,784	114,074 113,474 348,035 146,676	40,911 40,618 42,662 62,521	45,742 45,549 51,116 43,262	\$m 19,939 19,886 179,737 27,378	\$m 5,912 5,910 7,134 7,704	- - 103,661 1,916	112,504 111,963 384,310 142,781
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	41,968 41,657 43,570	46,968 46,743 50,189	\$m 19,109 19,047 151,730	\$m 6,029 6,027 6,933	- - 95,613	114,074 113,474 348,035	40,911 40,618 42,662	45,742 45,549 51,116	\$m 19,939 19,886 179,737	\$m 5,912 5,910 7,134	_ _ 103,661	112,504 111,963 384,310
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	41,968 41,657 43,570 65,164	46,968 46,743 50,189 48,508	\$m 19,109 19,047 151,730 24,812	\$m 6,029 6,027 6,933 6,408	95,613 1,784	114,074 113,474 348,035 146,676	40,911 40,618 42,662 62,521	45,742 45,549 51,116 43,262	\$m 19,939 19,886 179,737 27,378	\$m 5,912 5,910 7,134 7,704	- - 103,661 1,916	112,504 111,963 384,310 142,781
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	41,968 41,657 43,570 65,164 116.2%	46,968 46,743 50,189 48,508	\$m 19,109 19,047 151,730 24,812 69.2%	\$m 6,029 6,027 6,933 6,408	95,613 1,784	114,074 113,474 348,035 146,676	40,911 40,618 42,662 62,521 99.8%	45,742 45,549 51,116 43,262 49.0%	Sm 19,939 19,886 179,737 27,378	\$m 5,912 5,910 7,134 7,704	- 103,661 1,916 97.4%	112,504 111,963 384,310 142,781 76.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio	41,968 41,657 43,570 65,164	46,968 46,743 50,189 48,508	\$m 19,109 19,047 151,730 24,812	\$m 6,029 6,027 6,933 6,408	95,613 1,784	114,074 113,474 348,035 146,676	40,911 40,618 42,662 62,521	45,742 45,549 51,116 43,262	\$m 19,939 19,886 179,737 27,378	\$m 5,912 5,910 7,134 7,704	- - 103,661 1,916	112,504 111,963 384,310 142,781
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	41,968 41,657 43,570 65,164 116.2%	46,968 46,743 50,189 48,508	\$m 19,109 19,047 151,730 24,812 69.2%	\$m 6,029 6,027 6,933 6,408	95,613 1,784	114,074 113,474 348,035 146,676	40,911 40,618 42,662 62,521 99.8%	45,742 45,549 51,116 43,262 49.0%	Sm 19,939 19,886 179,737 27,378	\$m 5,912 5,910 7,134 7,704	- 103,661 1,916 97.4%	112,504 111,963 384,310 142,781 76.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	41,968 41,657 43,570 65,164 116.2%	46,968 46,743 50,189 48,508	\$m 19,109 19,047 151,730 24,812 69.2%	\$m 6,029 6,027 6,933 6,408	95,613 1,784	114,074 113,474 348,035 146,676	40,911 40,618 42,662 62,521 99.8%	45,742 45,549 51,116 43,262 49.0%	Sm 19,939 19,886 179,737 27,378	\$m 5,912 5,910 7,134 7,704	- 103,661 1,916 97.4%	112,504 111,963 384,310 142,781 76.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items	41,968 41,657 43,570 65,164 116.2%	46,968 46,743 50,189 48,508	\$m 19,109 19,047 151,730 24,812 69.2%	\$m 6,029 6,027 6,933 6,408 1,008.3%	95,613 1,784 161.5%	114,074 113,474 348,035 146,676 111.1%	40,911 40,618 42,662 62,521 99.8%	45,742 45,549 51,116 43,262 49.0% 48.8%	5m 19,939 19,886 179,737 27,378 74.9%	5m 5,912 5,910 7,134 7,704 104.1%	97.4% 99.7%	112,504 111,963 384,310 142,781 76.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	41,968 41,657 43,570 65,164 116.2%	46,968 46,743 50,189 48,508 53.5%	\$m 19,109 19,047 151,730 24,812 69.2%	\$m 6,029 6,027 6,933 6,408 1,008.3%	95,613 1,784 161.5%	114,074 113,474 348,035 146,676 111.1%	40,911 40,618 42,662 62,521 99.8%	45,742 45,549 51,116 43,262 49,0% 48.8%	5m 19,939 19,886 179,737 27,378 74.9%	5m 5,912 5,910 7,134 7,704 104.1%	103,661 1,916 97.4%	112,504 111,963 384,310 142,781 76.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	41,968 41,657 43,570 65,164 116.2% 102.7%	46,968 46,743 50,189 48,508 53.5% 53.3%	\$m 19,109 15,047 151,730 24,812 69.2% 68.0%	\$m 6,029 6,027 6,933 6,408 1,008.3%	95,613 1,784 161.5% 112.9%	114,074 113,474 348,035 146,676 111.1% 77.7%	40,911 40,618 42,662 62,521 99.8% 98.3%	45,742 45,549 51,116 43,262 49,0% 48.8%	5m 19,939 19,886 179,737 27,378 74.9%	5m 5,912 5,910 7,134 7,704 104.1%	97.4% 89.7%	112,504 111,963 384,310 142,781 76.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	41,968 41,657 43,570 65,164 116.2%	46,968 46,743 50,189 48,508 53.5%	\$m 19,109 19,047 151,730 24,812 69.2%	\$m 6,029 6,027 6,933 6,408 1,008.3%	95,613 1,784 161.5%	114,074 113,474 348,035 146,676 111.1%	40,911 40,618 42,662 62,521 99.8%	45,742 45,549 51,116 43,262 49,0% 48.8%	5m 19,939 19,886 179,737 27,378 74.9%	5m 5,912 5,910 7,134 7,704 104.1%	103,661 1,916 97.4%	112,504 111,963 384,310 142,781 76.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	41,968 41,657 43,570 65,164 116.2% 102.7%	46,968 46,743 50,189 48,508 53.5% 53.3%	\$m 19,109 15,047 151,730 24,812 69.2% 68.0%	\$m 6,029 6,027 6,933 6,408 1,008.3%	95,613 1,784 161.5% 112.9%	114,074 113,474 348,035 146,676 111.1% 77.7%	40,911 40,618 42,662 62,521 99.8% 98.3%	45,742 45,549 51,116 43,262 49,0% 48.8%	5m 19,939 19,886 179,737 27,378 74.9%	5m 5,912 5,910 7,134 7,704 104.1%	97.4% 89.7%	112,504 111,963 384,310 142,781 76.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	41,968 41,657 43,570 65,164 116.2% 102.7%	46,968 46,743 50,189 48,508 53.5% 53.3%	\$m 19,109 15,047 151,730 24,812 69.2% 68.0%	\$m 6,029 6,027 6,933 6,408 1,008.3%	95,613 1,784 161.5% 112.9%	114,074 113,474 348,035 146,676 111.1% 77.7%	40,911 40,618 42,662 62,521 99.8% 98.3%	45,742 45,549 51,116 43,262 49,0% 48.8%	5m 19,939 19,886 179,737 27,378 74.9%	5m 5,912 5,910 7,134 7,704 104.1%	97.4% 89.7%	112,504 111,963 384,310 142,781 76.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	41,968 41,657 43,570 65,164 116.2% 102.7%	46,968 46,743 50,189 48,508 53.5% 53.3%	\$m 19,109 15,047 151,730 24,812 69.2% 68.0%	\$m 6,029 6,027 6,933 6,408 1,008.3%	95,613 1,784 161.5% 112.9%	114,074 113,474 348,035 146,676 111.1% 77.7%	40,911 40,618 42,662 62,521 99.8% 98.3%	45,742 45,549 51,116 43,262 49,0% 48.8%	5m 19,939 19,886 179,737 27,378 74.9%	5m 5,912 5,910 7,134 7,704 104.1%	97.4% 89.7%	112,504 111,963 384,310 142,781 76.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossla, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	41,968 41,657 43,570 65,164 116.2% 102.7%	46,968 46,743 50,189 48,508 53.5% 53.3%	\$m 19,109 15,047 151,730 24,812 69.2% 68.0%	\$m 6,029 6,027 6,933 6,408 1,008.3%	95,613 1,784 161.5% 112.9%	114,074 113,474 348,035 146,676 111.1% 77.7%	40,911 40,618 42,662 62,521 99.8% 98.3%	45,742 45,549 51,116 43,262 49,0% 48.8%	5m 19,939 19,886 179,737 27,378 74.9%	5m 5,912 5,910 7,134 7,704 104.1%	97.4% 89.7%	112,504 111,963 384,310 142,781 76.7% 75.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Costs of structural reform Customer redress programmes	41,968 41,657 43,570 65,164 116.2% 102.7%	46,968 46,743 50,189 48,508 53.5% 53.3%	\$m 19,109 15,047 151,730 24,812 69.2% 68.0%	\$m 6,029 6,027 6,933 6,408 1,008.3% 106.3%	95,613 1,784 161.5% 112.9%	114,074 113,474 348,035 146,676 111.1% 77.7%	40,911 40,618 42,662 62,521 99.8% 98.3%	45,742 45,549 51,116 43,262 49,0% 48.8%	5m 19,939 19,886 179,737 27,378 74.9%	5m 5,912 5,910 7,134 7,704 104.1%	97.4% 89.7%	112,504 111,963 384,310 142,781 76.7%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	41,968 41,657 43,570 65,164 116.2% 102.7%	46,968 46,743 50,189 48,508 53.5% 53.3%	\$m 19,109 15,047 151,730 24,812 69.2% 68.0%	\$m 6,029 6,027 6,933 6,408 1,008.3% 106.3%	95,613 1,784 161.5% 112.9%	114,074 113,474 348,035 146,676 111.1% 77.7% — [54] (1)	40,911 40,618 42,662 62,521 99.8% 98.3%	45,742 45,549 51,116 43,262 49,0% 48.8%	5m 19,939 19,886 179,737 27,378 74.9%	5m 5,912 5,910 7,134 7,704 104.1%	97.4% 89.7%	112,504 111,963 384,310 142,781 76.7% 75.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illumore redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	41,968 41,657 43,570 65,164 116.2% 102.7%	46,968 46,743 50,189 48,508 53.5% 53.3%	\$m 19,109 15,047 151,730 24,812 69.2% 68.0%	\$m 6,029 6,027 6,933 6,408 1,008.3% 106.3%	95,613 1,784 161.5% 112.9%	114,074 113,474 348,035 146,676 111.1% 77.7% — (54) (1) — — (431)	40,911 40,618 42,662 62,521 99.8% 98.3%	45,742 45,549 51,116 43,262 49,0% 48.8%	5m 19,939 19,886 179,737 27,378 74.9%	5m 5,912 5,910 7,134 7,704 104.1%	97.4% 89.7%	111,504 111,963 384,310 142,781 76.7% 75.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	41,968 41,657 43,570 65,164 116.2% 102.7% — (48) — — — — — — — — — —	46,968 46,743 50,189 48,508 53.5% 53.3%	\$m 19,109 15,047 151,730 24,812 69.2% 68.0%	\$m 6,029 6,027 6,933 6,408 1,008.3% 106.3%	95,613 1,784 161.5% 112.9%	114,074 113,474 348,035 146,676 111.1% 77.7% ————————————————————————————————	40,911 40,618 42,662 62,521 99.8% 98.3% - (4)	45,742 45,549 51,116 43,262 49.0% 48.8%	5m 19,939 19,886 179,737 27,378 74.9% 74.2%	5m 5,912 5,910 7,134 7,704 104.1%	97.4% 89.7%	112,504 111,963 384,310 142,781 76.7% 75.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illumore redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	41,968 41,657 43,570 65,164 116.2% 102.7%	46,968 46,743 50,189 48,508 53.5% 53.3%	\$m 19,109 19,047 151,730 24,812 69.2% 68.0%	\$m 6,029 6,027 6,933 6,408 1,008.3% 106.3%	95,613 1,784 161.5% 112.9%	114,074 113,474 348,035 146,676 111.1% 77.7% — (54) (1) — — (431)	40,911 40,618 42,662 62,521 99.8% 98.3% — (4) — — — — —	45,742 45,549 51,116 43,262 49,0% 48.8%	5m 19,939 19,886 179,737 27,378 74.9%	\$m 5,912 5,910 7,134 7,704 104.1%	97.4% 89.7%	111,504 111,963 384,310 142,781 76.7% 75.5%

North America

			Quarter ended 30 Ju	in 2019					Quarter ended 31 M	ar 2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	337	327	117	36	15	832	335	323	131	36	27	852
Net fee income/(expense)	111	121	238	17	(8)	479	98	121	195	15	(5)	424
Net income from financial instruments held for trading or managed on a fair value basis	14	8	154	1	15	192	8	8	209	1	(7)	219
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at												
fair value through profit or loss	_	_	_	_	_	_	_	_	_	_	_	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	_	_	8	_	5	13	_	_	(2)	_	4	2
Other income/(expense)	15	5	45	1	106	172	13	5	48	1	112	179
Net operating income before change in expected credit losses and other credit impairment charges	477	461	562	55	133	1,688	454	457	581	53	131	1,676
Change in expected credit losses and other credit impairment charges	(20)	(27)	(8)	(2)	_	(57)	(22)	3	16	1	(1)	(3)
Net operating income	457	434	554	53	133	1,631	432	460	597	54	130	1,673
Total operating expenses	(474)	(234)	(404)	(57)	(96)	(1,265)	(478)	(244)	(433)	(54)	(85)	(1,294)
of which: staff expenses	(166)	(100)	(159)	(24)	(224)	(673)	(161)	(100)	(169)	(23)	(242)	(695)
Operating profit/(loss)	(17)	200	150	(4)	37	366	(46)	216	164	- (23)	45	379
Share of profit in associates and joint ventures	(17)	200	_	(4)	-	300	(40)	_	104	_	45	-
Profit/(loss) before tax	(17)	200	150	(4)	37	366	(46)	216	164		45	379
Profity (loss) before tax	(17)	200	130	(4)	3/	300	(40)	210	104		43	3/3
Significant items - Totals												
Revenue	_	_	(4)	_	_	(4)	_	_	(3)	_	(1)	(4)
ECL	_	_	-	_	_	- (4)	_	_	(5)	_	(±) —	(4)
						(30)	_			_		
Operating expenses	(5)	(1)	(4)	(1)	(19)	(30)	_	(1)	(3)	_	(1)	(5)
Share of profit in associates and joint ventures	_	_	_	_	_	_	_	_	_	_	_	_
			At 30 Jun 2019	9					At 31 Mar 201	9		
Balance sheet data	\$m	\$m	\$m	Şm	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	40,225	44,961	22,208	5,804	-	113,198	39,502	42,794	22,574	5,531	-	110,401
	39,967	44,772	22,152	5,802	_	112,693	39,246	42,621	22,527	5,529	_	109,923
Loans and advances to customers (net)	42,014	50,336	201,767	7,005	99,609	400,731	41,214	48,034	186,946	6,731	102,738	385,663
Total external assets Customer accounts	61,123	41,293	23,486	7,212	2,286	135,400	59,439	39,482	21,152	7,530	2,331	129,934
Customer accounts	01,123	41,293	23,460	7,212	2,200	133,400	39,439	39,462	21,152	7,550	2,331	129,954
Income statement Metrics - Reported												
Cost efficiency ratio	99.4%	50.8%	71.9%	103.6%	72.2%	74.9%	105.3%	53.4%	74.5%	101.9%	64.9%	77.2%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	98.3%	50.5%	70.7%	101.8%	57.9%	73.0%	105.3%	53.2%	73.6%	101.9%	63.6%	76.7%
Revenue												
Significant items												
Customer redress programmes	_	_	_	_	_	_	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses	_	_	_	_	_	_	_	_	_	_	_	_
Fair value movements on financial instruments	_	_	(4)	_	_	(4)	_	_	(3)	_	(1)	(4)
Operating expenses												
Significant items												
Costs of structural reform	_	-	_	-	-	-	-	-	-	_	-	-
Customer redress programmes	-	_	_	_	_	-	_	-	_	-	_	_
Disposals, acquisitions and investment in new businesses	-	_	_	_	_	-	_	-	_	-	_	_
Goodwill impairment	_	-	-	-	-	-	-	-	-	-	-	-
Past service costs of guaranteed minimum pension benefits equalisation	_	_	-	-	-	_	-	-	-	-	-	-
Restructuring and other related costs	(5)	(1)	(4)	(1)	(19)	(30)	-	(1)	(3)	-	(1)	(5)
Settlements and provisions in connection with legal and regulatory matters	_	_	_	_	_	_	_	_	_	_	_	_

North America

			Quarter ended 31 De	ec 2018					Year to date 31 Dec	2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	343	335	116	39	56	889	1,314	1,310	440	131	46	3,241
Net fee income/(expense)	100	124	210	18	126	578	425	500	825	68	(14)	1,804
Net income from financial instruments held for trading or managed on a fair value basis	8	9	56	2	2	77	(6)	37	806	4	32	873
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at							(=)					
fair value through profit or loss	_	_	_	_	_	_	_	-	_	_	_	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	(1)	(1)	3	_	5	6	_	-	11	_	20	31
Other income/(expense)	13	7	43	1	(41)	23	49	7	169	2	411	638
Net operating income before change in expected credit losses and other credit impairment charges	463	474	428	60	148	1,573	1,782	1,854	2,251	205	495	6,587
Change in expected credit losses and other credit impairment charges	(31)	(17)	7	_	_	(41)	(137)	(90)	(10)	(1)	1	(237)
Net operating income	432	457	435	60	148	1,532	1,645	1,764	2,241	204	496	6,350
Total operating expenses	(468)	(222)	(388)	(56)	(108)	(1,242)	(1,866)	(957)	(1,633)	(646)	(481)	(5,583)
of which: staff expenses	(145)	(88)	(132)	(19)	(232)	(616)	(641)	(394)	(604)	(86)	(873)	(2,598)
Operating profit/(loss)	(36)	235	47	4	40	290	(221)	807	608	(442)	15	767
Share of profit in associates and joint ventures	_	_	_	_	_	_	_	_	_	_	_	_
Profit/(loss) before tax	(36)	235	47	4	40	290	(221)	807	608	(442)	15	767
Significant items - Totals												
Revenue	_	_	3	_	(2)	1	(52)	-	(6)	_	(10)	(68)
ECL	_	_	_	_	_	_	_	_	_	_	_	_
Operating expenses	_	-	_	_	(5)	(5)	(12)	(4)	(18)	(434)	(76)	(544)
Share of profit in associates and joint ventures	_	_	_	_	-	_	_	-	-	_	_	_
			At 31 Dec 201	В					At 31 Dec 2019			
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	39,156	42,747	21,079	5,669	-	108,651	41,968	46,968	19,109	6,029	-	114,074
Loans and advances to customers (net)	38,904	42,561	21,016	5,666	-	108,147	41,657	46,743	19,047	6,027	_	113,474
Total external assets	40,939	46,237	169,792	6,850	101,814	365,632	43,570	50,189	151,730	6,933	95,613	348,035
Customer accounts	57,048	41,130	24,658	8,173	2,282	133,291	65,164	48,508	24,812	6,408	1,784	146,676
Income statement Metrics - Reported												
Cost efficiency ratio	101.1%	46.8%	90.7%	93.3%	73.0%	79.0%	104.7%	51.6%	72.5%	315.1%	97.2%	84.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	101.1%	46.8%	91.3%	93.3%	68.7%	78.7%	101.1%	51.4%	71.6%	103.4%	80.2%	75.7%
Revenue												
Significant items												
Customer redress programmes	_	-	-	_	-	-	-	-	-	-	-	_
Disposals, acquisitions and investment in new businesses	_	-	-	_	-	-	(52)	-	-	-	(6)	(58)
Fair value movements on financial instruments	_	_	3	-	(2)	1	-	_	(6)	-	(3)	(9)
Operating expenses												
Significant items												
Costs of structural reform	-	_	_	_	-	-	-	-	-	_	-	_
Customer redress programmes	-	_	-	-	_	-	-	-	-	-	-	_
Disposals, acquisitions and investment in new businesses	-	_	-	-	_	-	-	-	-	-	-	_
Goodwill impairment	-	_	-	-	_	-	-	-	-	(431)	-	(431)
Past service costs of guaranteed minimum pension benefits equalisation	_	_	_	_	_	_	_	_	_	_	_	_
Restructuring and other related costs Settlements and provisions in connection with legal and regulatory matters	-	-	-	-	(5)	(5)	(12)	(4)	(18)	(3)	(74)	(111)

US

			Quarter ended 31 De	c 2019					Quarter ended 30 Se	p 2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	193	193	96	29	(15)	496	206	204	31	30	11	482
Net fee income/(expense)	60	61	175	18	(3)	311	58	59	164	18	2	301
Net income from financial instruments held for trading or managed on a fair value basis	(44)	2	205	1	13	177	3	3	207	1	(1)	213
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	_	_	-	-	-	_	-	-	-	-	-	-
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	_	_	3	-	3	6	_	-	2	-	7	9
Other income/(expense)	4	(12)	30		94	116	12	2	44		73	131
Net operating income before change in expected credit losses and other credit impairment charges	213	244	509	48	92	1,106	279	268	448	49	92	1,136
Change in expected credit losses and other credit impairment charges	(30)	(21)	(18)		1	(68)	(51)	(18)	2		1	(66)
Net operating income	183	223	491	48	93	1,038	228	250	450	49	93	1,070
Total operating expenses	(315)	(155)	(380)	(54)	(174)	(1,078)	(311)	(145)	(353)	(51)	(106)	(966)
of which: staff expenses	(104)	(65)	(128)	(20)	(157)	(474)	(105)	(61)	(126)	(19)	(156)	(467)
Operating profit/(loss)	(132)	68	111	(6)	(81)	(40)	(83)	105	97	(2)	(13)	104
Share of profit in associates and joint ventures	_											
Profit/(loss) before tax	(132)	68	111	(6)	(81)	(40)	(83)	105	97	(2)	(13)	104
Significant items - Totals												
Revenue	(48)	-	(1)	-	(6)	(55)	(4)	_	1	_	(2)	(5)
ECL		-						_		_		
Operating expenses	(2)	-	(6)	(2)	(44)	(54)	(3)	-	(5)	_	(5)	(13)
Share of profit in associates and joint ventures	_	-	-	-	-	-	-	-	-	_	-	_
			At 31 Dec 2019	1		-			At 30 Sep 2019)		
Ralance sheet data	Sm	Sm	At 31 Dec 2019		Sm	Sm	Śm	Sm	At 30 Sep 2019		Sm	Sm
Balance sheet data Loans and advances to customers (eross)	\$m 17.798	\$m 24.473	\$m	\$m	\$m —	\$m 63,874	\$m 17.496	\$m 26.196	\$m	\$m	\$m —	\$m 66.243
Loans and advances to customers (gross)	17,798	24,473	\$m 15,574	\$m 6,029		63,874	17,496	26,196	\$m 16,639	\$m 5,912		66,243
Loans and advances to customers (gross) Loans and advances to customers (net)	17,798 17,631	24,473 24,406	\$m 15,574 15,524	\$m 6,029 6,027	-	63,874 63,588	17,496 17,343	26,196 26,130	\$m 16,639 16,602	\$m 5,912 5,910	_	66,243 65,985
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	17,798 17,631 18,866	24,473 24,406 25,766	\$m 15,574 15,524 138,556	\$m 6,029 6,027 7,296	·-	63,874 63,588 261,923	17,496 17,343 18,596	26,196 26,130 27,773	\$m 16,639 16,602 165,654	\$m 5,912 5,910 7,066	-	66,243 65,985 296,790
Loans and advances to customers (gross) Loans and advances to customers (net)	17,798 17,631	24,473 24,406	\$m 15,574 15,524	\$m 6,029 6,027	- - 71,439	63,874 63,588	17,496 17,343	26,196 26,130	\$m 16,639 16,602	\$m 5,912 5,910	- - 77,701	66,243 65,985
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	17,798 17,631 18,866	24,473 24,406 25,766	\$m 15,574 15,524 138,556	\$m 6,029 6,027 7,296	- - 71,439	63,874 63,588 261,923	17,496 17,343 18,596	26,196 26,130 27,773	\$m 16,639 16,602 165,654	\$m 5,912 5,910 7,066	- - 77,701	66,243 65,985 296,790
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets	17,798 17,631 18,866	24,473 24,406 25,766	\$m 15,574 15,524 138,556	\$m 6,029 6,027 7,296	- - 71,439	63,874 63,588 261,923	17,496 17,343 18,596	26,196 26,130 27,773	\$m 16,639 16,602 165,654	\$m 5,912 5,910 7,066	- - 77,701	66,243 65,985 296,790
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics	17,798 17,631 18,866 36,618	24,473 24,406 25,766 28,998	\$m 15,574 15,524 138,556 18,807	\$m 6,029 6,027 7,296 6,408	- - 71,439 3	63,874 63,588 261,923 90,834	17,496 17,343 18,596 34,871	26,196 26,130 27,773 25,334	\$m 16,639 16,602 165,654 21,830	\$m 5,912 5,910 7,066 7,704	77,701 3	66,243 65,985 296,790 89,742
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics	17,798 17,631 18,866 36,618	24,473 24,406 25,766 28,998	\$m 15,574 15,524 138,556 18,807	\$m 6,029 6,027 7,296 6,408	- - 71,439 3	63,874 63,588 261,923 90,834	17,496 17,343 18,596 34,871	26,196 26,130 27,773 25,334	\$m 16,639 16,602 165,654 21,830	\$m 5,912 5,910 7,066 7,704	77,701 3	66,243 65,985 296,790 89,742
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio	17,798 17,631 18,866 36,618	24,473 24,406 25,766 28,998	\$m 15,574 15,524 138,556 18,807	\$m 6,029 6,027 7,296 6,408	- - 71,439 3	63,874 63,588 261,923 90,834	17,496 17,343 18,596 34,871	26,196 26,130 27,773 25,334	\$m 16,639 16,602 165,654 21,830	\$m 5,912 5,910 7,066 7,704	77,701 3	66,243 65,985 296,790 89,742
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	17,798 17,631 18,866 36,618	24,473 24,406 25,766 28,998 63.5%	\$m 15,574 15,524 138,556 18,807	\$m 6,029 6,027 7,296 6,408	71,439 3	63,874 63,588 261,923 90,834	17,496 17,343 18,596 34,871	26,196 26,130 27,773 25,334	Sm 16,639 16,602 165,654 21,830	\$m 5,912 5,910 7,066 7,704	77,701 3	66,243 65,985 296,790 89,742
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	17,798 17,631 18,866 36,618	24,473 24,406 25,766 28,998 63.5%	\$m 15,574 15,524 138,556 18,807	\$m 6,029 6,027 7,296 6,408	71,439 3	63,874 63,588 261,923 90,834	17,496 17,343 18,596 34,871	26,196 26,130 27,773 25,334	Sm 16,639 16,602 165,654 21,830	\$m 5,912 5,910 7,066 7,704	77,701 3	66,243 65,985 296,790 89,742
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	17,798 17,631 18,866 36,618	24,473 24,406 25,766 28,998 63.5%	\$m 15,574 15,524 138,556 18,807	\$m 6,029 6,027 7,296 6,408	71,439 3	63,874 63,588 261,923 90,834	17,496 17,343 18,596 34,871	26,196 26,130 27,773 25,334	Sm 16,639 16,602 165,654 21,830	\$m 5,912 5,910 7,066 7,704	77,701 3	66,243 65,985 296,790 89,742
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	17,798 17,631 18,866 36,618 147,9%	24,473 24,406 25,766 28,998 63.5%	\$m 15,574 15,524 138,556 18,807	\$m 6,029 6,027 7,296 6,408	71,439 3 189.1%	63,874 63,588 261,923 90,834 97.5%	17,496 17,343 18,596 34,871 111.5%	26,196 26,130 27,773 25,334	Sm 16,639 16,602 165,654 21,830	\$m 5,912 5,910 7,066 7,704	77,701 3 115.2%	66,243 65,985 296,790 89,742 85.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossla, acquisitions and investment in new businesses	17,798 17,631 18,866 36,618 147.9%	24,473 24,406 25,766 28,998 63.5%	Sm 15,574 15,524 138,556 18,807 74.7%	\$m 6,029 6,027 7,296 6,408 112.5%	71,439 3 189.1%	63,874 63,588 261,923 90,834 97.5% 88.2%	17,496 17,343 18,596 34,871 111.5%	26,196 26,130 27,773 25,334 54.1%	5m 16,639 16,602 165,654 21,830 78.8%	Sm 5,912 5,910 7,066 7,704 104.1%	77,701 3 115.2%	66,243 65,985 296,790 89,742 85.0% 83.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	17,798 17,631 18,866 36,618 147,9%	24,473 24,406 25,766 28,998 63.5%	5m 15,574 15,524 138,556 18,807 74.7%	\$m 6,029 6,027 7,296 6,408 112.5%	71,439 3 189.1%	63,874 63,588 261,923 90,834 97.5%	17,496 17,343 18,596 34,871 111.5%	26,196 26,130 27,773 25,334 54.1%	5m 16,639 16,602 165,654 21,830 78.8%	\$m 5,912 5,910 7,066 7,704 104.1%	77,701 3 115.2%	66,243 65,985 296,790 89,742 85.0%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	17,798 17,631 18,866 36,618 147,9% 119,9%	24,473 24,406 25,766 28,998 63.5%	Sm 15,574 15,524 138,556 18,807 74.7%	\$m 6,029 6,027 7,296 6,408 112.5% 108.3%	71,439 3 189.1% 132.7%	63,874 63,588 261,923 90,834 97.5% 88.2%	17,496 17,343 18,596 34,871 111.5% 108.8%	26,196 26,130 27,773 25,334 54.1%	5m 16,639 16,602 165,654 21,830 78.8%	\$m 5,912 5,910 7,066 7,704 104.1%	77,701 3 115.2%	66,243 65,985 296,790 89,742 85.0% 83.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	17,798 17,631 18,866 36,618 147,9% 119,9%	24,473 24,406 25,766 28,998 63.5%	Sm 15,574 15,524 138,556 18,807 74.7%	\$m 6,029 6,027 7,296 6,408 112.5% 108.3%	71,439 3 189.1% 132.7%	63,874 63,588 261,923 90,834 97.5% 88.2%	17,496 17,343 18,596 34,871 111.5% 108.8%	26,196 26,130 27,773 25,334 54.1%	5m 16,639 16,602 165,654 21,830 78.8%	\$m 5,912 5,910 7,066 7,704 104.1%	77,701 3 115.2%	66,243 65,985 296,790 89,742 85.0% 83.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	17,798 17,631 18,866 36,618 147,9% 119,9%	24,473 24,406 25,766 28,998 63.5%	Sm 15,574 15,524 138,556 18,807 74.7%	\$m 6,029 6,027 7,296 6,408 112.5% 108.3%	71,439 3 189.1% 132.7%	63,874 63,588 261,923 90,834 97.5% 88.2%	17,496 17,343 18,596 34,871 111.5% 108.8%	26,196 26,130 27,773 25,334 54.1%	5m 16,639 16,602 165,654 21,830 78.8%	\$m 5,912 5,910 7,066 7,704 104.1%	77,701 3 115.2%	66,243 65,985 296,790 89,742 85.0% 83.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	17,798 17,631 18,866 36,618 147,9% 119,9%	24,473 24,406 25,766 28,998 63.5%	Sm 15,574 15,524 138,556 18,807 74.7% 73.3%	\$m 6,029 6,027 7,296 6,408 112,5% 108.3%	71,439 3 189.1% 132.7%	63,874 63,588 261,923 90,834 97.5% 88.2%	17,496 17,343 18,596 34,871 111.5% 108.8%	26,196 26,130 27,773 25,334 54.1%	5m 16,639 16,602 165,654 21,830 78.8%	\$m 5,912 5,910 7,066 7,704 104.1%	77,701 3 115.2% 107.4%	65,243 65,985 296,790 89,742 85.0% 83.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Costs of structural reform Customer redress programmes	17,798 17,631 18,866 36,618 147,9% 119,9%	24,473 24,406 25,766 28,998 63.5%	Sm 15,574 15,524 138,556 18,807 74.7%	\$m 6,029 6,027 7,296 6,408 112.5% 108.3%	71,439 3 189.1% 132.7%	63,874 63,588 261,923 90,834 97.5% 88.2%	17,496 17,343 18,596 34,871 111.5% 108.8%	26,196 26,130 27,773 25,334 54.1%	5m 16,639 16,602 165,654 21,830 78.8%	\$m 5,912 5,910 7,066 7,704 104.1%	77,701 3 115.2%	66,243 65,985 296,790 89,742 85.0% 83.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	17,798 17,631 18,866 36,618 147,9% 119,9%	24,473 24,406 25,766 28,998 63.5%	Sm 15,574 15,524 138,556 18,807 74.7% 73.3%	\$m 6,029 6,027 7,296 6,408 112,5% 108.3%	71,439 3 189.1% 132.7%	63,874 63,588 261,923 90,834 97.5% 88.2%	17,496 17,343 18,596 34,871 111.5% 108.8%	26,196 26,130 27,773 25,334 54.1%	5m 16,639 16,602 165,654 21,830 78.8%	\$m 5,912 5,910 7,066 7,704 104.1%	77,701 3 115.2% 107.4%	65,243 65,585 296,790 89,742 85.0% 83.5% ————————————————————————————————————
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illumer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	17,788 17,631 18,866 36,618 147,9% 119,9% — (48) — — — — — —	24,473 24,406 25,766 28,998 63.5%	Sm 15,574 15,524 138,556 18,807 74.7% 73.3%	\$m 6,029 6,027 7,296 6,408 112.5% 108.3%	71,439 3 189.1% 132.7%	63,874 63,588 261,923 90,834 97.5% 88.2%	17,496 17,343 18,596 34,871 111.5% 108.8%	26,196 26,130 27,773 25,334 54.1%	5m 16,639 16,602 165,654 21,830 78.8%	\$m 5,912 5,910 7,066 7,704 104.1%	77,701 3 115.2% 107.4%	66,243 65,985 236,790 89,742 85.0% 83.5%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	17,798 17,631 18,866 36,618 147.9% 119.9% ———————————————————————————————————	24,473 24,406 25,766 28,998 63.5%	Sm 15,574 15,524 138,556 18,807 74.7% 73.3%	\$m 6,029 6,027 7,296 6,408 112,5% 108.3%	71,439 3 189.1% 132.7%	63,874 63,588 261,923 90,834 97.5% 88.2%	17,496 17,343 18,596 34,871 111.5% 108.8%	26,196 26,130 27,773 25,334 54.1%	5m 16,639 16,602 165,654 21,830 78.8% 77.9%	\$m 5,912 5,910 7,066 7,704 104.1%	77,701 3 115.2% 107.4%	65,243 65,585 296,790 89,742 85.0% 83.5% ————————————————————————————————————
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illumer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	17,788 17,631 18,866 36,618 147,9% 119,9% — (48) — — — — — —	24,473 24,406 25,766 28,998 63.5%	Sm 15,574 15,524 138,556 18,807 74.7% 73.3%	\$m 6,029 6,027 7,296 6,408 112.5% 108.3%	71,439 3 189.1% 132.7%	63,874 63,588 261,923 90,834 97.5% 88.2%	17,496 17,343 18,596 34,871 111.5% 108.8%	26,196 26,130 27,773 25,334 54.1%	5m 16,639 16,602 165,654 21,830 78.8%	\$m 5,912 5,910 7,066 7,704 104.1%	77,701 3 115.2% 107.4%	66,243 65,985 236,790 89,742 85.0% 83.5%

			Quarter ended 30 Ju	ın 2019					Quarter ended 31 M	lar 2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	215	198	90	36	7	546	218	193	106	36	10	563
Net fee income/(expense)	61	55	210	17	(9)	334	53	56	173	15	(5)	292
Net income from financial instruments held for trading or managed on a fair value basis	7	_	140	1	10	158	2	1	180	1	(9)	175
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	_	_	_	_	_	_	_	_	_	_	_	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	_	_	8	_	5	13	_	_	(2)	_	4	2
Other income/(expense)	13	2	45	1	92	153	11	2	47	1	99	160
Net operating income before change in expected credit losses and other credit impairment charges	296	255	493	55	105	1,204	284	252	504	53	99	1,192
Change in expected credit losses and other credit impairment charges	(12)	(9)	(2)	(2)	_	(25)	(22)	(6)	17	1	_	(10)
Net operating income	284	246	491	53	105	1,179	262	246	521	54	99	1,182
Total operating expenses	(324)	(143)	(369)	(57)	(85)	(978)	(328)	(154)	(400)	(54)	(75)	(1,011)
of which: staff expenses	(115)	(66)	(145)	(24)	(165)	(515)	(108)	(64)	(155)	(23)	(182)	(532)
Operating profit/(loss)	(40)	103	122	(4)	20	201	(66)	92	121	_	24	171
Share of profit in associates and joint ventures	_	_	_	_	_	_	_	_	_	_	_	_
Profit/(loss) before tax	(40)	103	122	(4)	20	201	(66)	92	121	_	24	171
Significant items - Totals												
Revenue	_	_	(3)	_	_	(3)	_	_	(2)	_	(1)	(3)
ECL	_	_	_	_	_	_	_	_	_	_	_	_
Operating expenses	(5)	(1)	(2)	(1)	(14)	(23)	_	(1)	(1)	_	(1)	(3)
Share of profit in associates and joint ventures	=	_	_	_	_	_	_	_	_	_	_	_
			At 30 Jun 201	9					At 31 Mar 201	.9		
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	17,148	25,501	18,813	5,804	_	67,266	16,997	24,439	19,162	5,531	_	66,129
Loans and advances to customers (net)	17,027	25,439	18,774	5,802	(1)	67,041	16,876	24,384	19,127	5,529	_	65,916
Total external assets	18,169	26,775	186,429	6,937	73,842	312,152	17,997	25,641	173,320	6,663	77,578	301,199
Customer accounts	33,602	23,427	17,759	7,212	260	82,260	33,455	22,229	15,586	7,530	150	78,950
Income Statement Metrics												
Cost efficiency ratio	109.5%	56.1%	74.8%	103.6%	81.0%	81.2%	115.5%	61.1%	79.4%	101.9%	75.8%	84.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	107.8%	55.7%	74.0%	101.8%	67.6%	79.1%	115.5%	60.7%	78.9%	101.9%	74.0%	84.4%
Revenue												
Significant items												
Customer redress programmes	_	_	_	_	_	_	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses	_	_	_	_	_	-	_	_	_	_	_	_
Fair value movements on financial instruments	_	_	(3)	_	_	(3)	_	_	(2)	_	(1)	(3)
Operating expenses												
Significant items												
Costs of structural reform	_	_	-	_	-	-	-	-	-	_	-	_
Customer redress programmes	_	_	_	_	_	_	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses	_	_	_	_	_	_	_	_	_	_	_	_
Goodwill impairment	_	_	_	_	_	_	_	_	_	_	_	_
Past service costs of guaranteed minimum pension benefits equalisation	_	_	_	_	_	_	_	_	_	_	_	_
Restructuring and other related costs	(5)	(1)	(2)	(1)	(14)	(23)	_	(1)	(1)	_	(1)	(3)
Settlements and provisions in connection with legal and regulatory matters							_	-		_		_

			Quarter ended 31 De	c 2018					Year to date 31 Dec	2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	221	204	88	39	34	586	832	788	323	131	13	2,087
Net fee income/(expense)	56	59	182	18	4	319	232	231	722	68	(15)	1,238
Net income from financial instruments held for trading or managed on a fair value basis	1	1	43	1	3	49	(32)	6	732	4	13	723
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,	_	=	***	=	-		(/	•				
measured at fair value through profit or loss	_	_	_	_	_	_	_	_	_	_	_	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	_	_	3	_	5	8	_	_	11	_	19	30
Other income/(expense)	9	4	42	2	68	125	40	(6)	166	2	358	560
Net operating income before change in expected credit losses and other credit impairment charges	287	268	358	60	114	1,087	1,072	1,019	1,954	205	388	4,638
Change in expected credit losses and other credit impairment charges	(21)	(7)	7	_	_	(21)	(115)	(54)	(1)	(1)	2	(169)
Net operating income	266	261	365	60	114	1,066	957	965	1,953	204	390	4,469
Total operating expenses	(320)	(139)	(357)	(55)	(97)	(968)	(1,278)	(597)	(1,502)	(216)	(440)	(4,033)
of which: staff expenses	(99)	(57)	(121)	(20)	(186)	(483)	(432)	(256)	(554)	(86)	(660)	(1,988)
Operating profit/(loss)	(54)	122	8	5	17	98	(321)	368	451	(12)	(50)	436
Share of profit in associates and joint ventures	(34)	-		,	-	36	(321)	_	451	(12)	(50)	430
Profit/(loss) before tax	(54)	122	8	5	17	98	(321)	368	451	(12)	(50)	436
From (1033) before tax	(54)	122	0	J	17	30	(321)	300	431	(12)	(50)	430
Significant items - Totals												
Revenue	_	_	2	_	(2)	_	(52)	_	(5)	_	(9)	(66)
	_	_	-	_	(2)	_	(32)	_	(5)	_	(5)	(00)
ECL	_	_	_	_	(4)	(4)						(93)
Operating expenses	_	_	_	_	(4)	(4)	(10)	(2)	(14)	(3)	(64)	(93)
Share of profit in associates and joint ventures	_	_	_	_	_	_	_	_	_	_	_	_
			At 31 Dec 2018	3					At 31 Dec 2019			
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	17,032	23,874	17,659	5,669	-	64,234	17,798	24,473	15,574	6,029	-	63,874
Loans and advances to customers (net)	16,915	23,823	17,605	5,666	_	64,009	17,631	24,406	15,524	6,027	_	63,588
Total external assets	18,264	25,072	158,252	6,781	77,638	286,007	18,866	25,766	138,556	7,296	71,439	261,923
Customer accounts	32,604	23,404	17,992	8,173	350	82,523	36,618	28,998	18,807	6,408	72,433	90,834
customer accounts	32,004	25,404	17,552	0,175	330	02,323	30,010	20,550	10,007	0,400	,	30,034
Income Statement Metrics												
Cost efficiency ratio	111.5%	51.9%	99.7%	91.7%	85.1%	89.1%	119.2%	58.6%	76.9%	105.4%	113.4%	87.0%
Income Statement metrics - Adjusted as originally reported												
Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	111.5%	51.9%	100.3%	91.7%	80.2%	88.7%	112.8%	58.4%	76.0%	103.9%	94.7%	83.8%
	111.5%	51.9%	100.3%	91.7%	80.2%	88.7%	112.8%	58.4%	76.0%	103.9%	94.7%	83.8%
	111.5%	51.9%	100.3%	91.7%	80.2%	88.7%	112.8%	58.4%	76.0%	103.9%	94.7%	83.8%
Adjusted cost efficiency ratio	111.5%	51.9%	100.3%	91.7%	80.2%	88.7%	112.8%	58.4%	76.0%	103.9%	94.7%	83.8%
Adjusted cost efficiency ratio Revenue	111.5%	51.9%	100.3%	91.7%	80.2%	88.7%	112.8%	58.4%	76.0%	103.9%	94.7%	83.8%
Adjusted cost efficiency ratio Revenue Significant items	111.5% _ _	51.9% — —	100.3%	91.7% — —					76.0% _ _	103.9% — —	_	_
Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	_	_	-	_	_	_	_	_	_	_		83.8% — (58) (8)
Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	_	Ξ	<u>-</u>	<u>-</u>	=	<u>-</u>	_ (52)	=	=	<u>-</u>	_ (6)	_ (58)
Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	_	Ξ	<u>-</u>	<u>-</u>	=	<u>-</u>	_ (52)	=	=	<u>-</u>	_ (6)	_ (58)
Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	_	Ξ	<u>-</u>	<u>-</u>	_ _ (2)	<u>-</u>	 (52) 	=	=	<u>-</u>	— (6) (3)	
Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	_	Ξ	<u>-</u>	<u>-</u>	=	<u>-</u>	_ (52)	=	=	<u>-</u>	_ (6)	
Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	_	Ξ	<u>-</u>	<u>-</u>	_ _ (2)	<u>-</u>	 (52) 	=	=	<u>-</u>	— (6) (3)	
Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	_	Ξ	<u>-</u>	<u>-</u>	_ _ (2)	<u>-</u>	 (52) 	=	=	<u>-</u>	— (6) (3)	
Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	_	Ξ	<u>-</u>	<u>-</u>	_ _ (2)	<u>-</u>	 (52) 	=	=	<u>-</u>	— (6) (3)	
Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Past service costs of guaranteed minimum pension benefits equalisation	_	Ξ	=	<u>-</u>	- (2)	= = = = = = = = = = = = = = = = = = = =	(52) - - - - - - -	=	- (5)	= = = = = = = = = = = = = = = = = = = =	- (6) (3) - - - -	(58) (8)
Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	_	Ξ	=	<u>-</u>	_ _ (2)	- - - - -		Ē	=	=======================================	- (6) (3)	

Latin America

			Quarter ended 31 De	c 2019					Quarter ended 30 Se	p 2019		
	Retail		Global				Retail		Global			,
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	Sm	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	381	144	80	- Jiii	(91)	514	382	140	72	- Jiii	(124)	470
				_		143	100	21	25	_	(124)	137
Net fee income	93	21	24		5		92	21		_		195
Net income from financial instruments held for trading or managed on a fair value basis	23	7	81	_	175	286	92	21	31	_	51	195
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,	25	4	_	_		**	(20)	(44)		_		(40)
measured at fair value through profit or loss	36	4	_	_	-	40	(39)	(11)	-	_	1	(49)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or			_	_	(24)	(42)	(7)	2	_	_	(45)	(20)
loss	10	1			(24)	(13)	(7)	(8)	_	_	(15)	(20) (56)
Other income/(expense) ¹	(9)	4	3	_	(29)	(31)	(55)					
Net operating income before change in expected credit losses and other credit impairment charges	534	181	188	_	36	939	473	165	128	_	(89)	677
Change in expected credit losses and other credit impairment charges	(203)	(28)	3		(47)	(275)	(168)	(53)	(20)	_	10	(231)
Net operating income/(expense)	331	153	191	-	(11)	664	305	112	108	-	(79)	446
Total operating expenses	(343)	(435)	(69)	-	(88)	(935)	(328)	(86)	(68)	_	37	(445)
of which: staff expenses	(110)	(23)	(15)	_	(47)	(195)	(97)	(22)	(17)	_	(54)	(190)
Operating profit/(loss)	(12)	(282)	122	_	(99)	(271)	(23)	26	40	_	(42)	1
Share of profit in associates and joint ventures	2	· <u>-</u>	_	_	1 2	2	2	_	_	_		2
Profit/(loss) before tax	(10)	(282)	122	_	(99)	(269)	(21)	26	40	_	(42)	3
Trong (633) Before tax	(10)	(EUL)			(33)	(203)	(2.1)		40		(42)	
Significant items - Totals												
Revenue	_		(2)		_	(2)			2			2
			(2)			(2) —	_	_	_	_	_	_
ECL										_		
Operating expenses	(16)	(338)	(1)	-	(4)	(359)	(2)	_	_	_	(2)	(4)
Share of profit in associates and joint ventures	_	-	-	-	-	_	-	_	_	_	-	_
			At 31 Dec 2019						At 30 Sep 201			
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	8,455	7,738	7,822	-	6	24,021	7,792	7,526	8,119	_	5	23,442
Loans and advances to customers (net)	7,836	7,506	7,790	_	4	23,136	7,234	7,290	8,083	_	4	22,611
Total external assets	13,221	10,027	19,907	_	6,750	49,905	12,307	9,911	17,122	_	8,604	47,944
Customer accounts	13,393	8,191	6,256	_	397	28,237	11,911	7,601	4,737	_	512	24,761
Income statement Metrics - Reported												
Cost efficiency ratio	64.2%	240.3%	36.7%	-%	244.4%	99.6%	69.3%	52.1%	53.1%	-%	41.6%	65.7%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	61.2%	53.6%	35.8%	-%	233.3%	61.2%	68.9%	52.1%	54.0%	-%	43.8%	65.3%
rejusted cost efficiency futio	0212/0	33.070	33.070	,,,	233.370	021270	00.570	32.270	34.070	,,,	45.070	03.370
Revenue												
Significant items												
Customer redress programmes	_	-	_	_	_	-	_	-	-	_	-	_
Disposals, acquisitions and investment in new businesses	-	_		-	_		_	_	_	_	_	_
Fair value movements on financial instruments	-	-	(3)	-	-	(3)	-	-	2	_	_	2
Operating expenses												
Significant items												
Costs of structural reform	_	-	_	-	-	_	_	_	_	_	_	_
Customer redress programmes	_	_	_	_	_	_	_	_	_	-	-	_
Disposals, acquisitions and investment in new businesses	_	_	_	_	_	_	_	_	_	_	_	_
Goodwill impairment	_	(337)	_	_	_	(337)	_	_	_	_	_	_
Restructuring and other related costs	(16)	(1)	(1)	_	(5)	(23)	(2)	_	_	_	(2)	(4)
Settlements and provisions in connection with legal and regulatory matters	(20)	(-/	(-)	_	(5)	(23)	(2)	_	_	_	(2)	(4)
and regulatory matters							_					_
Other Items												
					/·	(_	_	_	_	(11)	(11)
Loss on net monetary position ¹	-	-	-	-	(30)	(30)	_	_	_	_	(11)	(11)

1 Losses due to the impacts of hyperinflation on monetary items in Argentino. 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 \$6m, comprising an increase in revenue of \$30m, a increase in EQL of \$10m and an increase in operating expenses of \$26m.

Latin America

			Quarter ended 30 Ju	n 2019					Quarter ended 31 Ma	ar 2019		
•	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	381	147	71	-	(31)	568	368	135	83	-	(77)	509
Net fee income	98	18	17	_	4	137	83	25	17	_	(2)	123
Net income from financial instruments held for trading or managed on a fair value basis	5	5	73	_	104	187	58	13	58	_	86	215
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	7		_	_	1	8	15	2	_	_	(2)	15
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or	,	_	_	_	1	٥	15	2	_	_	(2)	15
		3			9			1			(=)	
loss	14		1	_		27	48	-	_	_	(2)	47
Other income/(expense) ⁴	25	10	_	_	(33)	2	66	19	2	_	(25)	62
Net operating income before change in expected credit losses and other credit impairment charges	530	183	162	-	54	929	638	195	160	-	(22)	971
Change in expected credit losses and other credit impairment charges	(95)	(24)	3	_	(3)	(119)	(100)	(16)	_	_	1	(115)
Net operating income/(expense)	435	159	165	_	51	810	538	179	160	_	(21)	856
Total operating expenses	(341)	(87)	(64)	_	(38)	(530)	(324)	(86)	(65)	_	(4)	(479)
		(21)	(18)		(64)	(203)		(21)				(195)
of which: staff expenses	(100)						(96)		(17)		(61)	
Operating profit/(loss)	94	72	101	-	13	280	214	93	95	-	(25)	377
Share of profit in associates and joint ventures	7	1	1	_	_	9				_	_	
Profit/(loss) before tax	101	73	102	_	13	289	214	93	95	_	(25)	377
·												
Significant items - Totals												
Revenue	_		(2)	_	(1)	(3)	_		(7)	_	_	(7)
ECL	_	_	(2)	_	(1)	(5)	_		-	_	_	-
Operating expenses	(3)	(1)	(1)	-	(4)	(9)	(1)	_	(1)	_	(1)	(3)
Share of profit in associates and joint ventures	_	-	-	-	-	-	_	-	-	-	-	-
			At 30 Jun 2019						At 31 Mar 201			
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	7,824	7,486	8,983	_	5	24,298	7,395	7,253	8,091	_	3	22,742
Loans and advances to customers (net)	7,257	7,227	8,951	_	5	23,440	6,826	7,014	8,053	_	3	21,896
		10,050	18,887		9,462	51,321	12,565	9,848	18,498	_	9,561	50,472
Total external assets	12.922			_								
Total external assets Customer accounts	12,922			_						_		
Total external assets Customer accounts	12,922 13,180	7,981	4,041		1,254	26,456	12,932	7,490	5,661	=	528	26,611
Customer accounts										_		
Customer accounts Income statement Metrics - Reported	13,180	7,981	4,041	-	1,254	26,456	12,932	7,490	5,661		528	26,611
Customer accounts										_ -%		
Customer accounts Income statement Metrics - Reported Cost efficiency ratio	13,180	7,981	4,041	-	1,254	26,456	12,932	7,490	5,661		528	26,611
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	13,180 64.3%	7,981 47.5%	4,041 39.5%	- -%	70.4%	26,456 57.1%	12,932 50.8%	7,490 44.1%	5,661 40.6%	-%	528	26,611 49.3%
Customer accounts Income statement Metrics - Reported Cost efficiency ratio	13,180	7,981	4,041	-	1,254	26,456	12,932	7,490	5,661		528	26,611
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	13,180	7,981 47.5%	4,041 39.5%	- -%	70.4%	26,456 57.1%	12,932 50.8%	7,490 44.1%	5,661 40.6%	-%	528	26,611 49.3%
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	13,180	7,981 47.5%	4,041 39.5%	- -%	70.4%	26,456 57.1%	12,932 50.8%	7,490 44.1%	5,661 40.6%	-%	528	26,611 49.3%
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	13,180	7,981 47.5%	4,041 39.5%	- -%	70.4%	26,456 57.1%	12,932 50.8%	7,490 44.1%	5,661 40.6%	-%	528	26,611 49.3%
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items	13,180	7,981 47.5%	4,041 39.5%	- -%	70.4%	26,456 57.1%	12,932 50.8%	7,490 44.1%	5,661 40.6%	-%	528	26,611 49.3%
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	13,180	7,981 47.5%	4,041 39.5% 38.4%		1,254 70.4% 61.8%	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1%	5,661 40.6% 38.3%	-% -%	528 (18.2)% (13.6)%	26,611 49.3% 48.7%
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	13,180	7,981 47.5% 47.0%	4,041 39.5% 38.4%	% %	1,254 70.4% 61.8%	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3% —	-% -%	528 (18.2)% (13.6)% — —	26,611 49.3% 48.7%
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	13,180	7,981 47.5% 47.0%	4,041 39.5% 38.4%	% %	1,254 70.4% 61.8%	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3%	-% -%	528 (18.2)% (13.6)%	26,611 49.3% 48.7%
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses	13,180	7,981 47.5% 47.0%	4,041 39.5% 38.4%	% %	1,254 70.4% 61.8%	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3% —	-% -%	528 (18.2)% (13.6)% — —	26,611 49.3% 48.7%
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	13,180	7,981 47.5% 47.0%	4,041 39.5% 38.4%	% %	1,254 70.4% 61.8%	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3% —	-% -%	528 (18.2)% (13.6)% — —	26,611 49.3% 48.7%
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	13,180	7,981 47.5% 47.0%	4,041 39.5% 38.4%	% %	1,254 70.4% 61.8%	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3% —	-% -%	528 (18.2)% (13.6)% — —	26,611 49.3% 48.7%
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	13,180	7,981 47.5% 47.0%	4,041 39.5% 38.4%	% %	1,254 70.4% 61.8%	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3% —	-% -%	528 (18.2)% (13.6)% — —	26,611 49.3% 48.7%
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	13,180	7,981 47.5% 47.0%	4,041 39.5% 38.4%	-% -% -%	1,254 70.4% 61.8% - (1)	26,456 57.1% 55.9% — (1) (2)	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3% —	-% -%	528 (18.2)% (13.6)%	26,611 49.3% 48.7%
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	13,180	7,981 47.5% 47.0%	4,041 39.5% 38.4%		1,254 70.4% 61.8%	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3% —	-% -%	528 (18.2)% (13.6)% — — — —	26,611 49.3% 48.7% ————————————————————————————————————
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and dinvestment in new businesses	13,180 64.3% 63.8%	7,981 47.5% 47.0%	4,041 39.5% 38.4% — (2)	-% -% -%	1,254 70.4% 61.8% - (1)	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3% — (7)	-% -%	528 (18.2)% (13.6)%	26,611 49.3% 48.7% ————————————————————————————————————
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	13,180	7,981 47.5% 47.0%	4,041 39.5% 38.4% ————————————————————————————————————		1,254 70.4% 61.8%	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3%	-% -%	528 (18.2)% (13.6)%	26,611 49.3% 48.7%
Customer accounts Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and dinvestment in new businesses	13,180 64.3% 63.8%	7,981 47.5% 47.0%	4,041 39.5% 38.4% — (2)	-% -% -%	1,254 70.4% 61.8%	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3% — (7)	-% -%	528 (18.2)% (13.6)%	26,611 49.3% 48.7%
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Restructuring and other related costs	13,180 64.3% 63.8%	7,981 47.5% 47.0%	4,041 39.5% 38.4% ————————————————————————————————————	-% -% -%	1,254 70.4% 61.8% - (1)	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3%	-% -%	528 (18.2)% (13.6)%	26,611 49.3% 48.7% ————————————————————————————————————
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment	13,180 64.3% 63.8%	7,981 47.5% 47.0%	4,041 39.5% 38.4%	-% -% -%	1,254 70.4% 61.8%	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3%	-% -%	528 (18.2)% (13.6)%	26,611 49.3% 48.7%
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Failr value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Restructuring and other related costs Settlements and provisions in connection with legal and regulatory matters	13,180 64.3% 63.8%	7,981 47.5% 47.0%	4,041 39.5% 38.4%	-% -% -%	1,254 70.4% 61.8%	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3%	-% -%	528 (18.2)% (13.6)%	26,611 49.3% 48.7%
Income statement Metrics - Reported Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Restructuring and other related costs	13,180 64.3% 63.8%	7,981 47.5% 47.0%	4,041 39.5% 38.4%	-% -% -%	1,254 70.4% 61.8%	26,456 57.1% 55.9%	12,932 50.8% 50.6%	7,490 44.1% 44.1%	5,661 40.6% 38.3%	-% -%	528 (18.2)% (13.6)%	26,611 49.3% 48.7%

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 \$6m, comprising an increase in revenue of \$30m, a increase in ECL of \$10m and an increase in operating expenses of \$26m.

Latin America

-			0 1 1240	2040								
-	Retail		Quarter ended 31 De Global	ec 2018			Retail		Year to date 31 Dec Global	2019		
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	C		Private			and Wealth	Commercial		Private	C	
		Commercial	and		Corporate				and		Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	362	128	94	_	(14)	570	1,512	566	306	_	(323)	2,061
Net fee income	83	25	8	-	12	128	374	85	83	-	(2)	540
Net income from financial instruments held for trading or managed on a fair value basis	(15)	3	57	_	168	213	178	46	243	_	416	883
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	11	1	_	_	-	12	19	(5)	_	_	-	14
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	7	_	(2)	_	10	15	65	7	1	_	(32)	41
Other income/(expense) ¹	36	6	6	_	(43)	5	27	25	5	_	(80)	(23)
Net operating income before change in expected credit losses and other credit impairment charges	484	163	163	-	133	943	2,175	724	638	-	(21)	3,516
Change in expected credit losses and other credit impairment charges	(139)	(34)	(1)	_	(13)	(187)	(566)	(121)	(14)	_	(39)	(740)
Net operating income/(expense)	345	129	162	_	120	756	1,609	603	624	_	(60)	2,776
Total operating expenses	(329)	(91)	(65)	(1)	(97)	(583)	(1,336)	(694)	(266)	_	(93)	(2,389)
of which: staff expenses	(95)	(21)	(15)	_	(49)	(180)	(403)	(87)	(67)	_	(226)	(783)
Operating profit/(loss)	16	38	97	(1)	23	173	273	(91)	358	_	(153)	387
Share of profit in associates and joint ventures	2	_	_	_	_	2	11	1	1	_	_	13
Profit/(loss) before tax	18	38	97	(1)	23	175	284	(90)	359	_	(153)	400
110119 (1033) Schole tax		30		(2)			204	(30)	333		(133)	400
Significant items - Totals												
Revenue			4	_	23	27	_	_	(9)	_	(1)	(10)
ECL			-	_	-	_	_	_	(5)	_	(±)	(10)
	_	_	_	_	_	_				_		
Operating expenses	_	_	_	_	_	_	(22)	(339)	(3)	_	(11)	(375)
Share of profit in associates and joint ventures	-	_	_	_	_	-	_	_	_	_	-	_
=			41.24.0 204									
			At 31 Dec 201						At 31 Dec 2019			
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	7,104	7,252	7,588	-	4	21,948	8,455	7,738	7,822	-	6	24,021
Loans and advances to customers (net)	6,534	7,015	7,546	_	3	21,098	7,836	7,506	7,790	_	4	23,136
Total external assets	11,905	9,944	18,541	-	8,862	49,252	13,221	10,027	19,907	-	6,750	49,905
Customer accounts	12,892	6,949	5,009	_	1,116	25,966	13,393	8,191	6,256	_	397	28,237
Income statement Metrics - Reported												
Cost efficiency ratio	68.0%	55.8%	39.9%	-%	72.9%	61.8%	61.4%	95.9%	41.7%	-%	(442.9)%	67.9%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	68.0%	55.8%	40.9%	-%	88.2%	63.6%	60.4%	49.0%	40.6%	-%	(410.0)%	57.1%
Revenue												
Significant items												
Customer redress programmes	_	_	_	_	_	_	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses	_	_	_	_	24	24	_	_	_	_	(1)	(1)
Fair value movements on financial instruments	_	_	4	_	(1)	3	_	_	(10)	_	_	(10)
Operating expenses												
Significant items												
Costs of structural reform	_	_	_	_	_	_	_	_	_	_	_	_
Customer redress programmes	_	_	_	_	_	_	_	_	_	_	_	_
		_	_	_	_	_		_	_	_	_	_
Disposals, acquisitions and investment in new businesses	_	_	_	_	_	_	_	(337)	_	_		(337)
Goodwill impairment	_	_	_				_	(337)	_	_	_	
Restructuring and other related costs	-	-	-	-	-	-	_	_	-	-	-	_
Settlements and provisions in connection with legal and regulatory matters	-	-	-	_	-	_	_	_	-	-	-	_
Other Items												
						()					()	
Loss on net monetary position ¹	-	-	-	-	(42)	(42)	_	-	-	-	(136)	(136)

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 \$5m, comprising an increase in revenue of \$30m, a increase in ECL of \$10m and an increase in operating expenses of \$26m.

Mexico

-			Occurrence and add 21 De	2010					Occasion and ad 20 Fe	- 2010		
-	Retail		Quarter ended 31 De Global			_	Retail		Quarter ended 30 Se Global	-P 2013		
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporato	
		Banking	Markets	Banking		Total		Banking	Markets	Banking	Corporate Centre	Total
	Management \$m	\$m	Śm	\$m	Centre \$m	Śm	Management \$m	\$m	\$m	\$m	\$m	\$m
Not interest income // oursess	318	şm 83	şm 17	\$m _		\$m 366	301	5m 79	\$m 19	ŞΠ		356
Net interest income/(expense)					(52)					_	(43)	
Net fee income	87	11	18	-		116	91	10	23	-	_	124
Net income from financial instruments held for trading or managed on a fair value basis	10	3	59	-	61	133	9	2	53	_	53	117
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,	_	_	_	_	_	_	_	_	_		_	_
measured at fair value through profit or loss Changes in fair value of other financial instruments mandatorily measured at fair value through profit or	_	_	_	_	_		_	_	_	_	_	_
loss	_	_	_	_	_	_	_	_	_	_	_	_
Other income	8	3	1	_	10	22	33	5	(1)	_	13	50
Net operating income before change in expected credit losses and other credit impairment charges	423	100	95	_	19	637	434	96	94	_	23	647
Change in expected credit losses and other credit impairment charges	(136)	(12)	3	_	_	(145)	(124)	(19)	(6)		1	(148)
Net operating income	287	88	98		19	492	310	77	88		24	499
Total operating expenses	(251)	(58)	(34)	_	(19)	(362)	(244)	(50)	(34)	_	(14)	(342)
of which: staff expenses	(78)	(14)	(6)	_	(47)	(145)	(68)	(13)	(7)		(43)	(131)
Operating profit	36	30	64		- (47)	130	66	27	54	_	10	157
Share of profit in associates and joint ventures	2	-	-		_	2	2	-	54	_		2
Profit before tax	38	30	64			132	68	27	54		10	159
Fibilit belofe tax	30	30	04			132	00	21			10	133
Significant items - Totals												
Revenue	_	_	(2)	_	_	(2)	_	_	2	_	_	2
ECL	_	_	_	_	_	_	_	_	_	_	_	_
Operating expenses	(9)	_	_	_	(2)	(11)	(1)	_	_	_	(2)	(3)
Share of profit in associates and joint ventures	-	_	_	_	-	_	(2)	_	_	_	(2)	(5)
,												
_												
			At 31 Dec 2019						At 30 Sep 201			
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	7,736	6,480	6,956	-	-	21,172	7,101	6,178	7,264	_	-	20,543
Loans and advances to customers (net)	7,153	6,341	6,931	_	_	20,426	6,580	6,038	7,236	_	(1)	19,853
Total external assets	11,185	8,547	16,801	-	4,374	40,907	10,325	8,058	14,585	_	6,755	39,723
Customer accounts	11,456	6,965	4,276	-	354	23,051	9,928	6,311	3,243	_	456	19,938
Income Statement Metrics												
Cost efficiency ratio	59.3%	58.0%	35.8%	-%	100.0%	56.8%	56.2%	52.1%	36.2%	-%	60.9%	52.9%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	57.2%	58.0%	35.1%	-%	89.5%	54.9%	56.0%	52.1%	37.0%	-%	52.2%	52.6%
Revenue												
Significant items												
Customer redress programmes	_	_	-	_	_	_	_	_	_	_	_	_
Disposals, acquisitions and investment in new businesses	-	_	-	-	-	-	-	-	-	-	-	-
Fair value movements on financial instruments	-	-	(2)	-	-	(2)	-	_	2	-	-	2
Operating expenses												
Significant items												
Costs of structural reform	_	_	_	_	_	Ξ	_	_	_	_	_	_
Customer redress programmes	_	-	_	_				_	_	_	_	_
Disposals, acquisitions and investment in new businesses	_	-	_	_	-	_	-	_	_	_	_	_
Goodwill impairment	_	_	-	-	- (2)	-	_	_	-	_	- (2)	_
Restructuring and other related costs	(9)	-	-	-	(2)	(11)	(1)	_	_	_	(2)	(3)
Past service costs of guaranteed minimum pension benefits equalisation	-	-	_	_	-	_	_	_	_	_	-	_
Settlements and provisions in connection with legal and regulatory matters	-	-	_	_	-	_	-	_	_	_	_	_

·			Quarter ended 30 Ju	n 2019					Quarter ended 31 Ma	ar 2019		
•	Retail		Global				Retail		Global	2013		
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
		Banking				Total				Banking		Total
	Management		Markets	Banking	Centre	Total	Management	Banking	Markets		Centre	Total \$m
No. 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	\$m 291	\$m 88	\$m 23	\$m —	\$m (36)	\$m 366	\$m 293	\$m 82	\$m 46	\$m 	\$m	375
Net interest income/(expense)				_						_	(46)	
Net fee income	86	8	12	_		106	68	13	14	_		95
Net income from financial instruments held for trading or managed on a fair value basis	5	3	43	_	43	94	6	2	24	_	48	80
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	_	_	_	_	-	_	_	-	_	_	_	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	_	_	_	_	_	_	_	_	_	_	_	_
Other income	26	9	(1)	_	14	48	67	27	_	_	12	107
	408	108	77		21	614	434	124	85		14	657
Net operating income before change in expected credit losses and other credit impairment charges			,,,	_	21				85	_	14	
Change in expected credit losses and other credit impairment charges	(84)	(18)				(100)	(93)	(6)			14	(98)
Net operating income	324	90	79		21	514	341	118	86			559
Total operating expenses	(257)	(51)	(34)	_	(10)	(352)	(241)	(51)	(34)	-	(8)	(334)
of which: staff expenses	(71)	(13)	(8)		(47)	(139)	(69)	(13)	(9)		(45)	(136)
Operating profit	67	39	45	-	11	162	100	67	52	_	6	225
Share of profit in associates and joint ventures	7 74	1 40	1 46			9	- 400	- 67				
Profit before tax	/4	40	46		11	171	100	6/	52	_	6	225
Significant items - Totals			(2)			(2)			(5)			(5)
Revenue	_	_	(2)	_	-	(2)	_	-	(5)	_	_	(5)
ECL	_	_	-	_	_	-	-	-	_	_	_	_
Operating expenses	_	_	-	-	(3)	(3)	-	-	(1)	_	(1)	(2)
Share of profit in associates and joint ventures	-	-	_	_	_	_	-	-	-	_	-	-
·			At 30 Jun 2019)					At 31 Mar 201	9		
Balance sheet data	Şm	\$m	At 30 Jun 2019 \$m	\$m	\$m	\$m	\$m	\$m	At 31 Mar 201	9 \$m	\$m	\$m
	\$m 6,983	\$m 5,953			\$m (1)	\$m 20,852	\$m 6,558	\$m 5,838			\$m —	\$m 19,554
Balance sheet data Loans and advances to customers (gross) Loans and advances to customers (net)			\$m	\$m					\$m		\$m _ _	
Loans and advances to customers (gross)	6,983	5,953	\$m 7,917	\$m	(1)	20,852	6,558	5,838	\$m 7,158		-	19,554
Loans and advances to customers (gross) Loans and advances to customers (net)	6,983 6,467	5,953 5,773	\$m 7,917 7,888	\$m _ _	(1)	20,852 20,128	6,558 6,036	5,838 5,673	\$m 7,158 7,123		_	19,554 18,832
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	6,983 6,467 10,468	5,953 5,773 7,922	\$m 7,917 7,888 16,463	\$m 	(1) — 6,389	20,852 20,128 41,242	6,558 6,036 10,095	5,838 5,673 7,859	\$m 7,158 7,123 16,215	\$m 	_ _ 6,666	19,554 18,832 40,835
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics	6,983 6,467 10,468 10,321	5,953 5,773 7,922 6,530	\$m 7,917 7,888 16,463 2,430	\$m 	(1) — 6,389 1,156	20,852 20,128 41,242 20,437	6,558 6,036 10,095 10,216	5,838 5,673 7,859 6,123	\$m 7,158 7,123 16,215 4,050	\$m 	- - 6,666 442	19,554 18,832 40,835 20,831
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts	6,983 6,467 10,468	5,953 5,773 7,922	\$m 7,917 7,888 16,463	\$m 	(1) — 6,389	20,852 20,128 41,242	6,558 6,036 10,095	5,838 5,673 7,859	\$m 7,158 7,123 16,215	\$m 	_ _ 6,666	19,554 18,832 40,835
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio	6,983 6,467 10,468 10,321	5,953 5,773 7,922 6,530	\$m 7,917 7,888 16,463 2,430	\$m 	(1) — 6,389 1,156	20,852 20,128 41,242 20,437	6,558 6,036 10,095 10,216	5,838 5,673 7,859 6,123	\$m 7,158 7,123 16,215 4,050	\$m 	- - 6,666 442	19,554 18,832 40,835 20,831
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported	6,983 6,467 10,468 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	\$m 7,917 7,888 16,463 2,430	\$m 	(1) ————————————————————————————————————	20,852 20,128 41,242 20,437 57.3%	6,558 6,036 10,095 10,216	5,838 5,673 7,859 6,123	\$m 7,158 7,123 16,215 4,050	\$m - - - -	- 6,666 442 57.1%	19,554 18,832 40,835 20,831
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio	6,983 6,467 10,468 10,321	5,953 5,773 7,922 6,530	\$m 7,917 7,888 16,463 2,430	\$m 	(1) — 6,389 1,156	20,852 20,128 41,242 20,437	6,558 6,036 10,095 10,216	5,838 5,673 7,859 6,123	\$m 7,158 7,123 16,215 4,050	\$m 	- - 6,666 442	19,554 18,832 40,835 20,831
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio	6,983 6,467 10,468 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	\$m 7,917 7,888 16,463 2,430	\$m 	(1) ————————————————————————————————————	20,852 20,128 41,242 20,437 57.3%	6,558 6,036 10,095 10,216	5,838 5,673 7,859 6,123	\$m 7,158 7,123 16,215 4,050	\$m - - - -	- 6,666 442 57.1%	19,554 18,832 40,835 20,831
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue	6,983 6,467 10,468 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	\$m 7,917 7,888 16,463 2,430	\$m 	(1) ————————————————————————————————————	20,852 20,128 41,242 20,437 57.3%	6,558 6,036 10,095 10,216	5,838 5,673 7,859 6,123	\$m 7,158 7,123 16,215 4,050	\$m - - - -	- 6,666 442 57.1%	19,554 18,832 40,835 20,831
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items	6,983 6,467 10,469 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	5m 7,917 7,888 16,463 2,430 44.2%	\$m 	(1) 	20,852 20,128 41,242 20,437 57.3%	6.558 6.036 10,095 10,216 55.5%	5,838 5,673 7,859 6,123 41.1%	5m 7,158 7,123 16,215 4,050 40.0%	\$m - - - -	- 6,666 442 57.1% 50.0%	19,554 18,832 40,835 20,831 50.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	6,983 6,467 10,468 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	Sm 7,917 7,888 16,463 2,430 44.2%	\$m 	(1) 	20,852 20,128 41,242 20,437 57,3%	6,558 6,036 10,095 10,216 55.5%	5,838 5,673 7,859 6,123 41,1%	5m 7,158 7,123 16,215 4,050 40.0%	\$m - - - -	- 6,666 442 57.1% 50.0%	19,554 18,832 40,835 20,831 50.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossla, acquisitions and investment in new businesses	6,983 6,467 10,469 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	Sm 7,917 7,888 16,463 2,430 44.2% 43.0%	\$m 	(1) — 6,389 1,156 47.6% 33.3%	20,852 20,128 41,242 20,437 57.3% 56.7%	6.558 6.036 10,095 10,216 55.5%	5,838 5,673 7,859 6,123 41.1%	\$m 7,158 7,123 16,215 4,050 40.0%	\$m - - - -	- 6,666 442 57.1% 50.0%	19,554 18,832 40,835 20,831 50.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes	6,983 6,467 10,469 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	Sm 7,917 7,888 16,463 2,430 44.2%	\$m 	(1) 	20,852 20,128 41,242 20,437 57,3%	6.558 6.036 10,095 10,216 55.5%	5,838 5,673 7,859 6,123 41,1%	5m 7,158 7,123 16,215 4,050 40.0%	\$m - - - -		19,554 18,832 40,835 20,831 50.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments	6,983 6,467 10,469 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	Sm 7,917 7,888 16,463 2,430 44.2% 43.0%	\$m 	(1) — 6,389 1,156 47.6% 33.3%	20,852 20,128 41,242 20,437 57.3% 56.7%	6.558 6.036 10,095 10,216 55.5%	5,838 5,673 7,859 6,123 41.1%	\$m 7,158 7,123 16,215 4,050 40.0%	\$m - - - -		19,554 18,832 40,835 20,831 50.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses	6,983 6,467 10,469 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	Sm 7,917 7,888 16,463 2,430 44.2% 43.0%	\$m 	(1) — 6,389 1,156 47.6% 33.3%	20,852 20,128 41,242 20,437 57.3% 56.7%	6.558 6.036 10,095 10,216 55.5%	5,838 5,673 7,859 6,123 41.1%	\$m 7,158 7,123 16,215 4,050 40.0%	\$m - - - -		19,554 18,832 40,835 20,831 50.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Dispossia, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items	6,983 6,467 10,469 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	Sm 7,917 7,888 16,463 2,430 44.2% 43.0%	\$m 	(1) — 6,389 1,156 47.6% 33.3%	20,852 20,128 41,242 20,437 57.3% 56.7%	6.558 6.036 10,095 10,216 55.5%	5,838 5,673 7,859 6,123 41.1%	\$m 7,158 7,123 16,215 4,050 40.0%	\$m - - - -		19,554 18,832 40,835 20,831 50.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform	6,983 6,467 10,469 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	Sm 7,917 7,888 16,463 2,430 44.2% 43.0%	\$m 	(1) 	20,852 20,128 41,242 20,437 57.3% 56.7%	6,558 6,036 10,095 10,216 55.5%	5,838 5,673 7,859 6,123 41.1%	\$m 7,158 7,123 16,215 4,050 40.0%	\$m - - - -		19,554 18,832 40,835 20,831 50.8% 50.2%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes	6,983 6,467 10,469 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	Sm 7,917 7,888 16,463 2,430 44.2% 43.0%	\$m 	(1) — 6,389 1,156 47.6% 33.3%	20,852 20,128 41,242 20,437 57.3% 56.7%	6.558 6.036 10,095 10,216 55.5%	5,838 5,673 7,859 6,123 41.1%	\$m 7,158 7,123 16,215 4,050 40.0%	\$m - - - -		19,554 18,832 40,835 20,831 50.8%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses	6,983 6,467 10,469 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	Sm 7,917 7,888 16,463 2,430 44.2% 43.0%	\$m 	(1) 	20,852 20,128 41,242 20,437 57.3% 56.7%	6,558 6,036 10,095 10,216 55.5%	5,838 5,673 7,859 6,123 41.1% 41.1%	\$m 7,158 7,123 16,215 4,050 40.0%	\$m - - - -		19,554 18,832 40,835 20,831 50.8% 50.2%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illempairment	6,983 6,467 10,469 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	Sm 7,917 7,888 16,463 2,430 44.2% 43.0%	\$m 	(1) 	20,852 20,128 41,242 20,437 57,3% 56,7% — — — — — — — —	6,558 6,036 10,095 10,216 55.5%	5,838 5,673 7,859 6,123 41.1%	\$m 7,158 7,123 16,215 4,050 40.0% 36,7%	\$m - - - -		19,554 18,832 40,835 20,831 50.8% 50.2%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Gost of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Restructuring and other related costs	6,983 6,467 10,469 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	Sm 7,917 7,888 16,463 2,430 44.2% 43.0%	- %	(1) 	20,852 20,128 41,242 20,437 57,3% 56,7% — — — — — — — — — — — — — — — — — — —	6,558 6,036 10,095 10,216 55,5%	5,838 5,673 7,859 6,123 41.1% 41.1%	\$m 7,158 7,123 16,215 4,050 40.0% 36.7%	Sm	- 6,666 442 57.1% 50.0%	19,554 18,832 40,835 20,831 50.8% 50.2%
Loans and advances to customers (gross) Loans and advances to customers (net) Total external assets Customer accounts Income Statement Metrics Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill illempairment	6,983 6,467 10,469 10,321 63.0%	5,953 5,773 7,922 6,530 47.2%	Sm 7,917 7,888 16,463 2,430 44.2% 43.0%	\$m 	(1) 	20,852 20,128 41,242 20,437 57,3% 56,7% — — — — — — — —	6,558 6,036 10,095 10,216 55.5%	5,838 5,673 7,859 6,123 41.1% 41.1%	\$m 7,158 7,123 16,215 4,050 40.0% 36,7%	\$m - - - -		19,554 18,832 40,835 20,831 50.8% 50.2%

			Quarter ended 31 De	£C 2018					Year to date 31 Dec	2019		
	Retail		Global				Retail		Global			
	Banking		Banking	Global			Banking		Banking	Global		
	and Wealth	Commercial	and	Private	Corporate		and Wealth	Commercial	and	Private	Corporate	
	Management	Banking	Markets	Banking	Centre	Total	Management	Banking	Markets	Banking	Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Not interest in comments.	289	82	53	ŞIII	(36)	388	1,203	332	105	- JIII	(177)	1,463
Net interest income/(expense)				_	(36)					_		
Net fee income	72	15	7	_	_	94	332	42	67	-	_	441
Net income from financial instruments held for trading or managed on a fair value basis	4	4	28	_	44	80	30	10	179	-	205	424
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives,												
measured at fair value through profit or loss	_	-	-	-	-	-	-	-	-	-	-	_
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or												
loss	_	_	_	_	_	_	_	_	_	_	_	_
Other income	21	1	1	-	11	34	134	44	-	-	49	227
Net operating income before change in expected credit losses and other credit impairment charges	386	102	89	-	19	596	1,699	428	351	-	77	2,555
Change in expected credit losses and other credit impairment charges	(121)	(11)	(2)	_	_	(134)	(437)	(55)	_	_	1	(491)
Net operating income	265	91	87	_	19	462	1,262	373	351	_	78	2,064
Total operating expenses	(241)	(55)	(32)	_	(16)	(344)	(993)	(210)	(136)	_	(51)	(1,390)
	(66)	(14)	(7)	_	(35)		(286)	(53)	(30)	_	(182)	
of which: staff expenses						(122)						(551)
Operating profit	24	36	55	_	3	118	269	163	215	-	27	674
Share of profit in associates and joint ventures							11	1	1	_		13
Profit before tax	24	36	55	_	3	118	280	164	216	_	27	687
Significant items - Totals												
Revenue	_	-	4	-	(1)	3	-	-	(7)	-	-	(7)
ECL	_	_	_	_	_	_	_	_	_	_	_	_
Operating expenses	_	_	_	_	_	_	(10)	_	(1)	_	(8)	(19)
Share of profit in associates and joint ventures	_	_	_	_	_	_	(/	_	-	_	_	()
State of Broth associates and John Ventures												
•			At 31 Dec 2018	2					At 31 Dec 2019			
Policy and the Address	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Balance sheet data										\$m	\$m	
Loans and advances to customers (gross)	6,188	5,711	6,709	_	_	18,608	7,736	6,480	6,956	_	-	21,172
Loans and advances to customers (net)	5,674	5,537	6,679	_	_	17,890	7,153	6,341	6,931	-	-	20,426
Total external assets	9,353	7,653	15,772	_	6,533	39,311	11,185	8,547	16,801	-	4,374	40,907
Customer accounts	10,155	5,483	3,458	-	840	19,936	11,456	6,965	4,276	_	354	23,051
Income Statement Metrics												
Income Statement Metrics Cost efficiency ratio	62.4%	53.9%	36.0%	-%	84.2%	57.7%	58.4%	49.1%	38.7%	-%	66.2%	54.4%
	62.4%	53.9%	36.0%	-%	84.2%	57.7%	58.4%	49.1%	38.7%	-%	66.2%	54.4%
Cost efficiency ratio	62.4%	53.9%	36.0%	-%	84.2%	57.7%	58.4%	49.1%	38.7%	-%	66.2%	54.4%
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported												
Cost efficiency ratio	62.4% 62.4%	53.9% 53.9%	36.0% 37.6%	-% -%	84.2% 80.0%	57.7% 58.0%	58.4% 57.9%	49.1% 49.1%	38.7% 37.7%	-% -%	66.2% 55.8%	54.4% 53.5%
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio												
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue												
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant Items					80.0%							
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes			37.6%		80.0%			49.1%	37.7%		55.8%	53.5%
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses			37.6% _ _		80.0% — —	58.0% 			37.7% — —			53.5% — —
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes			37.6%		80.0%			49.1%	37.7%		55.8%	53.5%
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses			37.6% _ _		80.0% — —	58.0% 		49.1%	37.7% — —		55.8%	53.5% — —
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses			37.6% _ _		80.0% — —	58.0% 		49.1%	37.7% — —		55.8%	53.5% — —
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses			37.6% _ _		80.0% — —	58.0% 		49.1%	37.7% — —		55.8%	53.5% — —
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments			37.6% _ _		80.0% — —	58.0% 		49.1%	37.7% — —		55.8%	53.5% — —
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items			37.6% _ _		80.0% — —	58.0% 		49.1%	37.7% — —		55.8%	53.5% — —
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform			37.6% _ _		80.0% — —	58.0% 		49.1%	37.7% — —		55.8%	53.5% — —
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes			37.6% _ _		80.0% — —	58.0% 		49.1%	37.7% — —		55.8%	53.5% — —
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and ninvestment in new businesses			37.6% _ _		80.0% — —	58.0% 		49.1%	37.7% — —		55.8%	53.5% — —
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment			37.6% _ _		80.0% - - (1)	58.0% 	57.9%	49.1%	37.7%		55.8% - - - - -	53.5% - (7)
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment Restructuring and other related costs			37.6% _ _		80.0% — —	58.0% _	57.9% (10)	49.1%	37.7% — —		55.8% (8)	53.5%
Cost efficiency ratio Income Statement metrics - Adjusted as originally reported Adjusted cost efficiency ratio Revenue Significant items Customer redress programmes Disposals, acquisitions and investment in new businesses Fair value movements on financial instruments Operating expenses Significant items Costs of structural reform Customer redress programmes Disposals, acquisitions and investment in new businesses Goodwill impairment			37.6% _ _		80.0% - - (1)	58.0% _	57.9%	49.1%	37.7%		55.8% - - - - -	53.5% - (7)

Risk-weighted assets

Risk-weighted assets by global business¹

			Quarter ended	
	31 Dec	30 Sep	30 Jun	31 Mar
	2019	2019	2019	2019
	\$bn	\$bn	\$bn	\$bn
Retail Banking and Wealth Management	134.0	127.9	129.0	126.5
Commercial Banking	316.7	317.3	327.6	325.4
Global Banking and Markets	258.2	276.8	284.5	285.5
Global Private Banking	14.0	16.2	16.5	16.8
Corporate Centre	120.5	127.0	128.4	125.3
Total	843.4	865.2	886.0	879.5

Risk-weighted assets by geographical regions^{1,2}

Quarter ended							
31 Dec	30 Sep	30 Jun	31 Mar	31 Dec			
2019	2019	2019	2019	2018			
\$bn	\$bn	\$bn	\$bn	\$bn			
843.4	865.2	886.0	879.5	865.3			
281.0	295.0	309.4	306.3	298.1			
366.4	364.7	371.7	366.8	363.9			
57.5	57.5	57.5	56.3	56.7			
122.0	131.1	133.5	133.8	131.6			
38.4	40.6	40.3	39.5	38.3			
187.2	186.7	189.6	187.1	190.1			
203.9	216.6	226.5	225.5	221.7			
73.3	71.9	74.1	72.7	69.4			
89.4	97.7	99.3	100.5	99.5			
29.0	29.4	29.3	28.7	27.5			
113.5	109.2	118.0	121.2	117.3			
165.8	182.4	189.3	187.5	183.7			
	2019 \$bn 843.4 281.0 366.4 57.5 122.0 38.4 187.2 203.9 73.3 89.4 29.0	2019 2019 \$bn \$bn 843.4 865.2 281.0 295.0 366.4 364.7 57.5 57.5 122.0 131.1 38.4 40.6 187.2 186.7 203.9 216.6 73.3 71.9 89.4 97.7 29.0 29.4	31 Dec 30 Sep 30 Jun 2019 2019 2019 \$bn \$bn \$bn 843.4 865.2 886.0 281.0 295.0 309.4 366.4 364.7 371.7 57.5 57.5 57.5 122.0 131.1 133.5 38.4 40.6 40.3 187.2 186.7 189.6 203.9 216.6 226.5 73.3 71.9 74.1 89.4 97.7 99.3 29.0 29.4 29.3 113.5 109.2 118.0	31 Dec 30 Sep 30 Jun 31 Mar 2019 2019 2019 2019 \$bn \$bn \$bn \$bn 843.4 865.2 886.0 879.5 281.0 295.0 309.4 306.3 366.4 364.7 371.7 366.8 57.5 57.5 57.5 56.3 122.0 131.1 133.5 133.8 38.4 40.6 40.3 39.5 187.2 186.7 189.6 187.1 203.9 216.6 226.5 225.5 73.3 71.9 74.1 72.7 89.4 97.7 99.3 100.5 29.0 29.4 29.3 28.7 113.5 109.2 118.0 121.2			

31 Dec

2018

126.9

321.2

281.0 16.8

119.4

865.3

\$bn

¹ Figures are calculated using the EU's regulatory transitional arrangements for IFRS 9 in article 473a of the Capital Requirements Regulation.

² RWAs are non-additive across geographical regions due to market risk diversification effects within the Group.

³ RWAs are non-additive across legal entities due to intra-Group RWAs.