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2020年2月18日

(香港股份代號：5)

HSBC Holdings plc
滙豐控股有限公司
2019年業績 - 摘要

隨附之公告現正於滙豐控股有限公司上市之證券交易所發布。

代表
滙豐控股有限公司

集團公司秘書長及管治總監
戴愛蘭

於本公告發表之日，滙豐控股有限公司董事會成員包括：杜嘉祺*、祈耀年、祈嘉蓮†、史美倫†、卡斯特†、利蘊蓮†、麥浩智†、苗凱婷†、聶德偉†、邵偉信、施俊仁爵士†、戴國良†及梅爾莫†。

* 集團非執行主席

† 獨立非執行董事

2020年2月18日

HSBC Holdings plc 滙豐控股有限公司

2019年業績 – 摘要

集團行政總裁祈耀年表示：

「集團2019年的業績穩健，但部分業務卻未能達致可接受的回報。因此，我們正制訂一項修訂計劃，致力提升投資者的回報、創造未來的投資能力，並建立支持業務可持續增長的平台。集團已開始落實相關計劃，我和管理團隊會逐步推行。」

2019年財務表現（相對2018年）

- **列賬基準之普通股股東應佔利潤為60億美元，下跌53%**，主要受商譽減值73億美元影響。列賬基準除稅前利潤為133億美元，減少33%。列賬基準收入則增加4%。受商譽減值73億美元影響，列賬基準營業支出增加22%。
- **商譽減值73億美元**，其中40億美元和環球銀行及資本市場業務有關，另外25億美元則來自歐洲工商金融業務，反映長期經濟增長率假設下調，以及環球銀行及資本市場業務的整頓計劃。
- **經調整收入為554億美元，增加5.9%，經調整除稅前利潤則為222億美元，上升5%**，反映零售銀行及財富管理業務、環球私人銀行業務及工商金融業務的收入增長良好，成本控制亦有所改善。
- 亞洲業務的經調整收入為305億美元，增加7%，經調整除稅前利潤則為186億美元，上升6%，其中香港業務表現穩健，經調整除稅前利潤增加5%，達到121億美元。
- **經調整預期信貸損失及其他信貸減值準備為28億美元，上升11億美元**，原因是工商金融業務和零售銀行及財富管理業務的準備增加。
- **經調整收入增長率與支出增長率之差為正3.1%**，反映成本控制有所改善。**經調整營業支出增長2.8%**，遠低於2018年的增幅（與2017年相比）。
- 在香港業務表現穩健支持下，**平均有形股本回報率為8.4%，下跌20個基點**。
- 在計入每股0.36美元的商譽減值影響後，**每股盈利為0.3美元。2019年每股股息為0.51美元**。
- 我們繼續監察近期冠狀病毒疫情的發展，由於香港及中國內地的經濟受到打擊，或會對集團2020年的業績構成影響。

2019年第四季財務表現（相對2018年第四季）

- 受商譽減值73億美元和10億美元的英國銀行徵費支出影響，**列賬基準除稅前虧損達到39億美元**。列賬基準收入增加5%，而受商譽減值73億美元影響，列賬基準營業支出則上升86%。
- **經調整收入為136億美元，增加9%，經調整除稅前利潤則為43億美元，上升29%**。香港業務的經調整除稅前利潤為26億美元，增加3%。
- **經調整支出為91億美元，增加3億美元，增幅為3%**，反映我們持續嚴格控制成本。2019年第四季的風險加權資產減少220億美元，帶動**普通股權一級比率較2019年第三季上升40個基點，達到14.7%**。

集團行政總裁評選工作最新進展

- 我們仍在進行集團行政總裁正式人選的評選工作，並預期會依照原定時間於6至12個月內作出委任。

2020年業務最新狀況

我們今日除公布全年業績外，亦提出於2022年前改善集團回報的最新方案，務求達到增長目標，以及維持現行的派息政策。我們計劃削減投放資本於表現欠佳的業務並降低支出，進一步將資源集中於高回報和增長前景較佳的市場，包括零售銀行及財富管理業務以及所有亞洲業務。我們亦計劃精簡複雜的集團架構，包括削減集團及中央的支出，同時提升資本效益。

集團的目標包括：

- 於2022年底前**削減風險加權資產總值超過1,000億美元**，並將該等風險加權資產再投資，令2019至2022年間的風險加權資產水平大致持平；
- 進行45億美元的新一輪削減支出計劃，將2022年的**經調整支出基礎降低至310億美元或以下**；及
- 於2022年達致**10%至12%的列賬基準有形股本回報率**，將削減成本的所有得益及重新調配的風險加權資產撥作往後年度的資本。

我們擬**維持派息水平，及將普通股權一級比率維持在14%至15%**，並計劃於2021年底前達到這個範圍的上限。

鑑於未來兩年將會進行大規模重組，集團計劃於2020及2021年暫停股份回購，直至2022年起再行恢復，以中和發行以股代息股份的影響。

各項業務的具體目標如下：

歐洲業務（不包括HSBC UK）

我們計劃於2022年底前削減風險加權資產約35%，並會透過下列措施達到目標：專注服務倚重滙豐國際銀行業務能力的客戶、減少調配資本至利率業務，以及撤出資本密集及高度槓桿化的產品線，包括英國的十國集團長期衍生工具莊家活動。在英國，我們的投資銀行業務會集中服務當地的中端市場和國際企業客戶，並透過倫敦的業務中心提供支持。我們亦希望縮減歐洲的銷售及交易活動和股票研究業務，並將英國的結構性產品業務轉移至亞洲。

美國業務

我們的目標是將美國業務重新定位為以國際客戶為本的企業銀行，並針對性提供零售銀行服務。我們有意把經選定的美國和倫敦定息業務整合，將有關產品的全球規模效應最大化，並削減與美國環球資本市場業務相關的風險加權資產約45%，把釋出的資本重新投放至工商金融業務和零售銀行及財富管理業務。同時，我們計劃削減營運支出10%至15%，將零售銀行業務的焦點轉移至跨國流動的客戶，並增加在數碼科技和無抵押貸款業務的投資。我們的目標是削減美國的分行網絡約30%，並開展計劃以整合中後台業務及簡化各職能部門，從而精簡美國業務的架構和降低成本。

環球銀行及資本市場業務

我們的目標是讓環球銀行及資本市場業務專注服務經營環球業務並倚重滙豐國際網絡的企業和機構客戶。我們計劃在進一步強化交易銀行及融資實力的同時，加快在亞洲和中東地區的投資，並調撥更多資源到這些地區。我們又計劃加強在亞洲和中東的投資銀行業務實力，但會繼續以倫敦為環球投資銀行業務的中心。環球資本市場業務方面，我們將致力擴展在新興市場和融資業務方面的實力，以及加強機構客戶業務。我們會繼續投資於數碼系統和解決方案，以配合環球銀行及資本市場業務的重組。

精簡集團架構

我們將透過多項改革，進一步精簡集團架構並提升效率，其中包括：

- 將工商金融業務和環球銀行業務的中後台部門合併成為單一運作模型；
- 將零售銀行及財富管理業務和環球私人銀行業務整合，組成一個全新的財富管理及個人銀行部門；
- 從集團行政層面將地區匯報的範圍由七個減少至四個；及
- 重組環球職能部門及總部以配合新架構。

為達致集團目標，我們預計於2022年前會產生約60億美元重組支出，以及約12億美元的資產出售成本，大部分的重組支出將於2020及2021年產生。

主要財務衡量指標

	截至下列年份止年度		
	2019年	2018年	2017年
列賬基準業績			
列賬基準收入（百萬美元） ¹	56,098	53,780	51,445
列賬基準除稅前利潤（百萬美元） ²	13,347	19,890	17,167
列賬基準除稅後利潤（百萬美元） ²	8,708	15,025	11,879
母公司普通股股東應佔利潤（百萬美元） ²	5,969	12,608	9,683
每股基本盈利（美元） ²	0.30	0.63	0.48
每股攤薄後盈利（美元） ²	0.30	0.63	0.48
平均普通股股東權益回報率(%) ²	3.6	7.7	5.9
平均有形股本回報率(%)	8.4	8.6	6.8
淨利息收益率(%)	1.58	1.66	1.63
經調整業績³			
經調整收入（百萬美元） ¹	55,409	52,331	50,173
經調整除稅前利潤（百萬美元）	22,212	21,182	20,556
經調整收入增長率與支出增長率之差(%)	3.1	(1.2)	1.0
成本效益比率(%)	59.2	61.0	60.3
預期信貸損失及其他信貸減值準備（「預期信貸損失」）佔客戶貸款總額平均值之百分比(%)	0.27	0.17	0.18
	於12月31日		
	2019年	2018年	2017年
資產負債表			
資產總值（百萬美元）	2,715,152	2,558,124	2,521,771
客戶貸款淨額（百萬美元）	1,036,743	981,696	962,964
客戶賬項（百萬美元）	1,439,115	1,362,643	1,364,462
附息資產平均值（百萬美元）	1,922,822	1,839,346	1,726,120
客戶貸款佔客戶賬項百分比(%)	72.0	72.0	70.6
股東權益總額（百萬美元）	183,955	186,253	190,250
有形普通股股東權益（百萬美元）	144,144	140,056	144,915
於期末每股普通股資產淨值（美元） ⁴	8.00	8.13	8.35
於期末每股普通股有形資產淨值（美元）	7.13	7.01	7.26
資本、槓桿及流動資金			
普通股權一級資本比率(%) ⁵	14.7	14.0	14.5
風險加權資產（百萬美元） ⁵	843,395	865,318	871,337
總資本比率(%) ⁵	20.4	20.0	20.9
槓桿比率(%) ⁵	5.3	5.5	5.6
高質素流動資產（流動資產價值）（十億美元）	601	567	513
流動資金覆蓋比率(%)	150	154	142
股份數據			
於期末流通在外面值0.5美元普通股之基本數目（百萬股）	20,206	19,981	19,960
於期末流通在外面值0.5美元普通股及具攤薄影響之潛在普通股之基本數目（百萬股）	20,280	20,059	20,065
流通在外面值0.5美元普通股之平均基本數目（百萬股）	20,158	19,896	19,972
每股普通股股息（期內）（美元）	0.51	0.51	0.51

1 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

2 包括2019年一項73億美元商譽減值之影響。

3 經調整業績的計算方法，是就可能會扭曲按年比較資料的貨幣換算差額及重大項目之按年影響，對列賬基準業績作出調整。

4 每股普通股資產淨值的定義為股東權益總額減非累積優先股及資本證券總額，再除以不包括本公司已購入並持作庫存用途股份之已發行普通股數目。

5 除另有說明外，監管規定資本比率和水平按歐盟當時生效的《資本規定規例》之過渡安排（包括第473a條所述之IFRS 9「金融工具」監管規定過渡安排）計算。於2019年12月31日的資本比率和水平乃根據所實施的經修訂《資本規定規例及指引》（「資本規例2」）列報，而過往期間則採用《資本規定規例及指引》（「資本指引4」）。槓桿比率採用終點資本定義計算。

摘要

	截至12月31日止年度	
	2019年 百萬美元	2018年 百萬美元
列賬基準		
收入 ¹	56,098	53,780
預期信貸損失及其他信貸減值準備變動	(2,756)	(1,767)
營業支出	(42,349)	(34,659)
除稅前利潤	13,347	19,890
經調整²		
收入 ¹	55,409	52,331
預期信貸損失及其他信貸減值準備變動	(2,756)	(1,689)
營業支出	(32,795)	(31,906)
除稅前利潤	22,212	21,182
影響經調整業績之重大項目		
收入		
客戶賠償計劃	(163)	53
出售、收購及於新業務之投資	768	(113)
金融工具之公允值變動 ³	84	(100)
營業支出		
結構性改革支出 ⁴	(158)	(361)
客戶賠償計劃	(1,281)	(146)
出售、收購及於新業務之投資	—	(52)
商譽減值	(7,349)	—
保證最低退休金福利平等化之過往服務成本	—	(228)
重組架構及其他相關成本	(827)	(66)
與法律及其他監管事宜相關之和解開支及準備	61	(816)

1 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

2 經調整業績的計算方法，是就可能會扭曲按年比較資料的貨幣換算差額及重大項目之按年影響，對列賬基準業績作出調整。

3 金融工具之公允值變動包括衍生工具的不合資格對沖及債務估值調整。

4 包括為英國退出歐盟作準備的相關支出、在英國設立分隔運作銀行（包括英國服務公司集團）的成本及在香港設立中介控股公司的相關成本。

集團主席杜嘉祺之報告

本人曾於公布中期業績時表示，外圍環境正日趨複雜及嚴峻。從集團2019年業績可見，情況確實如此。

過往商譽減值令列賬基準除稅前利潤下跌33%，但我們憑藉業務模式的實力及韌力，經調整除稅前利潤增長5%至222億美元。零售銀行及財富管理業務、工商金融業務和環球私人銀行業務表現出眾，而我們領先業界的交易銀行業務再次彰顯環球網絡的效益。以上種種，加上集團資本雄厚的優勢，讓董事會有信心通過2019年的股息額維持在0.51美元不變。

策略

祈耀年於2019年8月獲委任為臨時集團行政總裁時，獲董事會全權授命處理集團各個較薄弱的範疇、提升業績表現及增強投資實力。自此，祈耀年與董事會緊密合作，力求達標。董事會通過一項計劃，旨在將資本調配至可實現更高回報的領域，同時為集團節省成本，精簡業務。

縱使置身當前日趨嚴峻的競爭環境，滙豐作為一家規模龐大和覆蓋層面廣泛的銀行，仍有不少機遇。我們在把握這些機遇方面取得先機，但仍須更進一步，加快全面發揮我們的傳統、網絡和財務實力等優勢。集團將全力按部就班落實所需的變革。

董事會

前集團行政總裁范寧於2019年8月退任。本人十分感謝他服務滙豐多年來的投入、努力及重大貢獻。祈耀年於2019年8月以臨時集團行政總裁的身份加入董事會。我們仍在進行集團行政總裁正式人選的評選工作，並預期會依照原定時間表作出委任。

麥浩智於2019年3月加入董事會出任獨立非執行董事。

埃文斯勳爵於2019年4月自董事會退任。繆思成則於2019年12月底退任執行董事及集團風險總監。施俊仁爵士今天退任集團副主席兼高級獨立董事，而聶德偉將接任高級獨立董事一職。祈嘉蓮已知會董事會不擬於2020年4月舉行的應屆股東周年大會上尋求連任。

埃文斯勳爵、繆思成、施俊仁爵士及祈嘉蓮對董事會作出非凡而寶貴的貢獻，集團對他們致以衷心感謝。

環球經濟

滙豐是一家環球銀行，但業務與中國內地、香港及英國聯繫密切，而這些國家／地區則仍然面對多項重大挑戰。

我們繼續密切監察冠狀病毒疫情的發展。集團時刻以客戶和員工的健康為先，並會竭盡所能保障他們的安全，在此艱難時刻為他們提供支援。

香港社會動盪不安，對當地經濟造成壓力和嚴重影響。我們反對一切暴力，並支持在「一國兩制」框架下尋求和平解決方案。對於香港同事在艱困之中仍盡忠職守，不斷竭盡所能支持客戶，本人深感自豪。

英國現已正式脫離歐盟，雙方如今可以就未來關係展開談判。這雖然令局勢稍為明朗，但貿易談判從來並非一蹴而就，關鍵在於最終協議能否保障及促進為英國及歐盟提供金融服務的眾多裨益。與此同時，英國與歐洲雖然仍關係密切，但亦必須加強與美國、中國及東南亞國家等其他關鍵夥伴的聯繫。我們期待與各國政府攜手合作達成此目標。

整體宏觀經濟環境尚未明朗。鑑於冠狀病毒疫情爆發所帶來的影響，我們已調低對2020年亞洲經濟增長的預測。第一季度的表現將受到主要衝擊，但我們預計疫情受控後，經濟狀況將有所改善。中美貿易談判達成「第一階段」協議是有利的開局，但由於彼此的分歧仍未解決（特別是在科技領域），我們對於中美達成更廣泛協議的前景持審慎態度。預期美國經濟增長依然強勁，唯較2019年有所放緩。

整體而言，我們預期環球經濟增長於2020年期間將會穩定下來，但增長率會較近年略為回落。這清楚顯示我們需要盡力把握面前的機遇。

服務所有相關群體

滙豐一直深明必須對相關群體負責，我們一切可持續發展業務的核心原則，是必須體現作為一個負責任企業公民的身份。我對於過往12個月媒體及其他人士再次聚焦於企業責任並就此進行討論表示歡迎。我們致力為各相關群體創造長期價值，當中包括我們的投資者、客戶、員工、供應商及所服務的社區。

對於過渡至低碳環境，商業機構亦擔當舉足輕重的角色，我們相信滙豐可以發揮領導作用。我們的策略及經營業務方式著重可持續發展元素。我們矢志與客戶、監管機構及各國政府緊密合作，加快建立更潔淨、更可持續的世界。我們就此目標所採取的行動列載於同樣在今日發布的《環境、社會及管治報告》。

滙豐能夠取得如此佳績，有賴全體員工同心協力。面對2019年的重重考驗，各員工在最困難的情況下仍然發揮專業精神，運用專業知識緊守崗位。本人對於他們為客戶及同儕辛勤工作、努力不懈表示感謝。

集團行政總裁祈耀年之回顧

滙豐起源自一個明確宗旨 – 為客戶聯繫商機。我們希望把握市場增長的機遇，推動企業茁壯成長和經濟繁榮發展，幫助客戶達成夢想，實現抱負。

過去155年來，我們一直秉持這個宗旨行事，並會繼續以此為鑑，將滙豐改造成一家能夠適應經濟、政治和數碼環境變化、符合客戶期望的銀行。

滙豐擁有多項優勢，令我們能夠於眾多競爭對手之中脫穎而出。我們的龐大國際網絡，緊密連繫亞洲和中東地區的高增長市場；領導業界的交易銀行業務，能有效協助客戶把握全球商機；香港、英國和墨西哥的全面零售銀行服務，提供卓越的跨國理財提案。

2018年，我們抱著以客為本的精神，在上述優勢的基礎上開展一項投資計劃，迄今已投入86億美元 – 其中45億美元於2019年投入 – 將更多客戶引進我們的國際網絡、改善數碼技術以提升服務水平，並且讓客戶更易於使用我們的銀行服務。有關計劃改進了我們的服務，並通過我們的國際網絡吸引更多客戶流入，同時擴大滙豐在主要市場的佔有率。

2019年的業績穩健，印證了計劃的成效。環球經濟於下半年轉弱，加上地緣政局不穩和利率前景向下，在在打擊上半年的強勁業績（尤其是在亞洲）。儘管如此，我們大部分業務仍然表現良好，特別是亞洲和我們國際網絡所服務的市場。然而，另一些業務則表現欠佳，拖累了集團的回報。

我們致力為客戶及股東創造更大價值，並會繼續擴展最具優勢的業務。但由於經濟環境變遷，我們必須果斷地重整長期表現欠佳的環節，特別是歐洲和美國的環球銀行及資本市場業務。我們亦尋求簡化集團架構，藉此加快改革的步伐，以及降低成本基礎。這將建立一個更精簡、更具競爭力的集團，讓我們能夠更加有效地提升投資者的回報。

財務表現

受到73億美元的商譽減值影響，集團的列賬基準除稅前利潤較2018年下跌33%。商譽減值源於我們更新了對長遠經濟增長前景的假設，影響了我們多項業務，以及計劃中對環球銀行及資本市場業務的重整。經調整除稅前利潤則增加5%，反映四大環球業務中的其中三項都錄得收入增長。儘管我們大力投資於業務增長和金融科技，但在有紀律的成本管理措施推動下，經調整收入增長率仍然高於經調整支出增長率，差額達到3.1%。集團的平均有形股本回報率 – 我們的重點衡量指標 – 由2018年的8.6%下降至8.4%。

我們各項目標業務的收入均錄得良好增長，儘管香港業務和英國分隔運作銀行HSBC UK於2019年內受到不明朗因素影響，但雙雙呈現強大抗逆力，經調整收入分別上升7%和3%。墨西哥、印度、東盟和中國內地的業務亦有良好表現。業績欠佳的主要是美國業務和歐洲的非分隔運作銀行業務，兩者的收入及除稅前利潤均告下跌。

零售銀行及財富管理業務年內表現理想，經調整收入上升9%。數字反映我們於改善客戶服務和增長方面的投資發揮作用，幫助我們贏取新客戶和存款，以及於主要市場增加放貸，其中英國和香港按揭貸款的增長尤為強勁。我們的財富管理業務亦受惠於保險業務的利好市場影響。

工商金融業務的經調整收入上升6%，各主要產品和市場均錄得增長。我們投資於新業務平台和數碼能力，加上貸款增加，提升了吸引新客戶的能力，並有助我們從息差擴闊之中得益，其中以環球資金管理業務和信貸及貸款業務最為顯著。

環球銀行及資本市場業務經歷了挑戰重重的一年，經濟形勢不明朗導致客戶活動減少，當中以歐洲和美國所受打擊最大。即便如此，在交易銀行業務的強勁表現支持下，經調整收入僅較2018年減少1%。

環球私人銀行業務繼續受惠於和其他環球業務的緊密協作，年內吸引了230億美元的新資金流入淨額，經調整收入上升5%。

2020年展望

自1月以來，冠狀病毒疫情爆發已對我們的員工、供應商及客戶造成重大影響，尤以中國內地和香港為甚。我們理解當前的困難，並已制訂措施協助他們渡過這個難關。視乎疫情的發展，經濟可能遭受打擊而放緩，有機會對集團在香港及中國內地的預期信貸損失造成影響。長遠而言，貸款及交易量減少或會導致我們的收入下跌，而客戶供應鏈中斷，亦可能帶來進一步的信貸損失。我們會繼續密切監察事態的發展。

重整業務以達致可持續增長

我們的即時目標是提升回報、創造實力以投資於未來，以及建立平台以推動可持續增長。我們希望透過以下三方面的工作達到目標。

首先，我們計劃大幅重整集團內表現欠佳的業務。我們現時將大約30%的資本投放於回報率低於股本成本的業務，其中大部分是歐洲和美國的環球銀行及資本市場業務。我們希望這些業務能集中體現滙豐作為一家領先國際銀行的優勢，並精簡我們的業務覆蓋，於必要時退出部分市場，以及減少風險加權資產和成本。

其次，我們會透過提升效率、共享資源和投資於自動化和數碼技術，降低集團的經營成本。

第三，我們希望精簡滙豐的架構，提升執行效率和靈敏度。具體措施包括改變我們的行政架構和減少業務分化、簡化集團的地域覆蓋，以及將零售銀行及財富管理業務和環球私人銀行業務合併，組成全球最大的財富管理業務之一。

總體而言，我們的目標是減少超過1,000億美元風險加權資產總值、將成本基礎降至310億美元或以下，以及於2022年達致10%至12%的平均有形股本回報率。我們計劃將所節省的風險加權資產重新投放至增長及回報較高的其他業務。與此同時，我們希望維持派息水平，以及將普通股權一級比率維持在14%至15%，詳情請參閱《2019年報及賬目》第12至13頁。

自我於去年8月獲委任以來，我們已減少集團的風險加權資產及等同全職僱員人數，並大幅降低成本增長的速度。由2019年第四季開始，我們亦開始降低歐洲業務的風險加權資產。我們日後匯報業績時會就相關進度提供最新資料。

緊密聯繫客戶，助握無限商機

我們在推動增長、科技和創新方面的投資，提升了客戶服務的水平，協助他們聯繫環球商機。

針對零售客戶的需要，我們於2019年引入了160多項新數碼功能，其中包括經改良的數碼開戶、貸款及按揭申請及即時現金轉賬等，讓他們能夠更輕易使用我們的日常服務。

在香港，我們通過重新設計的PayMe應用程式，讓客戶能夠更加便捷地支付款項，並且推出PayMe for Business，將經常使用PayMe的個人賬戶增加至190萬。

環球銀行及資本市場業務於2019年內推出MyDeal，讓客戶能更有效地在初級資本市場執行交易。環球私人銀行業務亦推出一個新的線上投資服務門戶網站，讓客戶更易於管理他們的財富。

工商金融業務於2019年內推出Serai，協助有志發展環球貿易的中小企簡化其國際貿易流程。系統提供一項數碼貸款產品和一個交易平台，連繫買賣雙方，讓他們建立可靠的商業關係。我們在推動區塊鏈技術商業化方面繼續站在國際前線，力求將貿易融資變得更加簡易、快捷和安全。此外，我們於2019年採用區塊鏈技術完成了11項信用證交易，其中包括中國內地首宗跨境交易。

我們的員工

獲邀以暫任性質領導滙豐，令我深感榮幸，我亦非常感謝范寧在過渡期間的協助，令我們的交接順利進行。范寧服務滙豐30多年，是集團的傑出員工，祝願他日後一切順利。

滙豐的員工遍布64個國家和地區，全心投入服務客戶，能夠和他們合作，我感到十分驕傲。我特別感激香港、中國內地和英國的同事，他們在近期的不明朗局勢下緊守崗位，展現出極高的專業精神和堅毅意志。謹此多謝他們的全情投入和大力支持。

財務摘要

	截至12月31日止年度	
	2019年 百萬美元	2018年 百萬美元
本年度		
除稅前利潤	13,347	19,890
應佔利潤：		
– 母公司普通股股東	5,969	12,608
已宣派普通股股息	10,269	10,187
於年底		
股東權益總額	183,955	186,253
監管規定資本總額	172,150	173,238
客戶賬項	1,439,115	1,362,643
資產總額	2,715,152	2,558,124
風險加權資產	843,395	865,318
每股普通股	美元	美元
基本盈利	0.30	0.63
股息 ¹	0.51	0.51
資產淨值 ²	8.00	8.13
有形資產淨值	7.13	7.01
股份資料		
已發行面值0.5美元普通股數目（百萬股）	20,639	20,361
流通在外面值0.5美元普通股之基本數目（百萬股）	20,206	19,981
流通在外面值0.5美元普通股及具攤薄影響之潛在普通股之基本數目（百萬股）	20,280	20,059

1 載於財務報表的股息為一年內就每股普通股宣派的股息，而非與該年度相關或就該年度應予派付的股息。

2 每股普通股資產淨值的定義為股東權益總額減非累積優先股及資本證券，再除以已發行普通股（不包括本公司持有之本身股份，但包括已購回及持作庫存之股份）數目。

按環球業務列示業績

經調整除稅前利潤

	截至12月31日止年度			
	2019年		2018年	
	百萬美元	%	百萬美元	%
零售銀行及財富管理	8,048	36.2	7,018	33.1
工商金融	7,307	32.9	7,478	35.3
環球銀行及資本市場	5,346	24.1	5,886	27.8
環球私人銀行	402	1.8	339	1.6
企業中心	1,109	5.0	461	2.2
除稅前利潤	22,212	100.0	21,182	100.0

按地區列示業績

列賬基準除稅前利潤 / （虧損）

	截至12月31日止年度			
	2019年		2018年	
	百萬美元	%	百萬美元	%
歐洲	(4,653)	(34.9)	(815)	(4.1)
亞洲	18,468	138.4	17,790	89.5
中東及北非	2,327	17.4	1,557	7.8
北美洲	767	5.7	799	4.0
拉丁美洲	400	3.0	559	2.8
環球銀行及資本市場業務之全球商譽減值	(3,962)	(29.6)	—	—
除稅前利潤	13,347	100.0	19,890	100.0

滙豐經調整除稅前利潤及資產負債表數據

	2019年					
	零售銀行 及財富管理 百萬美元	工商金融 百萬美元	環球銀行 及資本市場 百萬美元	環球 私人銀行 百萬美元	企業中心 百萬美元	總計 百萬美元
未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額 ¹	23,400	15,292	14,916	1,848	(47)	55,409
– 外來	17,026	14,805	18,517	1,445	3,616	55,409
– 項目之間	6,374	487	(3,601)	403	(3,663)	—
其中：淨利息收益 / (支出)	16,525	11,226	5,601	879	(3,612)	30,619
預期信貸損失及其他信貸減值準備變動	(1,390)	(1,184)	(153)	(22)	(7)	(2,756)
營業收益 / (支出) 淨額	22,010	14,108	14,763	1,826	(54)	52,653
營業支出總額	(14,017)	(6,801)	(9,417)	(1,424)	(1,136)	(32,795)
營業利潤 / (虧損)	7,993	7,307	5,346	402	(1,190)	19,858
應佔聯營及合資公司利潤	55	—	—	—	2,299	2,354
經調整除稅前利潤	8,048	7,307	5,346	402	1,109	22,212
	%	%	%	%	%	%
應佔滙豐經調整除稅前利潤	36.2	32.9	24.1	1.8	5.0	100.0
經調整成本效益比率	59.9	44.5	63.1	77.1	(2,417.0)	59.2
經調整資產負債表數據	百萬美元	百萬美元	百萬美元	百萬美元	百萬美元	百萬美元
客戶貸款 (淨額)	395,393	346,060	246,266	47,593	1,431	1,036,743
於聯營及合資公司之權益	449	—	—	—	24,025	24,474
外部資產總值	526,621	367,509	1,066,584	52,224	702,214	2,715,152
客戶賬項	689,283	386,522	292,284	62,943	8,083	1,439,115
經調整風險加權資產 (未經審核) ²	134,027	316,710	258,177	14,029	120,452	843,395

2018年						
未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額 ¹	21,374	14,465	15,025	1,757	(290)	52,331
– 外來	16,794	14,226	17,554	1,474	2,283	52,331
– 項目之間	4,580	239	(2,529)	283	(2,573)	—
其中：淨利息收益 / (支出)	15,432	10,380	5,122	873	(2,189)	29,618
預期信貸損失及其他信貸減值準備 (提撥) / 收回之變動	(1,134)	(712)	31	7	119	(1,689)
營業收益淨額	20,240	13,753	15,056	1,764	(171)	50,642
營業支出總額	(13,255)	(6,275)	(9,170)	(1,425)	(1,781)	(31,906)
營業利潤 / (虧損)	6,985	7,478	5,886	339	(1,952)	18,736
應佔聯營及合資公司利潤	33	—	—	—	2,413	2,446
經調整除稅前利潤	7,018	7,478	5,886	339	461	21,182
	%	%	%	%	%	%
應佔滙豐經調整除稅前利潤	33.1	35.3	27.8	1.6	2.2	100.0
經調整成本效益比率	62.0	43.4	61.0	81.1	(614.1)	61.0
經調整資產負債表數據	百萬美元	百萬美元	百萬美元	百萬美元	百萬美元	百萬美元
客戶貸款 (淨額)	367,917	337,099	247,125	39,602	2,533	994,276
於聯營及合資公司之權益	398	—	—	—	21,903	22,301
外部資產總值	482,967	364,638	1,025,737	45,520	670,333	2,589,195
客戶賬項	649,172	362,274	294,584	65,053	8,655	1,379,738
經調整風險加權資產 (未經審核) ²	127,593	324,587	282,143	16,913	118,952	870,188

¹ 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

² 經調整風險加權資產乃列賬基準之風險加權資產就貨幣換算差額及重大項目進行調整而得出。

綜合收益表

截至12月31日止年度

	2019年 百萬美元	2018年 百萬美元
淨利息收益	30,462	30,489
– 利息收益 ^{1,2}	54,695	49,609
– 利息支出 ³	(24,233)	(19,120)
費用收益淨額	12,023	12,620
– 費用收益	15,439	16,044
– 費用支出	(3,416)	(3,424)
持作交易用途或按公允值予以管理之金融工具淨收益	10,231	9,531
按公允值計入損益賬之保險業務資產和負債（包括相關衍生工具）淨收益 / （支出）	3,478	(1,488)
指定債務及相關衍生工具之公允值變動 ⁴	90	(97)
強制性按公允值計入損益賬之其他金融工具之公允值變動	812	695
金融投資減除虧損後增益	335	218
保費收益淨額	10,636	10,659
其他營業收益	2,957	960
營業收益總額	71,024	63,587
已支付保險賠償和利益及投保人負債變動之淨額	(14,926)	(9,807)
未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額⁵	56,098	53,780
預期信貸損失及其他信貸減值準備變動	(2,756)	(1,767)
營業收益淨額	53,342	52,013
僱員報酬及福利	(18,002)	(17,373)
一般及行政開支	(13,828)	(15,353)
物業、機器及設備以及使用權資產折舊與減值 ⁶	(2,100)	(1,119)
無形資產攤銷及減值	(1,070)	(814)
商譽減值	(7,349)	—
營業支出總額	(42,349)	(34,659)
營業利潤	10,993	17,354
應佔聯營及合資公司利潤	2,354	2,536
除稅前利潤	13,347	19,890
稅項支出	(4,639)	(4,865)
本年度利潤	8,708	15,025
應佔：		
– 母公司普通股股東	5,969	12,608
– 母公司優先股股東	90	90
– 其他權益持有人	1,324	1,029
– 非控股股東權益	1,325	1,298
本年度利潤	8,708	15,025
	美元	美元
每股普通股基本盈利	0.30	0.63
每股普通股攤薄後盈利	0.30	0.63

- 1 利息收益包括按已攤銷成本計量之金融資產之確認利息457.08億美元（2018年：421.3億美元）及按公允值計入其他全面收益之金融資產之確認利息82.59億美元（2018年：70.2億美元）。
- 2 使用實際利息法計算之利息收入包括就按已攤銷成本計量或按公允值計入其他全面收益之金融資產確認之利息。
- 3 利息支出包括金融工具之利息（不包括持作交易用途或指定或其他強制性按公允值計量之金融負債之利息）219.22億美元（2018年：169.72億美元）。
- 4 為融資目的而發行之債務工具指定按公允值計量，以減少會計錯配。
- 5 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。
- 6 包括使用權資產折舊9.12億美元（2018年：0美元）。使用權資產已自2019年1月1日採納FRS 16後獲確認。比較數字並未重列。

綜合全面收益表

截至12月31日止年度

	2019年 百萬美元	2018年 百萬美元
本年度利潤	8,708	15,025
其他全面收益 / (支出)		
符合特定條件後，將重新分類至損益賬之項目：		
按公允值計入其他全面收益之債務工具	1,152	(243)
– 公允值增益 / (虧損)	1,793	(168)
– 出售後撥入收益表之公允值增益	(365)	(95)
– 於收益表中確認之預期信貸收回 / (損失)	109	(94)
– 所得稅	(385)	114
現金流對沖	206	19
– 公允值增益 / (虧損)	551	(267)
– 重新分類至收益表之公允值虧損 / (增益)	(286)	317
– 所得稅	(59)	(31)
應佔聯營及合資公司之其他全面收益 / (支出)	21	(64)
– 年內應佔	21	(64)
匯兌差額	1,044	(7,156)
– 其他匯兌差額	1,044	(7,156)
其後不會重新分類至損益賬之項目：		
重新計量界定福利資產 / 負債	13	(329)
– 未扣除所得稅	(17)	(388)
– 所得稅	30	59
本身信貸風險變動導致於初步確認時指定按公允值列賬之金融負債之公允值變動	(2,002)	2,847
– 未扣除所得稅	(2,639)	3,606
– 所得稅	637	(759)
指定按公允值計入其他全面收益之股權工具	366	(27)
– 公允值增益 / (虧損)	364	(71)
– 所得稅	2	44
惡性通脹之影響	217	283
本年度其他全面收益 / (支出) (除稅淨額)	1,017	(4,670)
本年度全面收益總額	9,725	10,355
應佔：		
– 母公司普通股股東	6,838	8,083
– 母公司優先股股東	90	90
– 其他權益持有人	1,324	1,029
– 非控股股東權益	1,473	1,153
本年度全面收益總額	9,725	10,355

綜合資產負債表

	於下列日期	
	2019年 12月31日 百萬美元	2018年 12月31日 百萬美元
資產		
現金及於中央銀行之結餘	154,099	162,843
向其他銀行託收中之項目	4,956	5,787
香港政府負債證明書	38,380	35,859
交易用途資產	254,271	238,130
指定及其他強制性按公允值計入損益賬之金融資產	43,627	41,111
衍生工具	242,995	207,825
同業貸款	69,203	72,167
客戶貸款	1,036,743	981,696
反向回購協議－非交易用途	240,862	242,804
金融投資	443,312	407,433
預付款項、應計收益及其他資產	136,680	110,571
本期稅項資產	755	684
於聯營及合資公司之權益	24,474	22,407
商譽及無形資產	20,163	24,357
遞延稅項資產	4,632	4,450
資產總值	2,715,152	2,558,124
負債及股東權益		
負債		
香港紙幣流通額	38,380	35,859
同業存放	59,022	56,331
客戶賬項	1,439,115	1,362,643
回購協議－非交易用途	140,344	165,884
向其他銀行傳送中之項目	4,817	5,641
交易用途負債	83,170	84,431
指定按公允值列賬之金融負債	164,466	148,505
衍生工具	239,497	205,835
已發行債務證券	104,555	85,342
應計項目、遞延收益及其他負債	118,156	97,380
本期稅項負債	2,150	718
保單未決賠款	97,439	87,330
準備	3,398	2,920
遞延稅項負債	3,375	2,619
後償負債	24,600	22,437
負債總額	2,522,484	2,363,875
股東權益		
已催繳股本	10,319	10,180
股份溢價賬	13,959	13,609
其他股權工具	20,871	22,367
其他儲備	2,127	1,906
保留盈利	136,679	138,191
股東權益總額	183,955	186,253
非控股股東權益	8,713	7,996
各類股東權益總額	192,668	194,249
負債及各類股東權益總額	2,715,152	2,558,124

綜合現金流量表

截至12月31日止年度

	2019年 百萬美元	2018年 百萬美元
除稅前利潤	13,347	19,890
非現金項目調整：		
折舊、攤銷及減值 ¹	10,519	1,933
投資活動增益淨額	(399)	(126)
應佔聯營及合資公司利潤	(2,354)	(2,536)
出售附屬公司、業務、聯營公司及合資公司所得利潤	(929)	—
未減收回額及其他信貸減值準備之預期信貸損失變動	3,012	2,280
準備（包括退休金）	2,423	1,944
以股份為基礎之支出	478	450
計入除稅前利潤之其他非現金項目	(2,297)	(1,303)
撇銷匯兌差額 ²	(3,742)	4,930
營業資產及負債之變動		
交易用途證券及衍生工具淨額之變動	(18,910)	20,855
同業及客戶貸款之變動	(53,760)	(44,071)
反向回購協議（非交易用途）之變動	(7,390)	(25,399)
指定及其他強制性按公允值列賬之金融資產之變動	(2,308)	(1,515)
其他資產之變動	(21,863)	6,766
同業存放及客戶賬項之變動	79,163	(5,745)
回購協議（非交易用途）之變動	(25,540)	35,882
已發行債務證券之變動	19,268	18,806
指定按公允值列賬之金融負債之變動	20,068	4,500
其他負債之變動	23,124	(2,187)
已收取聯營公司之股息	633	910
已支付之界定福利計劃供款	(533)	(332)
已付稅款	(2,267)	(3,417)
營業活動產生之現金淨額	29,743	32,515
購入金融投資	(445,907)	(399,458)
出售金融投資及金融投資到期所得款項	413,186	386,056
購入及出售物業、機器及設備產生之現金流淨額	(1,343)	(1,196)
購入 / （出售）客戶及貸款組合之現金流淨額	1,118	(204)
投資於無形資產之淨額	(2,289)	(1,848)
出售附屬公司、業務、聯營公司及合資公司之現金流淨額	(83)	4
投資活動產生之現金淨額	(35,318)	(16,646)
發行普通股股本及其他股權工具	—	6,001
註銷股份	(1,000)	(1,998)
因進行市場莊家活動及投資而出售之本身股份淨額	141	133
贖回優先股及其他股權工具	—	(6,078)
已償還之後償借貸資本 ³	(4,210)	(4,077)
已付予母公司股東及非控股股東之股息	(9,773)	(10,762)
融資活動產生之現金淨額	(14,842)	(16,781)
現金及等同現金項目淨減額	(20,417)	(912)
於1月1日之現金及等同現金項目 ⁴	312,911	323,718
現金及等同現金項目之匯兌差額	1,248	(9,895)
於12月31日之現金及等同現金項目^{4,5}	293,742	312,911
現金及等同現金項目包括：		
— 現金及於中央銀行之結餘	154,099	162,843
— 向其他銀行託收中之項目	4,956	5,787
— 1個月或以下之同業貸款	41,626	39,460
— 1個月或以下之同業反向回購協議	65,370	74,702
— 3個月以下之國庫票據、其他票據及存款證	20,132	21,685
— 現金抵押品及結算賬項淨額	12,376	14,075
— 減：向其他銀行傳送中之項目	(4,817)	(5,641)
於12月31日之現金及等同現金項目^{4,5}	293,742	312,911

1 2019年初根據FRS 16確認使用權資產之影響並未在2018年確認。這亦包括於2019年商譽減值之影響73億美元。

2 此項調整乃為使期初與期末資產負債表數額之間的變動按平均匯率計算。由於逐項調整詳細資料時須涉及不合理支出，故並未進行逐項調整。

3 後償負債年內之變動乃因償還(42)億美元證券（2018年：(41)億美元）。非現金項目年內之變動包括匯兌增益 / （虧損）6億美元（2018年：(6)億美元）及公允值增益 / （虧損）14億美元（2018年：(14)億美元）。

4 2019年，滙豐按淨額基準計入一個月或以下與銀行同業的結算賬項。比較數字已重新呈列，並計及過往未有計入現金及等同現金項目的其他等同現金項目之淨影響。上述更改的淨影響為現金及等同現金項目於2018年增加118億美元。

5 於2019年12月31日，滙豐不可動用之金額為357.35億美元（2018年：262.82億美元），其中193.53億美元（2018年：197.55億美元）與中央銀行強制性存款有關。

綜合股東權益變動表

截至12月31日止年度

	其他儲備									
	已催繳 股本及 股份溢價	其他 股權 工具	保留 盈利 ^{3,4}	按公允價值 計入其他 全面收益 之金融 資產儲備	現金流 對沖儲備	匯兌 儲備	合併 及其他 儲備 ^{4,6}	股東 權益 總額	非控股 股東 權益	各類股東 權益總額
	百萬元	百萬元	百萬元	百萬元	百萬元	百萬元	百萬元	百萬元	百萬元	百萬元
於2019年1月1日	23,789	22,367	138,191	(1,532)	(206)	(26,133)	29,777	186,253	7,996	194,249
本年度利潤	—	—	7,383	—	—	—	—	7,383	1,325	8,708
其他全面收益（除稅淨額）	—	—	(1,759)	1,424	204	1,000	—	869	148	1,017
— 按公允價值計入其他全面收益之債務工具	—	—	—	1,146	—	—	—	1,146	6	1,152
— 指定按公允價值計入其他全面收益之股權工具	—	—	—	278	—	—	—	278	88	366
— 現金流對沖	—	—	—	—	204	—	—	204	2	206
— 本身信貸風險變動導致於首次確認時指定按公允價值列賬之金融負債之公允價值變動	—	—	(2,002)	—	—	—	—	(2,002)	—	(2,002)
— 重新計量界定福利資產 / 負債	—	—	5	—	—	—	—	5	8	13
— 應佔聯營及合資公司之其他全面收益	—	—	21	—	—	—	—	21	—	21
— 惡性通脹之影響	—	—	217	—	—	—	—	217	—	217
— 匯兌差額	—	—	—	—	—	1,000	—	1,000	44	1,044
本年度全面收益總額	—	—	5,624	1,424	204	1,000	—	8,252	1,473	9,725
根據僱員薪酬及股份計劃發行之股份	557	—	(495)	—	—	—	—	62	—	62
發行代息股份及因而產生之金額	—	—	2,687	—	—	—	—	2,687	—	2,687
向股東派發之股息	—	—	(11,683)	—	—	—	—	(11,683)	(777)	(12,460)
贖回證券 ²	—	(1,496)	(12)	—	—	—	—	(1,508)	—	(1,508)
轉撥 ⁷	—	—	2,475	—	—	—	(2,475)	—	—	—
以股份為基礎之支出安排成本	—	—	478	—	—	—	—	478	—	478
註銷股份 ⁹	(68)	—	(1,000)	—	—	—	68	(1,000)	—	(1,000)
其他變動	—	—	414	—	—	—	—	414	21	435
於2019年12月31日	24,278	20,871	136,679	(108)	(2)	(25,133)	27,370	183,955	8,713	192,668

綜合股東權益變動表（續）

	其他儲備									
	已催繳 股本及 股份溢價	其他 股權 工具	保留 盈利 ^{3,4}	按公允值 計入其他 全面收益 之金融 資產儲備 ⁵	現金流 對沖儲備	匯兌 儲備	合併 及其他 儲備 ^{4,6}	股東 權益 總額	非控股 股東 權益	各類股東 權益總額
	百萬美元	百萬美元	百萬美元	百萬美元	百萬美元	百萬美元	百萬美元	百萬美元	百萬美元	百萬美元
於2017年12月31日	20,337	22,250	139,999	(350)	(222)	(19,072)	27,308	190,250	7,621	197,871
過渡至IFRS 9之影響 ¹⁰	—	—	(585)	(1,021)	—	—	—	(1,606)	(41)	(1,647)
於2018年1月1日	20,337	22,250	139,414	(1,371)	(222)	(19,072)	27,308	188,644	7,580	196,224
本年度利潤	—	—	13,727	—	—	—	—	13,727	1,298	15,025
其他全面收益（除稅淨額）	—	—	2,765	(245)	16	(7,061)	—	(4,525)	(145)	(4,670)
－ 按公允值計入其他全面收益之債務工具	—	—	—	(245)	—	—	—	(245)	2	(243)
－ 指定按公允值計入其他全面收益之股權工具	—	—	—	—	—	—	—	—	(27)	(27)
－ 現金流對沖	—	—	—	—	16	—	—	16	3	19
－ 本身信貸風險變動導致於首次確認時指定按公允值列賬之金融負債之公允值變動	—	—	2,847	—	—	—	—	2,847	—	2,847
－ 重新計量界定福利資產 / 負債	—	—	(301)	—	—	—	—	(301)	(28)	(329)
－ 應佔聯營及合資公司之其他全面收益	—	—	(64)	—	—	—	—	(64)	—	(64)
－ 惡性通脹之影響	—	—	283	—	—	—	—	283	—	283
－ 匯兌差額	—	—	—	—	—	(7,061)	—	(7,061)	(95)	(7,156)
本年度全面收益總額	—	—	16,492	(245)	16	(7,061)	—	9,202	1,153	10,355
根據僱員薪酬及股份計劃發行之股份	721	—	(610)	—	—	—	—	111	—	111
發行代息股份及因而產生之金額	—	—	1,494	—	—	—	—	1,494	—	1,494
已發行之資本證券 ¹	—	5,968	—	—	—	—	—	5,968	—	5,968
向股東派發之股息	—	—	(11,547)	—	—	—	—	(11,547)	(710)	(12,257)
贖回證券 ²	—	(5,851)	(237)	—	—	—	—	(6,088)	—	(6,088)
轉撥 ⁷	—	—	(2,200)	—	—	—	2,200	—	—	—
以股份為基礎之支出安排成本	—	—	450	—	—	—	—	450	—	450
註銷股份 ^{8,9}	2,731	—	(4,998)	—	—	—	269	(1,998)	—	(1,998)
其他變動	—	—	(67)	84	—	—	—	17	(27)	(10)
於2018年12月31日	23,789	22,367	138,191	(1,532)	(206)	(26,133)	29,777	186,253	7,996	194,249

- 1 於2018年內，滙豐控股發行41.5億美元、10億英鎊及7.5億新加坡元之永久後償或有可轉換資本證券，產生了6,000萬美元外部發行成本、4,900萬美元集團內部發行成本及1,100萬美元稅務利益。根據IFRS，該等發行成本及稅務利益分類為股東權益。
- 2 於2019年內，滙豐控股贖回15億美元之5.625厘永久後償資本證券，產生了1,200萬美元外部發行成本。於2018年內，滙豐控股贖回22億美元之8.125厘永久後償資本證券及38億美元之8厘永久後償資本證券（系列2），令相關的1.72億美元外部發行成本及2,300萬美元集團內部發行成本有所減輕。根據IFRS，外部發行成本分類為股東權益。
- 3 於2019年12月31日，保留盈利包括庫存股份432,108,782股（2018年：379,926,645股）。此外，為了投保人或僱員信託基金受益人的利益，滙豐保險業務的退休基金亦持有庫存股份，以便為僱員股份計劃或紅利計劃及環球資本市場業務的市場莊家活動準備預計需要交付的股份。
- 4 有關1998年1月1日之前收購的附屬公司，其累計商譽51.38億美元已於儲備內扣除，包括因收購英國滙豐銀行有限公司而於合併儲備扣除的34.69億美元。餘額16.69億美元已於保留盈利項內扣除。
- 5 於2017年12月31日的3.5億美元指於2017年12月31日之IAS 39可供出售公允價值儲備。
- 6 根據英國《1985年公司法》（「公司法」）第131條之規定，已就於1992年收購英國滙豐銀行有限公司、於2000年收購法國滙豐及於2003年收購美國滙豐融資有限公司取得法定股份溢價寬免，而發行的股份僅以面值記賬。有關法國滙豐的82.9億美元公允價值差額及有關美國滙豐融資有限公司的127.68億美元公允價值差額，已於滙豐綜合財務報表的合併儲備中確認。在進行連串集團內部重組後，因收購美國滙豐融資有限公司而產生之合併儲備其後已併入HSBC Overseas Holdings (UK) Limited（「HOHU」）項內。於2009年，根據英國《1985年公司法》第131條之規定，已就供股取得法定股份溢價寬免，並於合併儲備中確認157.96億美元。
- 7 對HSBC Overseas Holdings (UK) Limited的投資在先前已減值的情況下，獲許可由合併儲備轉撥至保留盈利。於2018年內，由於該項減值已被部分撥回，因此導致有22億美元由保留盈利撥回至合併儲備。於2019年12月31日，滙豐確認額外減值24.75億美元，而有關金額獲許可由合併儲備轉撥至保留盈利。
- 8 此包括就2017年股份購回將註銷股份重列為保留盈利及資本贖回儲備，據此，保留盈利減少30億美元，而已催繳股本及股份溢價與其他儲備則分別增加28.36億美元及1.64億美元。
- 9 詳情請參閱《2019年報及賬目》附註31。於2019年8月，滙豐宣布購回最多達10億美元股份，並於2019年9月完成回購。於2018年5月，滙豐宣布購回最多達20億美元股份，並於2018年8月完成回購。
- 10 於2018年1月1日過渡至IFRS 9對滙豐綜合財務報表產生之影響為資產淨值減少16億美元，原因為計提額外減值準備導致減少22億美元、聯營公司資產淨值下降導致減少9億美元、因分類變動而重新計量金融資產及負債導致增加11億美元以及遞延稅項資產淨值增加4億美元。

1 編製基準及主要會計政策

滙豐的綜合財務報表及滙豐控股的獨立財務報表適用之編製基準及主要會計政策概要，載於《2019年報及賬目》中財務報表的附註1或相關附註。

(a) 遵守《國際財務報告準則》

滙豐的綜合財務報表及滙豐控股的獨立財務報表均根據國際會計準則委員會（「IASB」）頒布並由歐洲聯盟（「歐盟」）正式通過之國際財務報告準則（「IFRS」）（包括國際財務報告準則詮釋委員會頒布的詮釋）編製。「利率基準改革：IFRS 9及IAS 39『金融工具』之修訂」已於2020年1月正式通過，並已如下文所述提早採納。因此，並無任何於截至2019年12月31日止年度內生效而未經歐盟正式通過之準則對上述綜合及獨立財務報表產生影響，而滙豐於應用IFRS時並無產生IASB頒布之IFRS與歐盟正式通過之IFRS之間的差異。

於截至2019年12月31日止年度採納之準則

IFRS 16「租賃」

於2019年1月1日，集團追溯採納IFRS 16之規定。該日的保留盈餘期初結餘已作調整，以確認初步應用該準則的累計影響。比較數字不予重列。採納該準則使資產增加50億美元而金融負債亦增加相同金額，但對資產淨值或保留盈利並無影響。

我們於採納IFRS 16時，就過往根據IAS 17「租賃」分類為「經營租賃」的租賃確認租賃負債。該等負債均於「其他負債」項下確認，並按尚餘租金之現值（按承租人於2019年1月1日的遞增借貸利率折現）計量。相關使用權資產均於「其他資產」項內確認，並按相等於租賃負債之金額計量（已因應2018年12月31日的資產負債表內確認的任何預付或應計租金或就條件繁苛租賃提撥準備的金額作出調整）。此外，我們亦應用了該準則允許的以下務實權宜做法：

- 倚賴過往評估確定租賃條件是否繁苛；
- 於2019年1月1日尚餘租期不足12個月的經營租賃均視為短期租賃；及
- 對於過往入賬列作經營租賃的租賃，計量其使用權資產時不計入初始直接成本。

下表概列IAS 17與IFRS 16的差異：

IAS 17	IFRS 16
租賃分類為融資或經營租賃。經營租賃下支付之款項於租賃期內按直線基準自損益賬中扣取。	於租賃資產可供使用之日，租賃均確認為使用權資產及相應負債。租金於負債與融資成本之間予以分配。融資成本於租賃期內自損益賬中扣取，以得出負債餘下結欠的固定期間利率。使用權資產於其可使用經濟期限或租賃期（以較短者為準）內按直線基準進行折舊。 在釐定租賃期時，我們會考慮五年計劃期內所有會產生行使延期選擇或不行使終止選擇之經濟誘因的事實及情況。 一般而言，預期無法取得租賃隱含的折現率，因此使用承租人的遞增借貸利率。此利率乃承租人為借入於類似經濟環境按類似條款及條件獲取類似價值的資產所需資金而須支付的利率。集團就經營所在的每個經濟環境及每個期限釐定該等利率，方法是在適用情況下，以資金息差（本身信貸息差）和跨貨幣基準對掉期利率作出調整。

利率基準改革：IFRS 9及IAS 39「金融工具」之修訂

2019年9月頒布的IFRS 9及IAS 39之修訂對特定對沖會計規定作出修改，因此，實體採用該等對沖會計規定時，均假設被對沖的現金流及對沖的工具現金流所依據的利率基準並無因利率基準改革而改變。有關修訂令集團於2019年12月31日，就利率基準預計被改革或取代後的期間，處理對沖現金流或利率風險承擔變動的若干對沖會計關係時，無須運用特定判斷釐定該等關係是否仍合資格採用對沖會計法。例如，就現金流對沖而言，儘管利率基準改革存在不明朗因素，有關修訂規定，被對沖現金流或對沖工具現金流所依據的利率基準在有記錄的對沖關係期間均假設不變。預計IASB將在改革過程中以及改革的不確定性消除後，就對沖會計法所受影響提供進一步指引。

此等修訂自2020年1月1日起應用，並允許提前採納。滙豐已自2019年1月1日起已採納適用於IAS 39的修訂，並就有關修訂的要求作額外披露。詳情載於《2019年報及賬目》附註15。

IAS 12「所得稅」之修訂及其他變動

IAS 12的修訂於2017年12月頒布，作為年度改進周期之一部分。該修訂指明當實體確認各項產生可分派利潤的交易事項或事件之時，亦應確認股息之稅務影響。此項修訂已於2019年1月1日應用，並無產生重大影響。比較數字未予重列。

此外，滙豐已採納若干準則之詮釋及修訂，其對滙豐的綜合財務報表及滙豐控股的獨立財務報表影響甚微。

(b) IFRS與《香港財務報告準則》之差異

就適用於滙豐之準則而言，IFRS與《香港財務報告準則》之間並無重大差異。因此，即使根據《香港財務報告準則》編製財務報表，亦不會有任何重大差異。「財務報表附註」連同「董事會報告」，已涵蓋IFRS及香港相關申報規定所要求披露的全部資料。

(c) 持續經營

財務報表乃按持續經營基準編製，是因為各董事信納集團及母公司擁有足夠資源於可見將來持續經營業務。於作出此評估時，各董事已考慮有關目前及日後情況的廣泛資料，包括對日後盈利能力、現金流及資本來源的預測。

2 稅項

稅項支出

	2019年 百萬美元	2018年 百萬美元
本期稅項 ¹	3,768	4,195
– 本年度稅項	3,689	4,158
– 過往年度之調整	79	37
遞延稅項	871	670
– 暫時差異之產生及撥回	684	656
– 稅率變動之影響	(11)	17
– 就過往年度調整	198	(3)
截至12月31日止年度 ²	4,639	4,865

1 本期稅項包括香港利得稅14.13億美元（2018年：15.32億美元）。各附屬公司在香港應課稅利潤之適用香港稅率為16.5%（2018年：16.5%）。

2 除於收益表內列賬的數額外，一項600萬美元的稅項支出（2018年：2.34億美元抵免）直接於股東權益列賬。

稅項對賬

倘全部利潤均按英國公司稅率繳稅，所產生的稅項支出與收益表列示之稅項支出並不相同，其差異如下：

	2019年		2018年	
	百萬美元	%	百萬美元	%
除稅前利潤	13,347		19,890	
稅項支出				
– 按英國公司稅率19%（2018年：19%）繳付之稅項	2,536	19.00	3,779	19.00
– 海外利潤按不同稅率繳稅之影響	253	1.9	264	1.3
於2019年使稅項支出增加之項目：				
– 不可扣稅商譽攤減	1,421	10.7	—	—
– 本地稅項及海外預扣稅	484	3.6	437	2.2
– 其他永久不可扣稅項目	481	3.6	396	2.0
– 不可扣稅英國客戶賠償	382	2.9	16	0.1
– 未確認英國稅項虧損	364	2.7	435	2.2
– 有關前期負債之調整	277	2.1	34	0.2
– 銀行徵費	184	1.4	191	1.0
– 惡性通貨膨脹之影響	29	0.2	78	0.4
– 英國銀行業務附加稅	29	0.2	229	1.1
– 未確認非英國遞延稅項變動	12	0.1	32	0.2
– 不可扣稅監管事宜和解開支	5	—	153	0.8
於2019年使稅項支出減少之項目：				
– 非課稅收益及增益	(844)	(6.3)	(691)	(3.5)
– 聯營及合資公司利潤之影響	(467)	(3.5)	(492)	(2.5)
– 額外一級票息派付的扣稅	(263)	(2.0)	—	—
– 沙地英國銀行股權攤薄所得非課稅增益	(181)	(1.3)	—	—
– 稅率變動之影響	(11)	(0.1)	17	0.1
– 其他項目	(52)	(0.4)	(13)	(0.1)
截至12月31日止年度	4,639	34.8	4,865	24.5

集團的利潤按不同稅率繳稅，適用稅率取決於產生利潤的國家／地區。2019年的主要適用稅率包括香港（16.5%）、美國（21%）及英國（19%）。倘集團的利潤按產生利潤的國家／地區的法定稅率繳稅，則本年度稅率將為20.9%（2018年：20.3%）。本年度實質稅率為34.8%（2018年：24.5%）。2019年的實質稅率遠高於2018年，乃由於2019年的實質稅率計及不可扣稅商譽減值73億美元。

繼IAS 12的修訂自2019年1月1日生效後，分派（包括額外一級票息派付）之所得稅後果已於收益表內的稅項支出記賬。過往期間的數字則並無重列。

稅項的會計處理方法涉及若干估算，原因是稅務法例有不明確之處，應用時須作出一定程度的判斷，而有關當局可能對此提出異議。負債乃根據可能得出的結果之最佳估算確認，過程中會適當參考外部意見。我們預期不會產生超過準備金額的重大負債。滙豐僅確認有可能收回的本期及遞延稅項資產。

遞延稅項資產及負債之變動

	貸款 減值準備 百萬美元	未動用之稅項 虧損及稅項 減免額 百萬美元	衍生工具、 FVOD ¹ 及 其他投資 百萬美元	保險業務 百萬美元	支出準備 百萬美元	固定資產 百萬美元	退休責任 百萬美元	其他 百萬美元	總計 百萬美元
資產	982	1,156	492	—	629	1,151	—	738	5,148
負債	—	—	(376)	(1,271)	—	—	(1,387)	(283)	(3,317)
於2019年1月1日	982	1,156	116	(1,271)	629	1,151	(1,387)	455	1,831
收益表	45	266	(386)	(303)	(18)	(185)	(149)	(141)	(871)
其他全面收益	—	—	544	—	—	—	30	(391)	183
股東權益	—	—	—	—	—	—	—	—	—
匯兌及其他	(44)	(8)	147	(47)	39	36	(107)	98	114
於2019年12月31日	983	1,414	421	(1,621)	650	1,002	(1,613)	21	1,257
資產 ²	983	1,414	979	—	650	1,002	—	422	5,450
負債 ²	—	—	(558)	(1,621)	—	—	(1,613)	(401)	(4,193)
資產	713	1,373	1,282	—	643	1,201	352	760	6,324
負債	—	—	(93)	(1,182)	—	—	(1,387)	(968)	(3,630)
於2018年1月1日	713	1,373	1,189	(1,182)	643	1,201	(1,035)	(208)	2,694
IFRS 9過渡調整	358	—	(411)	—	—	—	—	459	406
收益表	(72)	(203)	51	(104)	19	(68)	35	(328)	(670)
其他全面收益	—	—	(722)	—	—	—	25	165	(532)
股東權益	—	—	—	—	—	—	(15)	(8)	(23)
匯兌及其他	(17)	(14)	9	15	(33)	18	(397)	375	(44)
於2018年12月31日	982	1,156	116	(1,271)	629	1,151	(1,387)	455	1,831
資產 ²	982	1,156	492	—	629	1,151	—	738	5,148
負債 ²	—	—	(376)	(1,271)	—	—	(1,387)	(283)	(3,317)

1 本身債務之公允值。

2 將國家／地區項內的款額互相對銷後，賬目所披露的款額如下：遞延稅項資產46.32億美元（2018年：44.5億美元）及遞延稅項負債33.75億美元（2018年：26.19億美元）。

就確認遞延稅項資產之判斷而言，管理層已嚴格評估所有可得資料，包括未來業務利潤預測及符合預測的往績紀錄。

遞延稅項資產淨值為13億美元（2018年：18億美元），包括有關美國業務的遞延稅項資產28億美元（2018年：30億美元），其中11億美元與於14至18年內到期的美國稅項虧損相關。管理層預期，絕大部分美國遞延稅項資產將於六至七年內收回，而大部分將於首五年內收回。經管理層批准的最近期財務預測涵蓋五年期間，而五年之後的預測乃假設第五年後表現保持平穩。

未確認遞延稅項

並無於資產負債表確認遞延稅項資產的暫時差異總額、未動用稅項虧損及稅項減免額為83億美元（2018年：72億美元）。該等金額包括未動用的英國企業稅項虧損額62億美元（2018年：46億美元）。在未確認的總額中，有64億美元（2018年：47億美元）並無到期日，13億美元（2018年：13億美元）預期將於10年內到期，餘下金額預期將於10年後到期。

若滙豐可控制其在附屬公司及分行投資的匯付或以其他方式變現的時間，以及於可見未來匯付或變現的機會不大，集團將不會就此等投資確認遞延稅項。有關於附屬公司及分行投資產生的未確認遞延稅項負債之暫時差異總額為134億美元（2018年：132億美元），而相應的未確認遞延稅項負債為10億美元（2018年：9億美元）。

3 股息

派付予母公司股東之股息

	2019年			2018年		
	每股 美元	總計 百萬美元	以股代息 百萬美元	每股 美元	總計 百萬美元	以股代息 百萬美元
就普通股派付之股息						
上年度：						
– 第四次股息	0.21	4,206	1,160	0.21	4,197	393
本年度：						
– 第一次股息	0.10	2,013	375	0.10	2,008	213
– 第二次股息	0.10	2,021	795	0.10	1,990	181
– 第三次股息	0.10	2,029	357	0.10	1,992	707
總計	0.51	10,269	2,687	0.51	10,187	1,494
分類為股東權益之優先股之股息總額（按季度支付）	62.00	90		62.00	90	
分類為股東權益之資本證券的票息總額		1,324			1,270	
向股東派發之股息		11,683			11,547	

於2020年1月6日，滙豐就12.5億歐元的後償資本證券派付一次票息，分派總金額達3,000萬歐元（3,300萬美元）。滙豐並無就此票息派付於2019年12月31日之資產負債表內記錄負債。

2019年12月31日的可供分派儲備為317億美元。

2019年第四次股息

於本年度結束後，董事會已就截至2019年12月31日止財政年度宣派第四次股息每股普通股0.21美元，分派金額約達42.66億美元。第四次股息將於2020年4月14日派付予2020年2月28日名列英國主要股東名冊、香港海外股東分冊或百慕達海外股東分冊之股東。滙豐並無就2019年度第四次股息於財務報表內記錄負債。

是項股息將以美元、英鎊或港元，或該三種貨幣之組合（按位於倫敦之英國滙豐銀行有限公司於2020年3月30日上午11時正或前後所報遠期匯率換算）派發，並附有以股代息選擇。上述各項安排之詳情將於2020年3月11日或前後寄發予各股東，而股東須於2020年3月26日前交回所作選擇。在倫敦、香港、巴黎及百慕達買賣的普通股及在紐約買賣的美國預託股份將於2020年2月27日除息報價。

透過法國Euroclear（Euronext巴黎之結算及中央存託系統）持有之普通股的股息，將於2020年4月14日派發予於2020年2月28日登記在冊的持有人。是項股息將以美元或代息股份形式派發。上述各項安排之詳情將於2020年2月19日、2020年3月6日及2020年4月15日經Euronext巴黎公布。

美國預託股份（每一股代表五股普通股）之股息，將於2020年4月14日派發予於2020年2月28日登記在冊的持有人。每股美國預託股份的股息為1.05美元，將由存管處以美元或新發行的美國預託股份代替股息派發。持有人須於2020年3月19日或之前將所作選擇送抵存管處。若持有人已參與由存管處營運之股息再投資計劃，則可選擇將現金股息投資於額外的美國預託股份。

任何人士若已購入登記於英國主要股東名冊、香港海外股東分冊或百慕達海外股東分冊之普通股，但尚未於英國主要股份登記處、香港或百慕達海外股份登記分處辦理股份過戶手續，應於2020年2月28日當地時間下午4時正前辦妥，方可收取股息。

於2020年2月28日，英國主要股東名冊、香港海外股東分冊或百慕達海外股東分冊的普通股註銷或過戶手續將暫停辦理。任何人士如欲辦理股東名冊或分冊的普通股登記或註銷手續，須於2020年2月27日當地時間下午4時正前辦理。

至於美國預託股份的股份過戶書必須於2020年2月28日上午11時正前送交存管處，方可收取股息。

美國預託股份之股息費：如先前於《2019年中期業績報告》所披露，為支付管理美國預託證券計劃的相關成本（過往由發行及註銷所產生的費用支付），現按市場慣例就美國預託股份的現金股息收取股息費。收取現金股息的美國預託股份持有人將須繳費，有關費用為每股美國預託股份每次現金股息0.005美元，並由存管處扣除。

4 每股盈利

每股普通股基本盈利的計算方法，為將母公司普通股股東應佔利潤，除以已發行普通股（不包括集團持有之本身股份）之加權平均股數。每股普通股攤薄後盈利的計算方法，為將基本盈利（毋須就具攤薄影響之潛在普通股所造成之影響作出調整）除以下列兩類股份的加權平均股數總和：已發行普通股（不包括集團持有之本身股份）及因轉換具攤薄影響之潛在普通股而發行的普通股。

母公司普通股股東應佔利潤

	2019年 百萬美元	2018年 百萬美元
母公司股東應佔利潤	7,383	13,727
分類為股東權益之優先股之應付股息	(90)	(90)
分類為股東權益之資本證券之應付票息	(1,324)	(1,029)
截至12月31日止年度	5,969	12,608

每股基本及攤薄後盈利

	2019年			2018年		
	利潤 百萬美元	股份數目 (百萬股)	每股 美元	利潤 百萬美元	股份數目 (百萬股)	每股 美元
基本 ¹	5,969	20,158	0.30	12,608	19,896	0.63
具攤薄影響之潛在普通股之影響		75			87	
攤薄後¹	5,969	20,233	0.30	12,608	19,983	0.63

1 已發行（基本）或假設已攤薄（攤薄後）之普通股加權平均股數。

未計入具攤薄影響之潛在普通股加權平均股數的具反攤薄影響之僱員認股權數目為110萬份（2018年：零）。

5 經調整資產負債表對賬

	於下列日期			
	2019年12月31日	2018年12月31日		
	列賬基準與經調整 百萬美元	經調整 百萬美元	貨幣換算 百萬美元	列賬基準 百萬美元
客戶貸款（淨額）	1,036,743	994,276	(12,580)	981,696
於聯營及合資公司之權益	24,474	22,301	106	22,407
外部資產總值	2,715,152	2,589,195	(31,071)	2,558,124
客戶賬項	1,439,115	1,379,738	(17,095)	1,362,643

6 列賬基準與經調整項目之對賬

	2019年 百萬美元	2018年 百萬美元
收入¹		
列賬基準	56,098	53,780
貨幣換算		(1,617)
重大項目	(689)	168
– 客戶賠償計劃	163	(53)
– 出售、收購及於新業務之投資	(768)	113
– 金融工具之公允值變動 ²	(84)	100
– 重大項目之貨幣換算		8
經調整	55,409	52,331
預期信貸損失		
列賬基準	(2,756)	(1,767)
貨幣換算		78
經調整	(2,756)	(1,689)
營業支出		
列賬基準	(42,349)	(34,659)
貨幣換算		1,109
重大項目	9,554	1,644
– 結構性改革支出 ³	158	361
– 客戶賠償計劃	1,281	146
– 出售、收購及於新業務之投資	—	52
– 商譽減值	7,349	—
– 保證最低退休金福利平等化之過往服務成本	—	228
– 重組架構及其他相關成本	827	66
– 與法律及監管事宜相關之和解開支及準備	(61)	816
– 重大項目之貨幣換算		(25)
經調整	(32,795)	(31,906)
應佔聯營及合資公司利潤		
列賬基準	2,354	2,536
貨幣換算		(90)
經調整	2,354	2,446
除稅前利潤		
列賬基準	13,347	19,890
貨幣換算		(520)
重大項目	8,865	1,812
– 收入	(689)	168
– 營業支出	9,554	1,644
經調整	22,212	21,182

1 未扣除預期信貸損失及其他信貸減值準備變動之營業收益淨額，亦稱為收入。

2 金融工具之公允值變動包括衍生工具中不合資格對沖及債務估值調整。

3 包括為英國退出歐盟作準備的相關支出、在英國設立分隔運作銀行（包括英國服務公司集團）的成本及在香港設立中介控股公司的相關成本。

7 或有負債、合約承諾及擔保

	2019年 百萬美元	2018年 百萬美元
擔保及其他或有負債：		
– 金融擔保	20,214	23,518
– 履約及其他擔保	75,933	71,484
– 其他或有負債	1,576	1,408
於12月31日	97,723	96,410
承諾 ¹ ：		
– 押匯信用證及短期貿易交易	6,316	7,083
– 遠期資產購置及遠期存款	56,326	67,265
– 備用信貸、信貸額及其他貸款承諾	734,966	705,918
於12月31日	797,608	780,266

1 包括於2019年12月31日，由於滙豐成為不可撤銷承諾訂約方而應用IFRS 9減值規定的承諾6,000.29億美元（2018年12月31日：5,920.08億美元）。

上表披露集團資產負債表外負債及承諾之名義本金額，指約定金額如被悉數取用而客戶又拖欠還款時涉及之最大風險額。由於預期大部分擔保及承諾所涉金額直至期滿時均不會被取用，該名義本金總額並非日後流動資金需求之參考。根據IFRS 9就擔保及承諾提撥的預期信貸損失準備於《2019年報及賬目》附註27披露。

擔保中大部分的合約期不足一年，而合約期超過一年的擔保須由滙豐每年進行信貸審核。

因集團旗下公司成為法律訴訟、監管及其他事宜的被告而產生的或有負債於《2019年報及賬目》附註27及34披露。

金融服務賠償計劃

金融服務賠償計劃向已倒閉金融服務機構的客戶作出賠償。在金融危機後，向客戶支付的賠償最初透過英國財政部借出的貸款撥付，相關貸款已獲金融服務賠償計劃在2018年全數償清。若迄今為止已施加的行業徵費不足以彌補應付予受日後任何可能發生倒閉影響的客戶的賠償，金融服務賠償計劃將來向英國財政部所借部分款項，可能須由集團負責償付。目前無法就金融服務賠償計劃因金融機構倒閉而最終向業界徵收的徵費作出準確估計，因為徵費視乎多項不確定因素而定，包括金融服務賠償計劃可能收回的資產、受保障產品（包括存款及投資）水平以及金融服務賠償計劃當時成員數目的變化。

聯營公司

於2019年12月31日，滙豐應佔聯營公司之或有負債、合約承諾及擔保為467億美元（2018年：485億美元）。年內並無滙豐須承擔個別責任的事項。

8 法律訴訟及監管事宜

滙豐在多個司法管轄區內因日常業務運作而牽涉法律訴訟及監管事宜。除下文所述者外，滙豐認為此等事宜無一屬重大者。確認準備的方法乃根據附註1所載的會計政策釐定。雖然法律訴訟及監管事宜的結果存有內在的不明朗因素，但管理層相信，根據所得資料，於2019年12月31日已就有關事宜提撥適當準備（請參閱《2019年報及賬目》附註27）。倘個別準備屬重大，即會註明已提撥準備的事實及其金額，唯若此舉會造成嚴重損害，則作別論。確認任何準備並不代表承認錯誤或承擔法律責任。若要估計作為或有負債類別之法律訴訟及監管事宜所涉潛在責任總額，並不切實可行。

馬多夫證券

2008年12月，Bernard L. Madoff（「馬多夫」）被捕並隨後認罪，承認進行龐氏騙局。馬多夫的公司Bernard L. Madoff Investment Securities LLC（「馬多夫證券」）正由一名受託人（「受託人」）在美國進行清盤。

滙豐旗下多家非美國公司為若干在美國境外註冊成立的基金提供託管、管理及同類服務，而該等基金均有資產交由馬多夫證券進行投資。根據馬多夫證券截至2008年11月30日提供的資料，該等基金的總值聲稱為84億美元，其中包括馬多夫虛報的利潤。

根據滙豐所得資料，在滙豐為該等基金提供服務期間，由該等基金實際轉移至馬多夫證券的資金減去實際從馬多夫證券提取的資金，估計合共約為40億美元。滙豐旗下多家公司於馬多夫證券詐騙案衍生的訴訟中被列為被告人。

於美國提出的訴訟：受託人於美國紐約南區破產法院（「美國破產法院」）對滙豐旗下若干公司及其他人士提出訴訟，尋求追回由馬多夫證券轉移至滙豐的款項，有關數額尚未申述或釐定。滙豐及其他與訟方已呈請撤銷受託人的申索。美國破產法院於2016年11月就受託人的若干申索接納滙豐的撤銷呈請。2019年2月，美國聯邦上訴法院第二巡迴審判庭（「上訴法院第二巡迴審判庭」）推翻該撤銷的裁決，並將案件發還予美國破產法院重審。於2019年8月，滙豐及其他與訟方向美國最高法院提出移審令狀的呈請，尋求覆核上訴法院第二巡迴審判庭的裁決。美國破產法院暫緩進一步法律程序，以待上述呈請得到解決。

Fairfield Sentry Limited、Fairfield Sigma Limited及Fairfield Lambda Limited（統稱「Fairfield」，自2009年7月起清盤）在美國提出訴訟，控告多名基金股東，包括為客戶擔任代名人的滙豐旗下公司，尋求歸還贖回款項。2018年12月，美國破產法院發出意見書，裁定被告人要求撤銷Fairfield清盤人若干申索的呈請有效，並接納清盤人要求提交經修訂申訴的呈請。由於該意見書，對滙豐旗下其中一家公司提出的所有申索已撤銷，而對其餘滙豐被告人提出的若干申索亦被撤銷。2019年5月，清盤人就美國破產法院意見書中若干事項向美國紐約南區聯邦地區法院（「紐約地區法院」）提出上訴。

於英國提出的訴訟：受託人於英格蘭及威爾斯高等法院對滙豐旗下若干公司提出申索，尋求追回由馬多夫證券轉移至滙豐的款項，有關數額尚未申述或釐定。受託人就該項申索送達傳票的期限已獲延長，位於英國的被告人期限延至2020年9月，其餘所有被告人則延至2020年11月。

於百慕達提出的訴訟：2009年1月，Kingate Global Fund Limited及Kingate Euro Fund Limited（統稱「Kingate」）對百慕達滙豐銀行有限公司（「HBBM」）提出一宗訴訟，尋求追回在Kingate戶口內所持資金、費用及股息。於2019年6月，受託人、Kingate與HBBM訂立全面和解協議，據此，受託人與Kingate撤銷由於或因應Kingate而對HBBM提出的任何及所有申索，包括在美國、英國及百慕達的所有候審訴訟。在法院批准於美國、百慕達及英屬處女群島的和解後，於百慕達提出的訴訟已於2019年10月終止，而受託人於2019年11月撤銷在美國對HBBM提出的若干申索。

於開曼群島提出的訴訟：2013年2月，Primeo Fund（「Primeo」，自2009年4月起清盤）對HSBC Securities Services Luxembourg（「HSSL」）及Bank of Bermuda (Cayman) Limited（現名為HSBC Cayman Limited）提出訴訟，指稱被告人違約及違反受信責任，並申索損害賠償及衡平法補償。有關審訊於2017年2月結束，法院已於2017年8月撤銷對被告人的所有申索。2017年9月，Primeo向開曼群島上訴法院提出上訴，而於2019年6月，開曼群島上訴法院撤銷Primeo對HSSL及HSBC Cayman Limited的申索。於2019年8月Primeo向英國樞密院提交上訴通知書，而於2019年9月，HSSL及HSBC Cayman Limited表示將會尋求撤銷上訴。

於盧森堡提出的訴訟：2009年4月，Herald Fund SPC（「Herald」，自2013年7月起清盤）於盧森堡地方法院對HSSL提出訴訟，尋求歸還Herald聲稱因馬多夫證券詐騙案而損失的現金及證券或損害賠償金。盧森堡地方法院已撤銷Herald要求歸還證券的申索，但保留Herald要求歸還現金及收取損害賠償金的申索。Herald已就此項判決向盧森堡上訴法院提出上訴，現正等待審理。2018年底，Herald在盧森堡地方法院對HSSL及英國滙豐銀行有限公司（「英國滙豐銀行」）提出補充申索，尋求作出進一步歸還和損害賠償。

2009年10月，Alpha Prime Fund Limited（「Alpha Prime」）在盧森堡地方法院對HSSL提出訴訟，尋求歸還證券或等額現金或損害賠償金。2018年12月，Alpha Prime在盧森堡地方法院提出補充申索，尋求滙豐旗下若干公司作出損害賠償。初步聆訊暫定於2020年6月進行。

2014年12月，Senator Fund SPC（「Senator」）在盧森堡地方法院對HSSL提出訴訟，尋求歸還證券或等額現金或損害賠償金。2015年4月，Senator另行於盧森堡地方法院提出訴訟，向英國滙豐銀行盧森堡分行提出相同申索。2018年12月，Senator在盧森堡地方法院對HSSL及英國滙豐銀行盧森堡分行提出補充申索，尋求歸還Senator的證券或損害賠償金。有關事宜正等待盧森堡地方法院審理。

於愛爾蘭提出的訴訟：2013年11月，Defender Limited對HSBC Institutional Trust Services (Ireland) Limited（「HTIE」）及其他被告人提出訴訟，指稱被告人違約，並申索損害賠償及要求就資金損失作出彌償。審訊於2018年10月開始。2018年12月，愛爾蘭高等法院就一項先決問題作出有利HTIE的判決，裁定Defender Limited對HTIE並無有效申索。審訊隨之結束，其他爭議點毋須聆訊。2019年2月，Defender Limited向愛爾蘭最高法院提出上訴，並排期在2020年3月進行聆訊。

上述與馬多夫相關的多宗法律訴訟可能產生之多種不同結果以至最終財務影響，可能受多項因素左右，包括但不限於訴訟在多個司法管轄區提出。根據現有資料，管理層估計與馬多夫相關的多宗法律訴訟所涉全部申索，可能產生損害賠償總額達5億美元或以上（不包括費用及利息）。由於有關估計涉及不確定因素及限制，因此最終損害賠償金額可能與此金額相差甚大。

反洗錢及制裁相關事宜

2012年12月，滙豐控股有限公司（「滙豐控股」）達成多項協議，包括與英國金融服務管理局協定承諾書（於2013年被英國金融業操守監管局（「金融業操守監管局」）發出的指令取代），並接納美國聯邦儲備局（「聯儲局」）的停止及終止令，當中均載列若干前瞻性反洗錢及制裁相關責任。滙豐亦同意委任一名獨立合規監察員（就金融業操守監管局而言，是《金融服務及市場法》第166條所指的「內行人士」；以及就聯儲局而言，是「獨立顧問」），以定期評估集團的反洗錢及制裁合規計劃（「內行人士／獨立顧問」）。2012年12月，滙豐控股亦就過往交易涉及外國資產控制辦公室制裁人士與該辦公室訂立協議。由於滙豐在加強金融犯罪風險管理能力方面取得顯著進展，故將會終止聘用現有內行人士，並委任授權經收窄的新行內人士評估須進一步改善的餘下範疇，務求讓滙豐完全過渡至運作如常的金融犯罪風險管理。獨立顧問將於聯儲局酌情決定的期間內，繼續進行年度外國資產控制辦公室合規審查。有關內行人士／獨立顧問角色的資料載於《2019年報及賬目》第145頁。

內行人士／獨立顧問過往的審查以及滙豐內部展開的審查，已識別出若干潛在的反洗錢和制裁合規問題，滙豐現正與聯儲局、金融業操守監管局及／或外國資產控制辦公室進行深入檢討。美國財政部金融犯罪執法網絡以及美國紐約南區檢察官辦公室民事司正就滙豐自有支付系統發出指示的若干付款中收集和傳輸第三方辦理機構資料進行調查。在遵守英國反洗錢規例以及金融犯罪系統和監控規定方面，金融業操守監管局亦對英國滙豐銀行及HSBC UK展開調查。滙豐正配合上述各項調查。

2014年5月，滙豐控股一名股東聲稱代表滙豐控股、美國滙豐銀行、北美滙豐控股有限公司及美國滙豐有限公司（「名義企業被告人」），在紐約州法院提出一宗股東衍生訴訟，控告名義企業被告人若干現任及前任董事與高級職員（「個人被告人」）。申訴指稱個人被告人因允許及／或促成2012年12月與美國司法部所訂五年期延後起訴協議相關的行為而違反對名義企業被告人負有的受信責任，浪費企業資產。2015年11月，紐約州法院接納名義企業被告人的撤銷呈請。2018年11月，上訴法院推翻紐約州法院的判決並恢復有關訴訟；此外，2019年3月，上訴法院駁回名義企業被告人申請再次爭辯或許可向紐約上訴法院上訴的呈請。2019年2月，名義企業被告人及大部分個人被告人再向紐約州法院提交撤銷呈請，目前尚待審理。

2014年7月，安大略省高等法院接獲控告滙豐控股及一位前任僱員的申索，聲稱代表於2006年7月至2012年7月期間購買滙豐普通股及美國預託股份的一群人士，尋求損害賠償金最多200億加元。申訴人指稱被告人在滙豐控股及其全資擁有的間接附屬公司加拿大滙豐銀行所發出的文件中，就滙豐遵守《銀行保密法》、反洗錢、制裁及其他法律的情況，作出成文法及普通法下的失實陳述。2017年9月，安大略省高等法院因欠缺司法管轄權而撤銷對滙豐控股及該前任僱員提出的法定申索，根據普通法對滙豐控股提出的失實陳述申索則根據非便利公堂原則而暫緩處理。2017年10月，原告人向安大略省上訴法院提出上訴，而上訴於2018年7月被駁回。2018年10月，原告人向加拿大最高法院申請上訴許可，而於2019年3月，原告人的上訴許可申請已被駁回。2019年10月，安大略省高等法院撤銷其餘對滙豐控股作出普通法下失實陳述的申索。

自2014年11月起，美國的聯邦法院先後接獲多宗法律訴訟，代表之原告人為中東恐怖襲擊或墨西哥販毒集團暴力活動的受害人或其親屬，被告人則包括滙豐旗下多家公司以及其他人士。在每一宗訴訟中，原告人指稱被告人協助和教唆受制裁的各方作出非法行為，違反美國《反恐法》。於其中一宗訴訟中，上訴法院第二巡迴審判庭於2019年8月確認駁回原告人的申索，訴訟隨即結束。十宗訴訟現時仍有待紐約聯邦法院或哥倫比亞地方法院審理。滙豐已就三宗該等訴訟提交撤銷呈請，而於2019年3月、9月及10月，法院已就全部三宗訴訟批准呈請。原告人現正尋求修訂其中一宗訴訟的申訴，並已就另外兩宗訴訟的裁決提出上訴。滙豐已就另外三宗訴訟提交撤銷呈請，目前尚待審理。其餘四宗訴訟仍處於相當初步的階段。

2018年7月，英格蘭及威爾斯高等法院接獲一項控告滙豐控股的申索，指稱滙豐控股於2007至2012年期間就滙豐遵守反洗錢、反資助恐怖分子和制裁法律、規例和要求以及滙豐整體遵守監管規定方面在公開聲明中作出不真實及／或誤導陳述及／或有所遺漏。2019年8月，滙豐控股就是項申索與申索人達成和解。

根據目前已知的事實，現階段要求滙豐預測此等事宜的解決方案（包括解決時間及可能對滙豐造成的任何影響）並不切實可行，但有關影響可能甚大。

稅務相關調查

全球各地多個稅務管理、監管及執法機關一直就指稱的逃稅或稅務詐騙、洗錢和非法跨境招攬銀行業務，對滙豐私人銀行（瑞士）有限公司（「滙豐瑞士私人銀行」）及滙豐旗下其他公司進行調查及審查。

2019年10月，比利時法院批准滙豐瑞士私人銀行與比利時有關當局達成和解，據此，滙豐瑞士私人銀行同意支付2.95億歐元作為比利時有關當局調查過往干犯稅務相關罪行的和解。比利時法院亦撤銷對滙豐控股及HSBC Private Bank Holdings (Suisse) SA提出的訴訟。

2019年12月，滙豐瑞士私人銀行與美國司法部訂立為期三年的延後起訴協議（「瑞士稅務延後起訴協議」），結束美國司法部對滙豐瑞士私人銀行與美國客戶歷年業務交易的調查。根據瑞士稅務延後起訴協議的條款，滙豐瑞士私人銀行同意向美國司法部及美國稅務局支付1.92億美元並負上多項持續合作責任。

滙豐繼續配合其他稅務管理、監管及執法機構的稅務相關調查。根據目前已知的事實，現階段要求滙豐預測此等持續事宜的解決方案（包括解決時間及可能對滙豐造成的任何影響）並不切實可行。

倫敦銀行同業拆息、歐洲銀行同業拆息及其他基準利率調查及訴訟

歐元利率衍生工具：2016年12月，歐盟委員會頒布決定，指滙豐和其他銀行於2007年初就歐元利率衍生工具的訂價作出反競爭行為。歐盟委員會以違規期為1個月作基準判處滙豐罰款。滙豐已就該項裁決提出上訴，而2019年9月，歐洲聯盟普通法院（「普通法院」）大致維持歐盟委員會有關法律責任的決定，但裁定罰款無效。滙豐及歐盟委員會均已就普通法院的裁決向歐洲法院提出上訴。

美元倫敦銀行同業拆息：自2011年起，在美國數宗有關釐定美元倫敦銀行同業拆息的私人訴訟中，滙豐及其他銀行訂價小組成員均被列為被告人。該等申訴根據多項不同的美國法例提出申索，包括美國反壟斷及敲詐勒索法、美國《大宗商品交易法》以及州法例。該等訴訟包括個人及推定集體訴訟，當中大部分已移交及／或合併提交予紐約地區法院進行預審。

2017及2018年，滙豐與各原告人達成協議，以解決代表以下五個原告人群體提出的多宗推定集體訴訟：曾購買美元倫敦銀行同業拆息指數債券的人士；曾購買美元倫敦銀行同業拆息指數交易所買賣工具的人士；曾提供或購買美元倫敦銀行同業拆息指數貸款的美國貸款機構（「貸款機構群體」）；曾直接向銀行被告人及其聯屬機構購買美元倫敦銀行同業拆息指數利率掉期及其他工具的人士（「場外交易群體」）；以及曾向並非銀行被告人或其聯屬機構的若干金融機構購買美元倫敦銀行同業拆息指數利率掉期及其他工具的人士。2018年，紐約地區法院最終批准與場外交易群體及貸款機構群體的和解。其餘和解尚待法院最終批准。此外，對滙豐提出的若干其他美元倫敦銀行同業拆息相關訴訟尚待紐約地區法院和上訴法院第二巡迴審判庭審理。

洲際交易所倫敦銀行同業拆息：2019年1至3月期間，在三宗於紐約地區法院提出的推定集體訴訟中，原告人代表曾向銀行訂價小組成員購買所付利息與洲際交易所美元倫敦銀行同業拆息相關之金融工具的人士及公司，將滙豐及其他銀行訂價小組成員列為被告人。有關申訴指稱（其中包括）被告人曾進行與抑制該基準利率有關的不當行為，違反美國反壟斷法和州法例。2019年7月，三宗推定集體訴訟已被合併處理，而原告人已提交合併經修訂申訴。2019年8月，被告人就申訴提交撤銷呈請，目前仍有待法院審理。

新加坡銀行同業拆息、新元掉期利率及澳洲銀行票據掉期利率：2016年7及8月，在兩宗於紐約地區法院提出的推定集體訴訟中，原告人代表曾買賣與基準利率新加坡銀行同業拆息、新元掉期利率及澳洲銀行票據掉期利率相關產品的人士，將滙豐及其他銀行訂價小組成員列為被告人。申訴的指稱包括被告人曾進行與此等基準利率有關的不當行為，違反美國反壟斷法、大宗商品及敲詐勒索法和州法例。

於新加坡銀行同業拆息／新元掉期利率訴訟中，2018年10月法院就被告人的撤銷呈請作出判決之後，對滙豐多家公司提出的申索被撤銷，香港上海滙豐銀行有限公司（「HBAP」）成為滙豐在此訴訟中的唯一被告人。2018年10月，HBAP提出呈請，要求根據個人管轄權問題重新考慮有關決定；有關呈請於2019年4月被駁回。2018年10月，原告人提交第三份經修訂申訴，僅將新加坡銀行同業拆息的銀行訂價小組成員（包括HBAP）列為被告人；法院於2019年7月撤銷對全部被告人提出的整項第三份經修訂申訴。2019年8月，原告人向上訴法院第二巡迴審判庭提出上訴，仍然尚待審理。

2018年11月，法院以個人管轄權為理據撤銷澳洲銀行票據掉期利率案所有境外被告人，包括滙豐旗下所有公司。2019年4月，原告人提交經修訂申訴，而被告人已提交撤銷呈請。2020年2月，法院再度撤銷原告人對滙豐旗下所有公司提交的經修訂申訴。

此等事宜的多種不同結果以至最終財務影響，可能受多項因素左右，而且相關結果及影響可能甚為重大。

外匯相關調查及訴訟

歐盟、巴西及南非等全球各地多個監管機構及保障公平競爭機關，現正就滙豐及其他機構在外匯市場進行的交易展開調查及審查。滙豐正配合該等調查及審查。

2018年1月，滙豐控股與美國司法部刑事司就2010和2011年兩宗特定交易的欺詐行為訂立為期三年的延後起訴協議（「外匯交易延後起訴協議」），結束美國司法部對滙豐歷史外匯交易活動的調查。根據外匯交易延後起訴協議的條款，滙豐負有多項持續責任，包括採取措施改善環球資本市場業務的內部監控措施及程序（將須就此向美國司法部提交年度報告）。此外，滙豐同意支付罰款和賠償。

2016年12月，巴西經濟保護管理委員會對在岸外匯市場展開調查，並已將多家銀行（包括滙豐）列為調查對象。

2017年2月，南非競爭委員會（「競爭委員會」）將一項針對英國滙豐銀行等18家金融機構的申訴轉交南非競爭審裁處（「審裁處」）審理。該項申訴指稱被告人牽涉南非外匯市場的反競爭行為。2017年4月，英國滙豐銀行以審裁處不具管轄權及申訴已失時效為由提出除外呈請。2018年1月，審裁處批准將針對美國滙豐銀行等其他金融機構的申訴臨時轉交其審理。2019年6月，審裁處頒布裁決，要求競爭委員會修訂其申訴。多家被列為申訴對象的金融機構（包括美國滙豐銀行）已就部分裁決向南非競爭上訴法院提出上訴，而競爭委員會則提出交相上訴。

2018年10月，滙豐控股及英國滙豐銀行就可能協調外匯期權交易接獲歐盟委員會的提供資料要求。有關事宜仍處於初步階段。

2013年底及2014年初，在紐約地區法院合併審理的多宗推定集體訴訟中，滙豐旗下多家公司及其他銀行被列為被告人。該合併申訴的指稱包括被告人串謀操控WM/Reuters基準匯率。2015年9月，滙豐與原告人達成協議，以解決上述合併訴訟，法院已於2018年8月就和解作出最終批准。

2015年，一宗代表外匯產品零售客戶提出的推定集體訴訟申訴在美國加州北區聯邦地區法院提出類似指控。其後，該案件轉交紐約地區法院，並繼續等待審理。2017年，代表外匯產品聲稱間接買方提出的推定集體訴訟申訴在紐約提出類似指控。其後，該等訴訟由紐約地區法院合併審理，目前尚待審理。

2018年9月，兩項集體訴訟核證呈請在以色列提出，將滙豐旗下多家公司及其他銀行列為被告人，並指稱被告人作出外匯相關不當行為。2019年7月，特拉維夫法院允許各原告人合併申索，而原告人於2019年9月提出一項合併集體訴訟核證呈請。2018年11及12月，若干不參與美國集體訴訟和解安排的原告人在紐約地區法院和英格蘭及威爾斯高等法院提出多宗申訴，指稱滙豐及其他被告人作出外匯相關不當行為。有關事宜仍處於初步階段。日後可能會出現其他就滙豐過往的外匯活動而對其提出的民事訴訟。

此等事宜的多種不同結果以至最終財務影響，可能受多項因素左右，而且相關結果及影響可能甚為重大。

貴金屬訂價相關訴訟

黃金：自2014年3月起，有多宗推定集體訴訟在紐約地區法院、新澤西區及加州北區的聯邦地區法院提出，滙豐及倫敦黃金市場訂價有限公司的其他成員機構均被列為被告人。該等申訴指稱由2004年1月至2013年6月，被告人串謀操控黃金及黃金衍生工具的價格，以謀取共同利益，違反美國反壟斷法、美國《大宗商品交易法》以及紐約州法例。該等訴訟由紐約地區法院合併審理。被告人呈請撤銷合併訴訟，法院已於2016年10月部分接納並部分駁回有關呈請。2017年6月，法院批准原告人提出第三次經修訂申訴，當中新增一名被告人。法院已駁回原有被告人尋求批准提出共同撤銷呈請的請求，文件透露程序正在進行。

自2015年12月起，有多宗推定集體訴訟根據加拿大法律在安大略省及魁北克省高等法院提出，控告滙豐旗下多家公司及其他金融機構。原告人指稱（其中包括）被告人由2004年1月至2014年3月串謀操控黃金及黃金衍生工具的價格，違反加拿大的《競爭法》及普通法。有關訴訟仍處於初步階段。

白銀：自2014年7月起，有多宗推定集體訴訟在美國紐約南區及東區聯邦地區法院提出，滙豐及倫敦白銀市場訂價有限公司的其他成員機構均被列為被告人。該等申訴指稱由2007年1月至2013年12月，被告人串謀操控白銀及白銀衍生工具的價格，以謀取共同利益，違反美國反壟斷法、美國《大宗商品交易法》及紐約州法例。該等訴訟由紐約地區法院合併審理。被告人呈請撤銷合併訴訟，法院已於2016年10月部分接納並部分駁回有關呈請。2017年6月，法院批准原告人提出第三次經修訂申訴，當中新增多名被告人。法院已駁回原有被告人尋求批准提出共同撤銷呈請的請求，文件透露程序正在進行。

2016年4月，有兩宗推定集體訴訟根據加拿大法律在安大略省及魁北克省高等法院提出，控告滙豐旗下多家公司及其他金融機構。兩宗訴訟的原告人均指稱被告人由1999年1月至2014年8月串謀操控白銀及白銀衍生工具的價格，違反加拿大的《競爭法》及普通法。於安大略省提出的訴訟仍處於初步階段，而於魁北克省提出的訴訟則獲暫緩處理。

鉑金及鈹金：由2014年底至2015年初，有多宗推定集體訴訟在紐約地區法院提出，滙豐及倫敦鉑金及鈹金訂價有限公司的其他成員機構均被列為被告人。該等申訴指稱由2008年1月至2014年11月，被告人串謀操控鉑族金屬及按鉑族金屬計價的金融產品之價格，以謀取共同利益，違反美國反壟斷法及美國《大宗商品交易法》。2017年3月，法院部分接納並部分駁回被告人要求撤銷第二次經修訂合併申訴的呈請。2017年6月，原告人提出第三次經修訂申訴。被告人已提出共同撤銷呈請，目前尚待審理。

根據目前已知的事實，現階段要求滙豐預測此等事宜的解決方案（包括解決時間及可能對滙豐造成的任何影響）並不切實可行，但有關影響可能甚大。

電影融資訴訟

2015年7月及11月，申索人以個人身分在英格蘭及威爾斯高等法院對HSBC Private Bank (UK) Limited（「PBGB」）提出兩宗訴訟，尋求就若干指稱理由作出損害賠償，包括就申索人參與若干Ingenious電影融資計劃一事違反對其承擔的責任。有關訴訟仍在進行中。

2018年12月，多名申索人在英格蘭及威爾斯高等法院對PBGB另行提出訴訟，尋求獲得損害賠償，指稱PBGB就申索人參與的若干Ingenious電影融資計劃向第三方提供貸款時，存在非法手段串謀及不誠實協助。2019年6月，另有其他申索人在英格蘭及威爾斯高等法院對PBGB提出類似申索。有關訴訟仍在進行中。

2019年2月及10月，PBGB接獲Eclipse電影融資計劃兩批大致獨立的投資者的申索前函件，分別就PBGB在協助設計、推廣及運作該等計劃中的角色對PBGB提出多項申索。有關事宜仍處於初步階段。

由於PBGB過往涉及提供若干電影融資相關服務，有關方或會對其提出其他訴訟或展開其他調查。

根據目前已知的事實，預測此等事宜的解決方案（包括解決時間及可能造成的整體影響）並不切實可行，但有關影響可能甚大。

其他監管調查、審查及訴訟

因有關公司業務及營運的多種事宜，滙豐控股及／或其若干聯屬公司涉及多個監管機構及保障公平競爭與執法機關的多項其他調查、審查及訴訟，包括：

- 美國司法部就美國國庫證券交易手法展開調查；
- 美國商品期貨交易委員會就與債券發行相關的利率掉期交易展開調查；
- 瑞士競爭委員會就歐洲銀行同業拆息及日圓倫敦銀行同業拆息之訂價展開調查；
- 金融業操守監管局就英國的收回貸款業務展開調查；
- 英國競爭及市場管理局要求就金融服務業提供資料；
- 就墨西哥政府債券市場、美國政府資助企業債券市場及美元計值之超國家金融機構、主權及政府機構債券市場而於紐約地區法院提出的推定集體訴訟；
- 就英國滙豐銀行在2003至2009年間擔任史丹福國際銀行公司的代理銀行，而在美國法院提出的兩宗集體訴訟和在英格蘭及威爾斯高等法院提出的一項申索；及
- 就住宅按揭抵押證券而於美國法院對滙豐旗下多家公司提出的訴訟，主要依據為(a)就美國滙豐銀行代表多個證券化信託履行受託人職責而對其提出的申索；及(b)就尋求滙豐旗下多家公司回購多項按揭貸款而提出的申索。

此等事宜的多種不同結果以至最終財務影響，可能受多項因素左右，而且相關結果及影響可能甚為重大。

9 結算日後事項

董事會於2019年12月31日後，宣布派發2019年度第四次股息每股普通股0.21美元（派息額約為42.66億美元）。此等賬目已於2020年2月18日經董事會通過並授權公布。

董事於2019年12月31日後批准2020年業務最新狀況（當中載有旨在將資本調配至可實現更豐厚回報的領域、為集團節省成本和精簡業務的計劃）。作為此計劃一部分的改變之一為變更構成集團《年報及賬目》第263頁附註10所述的可呈報類別的環球業務。現有零售銀行及財富管理業務與環球私人銀行業務兩項環球業務將會合併，從而成為一項新的環球業務——財富管理及個人銀行業務，並將成為2020年間的可呈報類別。

2019年12月31日的預期信貸損失按當日的一系列預測經濟情況估算。自2020年1月初以來，冠狀病毒疫情已在中國內地以至其他地方蔓延，導致商業及經濟活動受阻。就2020年根據IFRS 9估算預期信貸損失而言，以上情況對釐定經濟下行境況嚴重程度及可能性的本地生產總值及其他主要經濟指標所構成的影響會被納入考慮因素。

10 資本結構

資本比率

	於12月31日	
	2019年 %	2018年 %
過渡基準		
普通股權一級比率	14.7	14.0
一級比率	17.6	17.0
總資本比率	20.4	20.0
終點基準		
普通股權一級比率	14.7	14.0
一級比率	17.2	16.6
總資本比率	18.9	19.4

監管規定資本總額及風險加權資產

	於12月31日	
	2019年 百萬美元	2018年 百萬美元
過渡基準		
普通股權一級資本	123,966	121,022
額外一級資本	24,393	26,120
二級資本	23,791	26,096
監管規定資本總額	172,150	173,238
風險加權資產	843,395	865,318
終點基準		
普通股權一級資本	123,966	121,022
額外一級資本	20,870	22,525
二級資本	14,473	24,511
監管規定資本總額	159,309	168,058
風險加權資產	843,395	865,318

槓桿比率

	於12月31日	
	2019年 十億美元	2018年 十億美元
參考*		
20 一級資本	144.8	143.5
21 槓桿比率風險總額	2,726.5	2,614.9
	%	%
22 槓桿比率	5.3	5.5
EU-23 就資本計量定義選擇之過渡性安排	已全面實行	已全面實行
英國槓桿比率風險 – 季度均值 ¹	2,535.4	2,464.4
	%	%
英國槓桿比率 – 季度均值 ¹	5.8	5.8
英國槓桿比率 – 季末 ¹	5.7	6.0

* 參考索引為歐洲銀行管理局範本中對應項目的編號。

1 英國槓桿比率表示集團的槓桿比率根據審慎監管局的英國槓桿架構計算，並不包括來自風險計算的合資格中央銀行結餘。

11 法定賬目

本新聞稿所載資料並不構成英國《2006年公司法》（「公司法」）第434條所界定之法定賬目。截至2019年12月31日止年度之法定賬目，將根據公司法第441條之規定送呈英格蘭及威爾斯公司註冊處。核數師已就該等賬目發出無保留意見報告，當中未載有公司法第498(2)或(3)條所指之聲明。

12 買賣滙豐控股有限公司上市證券

滙豐集團已制訂政策及程序，除法規及規例允許的情況外，嚴禁就其在香港聯合交易所有限公司上市的證券進行特定交易。除滙豐控股的附屬公司以中介機構或受託人身分進行的交易外，於截至2019年12月31日止年度內，滙豐控股或其任何附屬公司均無買入、賣出或贖回其於香港聯合交易所有限公司上市的任何證券。

股份回購

於2019年已購回股份的面值為67,888,497美元，滙豐所付總代價為817,587,930英鎊。

月份	股份數目	已付每股 最高價 英鎊	已付每股 最低價 英鎊	已付每股 平均價 英鎊	已付總價 英鎊
2019年之股份回購					
19年8月	93,613,105	6.3790	5.7830	6.0033	561,986,347
19年9月	42,163,889	6.2810	5.8630	6.0621	255,601,583
	135,776,994				817,587,930

13 2020年各次股息

董事會已採納按季派發普通股股息的政策。根據此政策，我們擬派發三次金額相等的股息，而第四次股息的金額或會不同。預計2020年第一次股息將為每股普通股0.1美元。

股息均以美元為單位宣派，股東可選擇以美元、英鎊或港元或該三種貨幣之組合收取現金股息，倘董事會決定就該股息派發代息股份，亦可選擇以發行之新股代替全部或部分現金股息。

14 《盈利公布》及中期業績

《盈利公布》預期於2020年4月28日及2020年10月27日或前後發表。截至2020年6月30日止六個月的中期業績預期於2020年8月3日公布。

15 企業管治守則

滙豐須遵守英國及香港的企業管治規定。於2019年，滙豐已遵守英國及香港兩地《企業管治守則》的條文及規定。根據香港的守則，監察委員會應負責監督所有風險管理及內部監控制度。滙豐的集團風險管理委員會負責監督內部監控（財務報告的內部監控除外）及風險管理制度。此安排獲英國《企業管治守則》許可。

集團監察委員會已審閱2019年的全年業績。

本公司已根據《濫用市場條例》及聯交所證券上市規則的規定，就買賣滙豐集團證券的責任編製守則。而聯交所經考慮英國採納的慣例，特別是有關僱員股份計劃的規定後，已授出毋須嚴格遵守有關規則的豁免。經具體查詢後，全體董事確認年內已遵守有關買賣集團證券的責任。

於本公布發表之日，滙豐控股有限公司的董事包括：

杜嘉祺*、祈耀年、祈嘉蓮†、史美倫†、卡斯特†、利蘊蓮†、麥浩智†、苗凱婷†、聶德偉†、邵偉信、施俊仁爵士†、戴國良†及梅爾莫†。

* 集團非執行主席

† 獨立非執行董事

16 有關前瞻性陳述之提示聲明

本新聞稿可能包含與集團財政狀況、經營業績、資本狀況、策略及業務相關的預計、估計、預測、目標、意見、前景、業績、回報及前瞻性陳述，可以透過所用的「可能」、「將」、「應」、「預料」、「預期」、「預計」、「估計」、「尋求」、「擬」、「計劃」或「相信」等前瞻性詞彙或其否定詞或其他變形或類似詞彙加以辨別（統稱「前瞻性陳述」），包括其中所述的優先策略和任何財務、投資及資本目標。

任何此類前瞻性陳述均非未來業績的可靠指標，原因是它們可能涉及大量列明或暗含的假設及主觀判斷，而這些假設和判斷未必獲證實為正確。前瞻性陳述所載的任何事項能否達成、會否真正發生或會否實現或是否完整或正確，均並無保證。有關優先策略和目標的前瞻性陳述所依據的若干假設和判斷，乃於 www.hsbc.com 另行載列的「目標成果：編製基準」內討論。這些假設及判斷可能證實為不正確，並且涉及已知或未知風險、不明朗因素、突發事件及其他重要因素，當中許多因素非集團所能管控。由於各種風險、不確定性和其他因素（包括但不限於與整體市況或監管變動相關者），實際的成果、業績、表現或其他未來事件或條件可能與任何前瞻性陳述所陳述、暗示和 / 或反映者截然不同。

任何此類前瞻性陳述均以集團於作出有關陳述當日的信念、預期和意見為依據。倘情況或管理層的信念、預期或意見有所改變，集團不承擔更新、修訂或補充該等陳述的義務或責任，並特此明確表示對前述事項概不負責。基於上述原因，接收者不應倚賴任何前瞻性陳述，並應留意依賴前瞻性陳述的後果。集團或其代表概不就本文所載的任何預計、估計、預測、目標、前景或回報的成果或合理性作出任何明示或暗示的聲明或保證。

有關可導致實際結果與本新聞稿存在重大差異的重要因素，詳情請參閱預期於2020年2月19日或前後送呈美國證券交易委員會存檔的20-F表格所載滙豐截至2019年12月31日止財政年度的《年報及賬目》。

17 若干界定用語

除文義另有所指外，「滙豐控股」乃指滙豐控股有限公司，而「滙豐」、「集團」或「我們」則指滙豐控股及其附屬公司。在本文件內，中華人民共和國香港特別行政區簡稱為「香港」。當使用「股東權益」及「股東權益總額」等用語時，「股東」指滙豐控股的普通股及由滙豐控股發行並分類為股東權益的優先股及資本證券之持有人。「百萬美元」、「十億美元」及「萬億美元」分別指百萬、十億（數以千計之百萬）及萬億美元。

18 查詢進一步資料：

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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.

Index

	Page
HSBC Holdings plc - Income statement	1
HSBC Holdings plc - Balance sheet data	2
HSBC Holdings plc - Net interest margin	3
Global businesses	
Retail Banking and Wealth Management	4
Commercial Banking	5
Global Banking and Markets	6
Global Private Banking	7
Corporate Centre	8
Geographical regions / countries / territory	
Europe	9
Europe - HSBC UK (UK ring-fenced bank)	12
Europe - HSBC Bank (non UK ring-fenced bank)	15
Europe - other	18
Asia	21
Hong Kong	24
Mainland China	27
Middle East and North Africa	30
North America	33
US	36
Latin America	39
Mexico	42
Further analysis	
Risk-weighted assets	45

Income Statement

	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 charges¹	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	(4,545)	(4,202)	(4,678)	(4,577)	(4,245)	(18,002)
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%
Revenue						
Significant items						
Customer redress programmes	(45)	(118)	—	—	7	(163)
Disposals, acquisitions and investment in new businesses	(55)	(4)	827	—	29	768
Fair value movements on financial instruments	(176)	210	28	22	95	84
Operating expenses						
Significant items						
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 Markets cash-generating unit, which is monitored on a global basis.

Note: 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 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 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					
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	(1,405)	(1,405)	(1,405)	(1,405)	(1,405)
Perpetual capital securities	—	—	—	—	—
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

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%

HSBC
Retail Banking and Wealth Management

	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	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, 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 loss	68	2	(2)	157	(49)	225
Other income/(expense)	(809)	(74)	(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	—	—	—	—	—	—
Operating expenses	(278)	(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%
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)
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	—	—	—	—	—	—

	Quarter ended					Year to date
	31 Dec 2019 \$m	30 Sep 2019 \$m	30 Jun 2019 \$m	31 Mar 2019 \$m	31 Dec 2018 \$m	31 Dec 2019 \$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	—	—	—	—	—	—
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	—	—	—	—	—	—
Operating expenses	(2,983)	(19)	(22)	(4)	8	(3,028)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Balance sheet data						
	At					At
	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	31 Dec 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
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 2019 \$m	30 Sep 2019 \$m	30 Jun 2019 \$m	31 Mar 2019 \$m	31 Dec 2018 \$m	31 Dec 2019 \$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	1,375	1,199	1,468	1,518	480	5,560
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	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	—	—	—	—	—	—
Profit/(loss) before tax	(2,819)	1,233	1,098	1,535	777	1,047
Significant items - Totals						
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	—	—	—	—	—	—
Balance sheet data						
	At					At
	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	31 Dec 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 been 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 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	31 Dec 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	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)
<i>of which: staff expenses</i>	<i>(179)</i>	<i>(158)</i>	<i>(178)</i>	<i>(169)</i>	<i>(146)</i>	<i>(684)</i>
Operating profit/(loss)	(356)	180	87	96	66	7
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(356)	180	87	96	66	7
Significant items - Totals						
Revenue	—	—	—	—	5	—
ECL	(440)	—	—	—	—	—
Operating expenses	(440)	60	(11)	(2)	2	(393)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Balance sheet data						
	At					At
	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	31 Dec 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	52,224	52,058	50,757	47,901	43,790	52,224
Customer accounts	62,943	61,464	62,235	64,489	64,658	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	49	48	43	184
Total	452	472	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	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	2	—
Goodwill impairment	(431)	—	—	—	—	(431)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
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)
<i>of which: staff expenses</i>	<i>(1,350)</i>	<i>(1,295)</i>	<i>(1,501)</i>	<i>(1,499)</i>	<i>(1,434)</i>	<i>(5,645)</i>
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
Income statement Metrics - Reported						
Cost efficiency ratio	(535.0)%	(147.4)%	29.4%	366.2%	439.6%	175.1%
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)%
Management View of Adjusted Revenue - as originally reported						
Central Treasury	(23)	313	269	305	283	864
Of which:						
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)
Total²	(83)	(94)	135	(4)	271	(46)
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	—	—	—	—	—	—
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)	(15)	(379)
Settlements and provisions in connection with legal and regulatory matters	(6)	(2)	1	—	3	(7)

¹ With effect from 3Q19, 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.

Net interest income/(expense)
Net fee income/(expense)
Net income from financial instruments held for trading or managed on a fair value basis
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/(expense)
Net operating income before change in expected credit losses and other credit impairment charges
Change in expected credit losses and other credit impairment charges
Net operating income/(expense)
Total operating expenses
of which: staff expenses
Operating profit/(loss)
Share of profit/(loss) in associates and joint ventures
Profit/(loss) before tax

Significant items - Totals

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

Balance sheet data

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
Settlements and provisions in connection with legal and regulatory matters

Quarter ended 31 Dec 2019					
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
1,056	840	218	91	(856)	1,349
350	335	169	89	(20)	923
9	—	565	10	205	789
392	—	—	—	1	393
47	29	110	—	280	466
220	301	173	4	(45)	653
2,074	1,505	1,235	194	(435)	4,573
(84)	(67)	2	1	20	(128)
1,990	1,438	1,237	195	(415)	4,445
(1,932)	(3,518)	(1,404)	(185)	(1,084)	(8,123)
(477)	(253)	(487)	(78)	(498)	(1,793)
58	(2,080)	(167)	10	(1,499)	(3,678)
—	—	—	—	(30)	(30)
58	(2,080)	(167)	10	(1,529)	(3,708)
(46)	3	(24)	—	(134)	(201)
—	—	—	—	—	—
(253)	(2,544)	(74)	(7)	(120)	(2,998)
—	—	—	—	—	—
At 31 Dec 2019					
181,403	123,110	71,192	20,514	1,245	397,464
180,241	121,238	70,742	20,396	1,233	393,850
220,325	123,845	559,591	23,610	246,755	1,174,126
219,531	148,334	124,131	31,159	5,563	528,718
93.2%	233.8%	113.7%	95.4%	(249.2)%	177.6%
79.2%	64.8%	105.6%	91.8%	(320.3)%	107.4%
(48)	3	—	—	—	(45)
—	—	—	—	—	—
—	—	(24)	—	(135)	(159)
—	—	(6)	—	(25)	(31)
(180)	(2)	—	—	—	(182)
—	—	—	—	—	—
—	(2,521)	—	—	—	(2,521)
—	—	—	—	—	—
(73)	(20)	(67)	(10)	(89)	(259)
—	—	(2)	3	(5)	(4)

Quarter ended 30 Sep 2019					
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
963	830	233	95	(1,179)	942
362	321	134	83	(24)	876
(3)	14	329	11	807	1,158
208	—	—	—	(1)	207
4	—	169	—	281	454
32	152	131	(4)	281	592
1,566	1,317	996	185	165	4,229
(124)	(174)	25	(4)	5	(272)
1,442	1,143	1,021	181	170	3,957
(2,000)	(859)	(1,156)	(112)	(264)	(4,391)
(400)	(238)	(372)	(70)	(411)	(1,491)
(558)	284	(135)	69	(94)	(434)
—	—	—	—	11	11
(558)	284	(135)	69	(83)	(423)
(109)	(9)	16	—	173	71
—	—	—	—	—	—
(470)	(18)	(34)	61	(86)	(547)
—	—	—	—	—	—
At 30 Sep 2019					
166,711	119,669	74,140	18,816	1,289	380,625
165,674	117,801	73,698	18,704	1,275	377,152
204,015	122,479	575,839	22,128	240,146	1,164,607
203,243	133,647	126,593	28,500	4,891	496,874
127.7%	65.2%	116.1%	60.5%	160.0%	103.8%
91.3%	63.4%	114.5%	93.5%	(2,225.0)%	92.4%
(109)	(9)	—	—	—	(118)
—	—	—	—	—	—
—	—	16	—	173	189
—	(1)	(7)	—	(24)	(32)
(469)	(16)	(4)	—	—	(489)
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
(1)	(1)	(23)	(4)	(60)	(89)
—	—	—	65	(2)	63

	Quarter ended 30 Jun 2019						Quarter ended 31 Mar 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	1	4	738	10	(122)	631	(23)	14	588	8	620	1,207
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	324	—	—	—	(15)	309	747	—	—	—	—	747
Other income/(expense)	(19)	10	128	—	186	305	105	19	100	—	67	291
	(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 2019					
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 (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
Total external assets	207,459	126,439	554,789	22,213	248,538	1,159,438	206,728	125,626	536,617	21,630	229,999	1,120,600
Customer accounts	207,157	136,183	125,575	30,742	4,729	504,386	207,681	136,920	127,205	31,687	3,966	507,459
Income statement Metrics - Reported												
Cost efficiency ratio	114.5%	54.7%	114.4%	94.8%	352.7%	106.0%	89.9%	54.2%	94.6%	99.4%	916.4%	93.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	81.8%	53.8%	109.7%	89.2%	432.0%	90.8%	86.5%	54.0%	90.3%	98.3%	(4,100.0)%	91.9%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(7)	—	54	47	—	—	(21)	—	81	60
Operating expenses												
Significant items												
Costs of structural reform	—	(1)	(16)	—	(22)	(39)	—	(2)	(13)	—	(37)	(52)
Customer redress programmes	(559)	1	4	—	—	(554)	(56)	—	—	—	—	(56)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	(29)	(12)	(35)	(11)	(68)	(155)	—	(1)	(28)	(2)	(4)	(35)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	1	1	—	—	—	—	—	—

	Quarter ended 31 Dec 2018						Year to date 31 Dec 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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 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	—	—	—	—	4	4	—	—	—	—	(12)	(12)
Profit/(loss) before tax	(33)	392	(413)	(10)	(1,495)	(1,559)	(761)	(887)	(474)	71	(2,601)	(4,652)
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						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	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	(228)	(228)	—	(2,521)	—	—	—	(2,521)
Restructuring and other related costs	—	—	—	—	(6)	(6)	(103)	(34)	(153)	(27)	(221)	(538)
Settlements and provisions in connection with legal and regulatory matters	—	—	22	(1)	3	24	—	—	(2)	68	(6)	60

Net interest income/(expense)
Net fee income/(expense)
Net income from financial instruments held for trading or managed on a fair value basis
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
Net operating income before change in expected credit losses and other credit impairment charges
Change in expected credit losses and other credit impairment charges
Net operating income
Total operating expenses
<i>of which: staff expenses</i>
Operating profit
Share of profit in associates and joint ventures
Profit before tax
Significant items - Totals
Revenue
ECL
Operating expenses
Share of profit in associates and joint ventures

Balance sheet data

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
Restructuring and other related costs
Settlements and provisions in connection with legal and regulatory matters

Quarter ended 31 Dec 2019					
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
858	613	(4)	33	10	1,510
211	232	(66)	10	(4)	383
8	(4)	127	1	(1)	131
—	—	—	—	—	—
—	1	—	—	—	1
6	8	—	7	16	37
1,083	850	57	51	21	2,062
(82)	(19)	—	(1)	—	(102)
1,001	831	57	50	21	1,960
(962)	(414)	(35)	(41)	18	(1,434)
(240)	(115)	(5)	(14)	59	(315)
39	417	22	9	39	526
—	—	—	—	—	—
39	417	22	9	39	526
(45)	3	—	—	—	(42)
—	—	—	—	—	—
(226)	(5)	—	(1)	(19)	(251)
—	—	—	—	—	—
At 31 Dec 2019					
\$m	\$m	\$m	\$m	\$m	\$m
151,302	86,475	—	5,755	705	244,237
150,366	85,272	—	5,675	705	242,018
154,171	87,935	65	6,232	90,239	338,642
178,135	99,544	—	7,828	348	285,855
88.8%	48.7%	61.4%	80.4%	(85.7)%	69.5%
65.2%	48.3%	61.4%	78.4%	(176.2)%	56.2%
(45)	3	—	—	—	(42)
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
(180)	(2)	—	—	—	(182)
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
(46)	(3)	—	(1)	(19)	(69)
—	—	—	—	—	—

Quarter ended 30 Sep 2019					
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
762	591	2	33	17	1,405
205	213	(41)	13	(4)	386
17	6	90	1	(2)	112
—	—	—	—	—	—
—	1	—	—	—	1
7	8	—	3	5	23
991	819	51	50	16	1,927
(118)	(128)	—	(3)	—	(249)
873	691	51	47	16	1,678
(1,207)	(421)	(38)	(42)	7	(1,701)
(186)	(111)	(2)	(15)	44	(270)
(334)	270	13	5	23	(23)
—	—	—	—	—	—
(334)	270	13	5	23	(23)
(109)	(9)	—	—	—	(118)
—	—	—	—	—	—
(467)	(15)	—	—	(18)	(500)
—	—	—	—	—	—
At 30 Sep 2019					
\$m	\$m	\$m	\$m	\$m	\$m
138,212	82,492	—	5,420	682	226,806
137,401	81,302	—	5,346	681	224,730
141,015	83,742	29	5,894	82,564	313,244
163,826	90,334	—	7,692	274	262,126
121.8%	51.4%	74.5%	84.0%	(43.8)%	88.3%
67.3%	49.0%	74.5%	84.0%	(156.3)%	58.7%
(109)	(9)	—	—	—	(118)
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
(469)	(15)	—	—	—	(484)
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
2	—	—	—	(18)	(16)
—	—	—	—	—	—

Quarter ended 30 Jun 2019							Quarter ended 31 Mar 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	876	638	2	34	14	1,564		894	643	—	35	16	1,588
Net fee income/(expense)	243	254	(62)	11	(2)	444		182	226	(61)	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 loss	—	(1)	—	—	—	(1)		—	1	—	—	—	1
Other income	1	10	—	4	13	28		1	8	—	5	24	38
Net operating income before change in expected credit losses and other credit impairment charges	1,134	902	54	50	26	2,166		1,086	879	62	51	41	2,119
Change in expected credit losses and other credit impairment charges	(88)	(78)	—	(18)	—	(184)		(87)	(156)	—	(2)	—	(245)
Net operating income	1,046	824	54	32	26	1,982		999	723	62	49	41	1,874
Total operating expenses	(1,352)	(391)	(36)	(38)	(8)	(1,825)		(799)	(346)	(45)	(41)	—	(1,231)
<i>of which: staff expenses</i>	(227)	(122)	(3)	(15)	45	(322)		(199)	(115)	(4)	(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	—	—	—	—	—	—		—	—	—	—	—	—
ECL	—	—	—	—	—	—		—	—	—	—	—	—
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						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	140,353	84,365	—	5,561	764	231,043		141,068	85,693	—	5,574	918	233,253
Loans and advances to customers (net)	139,614	83,220	—	5,487	764	229,085		140,325	84,507	—	5,517	918	231,267
Total external assets	143,404	85,990	22	6,040	79,836	315,292		144,146	87,419	80	6,075	78,297	316,017
Customer accounts	167,167	90,210	—	7,191	107	264,675		168,841	90,406	—	7,173	48	266,468
Income Statement Metrics													
Cost efficiency ratio	119.2%	43.3%	66.7%	76.0%	30.8%	84.3%		73.6%	39.4%	72.6%	80.4%	—%	58.1%
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%	80.4%	(2.4)%	55.4%
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	—	—	—	—	—	—		—	—	—	—	(1)	(1)
Customer redress programmes	(559)	—	—	—	—	(559)		(56)	—	—	—	—	(56)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	(27)	(11)	—	—	(18)	(56)		—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

	Quarter ended 31 Dec 2018						Year to date 31 Dec 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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)
<i>of which: staff expenses</i>	(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					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
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
Total external assets	139,741	83,174	179	5,979	74,374	303,447	154,171	87,935	65	6,232	90,239	338,642
Customer accounts	163,952	90,583	—	6,816	184	261,535	178,135	99,544	—	7,828	348	285,855
Income Statement Metrics												
Cost efficiency ratio	66.3%	36.1%	100.0%	70.8%	706.9%	63.1%	100.6%	45.6%	68.8%	80.2%	(16.3)%	74.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	65.0%	37.4%	100.0%	70.8%	(103.4)%	52.1%	67.1%	44.6%	68.8%	79.7%	(70.2)%	56.5%
Revenue												
Significant items												
Customer redress programmes	—	6	—	—	—	6	(154)	(6)	—	—	—	(160)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	1	(1)	—	—	(3)	(3)	—	—	—	—	(1)	(1)
Customer redress programmes	(16)	11	—	—	—	(5)	(1,264)	(17)	—	—	—	(1,281)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	(232)	(232)	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	(71)	(14)	—	(1)	(55)	(141)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

Net interest income/(expense)
Net fee income/(expense)
Net income from financial instruments held for trading or managed on a fair value basis
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/(expense)
Net operating income before change in expected credit losses and other credit impairment charges
Change in expected credit losses and other credit impairment charges
Net operating income
Total operating expenses
<i>of which: staff expenses</i>
Operating profit/(loss)
Share of profit/(loss) in associates and joint ventures
Profit/(loss) before tax

Significant items - Totals

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

Balance sheet data

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
Restructuring and other related costs
Settlements and provisions in connection with legal and regulatory matters

Quarter ended 31 Dec 2019					
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
200	226	214	26	(165)	501
78	103	235	38	(10)	444
(4)	5	475	2	197	675
392	—	—	—	1	393
36	28	110	—	8	182
(206)	6	144	3	(47)	(100)
496	368	1,178	69	(16)	2,095
(2)	(48)	2	1	19	(28)
494	320	1,180	70	3	2,067
(266)	(198)	(1,188)	(48)	(109)	(1,809)
(114)	(72)	(384)	(18)	(165)	(753)
228	122	(8)	22	(106)	258
—	—	—	—	(29)	(29)
228	122	(8)	22	(135)	229
At 31 Dec 2019					
\$m	\$m	\$m	\$m	\$m	\$m
30,100	36,635	71,192	5,680	541	144,148
29,875	35,966	70,742	5,665	527	142,775
64,689	38,168	558,111	6,113	132,811	799,892
41,395	48,789	124,131	9,915	5,129	229,359
53.6%	53.8%	100.8%	69.6%	(681.3)%	86.3%
50.3%	52.2%	92.9%	65.2%	(270.6)%	77.9%
(1)	—	—	—	—	(1)
—	—	—	—	—	—
—	—	(24)	—	1	(23)
—	—	(4)	—	(11)	(15)
(1)	—	—	—	—	(1)
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
(16)	(6)	(65)	(3)	(45)	(135)
—	—	(2)	—	(6)	(8)

Quarter ended 30 Sep 2019					
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
203	239	226	28	(175)	521
90	107	175	31	(7)	396
(17)	8	245	3	164	403
208	—	—	—	(1)	207
3	(1)	169	—	5	176
(268)	6	154	(6)	(13)	(127)
219	359	969	56	(27)	1,576
(6)	(45)	25	—	3	(23)
213	314	994	56	(24)	1,553
(296)	(203)	(1,042)	(46)	(35)	(1,622)
(111)	(75)	(294)	(16)	(118)	(614)
(83)	111	(48)	10	(59)	(69)
—	—	—	—	10	10
(83)	111	(48)	10	(49)	(59)
—	—	16	—	(1)	15
—	—	—	—	—	—
(1)	—	(37)	(1)	(26)	(65)
—	—	—	—	—	—
At 30 Sep 2019					
\$m	\$m	\$m	\$m	\$m	\$m
28,499	37,177	74,140	5,083	607	145,506
28,273	36,499	73,698	5,067	595	144,132
61,594	38,493	574,395	5,526	134,409	814,417
39,417	43,313	126,593	9,835	4,533	223,691
135.2%	56.5%	107.5%	82.1%	(129.6)%	102.9%
134.7%	56.5%	105.5%	80.4%	(34.6)%	99.7%
—	—	—	—	—	—
—	—	—	—	—	—
—	—	16	—	(1)	15
—	(1)	(10)	—	(10)	(21)
—	1	(4)	—	—	(3)
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
(1)	—	(24)	(1)	(13)	(39)
—	—	—	—	(2)	(2)

HSBC
HSBC Bank
Non ring-fenced bank

	Quarter ended 30 Jun 2019						Quarter ended 31 Mar 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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	—	28	141	82	18	100	—	—	200
Other income/(expense)	(178)	11	159	2	30	24	(772)	2	143	(3)	(34)	(664)
Net operating income before change in expected credit losses and other credit impairment charges	420	377	1,128	62	40	2,027	325	391	1,362	54	(97)	2,035
Change in expected credit losses and other credit impairment charges	—	(24)	(33)	—	4	(53)	5	(21)	(48)	—	8	(56)
Net operating income	420	353	1,095	62	44	1,974	330	370	1,314	54	(89)	1,979
Total operating expenses	(296)	(196)	(1,224)	(47)	(108)	(1,871)	(343)	(219)	(1,177)	(47)	(106)	(1,892)
<i>of which: staff expenses</i>	<i>(107)</i>	<i>(74)</i>	<i>(395)</i>	<i>(17)</i>	<i>(148)</i>	<i>(741)</i>	<i>(116)</i>	<i>(78)</i>	<i>(375)</i>	<i>(16)</i>	<i>(150)</i>	<i>(735)</i>
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	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	\$m	\$m	\$m
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 (net)	28,587	37,878	73,613	5,073	558	145,709	27,716	36,076	75,732	4,690	554	144,768
Total external assets	62,613	40,181	553,271	5,569	147,905	809,539	60,863	37,945	535,121	5,155	142,315	781,399
Customer accounts	39,990	45,973	125,575	11,848	4,538	227,924	38,840	46,514	127,205	11,522	3,838	227,919
Income Statement Metrics												
Cost efficiency ratio	70.5%	52.0%	108.5%	75.8%	270.0%	92.3%	105.5%	56.0%	86.4%	87.0%	(109.3)%	93.0%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	70.0%	51.5%	104.2%	72.6%	197.3%	88.1%	105.5%	55.2%	82.3%	87.0%	(77.3)%	88.5%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(7)	—	3	(4)	—	—	(21)	—	—	(21)
Operating expenses												
Significant items												
Costs of structural reform	—	(1)	(12)	—	(17)	(30)	—	(2)	(11)	—	(31)	(44)
Customer redress programmes	—	—	4	—	—	4	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	(1)	(1)	(33)	(2)	(20)	(57)	—	(1)	(28)	—	(1)	(30)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	1	1	—	—	—	—	—	—

HSBC
HSBC Bank
Non ring-fenced bank

Quarter ended 31 Dec 2018							Year to date 31 Dec 2019						
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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)	
<i>of which: staff expenses</i>	(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	
Significant items - Totals													
Revenue	—	—	21	—	(1)	20	(1)	—	(36)	—	3	(34)	
ECL	—	—	—	—	—	—	—	—	—	—	—	—	
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						
\$m	\$m	\$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	
Customer accounts	38,255	44,322	130,033	8,297	4,337	225,243	41,395	48,789	124,131	9,915	5,129	229,359	
Income Statement Metrics													
Cost efficiency ratio	125.1%	58.9%	126.4%	76.4%	(1,036.4)%	117.7%	82.3%	54.6%	99.9%	78.0%	(358.0)%	93.0%	
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	125.1%	58.3%	133.1%	76.4%	(900.0)%	119.6%	80.9%	53.8%	95.1%	75.5%	(197.1)%	87.7%	
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—	(1)	—	—	—	—	(1)	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—	
Fair value movements on financial instruments	—	—	21	—	(1)	20	—	—	(36)	—	3	(33)	
Operating expenses													
Significant items													
Costs of structural reform	—	(2)	(11)	—	(23)	(36)	—	(4)	(37)	—	(69)	(110)	
Customer redress programmes	—	—	22	—	—	22	(1)	1	—	—	—	—	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—	
Goodwill impairment	—	—	—	—	—	—	—	—	—	—	—	—	
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	3	3	—	—	—	—	—	—	
Restructuring and other related costs	—	—	—	—	(7)	(7)	(18)	(8)	(150)	(6)	(79)	(261)	
Settlements and provisions in connection with legal and regulatory matters	—	—	20	—	3	23	—	—	(2)	—	(7)	(9)	

Quarter ended 31 Dec 2019							Quarter ended 30 Sep 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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, 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)
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						
	\$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%
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	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	(135)	(135)		—	—	—	—	174	174
Operating expenses													
Significant items													
Costs of structural reform	—	—	(1)	—	(14)	(15)		—	—	3	—	(14)	(11)
Customer redress programmes	—	—	—	—	—	—		—	(1)	—	—	—	(1)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Goodwill impairment	—	(2,521)	—	—	—	(2,521)		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	(11)	(12)	(2)	(6)	(24)	(55)		(2)	(1)	—	(2)	(29)	(34)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	3	—	3		—	—	—	65	—	65

HSBC
Europe - other

Quarter ended 30 Jun 2019							Quarter ended 31 Mar 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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, 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
Change in expected credit losses and other credit impairment charges	—	—	—	2	—	2		—	—	—	(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	—	—	—	—	1	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	—	—	—	—	—	—		—	—	—	—	—	—
At 30 Jun 2019							At 31 Mar 2019						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	—	—	—	8,592	—	8,592		—	—	—	8,117	—	8,117
Loans and advances to customers (net)	—	—	—	8,569	—	8,569		—	—	—	8,095	—	8,095
Total external assets	1,442	268	1,496	10,604	20,797	34,607		1,718	262	1,416	10,400	9,389	23,185
Customer accounts	—	—	—	11,703	84	11,787		—	—	—	12,992	82	13,074
Income Statement Metrics													
Cost efficiency ratio	168.0%	316.3%	(203.4)%	120.7%	453.4%	269.7%		137.0%	812.5%	(392.3)%	121.6%	423.3%	265.7%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	168.0%	318.6%	(182.8)%	109.8%	753.8%	291.4%		137.0%	812.5%	(380.8)%	118.9%	1,252.5%	320.1%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	51	51		—	—	—	—	80	80
Operating expenses													
Significant items													
Costs of structural reform	—	—	(4)	—	(5)	(9)		—	—	—	—	—	—
Customer redress programmes	—	1	—	—	—	1		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	(2)	(2)	(4)
Restructuring and other related costs	—	—	(2)	(9)	(31)	(42)		—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	(3)	(2)	(7)	(12)

	Quarter ended 31 Dec 2018						Year to date 31 Dec 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	(3)	—	3	32	(401)	(369)	(9)	—	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, measured at fair value through profit or loss	(28)	—	—	—	—	(28)	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or 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	—	—	—	1	(1)	—	—	—	—	1	1	2
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	—	—	—	—	—	—	—	—	—	—	1	1
Profit/(loss) before tax	(191)	(110)	(127)	(29)	(1,214)	(1,671)	(615)	(2,925)	(497)	(1)	(2,285)	(6,323)
Significant items - Totals												
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						At 31 Dec 2019					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Balance sheet data												
Loans and advances to customers (gross)	—	—	—	8,153	—	8,153	—	—	—	9,079	—	9,079
Loans and advances to customers (net)	—	—	—	8,131	—	8,131	—	—	—	9,055	—	9,055
Total external assets	1,810	271	1,508	10,333	13,433	27,355	1,466	(2,259)	1,416	11,266	23,704	35,593
Customer accounts	—	—	—	16,294	81	16,375	—	—	—	13,416	86	13,502
Income Statement Metrics												
Cost efficiency ratio	200.0%	946.2%	(202.4)%	137.5%	1,350.5%	592.9%	145.2%	705.6%	(521.3)%	100.6%	(9,429.2)%	408.7%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	200.0%	946.2%	(195.2)%	146.7%	4,625.0%	751.7%	144.2%	181.0%	(510.0)%	116.5%	(1,102.6)%	305.7%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	5	—	5	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	69	69	—	—	—	—	170	170
Operating expenses												
Significant items												
Costs of structural reform	—	—	(3)	—	(15)	(18)	—	—	(2)	—	(33)	(35)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	(2,521)	—	—	—	(2,521)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	(2)	(2)	(4)
Restructuring and other related costs	—	—	—	—	—	—	(13)	(13)	(4)	(17)	(84)	(131)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	(3)	66	(7)	56

Quarter ended 31 Dec 2019							Quarter ended 30 Sep 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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	—	—	—	—	—	—		—	—	—	—	—	—
At 31 Dec 2019							At 30 Sep 2019						
	\$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	(3)	—	(12)	—	(37)	(52)		(1)	—	(6)	(1)	(17)	(25)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

Quarter ended 30 Jun 2019							Quarter ended 31 Mar 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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)		(71)	(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
Total operating expenses	(1,415)	(608)	(839)	(126)	(372)	(3,360)		(1,334)	(579)	(767)	(116)	(335)	(3,131)
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	—	—	—	—	—	—		—	—	—	—	—	—
At 30 Jun 2019							At 31 Mar 2019						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$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 (net)	154,896	163,392	134,267	20,876	196	473,627		149,268	159,562	133,792	18,667	219	461,508
Total external assets	230,215	178,705	328,301	22,836	319,918	1,079,975		222,041	174,520	318,745	20,836	310,258	1,046,400
Customer accounts	360,950	165,265	126,448	24,281	345	677,289		355,698	157,706	117,479	25,272	411	656,566
Income statement Metrics - Reported													
Cost efficiency ratio	43.9%	33.3%	48.9%	57.0%	57.1%	44.0%		40.7%	31.7%	41.8%	54.5%	50.1%	40.0%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	43.8%	32.8%	47.7%	57.5%	54.8%	43.4%		40.7%	31.7%	41.0%	54.5%	49.6%	39.8%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(5)	—	(8)	(13)		—	—	(23)	—	(4)	(27)
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	(1)	(1)
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	(3)	(9)	(17)	—	(11)	(40)		—	—	(5)	—	(1)	(6)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	1	—	1		—	—	—	—	—	—

Quarter ended 31 Dec 2018							Year to date 31 Dec 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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	—	—	—	—	—	—		—	—	—	—	—	—
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%
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)
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

Quarter ended 31 Dec 2019							Quarter ended 30 Sep 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	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	8	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	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	—	(10)	—	(14)	(24)		(1)	—	(2)	—	(16)	(19)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 31 Dec 2019							At 30 Sep 2019						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$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 (net)	105,594	103,128	82,743	15,346	152	306,963		105,387	103,235	83,335	15,689	182	307,828
Total external assets	181,604	110,674	207,952	16,978	178,859	696,067		175,237	114,496	224,628	17,877	166,320	698,558
Customer accounts	307,653	123,330	51,099	17,697	176	499,955		298,529	116,473	54,166	17,902	277	487,347
Income statement Metrics - Reported													
Cost efficiency ratio	35.8%	33.8%	53.6%	59.1%	73.0%	40.4%		31.4%	30.1%	43.3%	41.0%	49.7%	34.3%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	35.8%	33.8%	51.7%	59.1%	62.8%	39.8%		31.4%	30.1%	43.7%	41.0%	41.2%	34.0%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(10)	—	—	(10)		—	—	13	—	—	13
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	(1)	(1)		—	—	—	—	(2)	(2)
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	—	(10)	—	(13)	(23)		(1)	—	(2)	—	(15)	(18)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

	Quarter ended 30 Jun 2019						Quarter ended 31 Mar 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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	8	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 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	3	(27)	(9)	—	(1)	(34)	(43)	(44)	(13)	—	—	(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)
Operating profit	1,705	867	362	92	120	3,146	1,724	837	491	93	103	3,248
Share of profit in associates and joint ventures	16	—	—	—	2	18	3	—	—	—	3	6
Profit before tax	1,721	867	362	92	122	3,164	1,727	837	491	93	106	3,254
Significant items - Totals												
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	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$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%
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	—	—	—	—	—	—

	Quarter ended 31 Dec 2018						Year to date 31 Dec 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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	5	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 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 loss	4	—	(1)	(3)	4	4	23	19	19	(13)	(12)	36
Other income/(expense)	537	(6)	33	—	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)	—	—	1	(102)	(156)	(233)	(69)	(1)	—	(459)
Net operating income	2,025	1,026	722	152	334	4,259	9,704	4,474	3,257	709	809	18,953
Total operating expenses	(765)	(307)	(358)	(79)	(199)	(1,708)	(3,177)	(1,367)	(1,593)	(344)	(454)	(6,935)
of which: staff expenses	(293)	(112)	(147)	(35)	(80)	(667)	(1,281)	(508)	(676)	(193)	(495)	(3,153)
Operating profit	1,260	719	364	73	135	2,551	6,527	3,107	1,664	365	355	12,018
Share of profit in associates and joint ventures	7	—	—	—	3	10	22	—	—	—	9	31
Profit before tax	1,267	719	364	73	138	2,561	6,549	3,107	1,664	365	364	12,049
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					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	97,215	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 (net)	96,869	102,045	80,124	11,344	164	290,546	105,594	103,128	82,743	15,346	152	306,963
Total external assets	159,624	112,677	199,647	12,655	183,191	667,794	181,604	110,674	207,952	16,978	178,859	696,067
Customer accounts	292,481	123,298	50,577	18,237	304	484,897	307,653	123,330	51,099	17,697	176	499,955
Income statement Metrics - Reported												
Cost efficiency ratio	37.6%	27.4%	49.6%	52.0%	59.8%	39.2%	32.2%	29.0%	47.9%	48.5%	56.1%	35.7%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	37.6%	27.4%	50.4%	52.0%	56.3%	39.0%	32.2%	29.0%	47.0%	48.6%	51.0%	35.4%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	12	—	(6)	6	—	—	(15)	—	(12)	(27)
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(4)	(4)	—	—	—	—	(4)	(4)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(4)	(4)	(1)	(4)	(24)	—	(32)	(61)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	1	—	1

[illegible]

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Mainland China

	Quarter ended 30 Jun 2019						Quarter ended 31 Mar 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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)
<i>of which: staff expenses</i>	(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	—	—	—	—	—	—	—	—	—	—	—	—
	At 30 Jun 2019						At 31 Mar 2019					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	9,987	18,725	14,223	11	—	42,946	10,075	18,135	13,695	12	—	41,917
Loans and advances to customers (net)	9,915	18,532	14,199	11	—	42,657	10,008	17,951	13,672	12	—	41,643
Total external assets	11,591	20,880	24,864	11	50,437	107,783	11,647	20,467	26,071	12	47,873	106,070
Customer accounts	11,109	13,942	20,307	22	29	45,409	11,006	12,918	17,833	21	30	41,808
Income statement Metrics - Reported												
Cost efficiency ratio	102.3%	52.1%	50.0%	—%	71.0%	68.1%	85.3%	45.5%	42.3%	—%	80.1%	61.9%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	102.3%	51.6%	50.0%	—%	70.5%	67.8%	85.3%	45.5%	42.1%	—%	80.1%	61.8%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
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	—	(2)	—	—	—	(2)	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 31 Dec 2018						Year to date 31 Dec 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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 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)	—	—	(130)
Net operating income	93	164	219	—	127	603	647	695	893	—	736	2,971
Total operating expenses	(184)	(94)	(90)	(1)	(124)	(493)	(720)	(400)	(395)	(5)	(591)	(2,111)
of which: staff expenses	(72)	(36)	(38)	—	(145)	(291)	(299)	(154)	(154)	(1)	(666)	(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	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Dec 2018						At 31 Dec 2019					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Balance sheet data												
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	—	—	—	—	—	—	—	—	—	—	—	—
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	—	—	—	—	—	—	—	—	—	—	—	—

HSBC
Middle East and North Africa

	Quarter ended 31 Dec 2019						Quarter ended 30 Sep 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	150	109	125	—	48	432	156	115	147	—	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 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	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	6,217	11,829	11,909	—	—	29,955	6,180	11,916	11,523	—	—	29,619
Loans and advances to customers (net)	5,918	10,860	11,778	—	—	28,556	5,807	10,874	11,409	—	—	28,090
Total external assets	6,092	11,952	15,753	3	28,062	61,862	5,957	11,934	15,178	3	25,439	58,511
Customer accounts	18,467	8,863	10,795	—	1	38,126	18,340	8,074	10,353	—	—	36,767
Income statement Metrics - Reported												
Cost efficiency ratio	81.4%	120.9%	37.2%	—%	11.6%	65.3%	75.6%	51.2%	34.3%	60.0%	19.5%	50.9%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	80.5%	58.2%	36.8%	—%	9.3%	51.6%	75.1%	51.2%	34.3%	60.0%	14.6%	50.4%
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	—	(97)	—	—	—	(97)	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	(2)	(2)	(1)	—	(2)	(7)	(1)	—	—	—	(2)	(3)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

HSBC
Middle East and North Africa

Quarter ended 30 Jun 2019							Quarter ended 31 Mar 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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 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)
<i>of which: staff expenses</i>	(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	—	—	—	—	122	122		—	—	—	—	114	114
Profit/(loss) before tax	70	52	184	1	965	1,272		41	115	190	1	118	465
Significant items - Totals													
Revenue	—	—	—	—	828	828		—	—	—	—	—	—
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	(1)	—	(1)	—	(2)	(4)		—	—	(1)	—	—	(1)
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	\$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													
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	—	—	—	—	—	—		—	—	—	—	—	—
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	(1)	—	(1)	—	(2)	(4)		—	—	(1)	—	—	(1)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

HSBC
Middle East and North Africa

	Quarter ended 31 Dec 2018						Year to date 31 Dec 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	150	108	155	—	18	431	613	459	570	—	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 loss	—	—	(2)	—	(1)	(3)	—	—	(1)	—	2	1
Other income	2	—	(1)	—	7	8	13	—	14	—	889	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						At 31 Dec 2019					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Balance sheet data												
Loans and advances to customers (gross)	6,311	10,811	13,271	—	—	30,393	6,217	11,829	11,909	—	—	29,955
Loans and advances to customers (net)	5,918	9,764	13,148	—	—	28,830	5,918	10,860	11,778	—	—	28,556
Total external assets	6,073	10,650	16,627	3	20,756	54,109	6,092	11,952	15,753	3	28,062	61,862
Customer accounts	17,649	7,765	9,944	—	50	35,408	18,467	8,863	10,795	—	1	38,126
Income statement Metrics - Reported												
Cost efficiency ratio	77.0%	55.8%	31.5%	50.0%	40.5%	52.1%	74.3%	63.9%	33.6%	84.6%	6.9%	41.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	77.0%	55.8%	31.5%	50.0%	40.5%	52.1%	73.8%	49.2%	33.4%	84.6%	32.5%	49.9%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	828	828
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	—	—	—	—	—	—	—	(97)	—	—	—	(97)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	(4)	(2)	(3)	—	(6)	(15)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

Quarter ended 31 Dec 2019							Quarter ended 30 Sep 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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
Significant items - Totals													
Revenue	(48)	—	(1)	—	(7)	(56)		(4)	—	2	—	(2)	(4)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	(4)	(1)	(6)	(433)	(49)	(493)		(3)	(1)	(5)	—	(7)	(16)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 31 Dec 2019							At 30 Sep 2019						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	41,968	46,968	19,109	6,029	—	114,074		40,911	45,742	19,939	5,912	—	112,504
Loans and advances to customers (net)	41,657	46,743	19,047	6,027	—	113,474		40,618	45,549	19,886	5,910	—	111,963
Total external assets	43,570	50,189	151,730	6,933	95,613	348,035		42,662	51,116	179,737	7,134	103,661	384,310
Customer accounts	65,164	48,508	24,812	6,408	1,784	146,676		62,521	43,262	27,378	7,704	1,916	142,781
Income statement Metrics - Reported													
Cost efficiency ratio	116.2%	53.5%	69.2%	1,008.3%	161.5%	111.1%		99.8%	49.0%	74.9%	104.1%	97.4%	76.7%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	102.7%	53.3%	68.0%	106.3%	112.9%	77.7%		98.3%	48.8%	74.2%	104.1%	89.7%	75.5%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(48)	—	—	—	(6)	(54)		(4)	—	—	—	—	(4)
Fair value movements on financial instruments	—	—	(1)	—	—	(1)		—	—	2	—	(2)	—
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	(4)	(1)	(6)	(2)	(47)	(60)		(3)	(1)	(5)	—	(7)	(16)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

Quarter ended 30 Jun 2019							Quarter ended 31 Mar 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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	—	45	379
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
Profit/(loss) before tax	(17)	200	150	(4)	37	366		(46)	216	164	—	45	379
Significant items - Totals													
Revenue	—	—	(4)	—	—	(4)		—	—	(3)	—	(1)	(4)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	(5)	(1)	(4)	(1)	(19)	(30)		—	(1)	(3)	—	(1)	(5)
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	\$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
Loans and advances to customers (net)	39,967	44,772	22,152	5,802	—	112,693		39,246	42,621	22,527	5,529	—	109,923
Total external assets	42,014	50,336	201,767	7,005	99,609	400,731		41,214	48,034	186,946	6,731	102,738	385,663
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

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	—	—	—	—	—	—		—	—	—	—	—	—

	Quarter ended 31 Dec 2018						Year to date 31 Dec 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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 2018						At 31 Dec 2019					
	\$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	—	—	—	—	(5)	(5)	(12)	(4)	(18)	(3)	(74)	(111)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

Net interest income/(expense)
Net fee income/(expense)
Net income from financial instruments held for trading or managed on a fair value basis
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/(expense)
Net operating income before change in expected credit losses and other credit impairment charges
Change in expected credit losses and other credit impairment charges
Net operating income
Total operating expenses
of which: staff expenses
Operating profit/(loss)
Share of profit in associates and joint ventures
Profit/(loss) before tax
Significant items - Totals
Revenue
ECL
Operating expenses
Share of profit in associates and joint ventures

Balance sheet data

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
Restructuring and other related costs
Settlements and provisions in connection with legal and regulatory matters

Quarter ended 31 Dec 2019					
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
193	193	96	29	(15)	496
60	61	175	18	(3)	311
(44)	2	205	1	13	177
—	—	—	—	—	—
—	—	3	—	3	6
4	(12)	30	—	94	116
213	244	509	48	92	1,106
(30)	(21)	(18)	—	1	(68)
183	223	491	48	93	1,038
(315)	(155)	(380)	(54)	(174)	(1,078)
(104)	(65)	(128)	(20)	(157)	(474)
(132)	68	111	(6)	(81)	(40)
—	—	—	—	—	—
(132)	68	111	(6)	(81)	(40)
(48)	—	(1)	—	(6)	(55)
—	—	—	—	—	—
(2)	—	(6)	(2)	(44)	(54)
—	—	—	—	—	—
At 31 Dec 2019					
\$m	\$m	\$m	\$m	\$m	\$m
17,798	24,473	15,574	6,029	—	63,874
17,631	24,406	15,524	6,027	—	63,588
18,866	25,766	138,556	7,296	71,439	261,923
36,618	28,998	18,807	6,408	3	90,834
147.9%	63.5%	74.7%	112.5%	189.1%	97.5%
119.9%	63.5%	73.3%	108.3%	132.7%	88.2%
—	—	—	—	—	—
(48)	—	—	—	(6)	(54)
—	—	(1)	—	—	(1)
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
(2)	—	(6)	(2)	(44)	(54)
—	—	—	—	—	—

Quarter ended 30 Sep 2019					
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
206	204	31	30	11	482
58	59	164	18	2	301
3	3	207	1	(1)	213
—	—	—	—	—	—
—	—	2	—	7	9
12	2	44	—	73	131
279	268	448	49	92	1,136
(51)	(18)	2	—	1	(66)
228	250	450	49	93	1,070
(311)	(145)	(353)	(51)	(106)	(966)
(105)	(61)	(126)	(19)	(156)	(467)
(83)	105	97	(2)	(13)	104
—	—	—	—	—	—
(83)	105	97	(2)	(13)	104
(4)	—	1	—	(2)	(5)
—	—	—	—	—	—
(3)	—	(5)	—	(5)	(13)
—	—	—	—	—	—
At 30 Sep 2019					
\$m	\$m	\$m	\$m	\$m	\$m
17,496	26,196	16,639	5,912	—	66,243
17,343	26,130	16,602	5,910	—	65,985
18,596	27,773	165,654	7,066	77,701	296,790
34,871	25,334	21,830	7,704	3	89,742
111.5%	54.1%	78.8%	104.1%	115.2%	85.0%
108.8%	54.1%	77.9%	104.1%	107.4%	83.5%
—	—	—	—	—	—
(4)	—	—	—	—	(4)
—	—	1	—	(2)	(1)
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
(3)	—	(5)	—	(5)	(13)
—	—	—	—	—	—

Quarter ended 30 Jun 2019							Quarter ended 31 Mar 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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 2019							At 31 Mar 2019						
	\$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 Dec 2018							Year to date 31 Dec 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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	—	—	—	—	—	—		—	—	—	—	—	—
Profit/(loss) before tax	(54)	122	8	5	17	98		(321)	368	451	(12)	(50)	436
Significant items - Totals													
Revenue	—	—	2	—	(2)	—		(52)	—	(5)	—	(9)	(66)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	—	—	—	(4)	(4)		(10)	(2)	(14)	(3)	(64)	(93)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 31 Dec 2018							At 31 Dec 2019						
	\$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	3	90,834
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													
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%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		(52)	—	—	—	(6)	(58)
Fair value movements on financial instruments	—	—	2	—	(2)	—		—	—	(5)	—	(3)	(8)
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	—	—	—	—	(4)	(4)		(10)	(2)	(14)	(3)	(64)	(93)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

Net interest income/(expense)
Net fee income
Net income from financial instruments held for trading or managed on a fair value basis
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/(expense) ¹
Net operating income before change in expected credit losses and other credit impairment charges
Change in expected credit losses and other credit impairment charges
Net operating income/(expense)
Total operating expenses
<i>of which: staff expenses</i>
Operating profit/(loss)
Share of profit in associates and joint ventures
Profit/(loss) before tax
Significant items - Totals
Revenue
ECL
Operating expenses
Share of profit in associates and joint ventures

Balance sheet data
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
Settlements and provisions in connection with legal and regulatory matters

Other Items
Loss on net monetary position ¹

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.

Quarter ended 31 Dec 2019						
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	
\$m	\$m	\$m	\$m	\$m	\$m	
381	144	80	—	(91)	514	
93	21	24	—	5	143	
23	7	81	—	175	286	
36	4	—	—	—	40	
10	1	—	—	(24)	(13)	
(9)	4	3	—	(29)	(31)	
534	181	188	—	36	939	
(203)	(28)	3	—	(47)	(275)	
331	153	191	—	(11)	664	
(343)	(435)	(69)	—	(88)	(935)	
(110)	(23)	(15)	—	(47)	(195)	
(12)	(282)	122	—	(99)	(271)	
2	—	—	—	—	2	
(10)	(282)	122	—	(99)	(269)	
—	—	(2)	—	—	(2)	
—	—	—	—	—	—	
(16)	(338)	(1)	—	(4)	(359)	
—	—	—	—	—	—	
At 31 Dec 2019						
\$m	\$m	\$m	\$m	\$m	\$m	
8,455	7,738	7,822	—	6	24,021	
7,836	7,506	7,790	—	4	23,136	
13,221	10,027	19,907	—	6,750	49,905	
13,393	8,191	6,256	—	397	28,237	
64.2%	240.3%	36.7%	—%	244.4%	99.6%	
61.2%	53.6%	35.8%	—%	233.3%	61.2%	
—	—	—	—	—	—	
—	—	—	—	—	—	
—	—	(3)	—	—	(3)	
—	—	—	—	—	—	
—	—	—	—	—	—	
—	—	—	—	—	—	
—	(337)	—	—	—	(337)	
(16)	(1)	(1)	—	(5)	(23)	
—	—	—	—	—	—	
—	—	—	—	(30)	(30)	

Quarter ended 30 Sep 2019						
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	
\$m	\$m	\$m	\$m	\$m	\$m	
382	140	72	—	(124)	470	
100	21	25	—	(9)	137	
92	21	31	—	51	195	
(39)	(11)	—	—	1	(49)	
(7)	2	—	—	(15)	(20)	
(55)	(8)	—	—	7	(56)	
473	165	128	—	(89)	677	
(168)	(53)	(20)	—	10	(231)	
305	112	108	—	(79)	446	
(328)	(86)	(68)	—	37	(445)	
(97)	(22)	(17)	—	(54)	(190)	
(23)	26	40	—	(42)	1	
2	—	—	—	—	2	
(21)	26	40	—	(42)	3	
—	—	2	—	—	2	
—	—	—	—	—	—	
(2)	—	—	—	(2)	(4)	
—	—	—	—	—	—	
At 30 Sep 2019						
\$m	\$m	\$m	\$m	\$m	\$m	
7,792	7,526	8,119	—	5	23,442	
7,234	7,290	8,083	—	4	22,611	
12,307	9,911	17,122	—	8,604	47,944	
11,911	7,601	4,737	—	512	24,761	
69.3%	52.1%	53.1%	—%	41.6%	65.7%	
68.9%	52.1%	54.0%	—%	43.8%	65.3%	
—	—	—	—	—	—	
—	—	—	—	—	—	
—	—	—	—	—	—	
—	—	—	—	—	—	
—	—	—	—	—	—	
—	—	—	—	—	—	
—	—	—	—	—	—	
(2)	—	—	—	(2)	(4)	
—	—	—	—	—	—	
—	—	—	—	(11)	(11)	

Quarter ended 30 Jun 2019							Quarter ended 31 Mar 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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 loss	14	3	1	—	9	27		48	1	—	—	(2)	47
Other income/(expense) ¹	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)
of which: staff expenses	(100)	(21)	(18)	—	(64)	(203)		(96)	(21)	(17)	—	(61)	(195)
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	—	—	—	—	—	—		—	—	—	—	—	—
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 2019						
	\$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
Total external assets	12,922	10,050	18,887	—	9,462	51,321		12,565	9,848	18,498	—	9,561	50,472
Customer accounts	13,180	7,981	4,041	—	1,254	26,456		12,932	7,490	5,661	—	528	26,611
Income statement Metrics - Reported													
Cost efficiency ratio	64.3%	47.5%	39.5%	—%	70.4%	57.1%		50.8%	44.1%	40.6%	—%	(18.2)%	49.3%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	63.8%	47.0%	38.4%	—%	61.8%	55.9%		50.6%	44.1%	38.3%	—%	(13.6)%	48.7%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	(1)	(1)		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(2)	—	—	(2)		—	—	(7)	—	—	(7)
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	(3)	(1)	(1)	—	(4)	(9)		(1)	—	(1)	—	(1)	(3)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—
Other Items													
Loss on net monetary position ¹	—	—	—	—	(44)	(44)		—	—	—	—	(34)	(34)

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.

	Quarter ended 31 Dec 2018						Year to date 31 Dec 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate 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) ²	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
Significant items - Totals												
Revenue	—	—	4	—	23	27	—	—	(9)	—	(1)	(10)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	(22)	(339)	(3)	—	(11)	(375)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Dec 2018						At 31 Dec 2019					
	\$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	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	(337)	—	—	—	(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 \$6m, comprising an increase in revenue of \$30m, a increase in ECL of \$10m and an increase in operating expenses of \$26m.

Quarter ended 31 Dec 2019							Quarter ended 30 Sep 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	318	83	17	—	(52)	366		301	79	19	—	(43)	356
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	—	—	130		66	27	54	—	10	157
Share of profit in associates and joint ventures	2	—	—	—	—	2		2	—	—	—	—	2
Profit before tax	38	30	64	—	—	132		68	27	54	—	10	159
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	—	—	—	—	—	—		—	—	—	—	—	—
At 31 Dec 2019							At 30 Sep 2019						
	\$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	—	—	—	—	—	—		—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—		—	—	—	—	—	—
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 Jun 2019							Quarter ended 31 Mar 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	291	88	23	—	(36)	366		293	82	46	—	(46)	375
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	1	—	12	107
Net operating income before change in expected credit losses and other credit impairment charges	408	108	77	—	21	614		434	124	85	—	14	657
Change in expected credit losses and other credit impairment charges	(84)	(18)	2	—	—	(100)		(93)	(6)	1	—	—	(98)
Net operating income	324	90	79	—	21	514		341	118	86	—	14	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	1	1	—	—	9		—	—	—	—	—	—
Profit before tax	74	40	46	—	11	171		100	67	52	—	6	225
Significant items - Totals													
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 2019						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	6,983	5,953	7,917	—	(1)	20,852		6,558	5,838	7,158	—	—	19,554
Loans and advances to customers (net)	6,467	5,773	7,888	—	—	20,128		6,036	5,673	7,123	—	—	18,832
Total external assets	10,468	7,922	16,463	—	6,389	41,242		10,095	7,859	16,215	—	6,666	40,835
Customer accounts	10,321	6,530	2,430	—	1,156	20,437		10,216	6,123	4,050	—	442	20,831
Income Statement Metrics													
Cost efficiency ratio	63.0%	47.2%	44.2%	—%	47.6%	57.3%		55.5%	41.1%	40.0%	—%	57.1%	50.8%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	63.0%	47.2%	43.0%	—%	33.3%	56.7%		55.5%	41.1%	36.7%	—%	50.0%	50.2%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(2)	—	—	(2)		—	—	(5)	—	—	(5)
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	—	—	—	—	(3)	(3)		—	—	(1)	—	(1)	(2)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

Quarter ended 31 Dec 2018							Year to date 31 Dec 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	289	82	53	—	(36)	388		1,203	332	105	—	(177)	1,463
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)
of which: staff expenses	(66)	(14)	(7)	—	(35)	(122)		(286)	(53)	(30)	—	(182)	(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	—	—	—	—	—	—		—	—	—	—	—	—
At 31 Dec 2018							At 31 Dec 2019						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$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													
Cost efficiency ratio	62.4%	53.9%	36.0%	—%	84.2%	57.7%		58.4%	49.1%	38.7%	—%	66.2%	54.4%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	62.4%	53.9%	37.6%	—%	80.0%	58.0%		57.9%	49.1%	37.7%	—%	55.8%	53.5%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	4	—	(1)	3		—	—	(7)	—	—	(7)
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	—	—	—	—	—	—		(10)	—	(1)	—	(8)	(19)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

HSBC

Risk-weighted assets

Risk-weighted assets by global business¹

	Quarter ended				
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec
	2019	2019	2019	2019	2018
	\$bn	\$bn	\$bn	\$bn	\$bn
Retail Banking and Wealth Management	134.0	127.9	129.0	126.5	126.9
Commercial Banking	316.7	317.3	327.6	325.4	321.2
Global Banking and Markets	258.2	276.8	284.5	285.5	281.0
Global Private Banking	14.0	16.2	16.5	16.8	16.8
Corporate Centre	120.5	127.0	128.4	125.3	119.4
Total	843.4	865.2	886.0	879.5	865.3

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
Total	843.4	865.2	886.0	879.5	865.3
Europe	281.0	295.0	309.4	306.3	298.1
Asia	366.4	364.7	371.7	366.8	363.9
Middle East and North Africa	57.5	57.5	57.5	56.3	56.7
North America	122.0	131.1	133.5	133.8	131.6
Latin America	38.4	40.6	40.3	39.5	38.3
Hong Kong	187.2	186.7	189.6	187.1	190.1
United Kingdom	203.9	216.6	226.5	225.5	221.7
Mainland China	73.3	71.9	74.1	72.7	69.4
United States	89.4	97.7	99.3	100.5	99.5
Mexico	29.0	29.4	29.3	28.7	27.5
HSBC UK Bank plc consolidated ³	113.5	109.2	118.0	121.2	117.3
HSBC Bank plc consolidated ³	165.8	182.4	189.3	187.5	183.7

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.