HSBC HOLDINGS PLC

Incorporated in England with limited liability.

Data Pack

1Q 2020

The financial information on which this supplement is based is unaudited and has been prepared in accordance with HSBC's significant accounting policies as described in the *Annual Report and Accounts 2019.* The financial information does not constitute financial statements prepared in accordance with International Financial Reporting Standards ('IFRSs'), is not complete and should be read in conjunction with the *Annual Report and Accounts 2019,* the *Earnings Release 1Q20,* and other reports and financial information published by HSBC.

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HSBC
HSBC Holdings plc

Income Statement

	Quarter ended					Year to date
	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec
	2020	2019	2019	2019	2019	2019
	$m	$m	$m	$m	$m	$m
Net interest income	**7,612**	7,654	7,568	7,772	7,468	30,462
Net fee income	**3,123**	2,938	2,961	3,098	3,026	12,023
Net income from financial instruments held for trading or managed on a fair value basis	**3,364**	2,354	2,546	2,450	2,881	10,231
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	**(3,580)**	1,160	122	486	1,710	3,478
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	**(373)**	195	160	187	270	812
Other income/(expense)	**3,540**	(930)	(2)	951	(927)	(908)
Net operating income before change in expected credit losses and other credit impairment charges[1]	**13,686**	13,371	13,355	14,944	14,428	56,098
Change in expected credit losses and other credit impairment charges	**(3,026)**	(733)	(883)	(555)	(585)	(2,756)
Net operating income	**10,660**	12,638	12,472	14,389	13,843	53,342
Total operating expenses[1]	**(7,852)**	(17,053)	(8,147)	(8,927)	(8,222)	(42,349)
of which: staff expenses	***(4,308)***	*(4,545)*	*(4,202)*	*(4,678)*	*(4,577)*	*(18,002)*
Operating profit/(loss)	**2,808**	(4,415)	4,325	5,462	5,621	10,993
Share of profit in associates and joint ventures	**421**	518	512	732	592	2,354
Profit/(loss) before tax	**3,229**	(3,897)	4,837	6,194	6,213	13,347
Tax expense	**(721)**	(1,127)	(1,042)	(1,167)	(1,303)	(4,639)
Profit/(loss) after tax	**2,508**	(5,024)	3,795	5,027	4,910	8,708
Profit attributable to shareholders of the parent company	**2,248**	(5,310)	3,477	4,650	4,566	7,383
Profit attributable to non-controlling interests	**260**	286	318	377	344	1,325
Profit attributable to the ordinary shareholders of the parent company	**1,785**	(5,509)	2,971	4,373	4,134	5,969
Significant items - Totals						
Revenue	**359**	(276)	88	855	22	689
ECL	**—**	—	—	—	—	—
Operating expenses	**(172)**	(7,969)	(599)	(827)	(159)	(9,554)
Share of profit in associates and joint ventures	**—**	—	—	—	—	—
Income statement Metrics - Reported						
Return on equity	**4.4%**	(13.3)%	7.0%	10.5%	10.2%	3.6%
Return on tangible equity	**4.2%**	5.2%	6.4%	11.7%	10.6%	8.4%
Cost efficiency ratio	**57.4%**	127.5%	61.0%	59.7%	57.0%	75.5%
Income statement Metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	**57.6%**	66.6%	56.9%	57.5%	55.9%	59.2%
Revenue						
Significant items						
Customer redress programmes	**—**	(45)	(118)	—	—	(163)
Disposals, acquisitions and investment in new businesses	**(7)**	(55)	(4)	827	—	768
Fair value movements on financial instruments	**357**	(176)	210	28	22	84
Restructuring and other related costs	**9**	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	**—**	(32)	(35)	(38)	(53)	(158)
Customer redress programmes	**(1)**	(183)	(488)	(554)	(56)	(1,281)
Disposals, acquisitions and investment in new businesses	**—**	—	—	—	—	—
Goodwill impairment	**—**	(7,349)	—	—	—	(7,349)
Past service costs of guaranteed minimum pension benefits equalisation	**—**	—	—	—	—	—
Restructuring and other related costs	**(170)**	(400)	(140)	(237)	(50)	(827)
Settlements and provisions in connection with legal and regulatory matters	**(1)**	(5)	64	2	—	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.

Balance sheet data

	At				
	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019
	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	**1,050,667**	1,045,475	1,026,414	1,030,152	1,013,830
Loans and advances to customers (net)	**1,040,282**	1,036,743	1,017,833	1,021,632	1,005,279
Total assets	**2,917,810**	2,715,152	2,728,347	2,751,273	2,658,996
Customer accounts	**1,440,529**	1,439,115	1,373,741	1,380,124	1,356,511
Financial Data Reported					
Total shareholders equity	**189,771**	183,955	189,517	192,676	188,362
AT1 capital	**(20,914)**	(20,871)	(22,367)	(22,367)	(22,367)
Preference shares	**(1,405)**	(1,405)	(1,405)	(1,405)	(1,405)
Perpetual capital securities	**—**	—	—	—	—
NAV	**167,452**	161,679	165,745	168,904	164,590
Goodwill, PVIF and Other Intangibles (net of tax)	**(17,433)**	(17,535)	(23,913)	(23,463)	(22,942)
TNAV	**150,019**	144,144	141,832	145,441	141,648
Total regulatory capital					
Transitional basis					
Common equity tier 1 capital	**125,218**	123,966	123,791	126,949	125,802
Additional tier 1 capital	**24,026**	24,393	25,886	25,878	26,046
Tier 2 capital	**24,713**	23,791	25,446	25,432	25,952
Total regulatory capital	**173,957**	172,150	175,123	178,259	177,800
End point basis					
Common equity tier 1 capital	**125,218**	123,966	123,791	126,949	125,802
Additional tier 1 capital	**20,909**	20,870	22,363	22,363	22,531
Tier 2 capital	**15,001**	14,473	15,984	16,107	24,313
Total regulatory capital	**161,128**	159,309	162,138	165,419	172,646
Capital ratios					
Transitional basis					
Common equity tier 1 ratio	**14.6%**	14.7%	14.3%	14.3%	14.3%
Tier 1 ratio	**17.4%**	17.6%	17.3%	17.2%	17.3%
Total capital ratio	**20.3%**	20.4%	20.2%	20.1%	20.2%
End point basis					
Common equity tier 1 ratio	**14.6%**	14.7%	14.3%	14.3%	14.3%
Tier 1 ratio	**17.0%**	17.2%	16.9%	16.9%	16.9%
Total capital ratio	**18.8%**	18.9%	18.7%	18.7%	19.6%
Leverage Ratio	**5.3%**	5.3%	5.4%	5.4%	5.4%
Earnings Metrics					
Basic number of $0.50 ordinary shares outstanding (millions)	**20,172**	20,206	20,191	20,221	20,082
Earnings per share	**$0.09**	-$0.27	$0.15	$0.22	$0.21
Dividend per ordinary share (in respect of the period)	**$0.00**	$0.00	$0.10	$0.10	$0.21
NAV / share ($) at the end of the period	**$8.30**	$8.00	$8.21	$8.35	$8.20
TNAV / share ($) at the end of the period	**$7.44**	$7.13	$7.02	$7.19	$7.05

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Net Interest Margin

	Year to date				
	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019
	$m	$m	$m	$m	$m
Average balances during period					
Short-term funds and loans and advances to banks	**224,505**	212,920	211,633	217,474	217,530
Loans and advances to customers	**1,036,554**	1,021,554	1,015,801	1,011,928	1,004,960
Reverse repurchase agreements – non-trading	**232,455**	224,942	227,837	231,308	234,455
Financial investments	**435,609**	417,939	415,205	408,673	407,325
Other interest-earning assets	**62,579**	45,467	44,673	43,325	38,642
Total interest-earning assets	**1,991,702**	1,922,822	1,915,149	1,912,708	1,902,912
Interest income during period					
Short-term funds and loans and advances to banks	**483**	2,411	1,887	1,285	658
Loans and advances to customers	**8,534**	35,578	26,881	17,833	8,763
Reverse repurchase agreements – non-trading	**908**	4,690	3,855	2,635	1,307
Financial investments	**2,403**	10,705	8,204	5,380	2,612
Other interest-earning assets	**300**	1,311	640	617	204
Total	**12,628**	54,695	41,467	27,750	13,544
Average balances during period					
Deposits by banks	**56,890**	52,515	52,037	51,199	51,663
Customer accounts	**1,178,914**	1,149,483	1,140,548	1,138,196	1,132,345
Repurchase agreements – non-trading	**156,767**	160,850	169,446	170,342	171,473
Debt securities in issue – non-trading	**221,774**	211,229	208,339	205,192	191,204
Other interest-bearing liabilities	**74,389**	59,980	58,746	59,266	59,671
Total interest-bearing liabilities	**1,688,734**	1,634,057	1,629,116	1,624,195	1,606,356
Non-interest bearing current accounts	**237,514**	227,651	226,940	228,524	231,918
Interest expense during period					
Deposits by banks	**134**	702	579	370	187
Customer accounts	**2,400**	11,238	8,516	5,637	2,780
Repurchase agreements – non-trading	**624**	4,023	3,424	2,320	1,138
Debt securities in issue – non-trading	**1,462**	6,522	4,974	3,361	1,576
Other interest-bearing liabilities	**396**	1,748	1,167	822	395
Total	**5,016**	24,233	18,660	12,510	6,076
Net interest margin	**1.54%**	1.58%	1.59%	1.61%	1.59%

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Retail Banking and Wealth Management

	Quarter ended					Year to date
	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2019
	$m	$m	$m	$m	$m	$m
Net interest income	**4,083**	4,144	4,075	4,190	3,965	16,374
Net fee income	**1,241**	1,161	1,213	1,292	1,206	4,872
Net income from financial instruments held for trading or managed on a fair value basis	**184**	42	158	64	78	342
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	**(3,565)**	1,151	141	505	1,712	3,509
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	**(29)**	68	2	(2)	157	225
Other income/(expense)	**2,948**	(809)	(74)	(100)	(1,147)	(2,130)
Net operating income before change in expected credit losses and other credit impairment charges	**4,862**	5,757	5,515	5,949	5,971	23,192
Change in expected credit losses and other credit impairment charges	**(1,059)**	(401)	(450)	(238)	(302)	(1,391)
Net operating income	**3,803**	5,356	5,065	5,711	5,669	21,801
Total operating expenses	**(3,456)**	(3,824)	(3,966)	(4,131)	(3,508)	(15,429)
of which: staff expenses	***(1,286)***	*(1,369)*	*(1,260)*	*(1,295)*	*(1,253)*	*(5,177)*
Operating profit	**347**	1,532	1,099	1,580	2,161	6,372
Share of profit/(loss) in associates and joint ventures	**(4)**	5	7	30	13	55
Profit before tax	**343**	1,537	1,106	1,610	2,174	6,427
Significant items - Totals						
Revenue	**(7)**	**(95)**	(113)	—	—	(208)
ECL	—	—	—	—	—	—
Operating expenses	**(7)**	**(278)**	(477)	(600)	(57)	(1,412)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Balance sheet data	At					At
	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2019
Loans and advances to customers (gross)	**382,162**	398,515	379,299	379,053	372,142	398,515
Loans and advances to customers (net)	**378,537**	395,393	376,312	376,126	369,178	395,393
Total external assets	**504,621**	526,621	499,074	498,045	487,971	526,621
Customer accounts	**683,033**	689,283	655,592	660,588	653,969	689,283
Income statement Metrics - Reported						
Cost efficiency ratio	**71.1%**	66.4%	71.9%	69.4%	58.8%	66.5%
Income Statement Data - Adjusted as originally reported						
Adjusted cost efficiency ratio	**70.8%**	60.6%	62.0%	59.4%	57.8%	59.9%
Management View of Adjusted Revenue - as originally reported						
Retail Banking	**3,831**	3,989	3,981	4,002	3,870	15,840
Current Accounts, saving and deposits	**2,274**	2,425	2,422	2,449	2,197	9,492
Personal lending	**1,557**	1,564	1,559	1,553	1,673	6,348
Mortgages	***423***	*392*	*379*	*407*	*433*	*1,610*
Credit cards	***675***	*705*	*711*	*688*	*789*	*2,893*
Other personal lending	***459***	*467*	*469*	*458*	*451*	*1,845*
Wealth Management	**912**	1,655	1,476	1,706	1,907	6,746
Investment distribution	**883**	720	839	854	855	3,269
Life insurance manufacturing	**(206)**	677	395	590	793	2,455
Asset management	**235**	258	242	262	259	1,022
Other	**126**	208	171	241	194	814
Total	**4,869**	5,852	5,628	5,949	5,971	23,400
Revenue						
Significant items						
Customer redress programmes	—	(47)	(109)	—	—	(156)
Disposals, acquisitions and investment in new businesses	**(7)**	(48)	(4)	—	—	(52)
Fair value movement on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	**(1)**	(180)	(469)	(559)	(56)	(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	**(6)**	(98)	(8)	(41)	(1)	(148)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

	Quarter ended					Year to date
	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2019
	$m	$m	$m	$m	$m	$m
Net interest income	**2,630**	2,768	2,799	2,853	2,800	11,220
Net fee income	**900**	789	832	884	898	3,403
Net income from financial instruments held for trading or managed on a fair value basis	**108**	98	124	91	113	426
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	**(34)**	6	(21)	(6)	—	(21)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	**(20)**	38	11	15	21	85
Other income/(expense)	**78**	(12)	37	57	89	171
Net operating income before change in expected credit losses and other credit impairment charges	**3,662**	3,687	3,782	3,894	3,921	15,284
Change in expected credit losses and other credit impairment charges	**(1,374)**	(277)	(413)	(248)	(247)	(1,185)
Net operating income	**2,288**	3,410	3,369	3,646	3,674	14,099
Total operating expenses	**(1,679)**	(4,740)	(1,765)	(1,662)	(1,662)	(9,829)
of which: staff expenses	***(617)***	*(644)*	*(620)*	*(634)*	*(618)*	*(2,516)*
Operating profit/(loss)	**609**	(1,330)	1,604	1,984	2,012	4,270
Share of profit in associates and joint ventures	**—**	—	—	—	—	—
Profit/(loss) before tax	**609**	(1,330)	1,604	1,984	2,012	4,270
Significant items - Totals						
Revenue	**—**	2	(9)	—	—	(7)
ECL	**—**	—	—	—	—	—
Operating expenses	**(2)**	(2,982)	(20)	(22)	(4)	(3,028)
Share of profit in associates and joint ventures	**—**	—	—	—	—	—

Balance sheet data	At					At
	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2019
Loans and advances to customers (gross)	**355,883**	350,603	345,911	351,838	344,198	350,603
Loans and advances to customers (net)	**350,507**	346,060	341,339	347,387	339,729	346,060
Total external assets	**371,182**	367,509	370,337	377,142	368,591	367,509
Customer accounts	**377,639**	386,522	353,037	358,735	349,352	386,522
Income statement Metrics - Reported						
Cost efficiency ratio	**45.8%**	128.5%	46.7%	42.7%	42.4%	64.3%
Income statement Metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	**45.8%**	47.7%	46.1%	42.1%	42.3%	44.5%
Management View of Adjusted Revenue - as originally reported						
Global Trade and Receivables Finance[1]	**469**	432	464	470	468	1,833
Credit and Lending	**1,382**	1,328	1,367	1,385	1,360	5,441
Global Liquidity and Cash Management	**1,333**	1,425	1,506	1,540	1,508	5,978
Markets products, Insurance and Investments and other	**478**	501	454	499	585	2,040
Total	**3,662**	3,686	3,791	3,894	3,921	15,292
Revenue						
Significant items						
Customer redress programmes	**—**	2	(9)	—	—	(7)
Disposals, acquisitions and investment in new businesses	**—**	—	—	—	—	—
Fair value movement on financial instruments	**—**	—	—	—	—	—
Restructuring and other related costs	**—**	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	**—**	—	(1)	(1)	(2)	(4)
Customer redress programmes	**—**	(2)	(16)	1	—	(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	**(2)**	(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 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2019
	$m	$m	$m	$m	$m	$m
Net interest income	**1,309**	1,378	1,363	1,439	1,422	5,602
Net fee income	**769**	815	739	742	757	3,053
Net income from financial instruments held for trading or managed on a fair value basis	**2,026**	1,375	1,199	1,468	1,518	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	**(296)**	84	140	104	65	393
Other income/(expense)	**43**	45	67	(132)	253	233
Net operating income before change in expected credit losses and other credit impairment charges	**3,851**	3,697	3,508	3,621	4,015	14,841
Change in expected credit losses and other credit impairment charges	**(543)**	(32)	(26)	(55)	(40)	(153)
Net operating income	**3,308**	3,665	3,482	3,566	3,975	14,688
Total operating expenses[2]	**(2,313)**	(6,484)	(2,249)	(2,468)	(2,440)	(13,641)
of which: staff expenses	***(936)***	*(1,003)*	*(870)*	*(1,069)*	*(1,038)*	*(3,980)*
Operating profit/(loss)	**995**	(2,819)	1,233	1,098	1,535	1,047
Share of profit in associates and joint ventures	**—**	—	—	—	—	—
Profit/(loss) before tax	**995**	(2,819)	1,233	1,098	1,535	1,047
Significant items - Totals						
Revenue	**188**	(43)	37	(17)	(53)	(76)
ECL	**—**	—	—	—	—	—
Operating expenses	**(16)**	(4,057)	(45)	(70)	(51)	(4,223)
Share of profit in associates and joint ventures	**—**	—	—	—	—	—

Balance sheet data	At					At
	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2019
Loans and advances to customers (gross)	**263,443**	247,198	253,353	251,803	253,185	247,198
Loans and advances to customers (net)	**262,225**	246,266	252,462	250,790	252,180	246,266
Total external assets	**1,244,741**	1,066,584	1,131,673	1,120,235	1,077,505	1,066,584
Customer accounts	**307,458**	292,284	295,900	289,950	281,462	292,284
Income statement Metrics - Reported						
Cost efficiency ratio	**60.1%**	175.4%	64.1%	68.2%	60.8%	91.9%
Income Statement Data - Adjusted as originally reported						
Adjusted cost efficiency ratio	**62.7%**	64.9%	63.5%	65.9%	58.7%	63.1%
Management View of Adjusted Revenue - as originally reported						
Global Markets	**2,133**	1,247	1,352	1,423	1,741	5,763
- FICC	**1,844**	1,073	1,145	1,189	1,364	4,770
Foreign Exchange	***1,129***	*669*	*713*	*610*	*698*	*2,690*
Rates	***675***	*276*	*300*	*400*	*490*	*1,465*
Credit	***40***	*128*	*132*	*179*	*176*	*615*
- Equities	**289**	174	207	234	377	993
Securities Services	**510**	518	509	525	478	2,030
Global Banking	**942**	986	989	996	935	3,905
Global Liquidity and Cash Management	**608**	674	692	700	687	2,753
Global Trade and Receivables Finance[1]	**193**	198	202	202	211	808
Principal Investments	**(235)**	45	93	38	84	260
Credit and Funding Valuation Adjustment	**(346)**	191	(160)	(34)	47	44
Other Revenue	**(142)**	(119)	(207)	(212)	(115)	(647)
Total	**3,663**	3,740	3,470	3,638	4,068	14,916
Revenue						
Significant items						
Customer redress programmes	**—**	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	**—**	—	—	—	—	—
Fair value movement on financial instruments	**188**	(43)	37	(17)	(53)	(76)
Restructuring and other related costs	**—**	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	**—**	(5)	(8)	(16)	(13)	(42)
Customer redress programmes	**—**	—	(4)	4	—	—
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	**(14)**	(88)	(33)	(58)	(38)	(217)
Settlements and provisions in connection with legal and regulatory matters	**(2)**	(2)	—	—	—	(2)

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

	Quarter ended					Year to date
	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2019
	$m	$m	$m	$m	$m	$m
Net interest income	**213**	217	221	226	215	879
Net fee income	**228**	190	206	194	181	771
Net income from financial instruments held for trading or managed on a fair value basis	**76**	41	51	44	50	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)**	(2)	(4)	(4)	(3)	(13)
Other income/(expense)	**(4)**	6	(2)	14	7	25
Net operating income before change in expected credit losses and other credit impairment charges	**511**	452	472	474	450	1,848
Change in expected credit losses and other credit impairment charges	**(49)**	3	(6)	(17)	(2)	(22)
Net operating income	**462**	455	466	457	448	1,826
Total operating expenses	**(342)**	(811)	(284)	(370)	(352)	(1,817)
of which: staff expenses	***(162)***	*(179)*	*(158)*	*(178)*	*(169)*	*(684)*
Operating profit/(loss)	**120**	(356)	182	87	96	9
Share of profit in associates and joint ventures	**—**	—	—	—	—	—
Profit/(loss) before tax	**120**	(356)	182	87	96	9

Significant items - Totals

	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2019 (YTD)
Revenue	**—**	—	—	—	—	—
ECL	**—**	—	—	—	—	—
Operating expenses	**(1)**	(438)	59	(12)	(2)	(393)
Share of profit in associates and joint ventures	**—**	—	—	—	—	—

Balance sheet data

	At					At
	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2019
Loans and advances to customers (gross)	**47,181**	47,714	46,249	45,921	42,597	47,714
Loans and advances to customers (net)	**47,037**	47,593	46,132	45,806	42,497	47,593
Total external assets	**52,150**	52,224	52,058	50,757	47,901	52,224
Customer accounts	**64,677**	62,943	61,464	62,235	64,489	62,943
Income statement metrics- Reported						
Cost efficiency ratio	**66.9%**	179.4%	60.3%	78.2%	78.2%	98.3%
Income statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	**66.7%**	82.1%	73.0%	75.9%	77.8%	77.1%
Management View of Adjusted Revenue - as originally reported						
Investment	**255**	188	207	198	184	777
Lending	**113**	110	109	107	97	424
Deposit	**103**	111	112	119	121	462
Other	**40**	43	44	49	48	185
Total	**511**	452	472	473	450	1,848
Revenue						
Significant items						
Customer redress programmes	**—**	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	**—**	—	—	—	—	—
Fair value movement on financial instruments	**—**	—	—	—	—	—
Restructuring and other related costs	**—**	—	—	—	—	—
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	**(1)**	(11)	(6)	(13)	(2)	(32)
Settlements and provisions in connection with legal and regulatory matters	**—**	4	65	1	—	70

	Quarter ended					Year to date
	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec
	2020	2019	2019	2019	2019	2019
	$m	$m	$m	$m	$m	$m
Net interest income	**(623)**	(852)	(890)	(935)	(934)	(3,611)
Net fee income/(expense)	**(15)**	(18)	(28)	(14)	(16)	(76)
Net income from financial instruments held for trading or managed on a fair value basis	**970**	798	1,014	783	1,122	3,717
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	**19**	3	2	(13)	(2)	(10)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	**(26)**	7	11	74	30	122
Other income/(expense)	**475**	(161)	(31)	1,112	(129)	791
Net operating income before change in expected credit losses and other credit impairment charges	**800**	(223)	78	1,007	71	933
Change in expected credit losses and other credit impairment (charges)/recoveries	**(1)**	(27)	13	2	5	(7)
Net operating income/(expense)	**799**	(250)	91	1,009	76	926
Total operating expenses	**(62)**	(1,193)	115	(296)	(260)	(1,634)
of which: staff expenses	***(1,307)***	*(1,350)*	*(1,295)*	*(1,501)*	*(1,499)*	*(5,645)*
Operating profit/(loss)	**737**	(1,443)	206	713	(184)	(708)
Share of profit in associates and joint ventures	**425**	513	505	702	579	2,299
Profit/(loss) before tax	**1,162**	(930)	711	1,415	395	1,591
Significant items - Totals						
Revenue	**178**	(140)	173	872	75	980
ECL	**—**	—	—	—	—	—
Operating expenses	**(146)**	(211)	(118)	(124)	(45)	(498)
Share of profit in associates and joint ventures	**—**	—	—	—	—	—

Balance sheet data

	At					At
	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec
	2020	2019	2019	2019	2019	2019
Loans and advances to customers (gross)	**1,998**	1,445	1,602	1,537	1,708	1,445
Loans and advances to customers (net)	**1,976**	1,431	1,589	1,523	1,695	1,431
Total external assets	**745,116**	702,214	675,205	705,094	677,028	702,214
Customer accounts	**7,722**	8,083	7,747	8,616	7,239	8,083
Income statement Metrics - Reported						
Cost efficiency ratio	**7.8%**	(535.0)%	(147.4)%	29.4%	366.2%	175.1%
Income statement Metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	**(13.5)%**	(1,183.1)%	245.3%	127.4%	(5,375.0)%	(2,417.0)%
Management View of Adjusted Revenue - as originally reported						
Central Treasury	**699**	(23)	313	269	305	859
Of which:						
Balance Sheet Management	**829**	450	626	593	623	2,292
Holdings interest expense[1,2]	**(321)**	(318)	(321)	(348)	(338)	(1,325)
Valuation differences on long-term debt and associated swaps	**259**	(73)	76	93	50	147
Other central treasury	**(68)**	(82)	(68)	(69)	(30)	(255)
Legacy Credit	**(91)**	13	(40)	(13)	(71)	(111)
Other[1]	**14**	(73)	(367)	(121)	(238)	(795)
Of which Argentina hyperinflation	**(22)**	30	(132)	14	(56)	(143)
Total[2]	**622**	(83)	(94)	135	(4)	(47)
Revenue						
Significant items						
Customer redress programmes	**—**	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	**—**	(7)	—	827	—	820
Fair value movement on financial instruments	**169**	(133)	173	45	75	160
Restructuring and other related costs	**9**	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	**—**	(27)	(26)	(21)	(38)	(112)
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	**(147)**	(178)	(90)	(104)	(7)	(379)
Settlements and provisions in connection with legal and regulatory matters	**1**	(6)	(2)	1	—	(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.

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	Quarter ended 31 Mar 2020						Quarter ended 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)	1,091	807	225	93	(770)	1,446	1,056	840	218	91	(856)	1,349
Net fee income/(expense)	350	362	141	93	(10)	936	350	335	169	89	(20)	923
Net income from financial instruments held for trading or managed on a fair value basis	67	10	720	14	519	1,330	9	—	565	10	205	789
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(1,749)	—	—	—	11	(1,738)	392	—	—	—	1	393
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(39)	(28)	(259)	—	230	(96)	47	29	110	—	280	466
Other income/(expense)	1,592	78	145	(7)	734	2,542	220	301	173	4	(43)	655
Net operating income before change in expected credit losses and other credit impairment charges	1,312	1,229	972	193	714	4,420	2,074	1,505	1,235	194	(433)	4,575
Change in expected credit losses and other credit impairment charges	(429)	(219)	(173)	(49)	2	(868)	(84)	(67)	2	1	20	(128)
Net operating income	883	1,010	799	144	716	3,552	1,990	1,438	1,237	195	(413)	4,447
Total operating expenses	(1,341)	(745)	(1,262)	(165)	(449)	(3,962)	(1,932)	(3,518)	(1,404)	(185)	(1,084)	(8,123)
of which: staff expenses	*(409)*	*(235)*	*(431)*	*(70)*	*(372)*	*(1,517)*	*(477)*	*(253)*	*(487)*	*(78)*	*(498)*	*(1,793)*
Operating profit/(loss)	(458)	265	(463)	(21)	267	(410)	58	(2,080)	(167)	10	(1,497)	(3,676)
Share of profit/(loss) in associates and joint ventures	—	—	—	—	(100)	(100)	—	—	—	—	(30)	(30)
Profit/(loss) before tax	(458)	265	(463)	(21)	167	(510)	58	(2,080)	(167)	10	(1,527)	(3,706)
Significant items - Totals												
Revenue	—	—	72	—	157	229	(46)	3	(24)	—	(136)	(203)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	1	(2)	(12)	—	(42)	(55)	(253)	(2,544)	(74)	(7)	(123)	(3,001)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2020						At 31 Dec 2019					
Balance sheet data												
Loans and advances to customers (gross)	171,722	121,509	75,928	19,831	1,287	390,277	181,403	123,110	71,192	20,514	1,245	397,464
Loans and advances to customers (net)	170,220	119,595	75,452	19,690	1,264	386,221	180,241	121,238	70,742	20,396	1,233	393,850
Total external assets	207,982	122,430	643,880	22,876	267,065	1,264,233	220,325	123,845	559,591	23,610	246,755	1,174,126
Customer accounts	212,189	153,528	131,176	29,950	5,149	531,992	219,531	148,334	124,131	31,159	5,563	528,718
Income statement Metrics - Reported												
Cost efficiency ratio	102.2%	60.6%	129.8%	85.5%	62.9%	89.6%	93.2%	233.8%	113.7%	95.4%	(249.2)%	177.6%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	102.3%	60.5%	138.9%	85.5%	73.1%	93.2%	79.2%	64.8%	105.6%	91.8%	(320.3)%	107.4%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	(48)	3	—	—	—	(45)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	72	—	157	229	—	—	(24)	—	(134)	(158)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	(6)	—	(25)	(31)
Customer redress programmes	(1)	—	—	—	—	(1)	(181)	(2)	—	—	—	(183)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	(2,522)	—	—	—	(2,522)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	2	(2)	(10)	—	(43)	(53)	(73)	(20)	(67)	(10)	(90)	(260)
Settlements and provisions in connection with legal and regulatory matters	—	—	(2)	—	1	(1)	—	—	(2)	3	(6)	(5)

	Quarter ended 30 Sep 2019						Quarter ended 30 Jun 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)	963	830	233	95	(1,179)	942	1,086	874	248	93	(516)	1,785
Net fee income/(expense)	362	321	134	83	(25)	875	409	370	109	81	(11)	958
Net income from financial instruments held for trading or managed on a fair value basis	(3)	14	329	11	807	1,158	1	4	738	10	(122)	631
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	207	—	—	—	(1)	206	324	—	—	—	(15)	309
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	4	—	169	—	282	455	(19)	10	128	—	186	305
Other income/(expense)	32	152	131	(4)	282	593	(3)	64	(70)	10	660	661
Net operating income before change in expected credit losses and other credit impairment charges	1,566	1,317	996	185	165	4,229	1,798	1,322	1,153	194	182	4,649
Change in expected credit losses and other credit impairment charges	(124)	(174)	25	(4)	3	(274)	(88)	(102)	(33)	(16)	4	(235)
Net operating income	1,442	1,143	1,021	181	168	3,955	1,710	1,220	1,120	178	186	4,414
Total operating expenses	(2,000)	(859)	(1,156)	(112)	(262)	(4,389)	(2,058)	(723)	(1,319)	(184)	(642)	(4,926)
of which: staff expenses	*(400)*	*(238)*	*(372)*	*(70)*	*(411)*	*(1,491)*	*(430)*	*(238)*	*(489)*	*(83)*	*(520)*	*(1,760)*
Operating profit/(loss)	(558)	284	(135)	69	(94)	(434)	(348)	497	(199)	(6)	(456)	(512)
Share of profit/(loss) in associates and joint ventures	—	—	—	—	11	11	—	—	—	—	5	5
Profit/(loss) before tax	(558)	284	(135)	69	(83)	(423)	(348)	497	(199)	(6)	(451)	(507)
Significant items - Totals												
Revenue	(109)	(9)	16	—	172	70	—	—	(7)	—	54	47
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(470)	(18)	(34)	61	(85)	(546)	(588)	(12)	(47)	(11)	(89)	(747)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2019						At 30 Jun 2019					
Balance sheet data												
Loans and advances to customers (gross)	166,711	119,669	74,140	18,816	1,289	380,625	169,196	122,946	74,208	19,241	1,336	386,927
Loans and advances to customers (net)	165,674	117,801	73,698	18,704	1,276	377,153	168,201	121,098	73,613	19,129	1,322	383,363
Total external assets	204,015	122,479	575,839	22,128	240,146	1,164,607	207,459	126,439	554,789	22,213	248,538	1,159,438
Customer accounts	203,243	133,647	126,593	28,500	4,891	496,874	207,157	136,183	125,575	30,742	4,729	504,386
Income statement Metrics - Reported												
Cost efficiency ratio	127.7%	65.2%	116.1%	60.5%	160.0%	103.8%	114.5%	54.7%	114.4%	94.8%	352.7%	106.0%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	91.3%	63.4%	114.5%	93.5%	(2,225.0)%	92.4%	81.8%	53.8%	109.7%	89.2%	432.0%	90.8%
Revenue												
Significant items												
Customer redress programmes	(109)	(9)	—	—	—	(118)	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	16	—	172	188	—	—	(7)	—	54	47
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	(1)	(7)	—	(25)	(33)	—	(1)	(16)	—	(22)	(39)
Customer redress programmes	(468)	(16)	(4)	—	—	(488)	(559)	1	4	—	—	(554)
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)	(23)	(4)	(60)	(89)	(29)	(12)	(35)	(11)	(68)	(155)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	65	(1)	64	—	—	—	—	1	1

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	Quarter ended 31 Mar 2019						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)	1,103	878	231	90	(778)	1,524	4,208	3,422	930	369	(3,328)	5,601
Net fee income/(expense)	334	348	162	78	(11)	911	1,455	1,374	574	331	(66)	3,668
Net income from financial instruments held for trading or managed on a fair value basis	(23)	14	588	8	620	1,207	(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	747	—	—	—	—	747	1,671	—	—	—	(15)	1,656
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	105	19	100	—	67	291	137	58	507	—	814	1,516
Other income/(expense)	(591)	25	318	4	169	(75)	(342)	542	552	14	1,064	1,830
Net operating income before change in expected credit losses and other credit impairment charges	1,675	1,284	1,399	180	67	4,605	7,113	5,428	4,783	753	(21)	18,056
Change in expected credit losses and other credit impairment charges	(83)	(176)	(48)	(3)	7	(303)	(379)	(519)	(54)	(22)	36	(938)
Net operating income	1,592	1,108	1,351	177	74	4,302	6,734	4,909	4,729	731	15	17,118
Total operating expenses	(1,505)	(696)	(1,324)	(179)	(614)	(4,318)	(7,495)	(5,796)	(5,203)	(660)	(2,604)	(21,758)
of which: staff expenses	*(422)*	*(236)*	*(462)*	*(78)*	*(508)*	*(1,706)*	*(1,729)*	*(965)*	*(1,810)*	*(309)*	*(1,937)*	*(6,750)*
Operating profit/(loss)	87	412	27	(2)	(540)	(16)	(761)	(887)	(474)	71	(2,590)	(4,641)
Share of profit/(loss) in associates and joint ventures	—	—	—	—	2	2	—	—	—	—	(12)	(12)
Profit/(loss) before tax	87	412	27	(2)	(538)	(14)	(761)	(887)	(474)	71	(2,602)	(4,653)
Significant items - Totals												
Revenue	—	—	(21)	—	81	60	(155)	(6)	(36)	—	171	(26)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(56)	(3)	(42)	(2)	(40)	(143)	(1,367)	(2,577)	(197)	41	(335)	(4,435)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2019					
Balance sheet data												
Loans and advances to customers (gross)	169,024	122,552	76,286	18,398	1,485	387,745	181,403	123,110	71,192	20,514	1,245	397,464
Loans and advances to customers (net)	168,041	120,583	75,732	18,302	1,471	384,129	180,241	121,238	70,742	20,396	1,233	393,850
Total external assets	206,728	125,626	536,617	21,630	229,999	1,120,600	220,325	123,845	559,591	23,610	246,755	1,174,126
Customer accounts	207,681	136,920	127,205	31,687	3,966	507,459	219,531	148,334	124,131	31,159	5,563	528,718
Income statement Metrics - Reported												
Cost efficiency ratio	89.9%	54.2%	94.6%	99.4%	916.4%	93.8%	105.4%	106.8%	108.8%	87.6%	(12,400.0)%	120.5%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	86.5%	54.0%	90.3%	98.3%	(4,100.0)%	91.9%	84.3%	59.2%	103.9%	93.1%	(1,163.6)%	95.8%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	(157)	(6)	—	—	—	(163)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(21)	—	81	60	—	—	(36)	—	173	137
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	(2)	(13)	—	(37)	(52)	—	(4)	(42)	—	(108)	(154)
Customer redress programmes	(56)	—	—	—	—	(56)	(1,264)	(17)	—	—	—	(1,281)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	(2,522)	—	—	—	(2,522)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	(1)	(28)	(2)	(4)	(35)	(103)	(34)	(153)	(27)	(221)	(538)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	(2)	68	(6)	60

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	Quarter ended 31 Mar 2020						Quarter ended 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	902	586	—	32	14	1,534	858	613	(4)	33	10	1,510
Net fee income/(expense)	199	240	(60)	14	(2)	391	211	232	(66)	10	(4)	383
Net income from financial instruments held for trading or managed on a fair value basis	7	4	113	1	9	134	8	(4)	127	1	(1)	131
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	—	(4)	—	—	—	(4)	—	1	—	—	—	1
Other income	6	7	—	5	59	77	6	8	—	7	16	37
Net operating income before change in expected credit losses and other credit impairment charges	1,114	833	53	52	80	2,132	1,083	850	57	51	21	2,062
Change in expected credit losses and other credit impairment charges	(407)	(163)	—	1	—	(569)	(82)	(19)	—	(1)	—	(102)
Net operating income	707	670	53	53	80	1,563	1,001	831	57	50	21	1,960
Total operating expenses	(728)	(380)	(39)	(35)	(12)	(1,194)	(962)	(414)	(35)	(41)	18	(1,434)
of which: staff expenses	*(194)*	*(113)*	*(3)*	*(15)*	*33*	*(292)*	*(240)*	*(115)*	*(5)*	*(14)*	*59*	*(315)*
Operating profit/(loss)	(21)	290	14	18	68	369	39	417	22	9	39	526
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(21)	290	14	18	68	369	39	417	22	9	39	526
Significant items - Totals												
Revenue	—	—	—	—	—	—	(45)	3	—	—	—	(42)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	(8)	(8)	(226)	(5)	—	(1)	(19)	(251)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Mar 2020						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	142,253	84,267	—	5,552	642	232,714	151,302	86,475	—	5,755	705	244,237
Loans and advances to customers (net)	140,989	83,052	—	5,499	641	230,181	150,366	85,272	—	5,675	705	242,018
Total external assets	144,821	85,434	95	5,989	92,011	328,350	154,171	87,935	65	6,232	90,239	338,642
Customer accounts	171,316	97,577	—	6,732	305	275,930	178,135	99,544	—	7,828	348	285,855
Income Statement Metrics												
Cost efficiency ratio	65.4%	45.6%	73.6%	67.3%	15.0%	56.0%	88.8%	48.7%	61.4%	80.4%	(85.7)%	69.5%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	65.4%	45.6%	73.6%	67.3%	5.0%	55.6%	65.2%	48.3%	61.4%	78.4%	(176.2)%	56.2%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	(45)	3	—	—	—	(42)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	(1)	—	—	—	—	(1)	(180)	(2)	—	—	—	(182)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	1	—	—	—	(8)	(7)	(46)	(3)	—	(1)	(19)	(69)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

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	Quarter ended 30 Sep 2019						Quarter ended 30 Jun 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	762	591	2	33	17	1,405	876	638	2	34	14	1,564
Net fee income/(expense)	205	213	(41)	13	(4)	386	243	254	(62)	11	(2)	444
Net income from financial instruments held for trading or managed on a fair value basis	17	6	90	1	(2)	112	14	1	114	1	1	131
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	7	8	—	3	5	23	1	10	—	4	13	28
Net operating income before change in expected credit losses and other credit impairment charges	991	819	51	50	16	1,927	1,134	902	54	50	26	2,166
Change in expected credit losses and other credit impairment charges	(118)	(128)	—	(3)	—	(249)	(88)	(78)	—	(18)	—	(184)
Net operating income	873	691	51	47	16	1,678	1,046	824	54	32	26	1,982
Total operating expenses	(1,207)	(421)	(38)	(42)	7	(1,701)	(1,352)	(391)	(36)	(38)	(8)	(1,825)
of which: staff expenses	*(186)*	*(111)*	*(2)*	*(15)*	*44*	*(270)*	*(227)*	*(122)*	*(3)*	*(15)*	*45*	*(322)*
Operating profit/(loss)	(334)	270	13	5	23	(23)	(306)	433	18	(6)	18	157
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(334)	270	13	5	23	(23)	(306)	433	18	(6)	18	157
Significant items - Totals												
Revenue	(109)	(9)	—	—	—	(118)	—	—	—	—	—	—
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(467)	(15)	—	—	(18)	(500)	(586)	(11)	—	—	(18)	(615)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2019						At 30 Jun 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	138,212	82,492	—	5,420	682	226,806	140,353	84,365	—	5,561	764	231,043
Loans and advances to customers (net)	137,401	81,302	—	5,346	681	224,730	139,614	83,220	—	5,487	764	229,085
Total external assets	141,015	83,742	29	5,894	82,564	313,244	143,404	85,990	22	6,040	79,836	315,292
Customer accounts	163,826	90,334	—	7,692	274	262,126	167,167	90,210	—	7,191	107	264,675
Income Statement Metrics												
Cost efficiency ratio	121.8%	51.4%	74.5%	84.0%	(43.8)%	88.3%	119.2%	43.3%	66.7%	76.0%	30.8%	84.3%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	67.3%	49.0%	74.5%	84.0%	(156.3)%	58.7%	67.5%	42.1%	66.7%	76.0%	(38.5)%	55.9%
Revenue												
Significant items												
Customer redress programmes	(109)	(9)	—	—	—	(118)	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	(469)	(15)	—	—	—	(484)	(559)	—	—	—	—	(559)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	2	—	—	—	(18)	(16)	(27)	(11)	—	—	(18)	(56)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

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	Quarter ended 31 Mar 2019						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	894	643	—	35	16	1,588	3,390	2,485	—	135	57	6,067
Net fee income/(expense)	182	226	(61)	10	(2)	355	841	925	(230)	44	(12)	1,568
Net income from financial instruments held for trading or managed on a fair value basis	9	1	123	1	3	137	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	—	—	—	1	—	2	—	—	—	2
Other income	1	8	—	5	24	38	15	34	—	19	58	126
Net operating income before change in expected credit losses and other credit impairment charges	1,086	879	62	51	41	2,119	4,294	3,450	224	202	104	8,274
Change in expected credit losses and other credit impairment charges	(87)	(156)	—	(2)	—	(245)	(375)	(381)	—	(24)	—	(780)
Net operating income	999	723	62	49	41	1,874	3,919	3,069	224	178	104	7,494
Total operating expenses	(799)	(346)	(45)	(41)	—	(1,231)	(4,320)	(1,572)	(154)	(162)	17	(6,191)
of which: staff expenses	*(199)*	*(115)*	*(4)*	*(16)*	*48*	*(286)*	*(852)*	*(463)*	*(14)*	*(60)*	*196*	*(1,193)*
Operating profit/(loss)	200	377	17	8	41	643	(401)	1,497	70	16	121	1,303
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	200	377	17	8	41	643	(401)	1,497	70	16	121	1,303
Significant items - Totals												
Revenue	—	—	—	—	—	—	(154)	(6)	—	—	—	(160)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(56)	—	—	—	(1)	(57)	(1,335)	(31)	—	(1)	(56)	(1,423)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	141,068	85,693	—	5,574	918	233,253	151,302	86,475	—	5,755	705	244,237
Loans and advances to customers (net)	140,325	84,507	—	5,517	918	231,267	150,366	85,272	—	5,675	705	242,018
Total external assets	144,146	87,419	80	6,075	78,297	316,017	154,171	87,935	65	6,232	90,239	338,642
Customer accounts	168,841	90,406	—	7,173	48	266,468	178,135	99,544	—	7,828	348	285,855
Income Statement Metrics												
Cost efficiency ratio	73.6%	39.4%	72.6%	80.4%	—%	58.1%	100.6%	45.6%	68.8%	80.2%	(16.3)%	74.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	68.4%	39.4%	72.6%	80.4%	(2.4)%	55.4%	67.1%	44.6%	68.8%	79.7%	(70.2)%	56.5%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	(154)	(6)	—	—	—	(160)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(1)	(1)	—	—	—	—	(1)	(1)
Customer redress programmes	(56)	—	—	—	—	(56)	(1,264)	(17)	—	—	—	(1,281)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	(71)	(14)	—	(1)	(55)	(141)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

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	Quarter ended 31 Mar 2020						Quarter ended 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)	191	221	217	26	(107)	548	200	226	214	26	(165)	501
Net fee income/(expense)	87	122	201	32	(2)	440	78	103	235	38	(10)	444
Net income from financial instruments held for trading or managed on a fair value basis	49	6	615	3	113	786	(4)	5	475	2	197	675
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(1,746)	—	—	—	10	(1,736)	392	—	—	—	1	393
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(22)	(25)	(259)	—	(34)	(340)	36	28	110	—	8	182
Other income/(expense)	1,453	6	159	(7)	97	1,708	(206)	6	144	3	(47)	(100)
Net operating income before change in expected credit losses and other credit impairment charges	12	330	933	54	77	1,406	496	368	1,178	69	(16)	2,095
Change in expected credit losses and other credit impairment charges	(22)	(57)	(173)	(1)	2	(251)	(2)	(48)	2	1	19	(28)
Net operating income/(expense)	(10)	273	760	53	79	1,155	494	320	1,180	70	3	2,067
Total operating expenses	(302)	(210)	(1,147)	(49)	(74)	(1,782)	(266)	(198)	(1,188)	(48)	(109)	(1,809)
of which: staff expenses	*(112)*	*(74)*	*(346)*	*(15)*	*(138)*	*(685)*	*(114)*	*(72)*	*(384)*	*(18)*	*(165)*	*(753)*
Operating profit/(loss)	(312)	63	(387)	4	5	(627)	228	122	(8)	22	(106)	258
Share of profit/(loss) in associates and joint ventures	—	—	—	—	(100)	(100)	—	—	—	—	(29)	(29)
Profit/(loss) before tax	(312)	63	(387)	4	(95)	(727)	228	122	(8)	22	(135)	229
Significant items - Totals												
Revenue	—	—	73	—	(1)	72	(1)	—	(24)	—	1	(24)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	(11)	—	(4)	(15)	(16)	(6)	(71)	(3)	(63)	(159)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Mar 2020						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	29,469	37,242	75,928	5,488	646	148,773	30,100	36,635	71,192	5,680	541	144,148
Loans and advances to customers (net)	29,231	36,543	75,452	5,473	624	147,323	29,875	35,966	70,742	5,665	527	142,775
Total external assets	60,459	38,504	642,366	5,561	148,815	895,705	64,689	38,168	558,111	6,113	132,811	799,892
Customer accounts	40,873	55,951	131,176	9,511	4,765	242,276	41,395	48,789	124,131	9,915	5,129	229,359
Income Statement Metrics												
Cost efficiency ratio	2,516.7%	63.6%	122.9%	90.7%	96.1%	126.7%	53.6%	53.8%	100.8%	69.6%	(681.3)%	86.3%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	2,516.7%	63.6%	132.1%	90.7%	89.7%	132.5%	50.3%	52.2%	92.9%	65.2%	(270.6)%	77.9%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	(1)	—	—	—	—	(1)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	73	—	(1)	72	—	—	(24)	—	1	(23)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	(4)	—	(11)	(15)
Customer redress programmes	—	—	—	—	—	—	(1)	—	—	—	—	(1)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	(10)	—	(5)	(15)	(16)	(6)	(65)	(3)	(45)	(135)
Settlements and provisions in connection with legal and regulatory matters	—	—	(1)	—	1	—	—	—	(2)	—	(6)	(8)

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HSBC Bank
Non ring-fenced bank

	Quarter ended 30 Sep 2019						Quarter ended 30 Jun 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)	203	239	226	28	(175)	521	213	236	242	26	(220)	497
Net fee income/(expense)	90	107	175	31	(7)	396	99	116	171	32	(5)	413
Net income from financial instruments held for trading or managed on a fair value basis	(17)	8	245	3	164	403	(12)	3	428	2	222	643
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	208	—	—	—	(1)	207	324	—	—	—	(15)	309
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	3	(1)	169	—	5	176	(26)	11	128	—	28	141
Other income/(expense)	(268)	6	154	(6)	(13)	(127)	(178)	11	159	2	30	24
Net operating income before change in expected credit losses and other credit impairment charges	219	359	969	56	(27)	1,576	420	377	1,128	62	40	2,027
Change in expected credit losses and other credit impairment charges	(6)	(45)	25	—	3	(23)	—	(24)	(33)	—	4	(53)
Net operating income/(expense)	213	314	994	56	(24)	1,553	420	353	1,095	62	44	1,974
Total operating expenses	(296)	(203)	(1,042)	(46)	(35)	(1,622)	(296)	(196)	(1,224)	(47)	(108)	(1,871)
of which: staff expenses	*(111)*	*(75)*	*(294)*	*(16)*	*(118)*	*(614)*	*(107)*	*(74)*	*(395)*	*(17)*	*(148)*	*(741)*
Operating profit/(loss)	(83)	111	(48)	10	(59)	(69)	124	157	(129)	15	(64)	103
Share of profit/(loss) in associates and joint ventures	—	—	—	—	10	10	—	—	—	—	4	4
Profit/(loss) before tax	(83)	111	(48)	10	(49)	(59)	124	157	(129)	15	(60)	107
Significant items - Totals												
Revenue	—	—	16	—	(1)	15	—	—	(7)	—	3	(4)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(1)	—	(37)	(1)	(26)	(65)	(2)	(2)	(41)	(2)	(35)	(82)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2019						At 30 Jun 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	28,499	37,177	74,140	5,083	607	145,506	28,843	38,581	74,208	5,088	572	147,292
Loans and advances to customers (net)	28,273	36,499	73,698	5,067	595	144,132	28,587	37,878	73,613	5,073	558	145,709
Total external assets	61,594	38,493	574,395	5,526	134,409	814,417	62,613	40,181	553,271	5,569	147,905	809,539
Customer accounts	39,417	43,313	126,593	9,835	4,533	223,691	39,990	45,973	125,575	11,848	4,538	227,924
Income Statement Metrics												
Cost efficiency ratio	135.2%	56.5%	107.5%	82.1%	(129.6)%	102.9%	70.5%	52.0%	108.5%	75.8%	270.0%	92.3%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	134.7%	56.5%	105.5%	80.4%	(34.6)%	99.7%	70.0%	51.5%	104.2%	72.6%	197.3%	88.1%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	16	—	(1)	15	—	—	(7)	—	3	(4)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	(1)	(10)	—	(10)	(21)	—	(1)	(12)	—	(17)	(30)
Customer redress programmes	—	1	(4)	—	—	(3)	—	—	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)	—	(24)	(1)	(13)	(39)	(1)	(1)	(33)	(2)	(20)	(57)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	(2)	(2)	—	—	—	—	1	1

HSBC
HSBC Bank
Non ring-fenced bank

	Quarter ended 31 Mar 2019						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)	212	236	229	23	(331)	369	828	937	911	103	(891)	1,888
Net fee income/(expense)	89	122	222	32	—	465	356	448	803	133	(22)	1,718
Net income from financial instruments held for trading or managed on a fair value basis	(33)	13	668	2	268	918	(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	747	—	—	—	—	747	1,671	—	—	—	(15)	1,656
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	82	18	100	—	—	200	95	56	507	—	41	699
Other income/(expense)	(772)	2	143	(3)	(34)	(664)	(1,424)	25	600	(4)	(64)	(867)
Net operating income before change in expected credit losses and other credit impairment charges	325	391	1,362	54	(97)	2,035	1,460	1,495	4,637	241	(100)	7,733
Change in expected credit losses and other credit impairment charges	5	(21)	(48)	—	8	(56)	(3)	(138)	(54)	1	34	(160)
Net operating income/(expense)	330	370	1,314	54	(89)	1,979	1,457	1,357	4,583	242	(66)	7,573
Total operating expenses	(343)	(219)	(1,177)	(47)	(106)	(1,892)	(1,201)	(816)	(4,631)	(188)	(358)	(7,194)
of which: staff expenses	*(116)*	*(78)*	*(375)*	*(16)*	*(150)*	*(735)*	*(448)*	*(299)*	*(1,448)*	*(67)*	*(581)*	*(2,843)*
Operating profit/(loss)	(13)	151	137	7	(195)	87	256	541	(48)	54	(424)	379
Share of profit/(loss) in associates and joint ventures	—	—	—	—	2	2	—	—	—	—	(13)	(13)
Profit/(loss) before tax	(13)	151	137	7	(193)	89	256	541	(48)	54	(437)	366
Significant items - Totals												
Revenue	—	—	(21)	—	—	(21)	(1)	—	(36)	—	3	(34)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	(3)	(39)	—	(31)	(73)	(19)	(11)	(188)	(6)	(155)	(379)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Mar 2019						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	27,956	36,859	76,286	4,706	567	146,374	30,100	36,635	71,192	5,680	541	144,148
Loans and advances to customers (net)	27,716	36,076	75,732	4,690	554	144,768	29,875	35,966	70,742	5,665	527	142,775
Total external assets	60,863	37,945	535,121	5,155	142,315	781,399	64,689	38,168	558,111	6,113	132,811	799,892
Customer accounts	38,840	46,514	127,205	11,522	3,838	227,919	41,395	48,789	124,131	9,915	5,129	229,359
Income Statement Metrics												
Cost efficiency ratio	105.5%	56.0%	86.4%	87.0%	(109.3)%	93.0%	82.3%	54.6%	99.9%	78.0%	(358.0)%	93.0%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	105.5%	55.2%	82.3%	87.0%	(77.3)%	88.5%	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)	—	—	(21)	—	—	(36)	—	3	(33)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	(2)	(11)	—	(31)	(44)	—	(4)	(37)	—	(69)	(110)
Customer redress programmes	—	—	—	—	—	—	(1)	1	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	(1)	(28)	—	(1)	(30)	(18)	(8)	(150)	(6)	(79)	(261)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	(2)	—	(7)	(9)

HSBC
Europe - other

	Quarter ended 31 Mar 2020					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	$m	$m	$m	$m	$m	$m
Net interest income/(expense)	**(2)**	**—**	**8**	**35**	**(677)**	**(636)**
Net fee income/(expense)	**64**	**—**	**—**	**47**	**(6)**	**105**
Net income from financial instruments held for trading or managed on a fair value basis	**11**	**—**	**(8)**	**10**	**397**	**410**
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	**(3)**	**—**	**—**	**—**	**1**	**(2)**
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	**(17)**	**1**	**—**	**—**	**264**	**248**
Other income/(expense)	**133**	**65**	**(14)**	**(5)**	**578**	**757**
Net operating income before change in expected credit losses and other credit impairment charges	**186**	**66**	**(14)**	**87**	**557**	**882**
Change in expected credit losses and other credit impairment charges	**—**	**1**	**—**	**(49)**	**—**	**(48)**
Net operating income/(expense)	**186**	**67**	**(14)**	**38**	**557**	**834**
Total operating expenses	**(311)**	**(155)**	**(76)**	**(81)**	**(363)**	**(986)**
of which: staff expenses	***(103)***	***(48)***	***(82)***	***(40)***	***(267)***	***(540)***
Operating profit/(loss)	**(125)**	**(88)**	**(90)**	**(43)**	**194**	**(152)**
Share of profit in associates and joint ventures	**—**	**—**	**—**	**—**	**—**	**—**
Profit/(loss) before tax	**(125)**	**(88)**	**(90)**	**(43)**	**194**	**(152)**
Significant items - Totals						
Revenue	**—**	**—**	**(1)**	**—**	**158**	**157**
ECL	**—**	**—**	**—**	**—**	**—**	**—**
Operating expenses	**1**	**(2)**	**(1)**	**—**	**(30)**	**(32)**
Share of profit in associates and joint ventures	**—**	**—**	**—**	**—**	**—**	**—**
	At 31 Mar 2020					
Balance sheet data	**$m**	**$m**	**$m**	**$m**	**$m**	**$m**
Loans and advances to customers (gross)	**—**	**—**	**—**	**8,791**	**(1)**	**8,790**
Loans and advances to customers (net)	**—**	**—**	**—**	**8,718**	**(1)**	**8,717**
Total external assets	**2,702**	**(1,508)**	**1,419**	**11,326**	**26,239**	**40,178**
Customer accounts	**—**	**—**	**—**	**13,707**	**79**	**13,786**
Income Statement Metrics						
Cost efficiency ratio	**167.2%**	**234.8%**	**(542.9)%**	**93.1%**	**65.2%**	**111.8%**
Income Statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	**167.7%**	**231.8%**	**(576.9)%**	**93.1%**	**83.5%**	**131.6%**
Revenue						
Significant items						
Customer redress programmes	**—**	**—**	**—**	**—**	**—**	**—**
Disposals, acquisitions and investment in new businesses	**—**	**—**	**—**	**—**	**—**	**—**
Fair value movements on financial instruments	**—**	**—**	**(1)**	**—**	**158**	**157**
Restructuring and other related costs	**—**	**—**	**—**	**—**	**—**	**—**
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**	**(2)**	**—**	**—**	**(30)**	**(31)**
Settlements and provisions in connection with legal and regulatory matters	**—**	**—**	**(1)**	**—**	**—**	**(1)**

	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
Net interest income/(expense)	(2)	—	8	32	(701)	(663)
Net fee income/(expense)	60	—	—	41	(5)	96
Net income from financial instruments held for trading or managed on a fair value basis	5	—	(38)	6	11	(16)
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
Other income/(expense)	421	286	29	(5)	(14)	717
Net operating income before change in expected credit losses and other credit impairment charges	495	286	(1)	74	(438)	416
Change in expected credit losses and other credit impairment charges	—	—	—	1	—	1
Net operating income/(expense)	495	286	(1)	75	(438)	417
Total operating expenses	(704)	(2,906)	(181)	(97)	(994)	(4,882)
of which: staff expenses	*(123)*	*(66)*	*(98)*	*(45)*	*(393)*	*(725)*
Operating profit/(loss)	(209)	(2,620)	(182)	(22)	(1,432)	(4,465)
Share of profit in associates and joint ventures	—	—	—	—	(2)	(2)
Profit/(loss) before tax	(209)	(2,620)	(182)	(22)	(1,434)	(4,467)
Significant items - Totals						
Revenue	—	—	—	—	(135)	(135)
ECL	—	—	—	—	—	—
Operating expenses	(11)	(2,533)	(3)	(3)	(38)	(2,588)
Share of profit in associates and joint ventures	—	—	—	—	—	—
	At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	—	—	—	9,079	—	9,079
Loans and advances to customers (net)	—	—	—	9,055	—	9,055
Total external assets	1,466	(2,259)	1,416	11,266	23,704	35,593
Customer accounts	—	—	—	13,416	86	13,502
Income Statement Metrics						
Cost efficiency ratio	142.2%	1,016.1%	(18,100.0)%	131.1%	(226.9)%	1,173.6%
Income Statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	140.0%	130.4%	(17,800.0)%	127.0%	(315.5)%	416.3%
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	(135)	(135)
Restructuring and other related costs	—	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	—	—	(1)	—	(14)	(15)
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	—	—	—	—	—	—
Restructuring and other related costs	(11)	(12)	(2)	(6)	(24)	(55)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	3	—	3

	Quarter ended 30 Sep 2019						Quarter ended 30 Jun 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)	—	5	34	(1,021)	(983)	(3)	—	4	33	(310)	(276)
Net fee income/(expense)	67	—	—	39	(12)	94	67	—	—	38	(4)	101
Net income from financial instruments held for trading or managed on a fair value basis	(3)	—	(6)	8	644	643	(1)	—	196	7	(345)	(143)
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	—	—	—	276	277	7	—	—	—	158	165
Other income/(expense)	293	138	(23)	(2)	291	697	174	43	(229)	4	617	609
Net operating income before change in expected credit losses and other credit impairment charges	357	138	(24)	79	178	728	244	43	(29)	82	116	456
Change in expected credit losses and other credit impairment charges	—	—	—	(1)	1	—	—	—	—	2	—	2
Net operating income/(expense)	357	138	(24)	78	179	728	244	43	(29)	84	116	458
Total operating expenses	(499)	(236)	(75)	(25)	(235)	(1,070)	(410)	(136)	(59)	(99)	(526)	(1,230)
of which: staff expenses	*(103)*	*(51)*	*(76)*	*(38)*	*(339)*	*(607)*	*(96)*	*(42)*	*(91)*	*(51)*	*(417)*	*(697)*
Operating profit/(loss)	(142)	(98)	(99)	53	(56)	(342)	(166)	(93)	(88)	(15)	(410)	(772)
Share of profit in associates and joint ventures	—	—	—	—	1	1	—	—	—	—	1	1
Profit/(loss) before tax	(142)	(98)	(99)	53	(55)	(341)	(166)	(93)	(88)	(15)	(409)	(771)
Significant items - Totals												
Revenue	—	—	—	—	174	174	—	—	—	—	51	51
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(2)	(2)	3	63	(43)	19	—	1	(6)	(9)	(36)	(50)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2019						At 30 Jun 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	—	—	—	8,313	—	8,313	—	—	—	8,592	—	8,592
Loans and advances to customers (net)	—	—	—	8,291	—	8,291	—	—	—	8,569	—	8,569
Total external assets	1,405	244	1,415	10,708	23,174	36,946	1,442	268	1,496	10,604	20,797	34,607
Customer accounts	—	—	—	10,973	83	11,056	—	—	—	11,703	84	11,787
Income Statement Metrics												
Cost efficiency ratio	139.8%	171.0%	(312.5)%	31.6%	132.0%	147.0%	168.0%	316.3%	(203.4)%	120.7%	453.4%	269.7%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	139.2%	169.6%	(325.0)%	111.4%	4,800.0%	196.6%	168.0%	318.6%	(182.8)%	109.8%	753.8%	291.4%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	174	174	—	—	—	—	51	51
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	3	—	(14)	(11)	—	—	(4)	—	(5)	(9)
Customer redress programmes	—	(1)	—	—	—	(1)	—	1	—	—	—	1
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	(2)	(1)	—	(2)	(29)	(34)	—	—	(2)	(9)	(31)	(42)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	65	—	65	—	—	—	—	—	—

HSBC
Europe - other

	Quarter ended 31 Mar 2019						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)	—	2	32	(464)	(433)	(9)	—	19	131	(2,496)	(2,355)
Net fee income/(expense)	64	—	—	36	(9)	91	258	—	—	154	(30)	382
Net income from financial instruments held for trading or managed on a fair value basis	—	—	(203)	5	350	152	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	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	23	—	—	—	67	90	42	—	—	—	772	814
Other income/(expense)	181	16	175	1	176	549	1,069	483	(48)	(2)	1,070	2,572
Net operating income before change in expected credit losses and other credit impairment charges	265	16	(26)	74	120	449	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)	265	16	(26)	73	120	448	1,361	483	(80)	310	(23)	2,051
Total operating expenses	(363)	(130)	(102)	(90)	(508)	(1,193)	(1,976)	(3,408)	(417)	(311)	(2,263)	(8,375)
of which: staff expenses	*(106)*	*(43)*	*(84)*	*(47)*	*(404)*	*(684)*	*(428)*	*(202)*	*(349)*	*(181)*	*(1,553)*	*(2,713)*
Operating profit/(loss)	(98)	(114)	(128)	(17)	(388)	(745)	(615)	(2,925)	(497)	(1)	(2,286)	(6,324)
Share of profit in associates and joint ventures	—	—	—	—	1	1	—	—	—	—	1	1
Profit/(loss) before tax	(98)	(114)	(128)	(17)	(387)	(744)	(615)	(2,925)	(497)	(1)	(2,285)	(6,323)
Significant items - Totals												
Revenue	—	—	—	—	80	80	—	—	—	—	170	170
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	(3)	(2)	(7)	(12)	(13)	(2,534)	(9)	49	(124)	(2,631)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	—	—	—	8,117	—	8,117	—	—	—	9,079	—	9,079
Loans and advances to customers (net)	—	—	—	8,095	—	8,095	—	—	—	9,055	—	9,055
Total external assets	1,718	262	1,416	10,400	9,389	23,185	1,466	(2,259)	1,416	11,266	23,704	35,593
Customer accounts	—	—	—	12,992	82	13,074	—	—	—	13,416	86	13,502
Income Statement Metrics												
Cost efficiency ratio	137.0%	812.5%	(392.3)%	121.6%	423.3%	265.7%	145.2%	705.6%	(521.3)%	100.6%	(9,429.2)%	408.7%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	137.0%	812.5%	(380.8)%	118.9%	1,252.5%	320.1%	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	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	80	80	—	—	—	—	170	170
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	(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)	—	—	—	(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)	(2)	(7)	(12)	—	—	(3)	66	(7)	56

HSBC
Asia

	Quarter ended 31 Mar 2020						Quarter ended 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)	**2,173**	**1,262**	**758**	**90**	**(155)**	**4,128**	2,240	1,353	795	96	(271)	4,213
Net fee income	**640**	**340**	**329**	**120**	**3**	**1,432**	545	265	324	84	3	1,221
Net income from financial instruments held for trading or managed on a fair value basis	**69**	**71**	**825**	**60**	**498**	**1,523**	33	71	441	30	501	1,076
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	**(1,810)**	**(34)**	**—**	**—**	**6**	**(1,838)**	719	3	—	—	—	722
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	**5**	**8**	**1**	**(2)**	**(14)**	**(2)**	12	8	4	(2)	(9)	13
Other income	**1,612**	**74**	**120**	**2**	**508**	**2,316**	(464)	12	129	2	323	2
Net operating income before change in expected credit losses and other credit impairment charges	**2,689**	**1,721**	**2,033**	**270**	**846**	**7,559**	3,085	1,712	1,693	210	547	7,247
Change in expected credit losses and other credit impairment charges	**(183)**	**(741)**	**(75)**	**—**	**(1)**	**(1,000)**	(68)	(99)	(16)	2	—	(181)
Net operating income	**2,506**	**980**	**1,958**	**270**	**845**	**6,559**	3,017	1,613	1,677	212	547	7,066
Total operating expenses	**(1,438)**	**(609)**	**(788)**	**(126)**	**(323)**	**(3,284)**	(1,470)	(674)	(831)	(138)	(390)	(3,503)
of which: staff expenses	**(557)**	**(230)**	**(313)**	**(69)**	**(588)**	**(1,757)**	(565)	(236)	(332)	(78)	(537)	(1,748)
Operating profit	**1,068**	**371**	**1,170**	**144**	**522**	**3,275**	1,547	939	846	74	157	3,563
Share of profit/(loss) in associates and joint ventures	**(5)**	**—**	**—**	**—**	**470**	**465**	3	—	—	—	472	475
Profit before tax	**1,063**	**371**	**1,170**	**144**	**992**	**3,740**	1,550	939	846	74	629	4,038
Significant items - Totals												
Revenue	**—**	**—**	**88**	**—**	**10**	**98**	—	—	(15)	—	—	(15)
ECL	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Operating expenses	**—**	**—**	**—**	**—**	**(1)**	**(1)**	(3)	—	(12)	—	(38)	(53)
Share of profit in associates and joint ventures	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—

	At 31 Mar 2020						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	**157,159**	**163,748**	**141,520**	**21,293**	**688**	**484,408**	160,473	160,957	137,166	21,171	193	479,960
Loans and advances to customers (net)	**156,360**	**161,958**	**141,214**	**21,292**	**688**	**481,512**	159,742	159,712	136,910	21,170	193	477,727
Total external assets	**238,107**	**173,078**	**354,070**	**23,435**	**321,799**	**1,110,489**	243,777	171,819	322,676	23,019	322,370	1,083,661
Customer accounts	**375,683**	**158,613**	**129,045**	**26,850**	**726**	**690,917**	372,729	172,626	126,290	25,376	337	697,358
Income statement Metrics - Reported												
Cost efficiency ratio	**53.5%**	**35.4%**	**38.8%**	**46.7%**	**38.2%**	**43.4%**	47.6%	39.4%	49.1%	65.7%	71.3%	48.3%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	**53.5%**	**35.4%**	**40.5%**	**46.7%**	**38.5%**	**44.0%**	47.6%	39.4%	48.0%	65.7%	64.4%	47.5%
Revenue												
Significant items												
Customer redress programmes	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Fair value movements on financial instruments	**—**	**—**	**88**	**—**	**10**	**98**	—	—	(15)	—	—	(15)
Restructuring and other related costs	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
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	**—**	**—**	**—**	**—**	**(1)**	**(1)**	(3)	—	(12)	—	(37)	(52)
Settlements and provisions in connection with legal and regulatory matters	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—

	Quarter ended 30 Sep 2019						Quarter ended 30 Jun 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)	2,248	1,377	809	95	(317)	4,212	2,229	1,394	819	96	(352)	4,186
Net fee income	593	317	326	101	2	1,339	619	331	311	92	3	1,356
Net income from financial instruments held for trading or managed on a fair value basis	44	70	571	39	583	1,307	29	64	450	34	566	1,143
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(27)	(10)	—	—	2	(35)	174	(6)	—	—	1	169
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	5	9	5	(4)	(14)	1	2	2	3	(4)	3	6
Other income	335	29	130	2	394	890	171	41	134	3	430	779
Net operating income before change in expected credit losses and other credit impairment charges	3,198	1,792	1,841	233	650	7,714	3,224	1,826	1,717	221	651	7,639
Change in expected credit losses and other credit impairment charges	(88)	(163)	(28)	(3)	(1)	(283)	(31)	(53)	(19)	1	—	(102)
Net operating income	3,110	1,629	1,813	230	649	7,431	3,193	1,773	1,698	222	651	7,537
Total operating expenses	(1,415)	(639)	(787)	(117)	(345)	(3,303)	(1,415)	(608)	(839)	(126)	(372)	(3,360)
of which: staff expenses	(551)	(233)	(310)	(66)	(551)	(1,711)	(543)	(242)	(370)	(69)	(622)	(1,846)
Operating profit	1,695	990	1,026	113	304	4,128	1,778	1,165	859	96	279	4,177
Share of profit/(loss) in associates and joint ventures	5	—	—	—	518	523	23	—	—	—	573	596
Profit before tax	1,700	990	1,026	113	822	4,651	1,801	1,165	859	96	852	4,773
Significant items - Totals												
Revenue	—	—	18	—	2	20	—	—	(5)	—	(8)	(13)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(1)	—	(6)	(1)	(19)	(27)	(3)	(9)	(17)	1	(11)	(39)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2019						At 30 Jun 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	157,705	161,056	139,633	21,521	308	480,223	155,626	164,510	134,478	20,876	197	475,687
Loans and advances to customers (net)	156,978	159,825	139,386	21,518	308	478,015	154,896	163,392	134,267	20,876	196	473,627
Total external assets	234,628	175,249	342,563	24,092	295,524	1,072,056	230,215	178,705	328,301	22,836	319,918	1,079,975
Customer accounts	359,577	160,453	126,840	25,260	427	672,557	360,950	165,265	126,448	24,281	345	677,289
Income statement Metrics - Reported												
Cost efficiency ratio	44.2%	35.7%	42.7%	50.2%	53.1%	42.8%	43.9%	33.3%	48.9%	57.0%	57.1%	44.0%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	44.2%	35.7%	42.8%	49.8%	50.3%	42.6%	43.8%	32.8%	47.7%	57.5%	54.8%	43.4%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	18	—	2	20	—	—	(5)	—	(8)	(13)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(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	(1)	—	(6)	(1)	(17)	(25)	(3)	(9)	(17)	—	(11)	(40)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	1	—	1

	Quarter ended 31 Mar 2019						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)	2,008	1,340	785	89	(226)	3,996	8,725	5,464	3,208	376	(1,166)	16,607
Net fee income	643	358	321	84	3	1,409	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	21	67	603	41	477	1,209	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	949	(2)	—	—	—	947	1,815	(15)	—	—	3	1,803
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	4	—	7	(3)	—	8	23	19	19	(13)	(20)	28
Other income	(348)	62	120	2	414	250	(306)	144	513	9	1,561	1,921
Net operating income before change in expected credit losses and other credit impairment charges	3,277	1,825	1,836	213	668	7,819	12,784	7,155	7,087	877	2,516	30,419
Change in expected credit losses and other credit impairment charges	(78)	(71)	(7)	—	(2)	(158)	(265)	(386)	(70)	—	(3)	(724)
Net operating income	3,199	1,754	1,829	213	666	7,661	12,519	6,769	7,017	877	2,513	29,695
Total operating expenses	(1,334)	(579)	(767)	(116)	(335)	(3,131)	(5,634)	(2,500)	(3,224)	(497)	(1,442)	(13,297)
of which: staff expenses	(521)	(230)	(357)	(65)	(612)	(1,785)	(2,180)	(941)	(1,369)	(278)	(2,322)	(7,090)
Operating profit	1,865	1,175	1,062	97	331	4,530	6,885	4,269	3,793	380	1,071	16,398
Share of profit/(loss) in associates and joint ventures	13	—	—	—	463	476	44	—	—	—	2,026	2,070
Profit before tax	1,878	1,175	1,062	97	794	5,006	6,929	4,269	3,793	380	3,097	18,468
Significant items - Totals												
Revenue	—	—	(23)	—	(4)	(27)	—	—	(25)	—	(10)	(35)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	(5)	—	(2)	(7)	(7)	(9)	(40)	—	(70)	(126)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	150,032	160,643	134,043	18,668	220	463,606	160,473	160,957	137,166	21,171	193	479,960
Loans and advances to customers (net)	149,268	159,562	133,792	18,667	219	461,508	159,742	159,712	136,910	21,170	193	477,727
Total external assets	222,041	174,520	318,745	20,836	310,258	1,046,400	243,777	171,819	322,676	23,019	322,370	1,083,661
Customer accounts	355,698	157,706	117,479	25,272	411	656,566	372,729	172,626	126,290	25,376	337	697,358
Income statement Metrics - Reported												
Cost efficiency ratio	40.7%	31.7%	41.8%	54.5%	50.1%	40.0%	44.1%	34.9%	45.5%	56.7%	57.3%	43.7%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	40.7%	31.7%	41.0%	54.5%	49.6%	39.8%	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	—	—	(23)	—	(4)	(27)	—	—	(25)	—	(10)	(35)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(1)	(1)	—	—	—	—	(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	—	—	(5)	—	(1)	(6)	(7)	(9)	(40)	(1)	(66)	(123)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	1	—	1

HSBC
Hong Kong

	Quarter ended 31 Mar 2020						Quarter ended 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)	1,694	831	363	73	(190)	2,771	1,743	902	387	79	(261)	2,850
Net fee income	515	219	132	95	7	968	439	175	160	69	8	851
Net income from financial instruments held for trading or managed on a fair value basis	73	34	476	44	325	952	28	40	222	24	356	670
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(1,664)	(34)	—	—	6	(1,692)	658	3	—	—	(1)	660
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	5	8	1	(2)	(12)	—	12	8	4	(2)	(10)	12
Other income	1,419	52	28	1	242	1,742	(525)	(10)	28	1	45	(461)
Net operating income before change in expected credit losses and other credit impairment charges	2,042	1,110	1,000	211	378	4,741	2,355	1,118	801	171	137	4,582
Change in expected credit losses and other credit impairment charges	(90)	(19)	(24)	—	—	(133)	(47)	(47)	(27)	1	2	(118)
Net operating income	1,952	1,091	976	211	378	4,608	2,308	1,071	774	172	139	4,464
Total operating expenses	(834)	(323)	(393)	(88)	(120)	(1,758)	(844)	(378)	(429)	(101)	(100)	(1,852)
of which: staff expenses	*(331)*	*(124)*	*(154)*	*(49)*	*(142)*	*(800)*	*(342)*	*(130)*	*(185)*	*(60)*	*(75)*	*(792)*
Operating profit	1,118	768	583	123	258	2,850	1,464	693	345	71	39	2,612
Share of profit/(loss) in associates and joint ventures	(5)	—	—	—	2	(3)	—	—	—	—	2	2
Profit before tax	1,113	768	583	123	260	2,847	1,464	693	345	71	41	2,614
Significant items - Totals												
Revenue	—	—	61	—	—	61	—	—	(9)	—	—	(9)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	(10)	—	(14)	(24)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Mar 2020						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	106,082	104,834	86,548	15,752	423	313,639	105,948	103,725	82,936	15,347	152	308,108
Loans and advances to customers (net)	105,695	104,258	86,335	15,751	423	312,462	105,594	103,128	82,743	15,346	152	306,963
Total external assets	179,861	111,432	227,380	17,479	175,488	711,640	181,604	110,674	207,952	16,978	178,859	696,067
Customer accounts	312,464	111,906	53,448	18,567	123	496,508	307,653	123,330	51,099	17,697	176	499,955
Income statement Metrics - Reported												
Cost efficiency ratio	40.8%	29.1%	39.3%	41.7%	31.7%	37.1%	35.8%	33.8%	53.6%	59.1%	73.0%	40.4%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	40.8%	29.1%	41.9%	41.7%	31.7%	37.6%	35.8%	33.8%	51.7%	59.1%	62.8%	39.8%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	61	—	—	61	—	—	(10)	—	—	(10)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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	—	—	—	—	—	—	—	—	(10)	—	(13)	(23)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 30 Sep 2019						Quarter ended 30 Jun 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)	1,752	922	364	79	(235)	2,882	1,738	943	376	81	(290)	2,848
Net fee income	473	213	155	81	7	929	491	222	142	73	8	936
Net income from financial instruments held for trading or managed on a fair value basis	48	41	310	31	335	765	37	39	232	27	318	653
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(41)	(10)	—	—	2	(49)	146	(6)	—	—	1	141
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	5	9	5	(4)	(11)	4	2	2	3	(4)	5	8
Other income	247	6	23	1	89	366	81	13	25	1	207	327
Net operating income before change in expected credit losses and other credit impairment charges	2,484	1,181	857	188	187	4,897	2,495	1,213	778	178	249	4,913
Change in expected credit losses and other credit impairment charges	(69)	(115)	(20)	(2)	(1)	(207)	3	(27)	(9)	—	(1)	(34)
Net operating income	2,415	1,066	837	186	186	4,690	2,498	1,186	769	178	248	4,879
Total operating expenses	(781)	(356)	(371)	(77)	(93)	(1,678)	(793)	(319)	(407)	(86)	(128)	(1,733)
of which: staff expenses	*(320)*	*(127)*	*(134)*	*(42)*	*(94)*	*(717)*	*(315)*	*(127)*	*(179)*	*(46)*	*(145)*	*(812)*
Operating profit	1,634	710	466	109	93	3,012	1,705	867	362	92	120	3,146
Share of profit/(loss) in associates and joint ventures	3	—	—	—	2	5	16	—	—	—	2	18
Profit before tax	1,637	710	466	109	95	3,017	1,721	867	362	92	122	3,164
Significant items - Totals												
Revenue	—	—	13	—	—	13	—	—	(2)	—	(6)	(8)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(1)	—	(2)	—	(16)	(19)	—	(4)	(7)	1	(3)	(13)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2019						At 30 Jun 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	105,733	103,826	83,502	15,692	182	308,935	103,131	107,066	79,386	15,630	181	305,394
Loans and advances to customers (net)	105,387	103,235	83,335	15,689	182	307,828	102,811	106,575	79,232	15,630	180	304,428
Total external assets	175,237	114,496	224,628	17,877	166,320	698,558	170,457	117,723	211,338	17,346	178,533	695,397
Customer accounts	298,529	116,473	54,166	17,902	277	487,347	300,391	119,335	50,630	17,389	203	487,948
Income statement Metrics - Reported												
Cost efficiency ratio	31.4%	30.1%	43.3%	41.0%	49.7%	34.3%	31.8%	26.3%	52.3%	48.3%	51.4%	35.3%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	31.4%	30.1%	43.7%	41.0%	41.2%	34.0%	31.8%	26.0%	51.3%	48.9%	49.0%	35.0%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	13	—	—	13	—	—	(2)	—	(6)	(8)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(2)	(2)	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	(1)	—	(2)	—	(14)	(17)	—	(4)	(7)	—	(3)	(14)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	1	—	1

	Quarter ended 31 Mar 2019						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)	1,530	884	367	74	(197)	2,658	6,763	3,651	1,494	313	(983)	11,238
Net fee income	490	237	153	66	8	954	1,893	847	610	289	31	3,670
Net income from financial instruments held for trading or managed on a fair value basis	33	42	344	35	290	744	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	819	(2)	—	—	—	817	1,582	(15)	—	—	2	1,569
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	4	—	7	(3)	4	12	23	19	19	(13)	(12)	36
Other income	(350)	34	19	1	131	(165)	(547)	43	95	4	472	67
Net operating income before change in expected credit losses and other credit impairment charges	2,526	1,195	890	173	236	5,020	9,860	4,707	3,326	710	809	19,412
Change in expected credit losses and other credit impairment charges	(43)	(44)	(13)	—	—	(100)	(156)	(233)	(69)	(1)	—	(459)
Net operating income	2,483	1,151	877	173	236	4,920	9,704	4,474	3,257	709	809	18,953
Total operating expenses	(759)	(314)	(386)	(80)	(133)	(1,672)	(3,177)	(1,367)	(1,593)	(344)	(454)	(6,935)
of which: staff expenses	*(304)*	*(124)*	*(178)*	*(45)*	*(181)*	*(832)*	*(1,281)*	*(508)*	*(676)*	*(193)*	*(495)*	*(3,153)*
Operating profit	1,724	837	491	93	103	3,248	6,527	3,107	1,664	365	355	12,018
Share of profit/(loss) in associates and joint ventures	3	—	—	—	3	6	22	—	—	—	9	31
Profit before tax	1,727	837	491	93	106	3,254	6,549	3,107	1,664	365	364	12,049
Significant items - Totals												
Revenue	—	—	(16)	—	(6)	(22)	—	—	(14)	—	(12)	(26)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	(5)	—	(2)	(7)	(1)	(4)	(24)	1	(36)	(64)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Mar 2019						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	98,718	103,170	80,391	13,808	205	296,292	105,948	103,725	82,936	15,347	152	308,108
Loans and advances to customers (net)	98,367	102,697	80,245	13,808	205	295,322	105,594	103,128	82,743	15,346	153	306,964
Total external assets	163,778	113,402	205,434	15,727	173,438	671,779	181,604	110,674	207,952	16,978	178,859	696,067
Customer accounts	295,533	114,786	46,775	18,477	192	475,763	307,653	123,330	51,099	17,697	176	499,955
Income statement Metrics - Reported												
Cost efficiency ratio	30.0%	26.3%	43.4%	46.2%	56.4%	33.3%	32.2%	29.0%	47.9%	48.5%	56.1%	35.7%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	30.0%	26.3%	42.1%	46.2%	54.1%	33.0%	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	—	—	(16)	—	(6)	(22)	—	—	(15)	—	(11)	(26)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(1)	(1)	—	—	—	—	(4)	(4)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Goodwill impairment	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	(5)	—	(1)	(6)	(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

	Quarter ended 31 Mar 2020						Quarter ended 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	101	139	134	—	24	398	100	146	140	—	9	395
Net fee income/(expense)	34	43	14	—	(1)	90	20	24	15	—	(1)	58
Net income from financial instruments held for trading or managed on a fair value basis	(4)	(7)	27	—	69	85	(5)	(9)	24	—	41	51
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(13)	—	—	—	—	(13)	12	—	—	—	—	12
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Other income	39	18	38	—	115	210	34	17	45	—	102	198
Net operating income before change in expected credit losses and other credit impairment charges	157	193	213	—	207	770	161	178	224	—	151	714
Change in expected credit losses and other credit impairment charges	(25)	(19)	(19)	—	—	(63)	(10)	(20)	1	—	—	(29)
Net operating income	132	174	194	—	207	707	151	158	225	—	151	685
Total operating expenses	(172)	(102)	(100)	(1)	(147)	(522)	(183)	(108)	(100)	(2)	(153)	(546)
of which: staff expenses	*(75)*	*(39)*	*(38)*	—	*(172)*	*(324)*	*(75)*	*(37)*	*(34)*	*(1)*	*(170)*	*(317)*
Operating profit/(loss)	(40)	72	94	(1)	60	185	(32)	50	125	(2)	(2)	139
Share of profit in associates and joint ventures	—	—	—	—	468	468	—	—	—	—	470	470
Profit/(loss) before tax	(40)	72	94	(1)	528	653	(32)	50	125	(2)	468	609
Significant items - Totals												
Revenue	—	—	2	—	—	2	—	—	—	—	(1)	(1)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	(4)	(4)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2020						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	9,951	18,578	15,496	9	25	44,059	10,148	17,389	15,091	9	24	42,661
Loans and advances to customers (net)	9,861	18,383	15,458	9	24	43,735	10,072	17,208	15,067	9	24	42,380
Total external assets	11,715	20,518	27,818	9	53,650	113,710	11,867	19,655	28,028	9	51,156	110,715
Customer accounts	11,792	14,276	19,370	23	31	45,492	11,814	15,283	21,170	28	28	48,323
Income statement Metrics - Reported												
Cost efficiency ratio	109.6%	52.8%	46.9%	—%	71.0%	67.8%	113.7%	60.7%	44.6%	—%	101.3%	76.5%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	109.6%	52.8%	47.4%	—%	71.0%	68.0%	113.7%	60.7%	44.6%	—%	98.0%	75.8%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	2	—	—	2	—	—	—	—	(1)	(1)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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	—	—	—	—	—	—	—	—	—	—	(4)	(4)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	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
Net interest income	100	151	153	—	2	406
Net fee income/(expense)	26	33	12	—	(1)	70
Net income from financial instruments held for trading or managed on a fair value basis	(8)	(11)	31	—	107	119
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	4	—	—	—	—	4
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—
Other income	34	18	51	—	87	190
Net operating income before change in expected credit losses and other credit impairment charges	156	191	247	—	195	789
Change in expected credit losses and other credit impairment charges	(12)	(20)	(1)	—	—	(33)
Net operating income	144	171	246	—	195	756
Total operating expenses	(185)	(97)	(98)	(1)	(146)	(527)
of which: staff expenses	*(77)*	*(38)*	*(40)*	—	*(168)*	*(323)*
Operating profit/(loss)	(41)	74	148	(1)	49	229
Share of profit in associates and joint ventures	—	—	—	—	516	516
Profit/(loss) before tax	(41)	74	148	(1)	565	745
Significant items - Totals						
Revenue	—	—	1	—	—	1
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—

	Quarter ended 30 Jun 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	$m	$m	$m	$m	$m	$m
Net interest income	103	155	149	—	15	422
Net fee income/(expense)	37	30	15	—	—	82
Net income from financial instruments held for trading or managed on a fair value basis	(8)	(13)	(14)	—	95	60
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	1	—	—	—	—	1
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—
Other income	41	20	52	—	114	227
Net operating income before change in expected credit losses and other credit impairment charges	174	192	202	—	224	792
Change in expected credit losses and other credit impairment charges	(14)	(11)	(3)	—	—	(28)
Net operating income	160	181	199	—	224	764
Total operating expenses	(178)	(100)	(101)	(1)	(159)	(539)
of which: staff expenses	*(74)*	*(40)*	*(40)*	—	*(169)*	*(323)*
Operating profit/(loss)	(18)	81	98	(1)	65	225
Share of profit in associates and joint ventures	—	—	—	—	570	570
Profit/(loss) before tax	(18)	81	98	(1)	635	795
Significant items - Totals						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	(1)	—	—	(1)	(2)
Share of profit in associates and joint ventures	—	—	—	—	—	—

	At 30 Sep 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	9,825	17,513	13,977	9	1	41,325
Loans and advances to customers (net)	9,752	17,309	13,953	9	1	41,024
Total external assets	11,448	19,786	25,605	9	47,292	104,140
Customer accounts	10,931	13,440	18,687	26	27	43,111
Income statement Metrics - Reported						
Cost efficiency ratio	118.6%	50.8%	39.7%	—%	74.9%	66.8%
Income Statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	118.6%	50.8%	39.8%	—%	74.9%	66.9%
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	1	—	—	1
Restructuring and other related costs	—	—	—	—	—	—
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	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

	At 30 Jun 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	9,987	18,725	14,223	11	—	42,946
Loans and advances to customers (net)	9,915	18,532	14,199	11	—	42,657
Total external assets	11,591	20,880	24,864	11	50,437	107,783
Customer accounts	11,109	13,942	20,307	22	29	45,409
Income statement Metrics - Reported						
Cost efficiency ratio	102.3%	52.1%	50.0%	—%	71.0%	68.1%
Income Statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	102.3%	51.6%	50.0%	—%	70.5%	67.8%
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
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	—	(1)	—	—	(1)	(2)
Past service costs of guaranteed minimum pension benefits equalisation	—		—	—	—	
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Mainland China

	Quarter ended 31 Mar 2019						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	101	157	149	—	19	426	404	609	591	—	45	1,649
Net fee income/(expense)	43	43	13	—	—	99	126	130	55	—	(2)	309
Net income from financial instruments held for trading or managed on a fair value basis	(7)	(13)	11	—	41	32	(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	45	—	—	—	—	45	62	—	—	—	—	62
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Other income	22	22	54	—	106	204	131	77	202	—	409	819
Net operating income before change in expected credit losses and other credit impairment charges	204	209	227	—	166	806	695	770	900	—	736	3,101
Change in expected credit losses and other credit impairment charges	(12)	(24)	(4)	—	—	(40)	(48)	(76)	(5)	—	—	(129)
Net operating income	192	185	223	—	166	766	647	694	895	—	736	2,972
Total operating expenses	(174)	(95)	(96)	(1)	(133)	(499)	(720)	(400)	(395)	(5)	(591)	(2,111)
of which: staff expenses	*(73)*	*(39)*	*(40)*	—	*(159)*	*(311)*	*(299)*	*(154)*	*(154)*	*(1)*	*(666)*	*(1,274)*
Operating profit/(loss)	18	90	127	(1)	33	267	(73)	294	500	(5)	145	861
Share of profit in associates and joint ventures	—	—	—	—	461	461	—	—	—	—	2,016	2,016
Profit/(loss) before tax	18	90	127	(1)	494	728	(73)	294	500	(5)	2,161	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 Mar 2019						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	10,075	18,135	13,695	12	—	41,917	10,148	17,389	15,091	9	24	42,661
Loans and advances to customers (net)	10,008	17,951	13,672	12	—	41,643	10,072	17,208	15,067	9	24	42,380
Total external assets	11,647	20,467	26,071	12	47,873	106,070	11,867	19,655	28,028	9	51,156	110,715
Customer accounts	11,006	12,918	17,833	21	30	41,808	11,814	15,283	21,170	28	28	48,323
Income statement Metrics - Reported												
Cost efficiency ratio	85.3%	45.5%	42.3%	—%	80.1%	61.9%	103.6%	51.9%	43.9%	—%	80.3%	68.1%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	85.3%	45.5%	42.1%	—%	80.1%	61.8%	103.6%	51.8%	43.9%	—%	79.5%	67.9%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(1)	—	—	(1)	—	—	—	—	(1)	(1)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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	—	—	—	—	—	—	—	(1)	—	—	(5)	(6)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 31 Mar 2020						Quarter ended 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	148	106	124	—	16	394	150	109	125	—	48	432
Net fee income/(expense)	56	49	72	—	(1)	176	64	39	94	—	(4)	193
Net income from financial instruments held for trading or managed on a fair value basis	19	9	53	—	15	96	13	10	60	—	(7)	76
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)	—	(3)	(6)	—	—	—	—	1	1
Other income	4	—	2	—	24	30	5	—	9	—	48	62
Net operating income before change in expected credit losses and other credit impairment charges	227	164	248	—	51	690	232	158	288	—	86	764
Change in expected credit losses and other credit impairment charges	(50)	(142)	(140)	—	(1)	(333)	(7)	(42)	(3)	—	—	(52)
Net operating income	177	22	108	—	50	357	225	116	285	—	86	712
Total operating expenses	(170)	(80)	(100)	—	(19)	(369)	(187)	(191)	(107)	(2)	(10)	(497)
of which: staff expenses	*(57)*	*(31)*	*(31)*	*(3)*	*(71)*	*(193)*	*(61)*	*(34)*	*(32)*	*(3)*	*(71)*	*(201)*
Operating profit/(loss)	7	(58)	8	—	31	(12)	38	(75)	178	(2)	76	215
Share of profit in associates and joint ventures	—	—	—	—	56	56	—	—	—	—	71	71
Profit/(loss) before tax	7	(58)	8	—	87	44	38	(75)	178	(2)	147	286
Significant items - Totals												
Revenue	—	—	1	—	—	1	—	—	—	—	—	—
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	(2)	(99)	(1)	—	(2)	(104)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Mar 2020						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	6,099	12,400	12,774	—	—	31,273	6,217	11,829	11,909	—	—	29,955
Loans and advances to customers (net)	5,776	11,349	12,526	—	—	29,651	5,918	10,860	11,778	—	—	28,556
Total external assets	5,965	12,492	17,817	3	27,533	63,810	6,092	11,952	15,753	3	28,062	61,862
Customer accounts	18,967	8,986	12,599	—	1	40,553	18,467	8,863	10,795	—	1	38,126
Income statement Metrics - Reported												
Cost efficiency ratio	74.9%	48.8%	40.3%	—%	37.3%	53.5%	81.4%	120.9%	37.2%	—%	11.6%	65.3%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	74.9%	48.8%	40.5%	—%	37.3%	53.6%	80.5%	58.2%	36.8%	—%	9.3%	51.6%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	1	—	—	1	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 30 Sep 2019						Quarter ended 30 Jun 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	115	147	—	34	452	156	112	145	—	47	460
Net fee income/(expense)	51	45	66	5	(2)	165	55	43	66	4	(1)	167
Net income from financial instruments held for trading or managed on a fair value basis	15	9	51	—	2	77	15	9	53	—	(7)	70
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)	—	—	2	—	—	2
Other income	3	(1)	2	—	7	11	2	1	3	—	835	841
Net operating income before change in expected credit losses and other credit impairment charges	225	168	265	5	41	704	228	165	269	4	874	1,540
Change in expected credit losses and other credit impairment charges	(14)	2	(3)	—	(1)	(16)	(4)	(40)	1	—	—	(43)
Net operating income	211	170	262	5	40	688	224	125	270	4	874	1,497
Total operating expenses	(170)	(86)	(91)	(3)	(8)	(358)	(156)	(73)	(86)	(3)	(31)	(349)
of which: staff expenses	*(54)*	*(31)*	*(30)*	*(3)*	*(70)*	*(188)*	*(55)*	*(32)*	*(34)*	*(3)*	*(72)*	*(196)*
Operating profit/(loss)	41	84	171	2	32	330	68	52	184	1	843	1,148
Share of profit in associates and joint ventures	—	—	—	—	(24)	(24)	—	—	—	—	122	122
Profit/(loss) before tax	41	84	171	2	8	306	68	52	184	1	965	1,270
Significant items - Totals												
Revenue	—	—	—	—	—	—	—	—	—	—	828	828
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(1)	—	—	—	(2)	(3)	(1)	—	(1)	—	(2)	(4)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2019						At 30 Jun 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	6,180	11,916	11,523	—	—	29,619	6,184	11,933	11,925	—	—	30,042
Loans and advances to customers (net)	5,807	10,874	11,409	—	—	28,090	5,808	10,893	11,808	—	—	28,509
Total external assets	5,957	11,934	15,178	3	25,439	58,511	5,952	11,986	15,575	2	25,496	59,011
Customer accounts	18,340	8,074	10,353	—	—	36,767	18,179	8,014	10,400	—	—	36,593
Income statement Metrics - Reported												
Cost efficiency ratio	75.6%	51.2%	34.3%	60.0%	19.5%	50.9%	67.7%	44.2%	32.0%	75.0%	3.5%	22.6%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	75.1%	51.2%	34.3%	60.0%	14.6%	50.4%	67.2%	44.2%	31.6%	75.0%	63.0%	48.2%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	828	828
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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)	—	—	—	(2)	(3)	(1)	—	(1)	—	(2)	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 31 Mar 2019						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	151	123	153	—	10	437	613	459	570	—	139	1,781
Net fee income/(expense)	48	46	63	4	(1)	160	218	173	289	13	(8)	685
Net income from financial instruments held for trading or managed on a fair value basis	14	11	61	—	18	104	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	(1)	—	—	(1)	—	2	1
Other income	3	—	—	—	(1)	2	13	—	14	—	889	916
Net operating income before change in expected credit losses and other credit impairment charges	216	180	275	4	27	702	901	671	1,097	13	1,028	3,710
Change in expected credit losses and other credit impairment charges	(19)	14	—	—	(1)	(6)	(44)	(66)	(5)	—	(2)	(117)
Net operating income	197	194	275	4	26	696	857	605	1,092	13	1,026	3,593
Total operating expenses	(156)	(79)	(85)	(3)	(22)	(345)	(669)	(429)	(369)	(11)	(71)	(1,549)
of which: staff expenses	*(54)*	*(31)*	*(32)*	*(3)*	*(76)*	*(196)*	*(224)*	*(128)*	*(128)*	*(12)*	*(289)*	*(781)*
Operating profit/(loss)	41	115	190	1	4	351	188	176	723	2	955	2,044
Share of profit in associates and joint ventures	—	—	—	—	114	114	—	—	—	—	283	283
Profit/(loss) before tax	41	115	190	1	118	465	188	176	723	2	1,238	2,327
Significant items - Totals												
Revenue	—	—	—	—	—	—	—	—	—	—	828	828
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	(1)	—	—	(1)	(4)	(99)	(3)	—	(6)	(112)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	6,190	10,955	12,191	—	—	29,336	6,217	11,829	11,909	—	—	29,955
Loans and advances to customers (net)	5,798	9,948	12,077	—	—	27,823	5,918	10,860	11,778	—	—	28,556
Total external assets	5,933	10,929	16,277	3	21,944	55,086	6,092	11,952	15,753	3	28,062	61,862
Customer accounts	18,219	7,756	9,966	—	—	35,941	18,467	8,863	10,795	—	1	38,126
Income statement Metrics - Reported												
Cost efficiency ratio	72.2%	43.9%	30.9%	75.0%	81.5%	49.1%	74.3%	63.9%	33.6%	84.6%	6.9%	41.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	72.2%	43.9%	30.5%	75.0%	81.5%	49.0%	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	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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	—	—	(1)	—	—	(1)	(4)	(2)	(3)	—	(6)	(15)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 31 Mar 2020						Quarter ended 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	**309**	**327**	**111**	**30**	**—**	**777**	316	323	126	29	(12)	782
Net fee income/(expense)	**106**	**128**	**209**	**15**	**(6)**	**452**	109	131	203	18	(3)	458
Net income from financial instruments held for trading or managed on a fair value basis	**8**	**12**	**363**	**2**	**(116)**	**269**	(37)	10	227	1	20	221
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	**—**	**—**	**(9)**	**—**	**(1)**	**(10)**	—	—	3	—	4	7
Other income	**13**	**3**	**38**	**1**	**161**	**216**	7	(8)	31	—	105	135
Net operating income before change in expected credit losses and other credit impairment charges	**436**	**470**	**712**	**48**	**38**	**1,704**	395	456	590	48	114	1,603
Change in expected credit losses and other credit impairment charges	**(162)**	**(219)**	**(126)**	**—**	**(1)**	**(508)**	(39)	(41)	(19)	—	2	(97)
Net operating income	**274**	**251**	**586**	**48**	**37**	**1,196**	356	415	571	48	116	1,506
Total operating expenses	**(445)**	**(235)**	**(364)**	**(51)**	**(211)**	**(1,306)**	(459)	(244)	(408)	(484)	(189)	(1,784)
of which: staff expenses	***(167)***	***(99)***	***(146)***	***(20)***	***(220)***	***(652)***	*(156)*	*(97)*	*(136)*	*(20)*	*(199)*	*(608)*
Operating profit/(loss)	**(171)**	**16**	**222**	**(3)**	**(174)**	**(110)**	(103)	171	163	(436)	(73)	(278)
Share of profit in associates and joint ventures	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Profit/(loss) before tax	**(171)**	**16**	**222**	**(3)**	**(174)**	**(110)**	(103)	171	163	(436)	(73)	(278)
Significant items - Totals												
Revenue	**(6)**	**—**	**13**	**—**	**8**	**15**	(48)	—	(1)	—	(7)	(56)
ECL	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Operating expenses	**(8)**	**—**	**(4)**	**(1)**	**(103)**	**(116)**	(4)	(1)	(6)	(433)	(49)	(493)
Share of profit in associates and joint ventures	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—

	At 31 Mar 2020						At 31 Dec 2019					
Balance sheet data	**$m**	**$m**	**$m**	**$m**	**$m**	**$m**	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	**40,271**	**51,591**	**25,896**	**6,057**	**—**	**123,815**	41,968	46,968	19,109	6,029	—	114,074
Loans and advances to customers (net)	**39,827**	**51,208**	**25,768**	**6,055**	**—**	**122,858**	41,657	46,743	19,047	6,027	—	113,474
Total external assets	**41,611**	**54,829**	**212,466**	**7,177**	**119,763**	**435,846**	43,570	50,189	151,730	6,933	95,613	348,035
Customer accounts	**65,625**	**49,010**	**29,952**	**7,877**	**1,429**	**153,893**	65,164	48,508	24,812	6,408	1,784	146,676
Income statement Metrics - Reported												
Cost efficiency ratio	**102.1%**	**50.0%**	**51.1%**	**106.3%**	**555.3%**	**76.6%**	116.2%	53.5%	69.2%	1,008.3%	161.5%	111.1%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	**98.9%**	**50.0%**	**51.5%**	**104.2%**	**360.0%**	**70.5%**	102.7%	53.3%	68.0%	106.3%	112.9%	77.7%
Revenue												
Significant items												
Customer redress programmes	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	**(6)**	**—**	**—**	**—**	**(1)**	**(7)**	(48)	—	—	—	(7)	(55)
Fair value movements on financial instruments	**—**	**—**	**13**	**—**	**—**	**13**	—	—	(1)	—	—	(1)
Restructuring and other related costs	**—**	**—**	**—**	**—**	**9**	**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	**(8)**	**—**	**(4)**	**(1)**	**(103)**	**(116)**	(4)	(1)	(6)	(2)	(49)	(62)
Settlements and provisions in connection with legal and regulatory matters	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—

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	Quarter ended 30 Sep 2019						Quarter ended 30 Jun 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	326	337	66	30	16	775	337	327	117	36	15	832
Net fee income/(expense)	107	127	189	18	2	443	111	121	238	17	(8)	479
Net income from financial instruments held for trading or managed on a fair value basis	9	11	216	1	4	241	14	8	154	1	15	192
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	—	7	9	—	—	8	—	5	13
Other income	14	5	45	—	85	149	15	5	45	1	109	175
Net operating income before change in expected credit losses and other credit impairment charges	456	480	518	49	114	1,617	477	461	562	55	136	1,691
Change in expected credit losses and other credit impairment charges	(56)	(25)	1	—	—	(80)	(20)	(27)	(8)	(2)	—	(57)
Net operating income	400	455	519	49	114	1,537	457	434	554	53	136	1,634
Total operating expenses	(455)	(235)	(388)	(51)	(111)	(1,240)	(474)	(234)	(404)	(57)	(96)	(1,265)
of which: staff expenses	*(158)*	*(97)*	*(140)*	*(19)*	*(208)*	*(622)*	*(166)*	*(100)*	*(159)*	*(24)*	*(224)*	*(673)*
Operating profit/(loss)	(55)	220	131	(2)	3	297	(17)	200	150	(4)	40	369
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(55)	220	131	(2)	3	297	(17)	200	150	(4)	40	369
Significant items - Totals												
Revenue	(4)	—	2	—	(2)	(4)	—	—	(4)	—	—	(4)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(3)	(1)	(5)	—	(7)	(16)	(5)	(1)	(4)	(1)	(19)	(30)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2019						At 30 Jun 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	40,911	45,742	19,939	5,912	—	112,504	40,225	44,961	22,208	5,804	—	113,198
Loans and advances to customers (net)	40,618	45,549	19,886	5,910	—	111,963	39,967	44,772	22,152	5,802	—	112,693
Total external assets	42,662	51,116	179,737	7,134	103,661	384,310	42,014	50,336	201,767	7,005	99,609	400,731
Customer accounts	62,521	43,262	27,378	7,704	1,916	142,781	61,123	41,293	23,486	7,212	2,286	135,400
Income statement Metrics - Reported												
Cost efficiency ratio	99.8%	49.0%	74.9%	104.1%	97.4%	76.7%	99.4%	50.8%	71.9%	103.6%	72.2%	74.9%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	98.3%	48.8%	74.2%	104.1%	89.7%	75.5%	98.3%	50.5%	70.7%	101.8%	57.9%	73.0%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(4)	—	—	—	—	(4)	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	2	—	(2)	—	—	—	(4)	—	—	(4)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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	(3)	(1)	(5)	—	(7)	(16)	(5)	(1)	(4)	(1)	(19)	(30)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

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North America

	Quarter ended 31 Mar 2019						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	335	323	131	36	27	852	1,314	1,310	440	131	46	3,241
Net fee income/(expense)	98	121	195	15	(5)	424	425	500	825	68	(14)	1,804
Net income from financial instruments held for trading or managed on a fair value basis	8	8	209	1	(7)	219	(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	—	—	(2)	—	4	2	—	—	11	—	20	31
Other income	13	5	48	1	112	179	49	7	169	2	411	638
Net operating income before change in expected credit losses and other credit impairment charges	454	457	581	53	131	1,676	1,782	1,854	2,251	205	495	6,587
Change in expected credit losses and other credit impairment charges	(22)	3	16	1	(1)	(3)	(137)	(90)	(10)	(1)	1	(237)
Net operating income	432	460	597	54	130	1,673	1,645	1,764	2,241	204	496	6,350
Total operating expenses	(478)	(244)	(433)	(54)	(85)	(1,294)	(1,866)	(957)	(1,633)	(646)	(481)	(5,583)
of which: staff expenses	*(161)*	*(100)*	*(169)*	*(23)*	*(242)*	*(695)*	*(641)*	*(394)*	*(604)*	*(86)*	*(873)*	*(2,598)*
Operating profit/(loss)	(46)	216	164	—	45	379	(221)	807	608	(442)	15	767
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(46)	216	164	—	45	379	(221)	807	608	(442)	15	767
Significant items - Totals												
Revenue	—	—	(3)	—	(1)	(4)	(52)	—	(6)	—	(10)	(68)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	(1)	(3)	—	(1)	(5)	(12)	(4)	(18)	(434)	(76)	(544)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	39,502	42,794	22,574	5,531	—	110,401	41,968	46,968	19,109	6,029	—	114,074
Loans and advances to customers (net)	39,246	42,621	22,527	5,529	—	109,923	41,657	46,743	19,047	6,027	—	113,474
Total external assets	41,214	48,034	186,946	6,731	102,738	385,663	43,570	50,189	151,730	6,933	95,613	348,035
Customer accounts	59,439	39,482	21,152	7,530	2,331	129,934	65,164	48,508	24,812	6,408	1,784	146,676
Income statement Metrics - Reported												
Cost efficiency ratio	105.3%	53.4%	74.5%	101.9%	64.9%	77.2%	104.7%	51.6%	72.5%	315.1%	97.2%	84.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	105.3%	53.2%	73.6%	101.9%	63.6%	76.7%	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)	—	—	—	(7)	(59)
Fair value movements on financial instruments	—	—	(3)	—	(1)	(4)	—	—	(6)	—	(3)	(9)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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	—	(1)	(3)	—	(1)	(5)	(12)	(4)	(18)	(3)	(76)	(113)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

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	Quarter ended 31 Mar 2020						Quarter ended 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)	192	200	80	30	(7)	495	193	193	96	29	(15)	496
Net fee income/(expense)	55	57	186	15	(6)	307	60	61	175	18	(3)	311
Net income from financial instruments held for trading or managed on a fair value basis	—	3	362	2	(123)	244	(44)	2	205	1	13	177
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	—	—	(10)	—	—	(10)	—	—	3	—	3	6
Other income	10	—	37	1	142	190	4	(12)	30	—	94	116
Net operating income before change in expected credit losses and other credit impairment charges	257	260	655	48	6	1,226	213	244	509	48	92	1,106
Change in expected credit losses and other credit impairment charges	(140)	(123)	(115)	—	—	(378)	(30)	(21)	(18)	—	1	(68)
Net operating income	117	137	540	48	6	848	183	223	491	48	93	1,038
Total operating expenses	(303)	(147)	(329)	(51)	(195)	(1,025)	(315)	(155)	(380)	(54)	(174)	(1,078)
of which: staff expenses	*(113)*	*(65)*	*(132)*	*(20)*	*(165)*	*(495)*	*(104)*	*(65)*	*(128)*	*(20)*	*(157)*	*(474)*
Operating profit/(loss)	(186)	(10)	211	(3)	(189)	(177)	(132)	68	111	(6)	(81)	(40)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(186)	(10)	211	(3)	(189)	(177)	(132)	68	111	(6)	(81)	(40)
Significant items - Totals												
Revenue	(7)	—	10	—	10	13	(48)	—	(1)	—	(6)	(55)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(8)	—	(1)	(1)	(102)	(112)	(2)	—	(6)	(2)	(44)	(54)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Mar 2020						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	17,976	30,480	22,047	6,057	—	76,560	17,798	24,473	15,574	6,029	—	63,874
Loans and advances to customers (net)	17,691	30,315	21,933	6,055	—	75,994	17,631	24,406	15,524	6,027	—	63,588
Total external assets	18,773	31,573	194,709	7,540	93,966	346,561	18,866	25,766	138,556	7,296	71,439	261,923
Customer accounts	38,261	30,173	23,400	7,877	3	99,714	36,618	28,998	18,807	6,408	3	90,834
Income Statement Metrics												
Cost efficiency ratio	117.9%	56.5%	50.2%	106.3%	3,250.0%	83.6%	147.9%	63.5%	74.7%	112.5%	189.1%	97.5%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	111.7%	56.5%	50.9%	104.2%	(2,325.0)%	75.3%	119.9%	63.5%	73.3%	108.3%	132.7%	88.2%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(7)	—	—	—	—	(7)	(48)	—	—	—	(6)	(54)
Fair value movements on financial instruments	—	—	10	—	—	10	—	—	(1)	—	—	(1)
Restructuring and other related costs	—	—	—	—	10	10	—	—	—	—	—	—
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	(8)	—	(1)	(1)	(102)	(112)	(2)	—	(6)	(2)	(44)	(54)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

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	Quarter ended 30 Sep 2019						Quarter ended 30 Jun 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)	206	204	31	30	11	482	215	198	90	36	7	546
Net fee income/(expense)	58	59	164	18	2	301	61	55	210	17	(9)	334
Net income from financial instruments held for trading or managed on a fair value basis	3	3	207	1	(1)	213	7	—	140	1	10	158
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	—	—	2	—	7	9	—	—	8	—	5	13
Other income	12	2	44	—	73	131	13	2	45	1	92	153
Net operating income before change in expected credit losses and other credit impairment charges	279	268	448	49	92	1,136	296	255	493	55	105	1,204
Change in expected credit losses and other credit impairment charges	(51)	(18)	2	—	1	(66)	(12)	(9)	(2)	(2)	—	(25)
Net operating income	228	250	450	49	93	1,070	284	246	491	53	105	1,179
Total operating expenses	(311)	(145)	(353)	(51)	(106)	(966)	(324)	(143)	(369)	(57)	(85)	(978)
of which: staff expenses	*(105)*	*(61)*	*(126)*	*(19)*	*(156)*	*(467)*	*(115)*	*(66)*	*(145)*	*(24)*	*(165)*	*(515)*
Operating profit/(loss)	(83)	105	97	(2)	(13)	104	(40)	103	122	(4)	20	201
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(83)	105	97	(2)	(13)	104	(40)	103	122	(4)	20	201
Significant items - Totals												
Revenue	(4)	—	1	—	(2)	(5)	—	—	(3)	—	—	(3)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(3)	—	(5)	—	(5)	(13)	(5)	(1)	(2)	(1)	(14)	(23)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 30 Sep 2019						At 30 Jun 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	17,496	26,196	16,639	5,912	—	66,243	17,148	25,501	18,813	5,804	—	67,266
Loans and advances to customers (net)	17,343	26,130	16,602	5,910	—	65,985	17,027	25,439	18,774	5,802	(1)	67,041
Total external assets	18,596	27,773	165,654	7,066	77,701	296,790	18,169	26,775	186,429	6,937	73,842	312,152
Customer accounts	34,871	25,334	21,830	7,704	3	89,742	33,602	23,427	17,759	7,212	260	82,260
Income Statement Metrics												
Cost efficiency ratio	111.5%	54.1%	78.8%	104.1%	115.2%	85.0%	109.5%	56.1%	74.8%	103.6%	81.0%	81.2%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	108.8%	54.1%	77.9%	104.1%	107.4%	83.5%	107.8%	55.7%	74.0%	101.8%	67.6%	79.1%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(4)	—	—	—	—	(4)	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	1	—	(2)	(1)	—	—	(3)	—	—	(3)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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	(3)	—	(5)	—	(5)	(13)	(5)	(1)	(2)	(1)	(14)	(23)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

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	Quarter ended 31 Mar 2019						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)	218	193	106	36	10	563	832	788	323	131	13	2,087
Net fee income/(expense)	53	56	173	15	(5)	292	232	231	722	68	(15)	1,238
Net income from financial instruments held for trading or managed on a fair value basis	2	1	180	1	(9)	175	(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	—	—	(2)	—	4	2	—	—	11	—	19	30
Other income	11	2	47	1	99	160	40	(6)	166	2	358	560
Net operating income before change in expected credit losses and other credit impairment charges	284	252	504	53	99	1,192	1,072	1,019	1,954	205	388	4,638
Change in expected credit losses and other credit impairment charges	(22)	(6)	17	1	—	(10)	(115)	(54)	(1)	(1)	1	(170)
Net operating income	262	246	521	54	99	1,182	957	965	1,953	204	389	4,468
Total operating expenses	(328)	(154)	(400)	(54)	(75)	(1,011)	(1,278)	(597)	(1,502)	(216)	(440)	(4,033)
of which: staff expenses	*(108)*	*(64)*	*(155)*	*(23)*	*(182)*	*(532)*	*(432)*	*(256)*	*(554)*	*(86)*	*(660)*	*(1,988)*
Operating profit/(loss)	(66)	92	121	—	24	171	(321)	368	451	(12)	(51)	435
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(66)	92	121	—	24	171	(321)	368	451	(12)	(51)	435
Significant items - Totals												
Revenue	—	—	(2)	—	(1)	(3)	(52)	—	(5)	—	(9)	(66)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	(1)	(1)	—	(1)	(3)	(10)	(2)	(14)	(3)	(64)	(93)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	16,997	24,439	19,162	5,531	—	66,129	17,798	24,473	15,574	6,029	—	63,874
Loans and advances to customers (net)	16,876	24,384	19,127	5,529	—	65,916	17,631	24,406	15,524	6,027	—	63,588
Total external assets	17,997	25,641	173,320	6,663	77,578	301,199	18,866	25,766	138,556	7,296	71,439	261,923
Customer accounts	33,455	22,229	15,586	7,530	150	78,950	36,618	28,998	18,807	6,408	3	90,834
Income Statement Metrics												
Cost efficiency ratio	115.5%	61.1%	79.4%	101.9%	75.8%	84.8%	119.2%	58.6%	76.9%	105.4%	113.4%	87.0%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	115.5%	60.7%	78.9%	101.9%	74.0%	84.4%	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)	—	(1)	(3)	—	—	(5)	—	(3)	(8)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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)	—	(1)	(3)	(10)	(2)	(14)	(3)	(64)	(93)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

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	Quarter ended 31 Mar 2020						Quarter ended 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)	**361**	**128**	**67**	**—**	**(43)**	**513**	381	144	80	—	(91)	514
Net fee income/(expense)	**91**	**20**	**16**	**—**	**(1)**	**126**	93	21	24	—	5	143
Net income from financial instruments held for trading or managed on a fair value basis	**21**	**6**	**65**	**—**	**144**	**236**	23	7	81	—	175	286
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	**(6)**	**1**	**—**	**—**	**—**	**(5)**	36	4	—	—	—	40
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	**5**	**—**	**—**	**—**	**—**	**5**	10	1	—	—	(24)	(13)
Other income/(expense)[1]	**(13)**	**2**	**1**	**—**	**(2)**	**(12)**	(9)	4	3	—	(29)	(31)
Net operating income before change in expected credit losses and other credit impairment charges	**459**	**157**	**149**	**—**	**98**	**863**	534	181	188	—	36	939
Change in expected credit losses and other credit impairment charges	**(236)**	**(52)**	**(29)**	**—**	**—**	**(317)**	(203)	(28)	3	—	(47)	(275)
Net operating income	**223**	**105**	**120**	**—**	**98**	**546**	331	153	191	—	(11)	664
Total operating expenses	**(323)**	**(88)**	**(62)**	**—**	**(7)**	**(480)**	(343)	(435)	(69)	—	(88)	(935)
of which: staff expenses	***(97)***	***(22)***	***(15)***	**—**	***(55)***	***(189)***	*(110)*	*(23)*	*(15)*	—	*(47)*	*(195)*
Operating profit/(loss)	**(100)**	**17**	**58**	**—**	**91**	**66**	(12)	(282)	122	—	(99)	(271)
Share of profit in associates and joint ventures	**1**	**—**	**—**	**—**	**—**	**1**	2	—	—	—	—	2
Profit/(loss) before tax	**(99)**	**17**	**58**	**—**	**91**	**67**	(10)	(282)	122	—	(99)	(269)
Significant items - Totals												
Revenue	**—**	**—**	**15**	**—**	**1**	**16**	—	—	(2)	—	—	(2)
ECL	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Operating expenses	**—**	**—**	**—**	**—**	**—**	**—**	(16)	(338)	(1)	—	(4)	(359)
Share of profit in associates and joint ventures	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
	At 31 Mar 2020						At 31 Dec 2019					
Balance sheet data	**$m**	**$m**	**$m**	**$m**	**$m**	**$m**	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	**6,912**	**6,635**	**7,324**	**—**	**24**	**20,895**	8,455	7,738	7,822	—	6	24,021
Loans and advances to customers (net)	**6,353**	**6,397**	**7,266**	**—**	**24**	**20,040**	7,836	7,506	7,790	—	4	23,136
Total external assets	**11,308**	**8,666**	**18,234**	**—**	**6,462**	**44,670**	13,221	10,027	19,907	—	6,750	49,905
Customer accounts	**10,570**	**7,502**	**4,685**	**—**	**417**	**23,174**	13,393	8,191	6,256	—	397	28,237
Income statement Metrics - Reported												
Cost efficiency ratio	**70.4%**	**56.1%**	**41.6%**	**—%**	**7.1%**	**55.6%**	64.2%	240.3%	36.7%	—%	244.4%	99.6%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	**70.4%**	**56.1%**	**46.3%**	**—%**	**7.2%**	**56.7%**	61.2%	53.6%	35.8%	—%	233.3%	61.2%
Revenue												
Significant items												
Customer redress programmes	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Fair value movements on financial instruments	**—**	**—**	**15**	**—**	**1**	**16**	—	—	(3)	—	—	(3)
Restructuring and other related costs	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Customer redress programmes	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Goodwill impairment	**—**	**—**	**—**	**—**	**—**	**—**	—	(337)	—	—	—	(337)
Restructuring and other related costs	**—**	**—**	**—**	**—**	**—**	**—**	(16)	(1)	(1)	—	(3)	(21)
Settlements and provisions in connection with legal and regulatory matters	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Other Items												
Loss on net monetary position[1]	**—**	**—**	**—**	**—**	**(18)**	**(18)**	—	—	—	—	(30)	(30)

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 $19m, comprising an decrease in revenue of $22m, a decrease in ECL of $2m and an decrease in operating expenses of $1m.

HSBC
Latin America

	Quarter ended 30 Sep 2019						Quarter ended 30 Jun 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)	382	140	72	—	(124)	470	381	147	71	—	(31)	568
Net fee income/(expense)	100	21	25	—	(9)	137	98	18	17	—	4	137
Net income from financial instruments held for trading or managed on a fair value basis	92	21	31	—	51	195	5	5	73	—	104	187
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(39)	(11)	—	—	1	(49)	7	—	—	—	1	8
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(7)	2	—	—	(15)	(20)	14	3	1	—	9	27
Other income/(expense)[1]	(55)	(8)	—	—	7	(56)	25	10	—	—	(33)	2
Net operating income before change in expected credit losses and other credit impairment charges	473	165	128	—	(87)	679	530	183	162	—	54	929
Change in expected credit losses and other credit impairment charges	(168)	(53)	(20)	—	10	(231)	(95)	(24)	3	—	(3)	(119)
Net operating income	305	112	108	—	(79)	446	435	159	165	—	51	810
Total operating expenses	(328)	(86)	(68)	—	37	(445)	(341)	(87)	(64)	—	(38)	(530)
of which: staff expenses	*(97)*	*(22)*	*(17)*	—	*(54)*	*(190)*	*(100)*	*(21)*	*(18)*	—	*(64)*	*(203)*
Operating profit/(loss)	(23)	26	40	—	(42)	1	94	72	101	—	13	280
Share of profit in associates and joint ventures	2	—	—	—	—	2	7	1	1	—	—	9
Profit/(loss) before tax	(21)	26	40	—	(42)	3	101	73	102	—	13	289
Significant items - Totals												
Revenue	—	—	2	—	—	2	—	—	(2)	—	(1)	(3)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(2)	—	—	—	(3)	(5)	(3)	(1)	(1)	—	(4)	(9)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2019						At 30 Jun 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	7,792	7,526	8,119	—	5	23,442	7,824	7,486	8,983	—	5	24,298
Loans and advances to customers (net)	7,234	7,290	8,083	—	4	22,611	7,257	7,227	8,951	—	5	23,440
Total external assets	12,307	9,911	17,122	—	8,604	47,944	12,922	10,050	18,887	—	9,462	51,321
Customer accounts	11,911	7,601	4,737	—	512	24,761	13,180	7,981	4,041	—	1,254	26,456
Income statement Metrics - Reported												
Cost efficiency ratio	69.3%	52.1%	53.1%	—%	41.6%	65.7%	64.3%	47.5%	39.5%	—%	70.4%	57.1%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	68.9%	52.1%	54.0%	—%	43.8%	65.3%	63.8%	47.0%	38.4%	—%	61.8%	55.9%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	(1)	(1)
Fair value movements on financial instruments	—	—	2	—	—	2	—	—	(2)	—	—	(2)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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)	(4)	(3)	(1)	(1)	—	(4)	(9)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—
Other Items												
Loss on net monetary position[1]	—	—	—	—	(11)	(11)	—	—	—	—	(44)	(44)

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 $19m, comprising an decrease in revenue of $22m, a decrease in ECL of $2m and an decrease in operating expenses of $1m.

	Quarter ended 31 Mar 2019						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)	368	135	83	—	(78)	508	1,512	566	306	—	(323)	2,061
Net fee income/(expense)	83	25	17	—	(2)	123	374	85	83	—	(2)	540
Net income from financial instruments held for trading or managed on a fair value basis	58	13	58	—	86	215	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	15	2	—	—	(2)	15	19	(5)	—	—	—	14
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	48	1	—	—	(2)	47	65	7	1	—	(32)	41
Other income/(expense)[1]	66	19	2	—	(24)	63	27	25	5	—	(80)	(23)
Net operating income before change in expected credit losses and other credit impairment charges	638	195	160	—	(22)	971	2,175	724	638	—	(21)	3,516
Change in expected credit losses and other credit impairment charges	(100)	(16)	—	—	1	(115)	(566)	(121)	(14)	—	(39)	(740)
Net operating income	538	179	160	—	(21)	856	1,609	603	624	—	(60)	2,776
Total operating expenses	(324)	(86)	(65)	—	(4)	(479)	(1,336)	(694)	(266)	—	(93)	(2,389)
of which: staff expenses	*(96)*	*(21)*	*(17)*	—	*(61)*	*(195)*	*(403)*	*(87)*	*(67)*	—	*(226)*	*(783)*
Operating profit/(loss)	214	93	95	—	(25)	377	273	(91)	358	—	(153)	387
Share of profit in associates and joint ventures	—	—	—	—	—	—	11	1	1	—	—	13
Profit/(loss) before tax	214	93	95	—	(25)	377	284	(90)	359	—	(153)	400
Significant items - Totals												
Revenue	—	—	(7)	—	—	(7)	—	—	(9)	—	(1)	(10)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(1)	—	(1)	—	(1)	(3)	(22)	(339)	(3)	—	(11)	(375)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	7,395	7,253	8,091	—	3	22,742	8,455	7,738	7,822	—	6	24,021
Loans and advances to customers (net)	6,826	7,014	8,053	—	3	21,896	7,836	7,506	7,790	—	4	23,136
Total external assets	12,565	9,848	18,498	—	9,561	50,472	13,221	10,027	19,907	—	6,750	49,905
Customer accounts	12,932	7,490	5,661	—	528	26,611	13,393	8,191	6,256	—	397	28,237
Income statement Metrics - Reported												
Cost efficiency ratio	50.8%	44.1%	40.6%	—%	(18.2)%	49.3%	61.4%	95.9%	41.7%	—%	(442.9)%	67.9%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	50.7%	44.1%	36.0%	—%	(19.0)%	48.5%	60.8%	65.3%	40.1%	—%	(920.0)%	61.1%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	(1)	(1)
Fair value movements on financial instruments	—	—	(7)	—	—	(7)	—	—	(10)	—	—	(10)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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	(1)	—	(1)	—	(1)	(3)	(22)	(2)	(3)	—	(10)	(37)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—
Other Items												
Loss on net monetary position[1]	—	—	—	—	(34)	(34)	—	—	—	—	(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 $19m, comprising an decrease in revenue of $22m, a decrease in ECL of $2m and an decrease in operating expenses of $1m.

HSBC
Mexico

	Quarter ended 31 Mar 2020						Quarter ended 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)	307	76	18	—	(25)	376	318	83	17	—	(52)	366
Net fee income	82	10	10	—	—	102	87	11	18	—	—	116
Net income from financial instruments held for trading or managed on a fair value basis	9	2	24	—	93	128	10	3	59	—	61	133
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	6	4	—	—	22	32	8	3	1	—	10	22
Net operating income before change in expected credit losses and other credit impairment charges	404	92	52	—	90	638	423	100	95	—	19	637
Change in expected credit losses and other credit impairment charges	(181)	(48)	(27)	—	(3)	(259)	(136)	(12)	3	—	—	(145)
Net operating income	223	44	25	—	87	379	287	88	98	—	19	492
Total operating expenses	(246)	(55)	(33)	—	(9)	(343)	(251)	(58)	(34)	—	(19)	(362)
of which: staff expenses	*(70)*	*(13)*	*(7)*	—	*(43)*	*(133)*	*(78)*	*(14)*	*(6)*	—	*(47)*	*(145)*
Operating profit/(loss)	(23)	(11)	(8)	—	78	36	36	30	64	—	—	130
Share of profit in associates and joint ventures	1	—	—	—	—	1	2	—	—	—	—	2
Profit/(loss) before tax	(22)	(11)	(8)	—	78	37	38	30	64	—	—	132
Significant items - Totals												
Revenue	—	—	11	—	1	12	—	—	(2)	—	—	(2)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	(9)	—	—	—	(2)	(11)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2020						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	6,261	5,435	6,412	—	—	18,108	7,736	6,480	6,956	—	—	21,172
Loans and advances to customers (net)	5,736	5,289	6,370	—	—	17,395	7,153	6,341	6,931	—	—	20,426
Total external assets	9,085	6,847	15,143	—	3,656	34,731	11,185	8,547	16,801	—	4,374	40,907
Customer accounts	8,607	6,195	2,892	—	352	18,046	11,456	6,965	4,276	—	354	23,051
Income Statement Metrics												
Cost efficiency ratio	60.9%	59.8%	63.5%	—%	10.0%	53.8%	59.3%	58.0%	35.8%	—%	100.0%	56.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	60.9%	59.8%	80.5%	—%	10.1%	54.8%	57.2%	58.0%	35.1%	—%	89.5%	54.9%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	11	—	1	12	—	—	(2)	—	—	(2)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 30 Sep 2019						Quarter ended 30 Jun 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)	301	79	19	—	(43)	356	291	88	23	—	(36)	366
Net fee income	91	10	23	—	—	124	86	8	12	—	—	106
Net income from financial instruments held for trading or managed on a fair value basis	9	2	53	—	53	117	5	3	43	—	43	94
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	33	5	(1)	—	13	50	26	9	(1)	—	14	48
Net operating income before change in expected credit losses and other credit impairment charges	434	96	94	—	23	647	408	108	77	—	21	614
Change in expected credit losses and other credit impairment charges	(124)	(19)	(6)	—	1	(148)	(84)	(18)	2	—	—	(100)
Net operating income	310	77	88	—	24	499	324	90	79	—	21	514
Total operating expenses	(244)	(50)	(34)	—	(14)	(342)	(257)	(51)	(34)	—	(10)	(352)
of which: staff expenses	*(68)*	*(13)*	*(7)*	—	*(43)*	*(131)*	*(71)*	*(13)*	*(8)*	—	*(47)*	*(139)*
Operating profit/(loss)	66	27	54	—	10	157	67	39	45	—	11	162
Share of profit in associates and joint ventures	2	—	—	—	—	2	7	1	1	—	—	9
Profit/(loss) before tax	68	27	54	—	10	159	74	40	46	—	11	171
Significant items - Totals												
Revenue	—	—	2	—	—	2	—	—	(2)	—	—	(2)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(1)	—	—	—	(2)	(3)	—	—	—	—	(3)	(3)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2019						At 30 Jun 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	7,101	6,178	7,264	—	—	20,543	6,983	5,953	7,917	—	(1)	20,852
Loans and advances to customers (net)	6,580	6,038	7,236	—	(1)	19,853	6,467	5,773	7,888	—	—	20,128
Total external assets	10,325	8,058	14,585	—	6,755	39,723	10,468	7,922	16,463	—	6,389	41,242
Customer accounts	9,928	6,311	3,243	—	456	19,938	10,321	6,530	2,430	—	1,156	20,437
Income Statement Metrics												
Cost efficiency ratio	56.2%	52.1%	36.2%	—%	60.9%	52.9%	63.0%	47.2%	44.2%	—%	47.6%	57.3%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	56.0%	52.1%	37.0%	—%	52.2%	52.6%	63.0%	47.2%	43.0%	—%	33.3%	56.7%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	2	—	—	2	—	—	(2)	—	—	(2)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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	(1)	—	—	—	(2)	(3)	—	—	—	—	(3)	(3)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 31 Mar 2019						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)	293	82	46	—	(46)	375	1,203	332	105	—	(177)	1,463
Net fee income	68	13	14	—	—	95	332	42	67	—	—	441
Net income from financial instruments held for trading or managed on a fair value basis	6	2	24	—	48	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	67	27	1	—	12	107	134	44	—	—	49	227
Net operating income before change in expected credit losses and other credit impairment charges	434	124	85	—	14	657	1,699	428	351	—	77	2,555
Change in expected credit losses and other credit impairment charges	(93)	(6)	1	—	—	(98)	(437)	(55)	—	—	1	(491)
Net operating income	341	118	86	—	14	559	1,262	373	351	—	78	2,064
Total operating expenses	(241)	(51)	(34)	—	(8)	(334)	(993)	(210)	(136)	—	(51)	(1,390)
of which: staff expenses	*(69)*	*(13)*	*(9)*	—	*(45)*	*(136)*	*(286)*	*(53)*	*(30)*	—	*(182)*	*(551)*
Operating profit/(loss)	100	67	52	—	6	225	269	163	215	—	27	674
Share of profit in associates and joint ventures	—	—	—	—	—	—	11	1	1	—	—	13
Profit/(loss) before tax	100	67	52	—	6	225	280	164	216	—	27	687
Significant items - Totals												
Revenue	—	—	(5)	—	—	(5)	—	—	(7)	—	—	(7)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	(1)	—	(1)	(2)	(10)	—	(1)	—	(8)	(19)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2019					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	6,558	5,838	7,158	—	—	19,554	7,736	6,480	6,956	—	—	21,172
Loans and advances to customers (net)	6,036	5,673	7,123	—	—	18,832	7,153	6,341	6,931	—	—	20,426
Total external assets	10,095	7,859	16,215	—	6,666	40,835	11,185	8,547	16,801	—	4,374	40,907
Customer accounts	10,216	6,123	4,050	—	442	20,831	11,456	6,965	4,276	—	354	23,051
Income Statement Metrics												
Cost efficiency ratio	55.5%	41.1%	40.0%	—%	57.1%	50.8%	58.4%	49.1%	38.7%	—%	66.2%	54.4%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	55.5%	41.1%	36.7%	—%	50.0%	50.2%	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	—	—	(5)	—	—	(5)	—	—	(7)	—	—	(7)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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	—	—	(1)	—	(1)	(2)	(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 business[1]

	Quarter ended				
	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019
	$bn	$bn	$bn	$bn	$bn
Retail Banking and Wealth Management	**131.3**	134.0	127.9	129.0	126.5
Commercial Banking	**316.8**	316.7	317.3	327.6	325.4
Global Banking and Markets	**269.1**	258.2	276.8	284.5	285.5
Global Private Banking	**14.1**	14.0	16.2	16.5	16.8
Corporate Centre	**125.8**	120.5	127.0	128.4	125.3
Total	**857.1**	843.4	865.2	886.0	879.5

Risk-weighted assets by geographical regions[1,2]

	Quarter ended				
	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019
	$bn	$bn	$bn	$bn	$bn
Total	**857.1**	843.4	865.2	886.0	879.5
Europe	**280.6**	281.0	295.0	309.4	306.3
Asia	**373.5**	366.4	364.7	371.7	366.8
Middle East and North Africa	**59.1**	57.5	57.5	57.5	56.3
North America	**133.1**	122.0	131.1	133.5	133.8
Latin America	**32.9**	38.4	40.6	40.3	39.5
Hong Kong	**194.7**	187.2	186.7	189.6	187.1
United Kingdom	**205.4**	203.9	216.6	226.5	225.5
Mainland China	**74.6**	73.3	71.9	74.1	72.7
United States	**101.3**	89.4	97.7	99.3	100.5
Mexico	**24.2**	29.0	29.4	29.3	28.7
HSBC UK Bank plc consolidated[3]	**109.4**	113.5	109.2	118.0	121.2
HSBC Bank plc consolidated[3]	**172.1**	165.8	182.4	189.3	187.5

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.

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