HSBC HOLDINGS PLC

Incorporated in England with limited liability.

Data Pack

3Q 2019

The financial information on which this supplement is based is unaudited and has been prepared in accordance with HSBC's significant accounting policies as described in the *Annual Report and Accounts 2018.* 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 2018,* the *Interim Report 2019,* and other reports and financial information published by HSBC.

All information is on a reported basis.

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HSBC
HSBC Holdings plc

Income Statement

	Quarter ended					Year to date
	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	31 Dec 2018
	$m	$m	$m	$m	$m	$m
Net interest income	**7,568**	7,772	7,468	7,709	7,680	30,489
Net fee income	**2,961**	3,098	3,026	2,827	3,026	12,620
Net income from financial instruments held for trading or managed on a fair value basis	**2,546**	2,450	2,881	2,046	2,602	9,531
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	**122**	486	1,710	(1,444)	178	(1,488)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	**160**	187	270	154	196	695
Other income/(expense)	**(2)**	951	(927)	1,403	116	1,933
Net operating income before change in expected credit losses and other credit impairment charges[1]	**13,355**	14,944	14,428	12,695	13,798	53,780
Change in expected credit losses and other credit impairment charges	**(883)**	(555)	(585)	(853)	(507)	(1,767)
Net operating income	**12,472**	14,389	13,843	11,842	13,291	52,013
Total operating expenses[1]	**(8,147)**	(8,927)	(8,222)	(9,144)	(7,966)	(34,659)
of which: staff expenses	***(4,202)***	*(4,678)*	*(4,577)*	*(4,245)*	*(4,292)*	*(17,373)*
Operating profit	**4,325**	5,462	5,621	2,698	5,325	17,354
Share of profit in associates and joint ventures	**512**	732	592	558	597	2,536
Profit before tax	**4,837**	6,194	6,213	3,256	5,922	19,890
Tax expense	**(1,042)**	(1,167)	(1,303)	(1,163)	(1,406)	(4,865)
Profit after tax	**3,795**	5,027	4,910	2,093	4,516	15,025
Profit attributable to shareholders of the parent company	**3,477**	4,650	4,566	1,794	4,185	13,727
Profit attributable to non-controlling interests	**318**	377	344	299	331	1,298
Profit attributable to the ordinary shareholders of the parent company	**2,971**	4,373	4,134	1,537	3,898	12,608
Significant items - Totals						
Revenue	**88**	*855*	22	131	(43)	(160)
ECL	**—**	—	—	—	—	—
Operating expenses	**(599)**	(827)	(159)	(262)	(228)	(1,669)
Share of profit in associates and joint ventures	**—**	—	—	—	—	—
Income statement Metrics - Reported						
Return on equity	**7.0%**	10.5%	10.2%	3.8%	9.6%	7.7%
Return on tangible equity	**6.4%**	11.7%	10.6%	3.9%	10.9%	8.6%
Cost efficiency ratio	**61.0%**	59.7%	57.0%	72.0%	57.7%	64.4%
Income statement Metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	**56.9%**	57.5%	56.0%	70.7%	55.9%	61.2%
Revenue						
Significant items						
Customer redress programmes	**(118)**	—	—	7	—	53
Disposals, acquisitions and investment in new businesses	**(4)**	827	—	29	—	(113)
Fair value movements on financial instruments	**210**	28	22	95	(43)	(100)
Operating expenses						
Significant items						
Costs of structural reform	**(35)**	(38)	(53)	(61)	(89)	(361)
Customer redress programmes	**(488)**	(554)	(56)	16	(62)	(146)
Disposals, acquisitions and investment in new businesses	**—**	—	—	2	(51)	(52)
Past service costs of guaranteed minimum pension benefits equalisation	**—**	—	—	(228)	—	(228)
Restructuring and other related costs	**(140)**	(237)	(50)	(15)	(27)	(66)
Settlements and provisions in connection with legal and regulatory matters	**64**	2	—	24	1	(816)

1 The difference between the consolidated group result and the sum of geographical regions is attributable to inter-segment eliminations.

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

Balance sheet data

	At				
	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018
	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	**1,026,414**	1,030,152	1,013,830	990,321	989,942
Loans and advances to customers (net)	**1,017,833**	1,021,632	1,005,279	981,696	981,460
Total assets	**2,728,347**	2,751,273	2,658,996	2,558,124	2,603,035
Customer accounts	**1,373,741**	1,380,124	1,356,511	1,362,643	1,345,375
Financial Data Reported					
Total shareholders equity	**189,517**	192,676	188,362	186,253	185,351
AT1 capital	**(22,367)**	(22,367)	(22,367)	(22,367)	(22,400)
Preference shares	**(1,405)**	(1,405)	(1,405)	(1,405)	(1,405)
Perpetual capital securities	**—**	—	—	—	—
NAV	**165,745**	168,904	164,590	162,481	161,546
Goodwill, PVIF and Other Intangibles (net of tax)	**(23,913)**	(23,463)	(22,942)	(22,425)	(22,172)
TNAV	**141,831**	145,441	141,648	140,056	139,374
Total regulatory capital					
Transitional basis					
Common equity tier 1 capital	**123,791**	126,949	125,802	121,022	123,136
Additional tier 1 capital	**25,886**	25,878	26,046	26,120	26,163
Tier 2 capital	**25,446**	25,432	25,952	26,096	28,849
Total regulatory capital	**175,123**	178,259	177,800	173,238	178,148
End point basis					
Common equity tier 1 capital	**123,791**	126,949	125,802	121,022	123,136
Additional tier 1 capital	**22,363**	22,363	22,531	22,525	22,549
Tier 2 capital	**15,984**	16,107	24,313	24,511	27,149
Total regulatory capital	**162,138**	165,419	172,646	168,058	172,834
Capital ratios					
Transitional basis					
Common equity tier 1 ratio	**14.3%**	14.3%	14.3%	14.0%	14.3%
Tier 1 ratio	**17.3%**	17.2%	17.3%	17.0%	17.3%
Total capital ratio	**20.2%**	20.1%	20.2%	20.0%	20.7%
End point basis					
Common equity tier 1 ratio	**14.3%**	14.3%	14.3%	14.0%	14.3%
Tier 1 ratio	**16.9%**	16.9%	16.9%	16.6%	16.9%
Total capital ratio	**18.7%**	18.7%	19.6%	19.4%	20.0%
Leverage Ratio	**5.4%**	5.4%	5.4%	5.5%	5.4%
Earnings Metrics					
Basic number of $0.50 ordinary shares outstanding (millions)	**20,191**	20,221	20,082	19,981	19,876
Earnings per share	**$0.15**	$0.22	$0.21	$0.07	$0.19
Dividend per ordinary share (in respect of the period)	**$0.10**	$0.10	$0.10	$0.21	$0.10
NAV / share ($) at the end of the period	**$8.21**	$8.35	$8.20	$8.13	$8.13
TNAV / share ($) at the end of the period	**$7.02**	$7.19	$7.05	$7.01	$7.01

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Net Interest Margin

	Year to date				
	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018
	$m	$m	$m	$m	$m
Average balances during period					
Short-term funds and loans and advances to banks	**211,633**	217,474	217,530	233,637	230,176
Loans and advances to customers	**1,015,801**	1,011,928	1,004,960	972,963	970,145
Reverse repurchase agreements – non-trading	**227,837**	231,308	234,455	205,427	197,069
Financial investments	**415,205**	408,673	407,325	386,230	384,671
Other interest-earning assets	**44,673**	43,325	38,642	41,089	45,276
Total interest-earning assets	**1,915,149**	1,912,708	1,902,912	1,839,346	1,827,337
Interest income during period					
Short-term funds and loans and advances to banks	**1,887**	1,285	658	2,475	1,755
Loans and advances to customers	**26,881**	17,833	8,763	33,285	24,581
Reverse repurchase agreements – non-trading	**3,855**	2,635	1,307	3,739	2,552
Financial investments	**8,204**	5,380	2,612	9,166	6,584
Other interest-earning assets	**640**	617	204	944	634
Total	**41,467**	27,750	13,544	49,609	36,106
Average balances during period					
Deposits by banks	**52,037**	51,199	51,663	44,530	45,015
Customer accounts	**1,140,548**	1,138,196	1,132,345	1,138,620	1,139,241
Repurchase agreements – non-trading	**169,446**	170,342	171,473	161,204	156,652
Debt securities in issue – non-trading	**208,339**	205,192	191,204	183,434	184,145
Other interest-bearing liabilities	**58,746**	59,266	59,671	53,731	49,628
Total interest-bearing liabilities	**1,629,116**	1,624,195	1,606,356	1,581,519	1,574,681
Non-interest bearing current accounts	**226,940**	228,524	231,918	211,815	212,019
Interest expense during period					
Deposits by banks	**579**	370	187	506	360
Customer accounts	**8,516**	5,637	2,780	8,287	5,653
Repurchase agreements – non-trading	**3,424**	2,320	1,138	3,409	2,373
Debt securities in issue – non-trading	**4,974**	3,361	1,576	5,675	4,105
Other interest-bearing liabilities	**1,167**	822	395	1,243	835
Total	**18,660**	12,510	6,076	19,120	13,326
Net interest margin	**1.59%**	1.61%	1.59%	1.66%	1.67%

HSBC
Retail Banking and Wealth Management

	Quarter ended					Year to date
	30 Sep	30 Jun	31 Mar	31 Dec	30 Sep	31 Dec
	2019	2019	2019	2018	2018	2018
	$m	$m	$m	$m	$m	$m
Net interest income	**4,075**	4,190	3,965	4,058	4,103	15,822
Net fee income	**1,213**	1,292	1,206	1,160	1,243	5,198
Net income from financial instruments held for trading or managed on a fair value basis	**158**	64	78	77	191	563
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	**141**	505	1,712	(1,429)	209	(1,463)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	**2**	(2)	157	(49)	10	(9)
Other income/(expense)	**(74)**	(100)	(1,147)	1,293	4	1,817
Net operating income before change in expected credit losses and other credit impairment charges	**5,515**	5,949	5,971	5,110	5,760	21,928
Change in expected credit losses and other credit impairment charges	**(450)**	(238)	(302)	(339)	(295)	(1,177)
Net operating income	**5,065**	5,711	5,669	4,771	5,465	20,751
Total operating expenses	**(3,966)**	(4,131)	(3,508)	(3,445)	(3,437)	(13,902)
of which: staff expenses	***(1,260)***	*(1,295)*	*(1,253)*	*(1,187)*	*(1,200)*	*(4,806)*
Operating profit	**1,099**	1,580	2,161	1,326	2,028	6,849
Share of profit in associates and joint ventures	**7**	30	13	12	4	33
Profit before tax	**1,106**	1,610	2,174	1,338	2,032	6,882
Significant items - Totals						
Revenue	**(113)**	—	—	—	—	(7)
ECL	—	—	—	—	—	—
Operating expenses	**(477)**	**(600)**	(57)	(16)	(64)	(191)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Balance sheet data	At					At
	30 Sep	30 Jun	31 Mar	31 Dec	30 Sep	31 Dec
	2019	2019	2018	2018	2018	2018
Loans and advances to customers (gross)	**379,299**	379,053	372,142	364,794	359,327	364,794
Loans and advances to customers (net)	**376,312**	376,126	369,178	361,872	356,453	361,872
Total external assets	**499,074**	498,045	487,971	476,784	476,403	476,784
Customer accounts	**655,592**	660,588	653,969	640,924	636,603	640,924
Income statement Metrics - Reported						
Cost efficiency ratio	**71.9%**	69.4%	58.8%	67.4%	59.7%	63.4%
Income Statement Data - Adjusted as originally reported						
Adjusted cost efficiency ratio	**62.0%**	59.4%	57.8%	67.1%	58.6%	62.5%
Management View of Adjusted Revenue - as originally reported						
Retail Banking	**3,981**	4,002	3,870	3,916	3,933	15,262
Current Accounts, saving and deposits	**2,422**	2,449	2,197	2,318	2,327	8,534
Personal lending	**1,559**	1,553	1,673	1,598	1,606	6,728
Mortgages	***379***	*407*	*433*	*415*	*427*	*1,937*
Credit cards	***711***	*688*	*789*	*718*	*711*	*2,880*
Other personal lending	***469***	*458*	*451*	*465*	*468*	*1,911*
Wealth Management	**1,476**	1,706	1,907	1,129	1,595	6,104
Investment distribution	**839**	854	855	672	804	3,383
Life insurance manufacturing	**395**	590	793	208	529	1,656
Asset management	**242**	262	259	249	262	1,065
Other	**171**	241	194	65	232	569
Total	**5,628**	5,949	5,971	5,110	5,760	21,935
Revenue						
Significant items						
Customer redress programmes	**(109)**	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	**(4)**	—	—	—	—	(7)
Fair value movement on financial instruments	—	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	—	—	—	1	(2)	(2)
Customer redress programmes	**(469)**	(559)	(56)	(17)	(62)	(173)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	**(8)**	(41)	(1)	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	(16)

	Quarter ended					Year to date
	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	31 Dec 2018
	$m	$m	$m	$m	$m	$m
Net interest income	**2,799**	2,853	2,800	2,781	2,703	10,719
Net fee income	**832**	884	898	829	852	3,555
Net income from financial instruments held for trading or managed on a fair value basis	**124**	91	113	96	129	457
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	**(21)**	(6)	—	(15)	(2)	(24)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	**11**	15	21	(32)	28	17
Other income	**37**	57	89	44	40	214
Net operating income before change in expected credit losses and other credit impairment charges	**3,782**	3,894	3,921	3,703	3,750	14,938
Change in expected credit losses and other credit impairment charges	**(413)**	(248)	(247)	(444)	(240)	(739)
Net operating income	**3,369**	3,646	3,674	3,259	3,510	14,199
Total operating expenses	**(1,765)**	(1,662)	(1,662)	(1,574)	(1,625)	(6,480)
of which: staff expenses	***(620)***	*(634)*	*(618)*	*(579)*	*(584)*	*(2,327)*
Operating profit	**1,604**	1,984	2,012	1,685	1,885	7,719
Share of profit in associates and joint ventures	**—**	—	—	—	—	—
Profit before tax	**1,604**	1,984	2,012	1,685	1,885	7,719
Significant items - Totals						
Revenue	**(9)**	—	—	7	—	53
ECL	**—**	—	—	—	—	—
Operating expenses	**(19)**	(22)	(4)	8	(3)	(3)
Share of profit in associates and joint ventures	**—**	—	—	—	—	—

Balance sheet data	At					At
	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	31 Dec 2018
Loans and advances to customers (gross)	**345,911**	351,838	344,198	337,660	337,144	337,660
Loans and advances to customers (net)	**341,339**	347,387	339,729	333,162	332,649	333,162
Total external assets	**370,337**	377,142	368,591	360,216	364,154	360,216
Customer accounts	**353,037**	358,735	349,352	357,596	352,477	357,596
Income statement Metrics - Reported						
Cost efficiency ratio	**46.7%**	42.7%	42.4%	42.5%	43.3%	43.4%
Income statement Metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	**46.1%**	42.1%	42.3%	42.8%	43.3%	43.5%
Management View of Adjusted Revenue - as originally reported						
Global Trade and Receivables Finance[1]	**464**	470	468	449	464	1,851
Credit and Lending	**1,367**	1,385	1,360	1,335	1,335	5,342
Global Liquidity and Cash Management	**1,506**	1,540	1,508	1,525	1,484	5,802
Markets products, Insurance and Investments and other	**454**	499	585	387	467	1,890
Total	**3,791**	3,894	3,921	3,696	3,750	14,885
Revenue						
Significant items						
Customer redress programmes	**(9)**	—	—	7	—	53
Disposals, acquisitions and investment in new businesses	**—**	—	—	—	—	—
Fair value movement on financial instruments	**—**	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	**(1)**	(1)	(2)	(3)	(3)	(8)
Customer redress programmes	**(16)**	1	—	11	—	5
Disposals, acquisitions and investment in new businesses	**—**	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	**—**	—	—	—	—	—
Restructuring and other related costs	**(3)**	(22)	(2)	—	—	—
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.

HSBC
Global Banking and Markets

	Quarter ended					Year to date
	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	31 Dec 2018
	$m	$m	$m	$m	$m	$m
Net interest income	**1,363**	1,439	1,422	1,432	1,338	5,259
Net fee income	**739**	742	757	657	827	3,229
Net income from financial instruments held for trading or managed on a fair value basis	**1,199**	1,468	1,518	480	1,857	6,037
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	**140**	104	65	225	151	582
Other income/(expense)	**67**	(132)	253	318	19	527
Net operating income before change in expected credit losses and other credit impairment charges	**3,508**	3,621	4,015	3,112	4,192	15,634
Change in expected credit losses and other credit impairment charges	**(26)**	(55)	(40)	(64)	(7)	26
Net operating income	**3,482**	3,566	3,975	3,048	4,185	15,660
Total operating expenses	**(2,249)**	(2,468)	(2,440)	(2,271)	(2,375)	(9,348)
of which: staff expenses	***(870)***	*(1,069)*	*(1,038)*	*(900)*	*(945)*	*(3,765)*
Operating profit	**1,233**	1,098	1,535	777	1,810	6,312
Share of profit in associates and joint ventures	**—**	—	—	—	—	—
Profit before tax	**1,233**	1,098	1,535	777	1,810	6,312
Significant items - Totals						
Revenue	**38**	(17)	(53)	49	8	122
ECL	**—**	—	—	—	—	—
Operating expenses	**(45)**	(70)	(51)	29	(9)	112
Share of profit in associates and joint ventures	**—**	—	—	—	—	—

Balance sheet data	At					At
	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	31 Dec 2018
Loans and advances to customers (gross)	**253,353**	251,803	253,185	246,070	251,699	246,070
Loans and advances to customers (net)	**252,462**	250,790	252,180	244,978	250,674	244,978
Total external assets	**1,131,673**	1,120,235	1,077,505	1,012,272	1,062,700	1,012,272
Customer accounts	**295,900**	289,950	281,462	290,914	285,525	290,914
Income statement Metrics - Reported						
Cost efficiency ratio	**64.1%**	68.2%	60.8%	73.0%	56.7%	59.8%
Income Statement Data - Adjusted as originally reported						
Adjusted cost efficiency ratio	**63.5%**	65.9%	58.7%	75.1%	56.5%	61.0%
Management View of Adjusted Revenue - as originally reported						
GLobal Markets	**1,352**	1,423	1,741	1,101	1,801	6,490
- FICC	**1,145**	1,189	1,364	885	1,513	5,271
Foreign Exchange	***713***	*610*	*698*	*603*	*841*	*3,022*
Rates	***300***	*400*	*490*	*208*	*415*	*1,482*
Credit	***132***	*179*	*176*	*74*	*257*	*767*
- Equities	**207**	234	377	216	288	1,219
Securities Services	**509**	525	478	484	502	1,973
Global Banking	**989**	996	935	939	982	4,115
Global Liquidity and Cash Management	**692**	700	687	678	683	2,645
Global Trade and Receivables Finance[1]	**202**	202	211	198	214	805
Principal Investments	**93**	38	84	(60)	111	224
Credit and Funding Valuation Adjustment	**(160)**	(34)	47	(178)	38	(183)
Other Revenue	**(207)**	(212)	(115)	(99)	(147)	(557)
Total	**3,470**	3,638	4,068	3,063	4,184	15,512
Revenue						
Significant items						
Customer redress programmes	**—**	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	**—**	—	—	—	—	—
Fair value movement on financial instruments	**38**	(17)	(53)	49	8	122
Operating expenses						
Significant items						
Costs of structural reform	**(7)**	(16)	(13)	(14)	(11)	(41)
Customer redress programmes	**(4)**	4	—	22	—	22
Disposals, acquisitions and investment in new businesses	**—**	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	**—**	—	—	—	—	—
Restructuring and other related costs	**(35)**	(58)	**(38)**	—	—	—
Settlements and provisions in connection with legal and regulatory matters	**—**	—	—	21	2	131

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	Quarter ended					Year to date
	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	31 Dec 2018
	$m	$m	$m	$m	$m	$m
Net interest income	**220**	225	215	220	222	888
Net fee income	**206**	194	181	179	174	742
Net income from financial instruments held for trading or managed on a fair value basis	**51**	44	50	26	34	147
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	**(4)**	(4)	(3)	(3)	(2)	(7)
Other income/(expense)	**(2)**	14	7	7	4	20
Net operating income before change in expected credit losses and other credit impairment charges	**471**	473	450	429	432	1,790
Change in expected credit losses and other credit impairment charges	**(7)**	(16)	(2)	(8)	12	8
Net operating income	**464**	457	448	421	444	1,798
Total operating expenses	**(284)**	(370)	(352)	(355)	(408)	(1,550)
of which: staff expenses	***(158)***	*(178)*	*(169)*	*(146)*	*(154)*	*(627)*
Operating profit	**180**	87	96	66	36	248
Share of profit in associates and joint ventures	**—**	—	—	—	—	—
Profit before tax	**180**	87	96	66	36	248
Significant items - Totals						
Revenue	**—**	—	—	5	—	5
ECL	**—**	—	—	—	—	—
Operating expenses	**60**	(11)	(2)	2	(59)	(101)
Share of profit in associates and joint ventures	**—**	—	—	—	—	—

Balance sheet data	At					At
	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	31 Dec 2018
Loans and advances to customers (gross)	**46,249**	45,921	42,597	39,314	39,296	39,314
Loans and advances to customers (net)	**46,132**	45,806	42,497	39,217	39,210	39,217
Total external assets	**52,058**	50,757	47,901	43,790	44,298	43,790
Customer accounts	**61,464**	62,235	64,489	64,658	63,717	64,658
Income statement metrics- Reported						
Cost efficiency ratio	**60.3%**	78.2%	78.2%	82.8%	94.4%	86.6%
Income statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	**73.0%**	75.9%	77.8%	84.2%	80.8%	81.2%
Management View of Adjusted Revenue - as originally reported						
Investment	**207**	198	184	162	169	717
Lending	**109**	107	97	93	98	391
Deposit	**112**	119	121	126	127	497
Other	**44**	49	48	43	38	180
Total	**472**	473	450	424	432	1,785
Revenue						
Significant items						
Customer redress programmes	**—**	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	**—**	—	—	5	—	5
Fair value movement on financial instruments	**—**	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	**—**	—	—	—	—	—
Customer redress programmes	**—**	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	**—**	—	—	2	(51)	(52)
Past service costs of guaranteed minimum pension benefits equalisation	**—**	—	—	—	—	—
Restructuring and other related costs	**(5)**	(12)	(2)	—	(7)	(7)
Settlements and provisions in connection with legal and regulatory matters	**65**	1	—	—	(1)	(42)

	Quarter ended					Year to date
	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	31 Dec 2018
	$m	$m	$m	$m	$m	$m
Net interest income	**(890)**	(935)	(934)	(783)	(686)	(2,200)
Net fee income/(expense)	**(28)**	(14)	(16)	4	(70)	(102)
Net income from financial instruments held for trading or managed on a fair value basis	**1,014**	783	1,122	1,367	391	2,327
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	**2**	(13)	(2)	—	(29)	(1)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	**11**	74	30	15	9	114
Other income/(expense)	**(31)**	1,112	(129)	(262)	49	(648)
Net operating income before change in expected credit losses and other credit impairment charges	**78**	1,007	71	341	(336)	(510)
Change in expected credit losses and other credit impairment (charges)/recoveries	**13**	2	6	2	23	115
Net operating income/(expense)	**91**	1,009	77	343	(313)	(395)
Total operating expenses	**115**	(296)	(260)	(1,499)	(121)	(3,379)
of which: staff expenses	***(1,295)***	*(1,501)*	*(1,499)*	*(1,434)*	*(1,409)*	*(5,848)*
Operating profit/(loss)	**206**	713	(183)	(1,156)	(434)	(3,774)
Share of profit in associates and joint ventures	**505**	702	579	546	593	2,503
Profit/(loss) before tax	**711**	1,415	396	(610)	159	(1,271)
Significant items - Totals						
Revenue	**173**	872	75	70	(51)	(333)
ECL	**—**	—	—	—	—	—
Operating expenses	**(118)**	(124)	(45)	(285)	(93)	(1,486)
Share of profit in associates and joint ventures	**—**	—	—	—	—	—

Balance sheet data	At					At
	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	31 Dec 2018
Loans and advances to customers (gross)	**1,602**	1,537	1,708	2,483	2,476	2,483
Loans and advances to customers (net)	**1,589**	1,523	1,695	2,467	2,474	2,467
Total external assets	**675,205**	705,094	677,028	665,062	656,635	665,062
Customer accounts	**7,747**	8,616	7,239	8,551	7,053	8,551
Income statement Metrics - Reported						
Cost efficiency ratio	**(147.4)%**	29.4%	366.2%	439.6%	(36.0)%	(662.5)%
Income statement Metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	**245.3%**	127.4%	(5,375.0)%	448.0%	(9.8)%	(1,069.5)%
Management View of Adjusted Revenue - as originally reported						
Central Treasury	**313**	269	305	283	93	593
Of which:						
Balance Sheet Management	**626**	593	623	635	535	2,458
Holdings interest expense[1,2]	**(321)**	(348)	(338)	(360)	(358)	(1,336)
Valuation differences on long-term debt and associated swaps	**76**	93	50	67	(15)	(313)
Other central treasury	**(68)**	(69)	(30)	(59)	(69)	(216)
Legacy Credit[3]	**(40)**	(13)	(71)	(12)	27	(93)
Other[1,2,3]	**(367)**	(121)	(238)	—	(405)	(677)
Of which Argentina hyperinflation	**(132)**	14	(56)	73	(304)	(231)
Total[4]	**(94)**	135	(4)	271	(285)	(177)
Revenue						
Significant items						
Customer redress programmes	**—**	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	**—**	827	—	24	—	(111)
Fair value movement on financial instruments	**173**	45	75	46	(51)	(222)
Operating expenses						
Significant items						
Costs of structural reform	**(26)**	(21)	(38)	(45)	(73)	(310)
Customer redress programmes	**—**	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	**—**	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	**—**	—	—	(228)	—	(228)
Restructuring and other related costs	**(90)**	(104)	(7)	(15)	(20)	(59)
Settlements and provisions in connection with legal and regulatory matters	**(2)**	1	—	3	—	(889)

1 From 3Q18, 'Holdings interest expense' within 'Central Treasury' was re-presented to include only the cost of debt retained by HSBC Holdings plc. Other amounts previously included in 'Holdings interest expense' are now within 'Other'.
2 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.
3 From 3Q18, revenue from our US run-off portfolio (CML) was moved from 'Legacy portfolios' to 'Other'.
4 All quarters have been re-presented for all three of these changes.

	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	(24)	876	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	208	—	—	—	(1)	207	324	—	—	—	(15)	309
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	4	—	169	—	281	454	(19)	10	128	—	186	305
Other income/(expense)	32	152	131	(4)	281	592	(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)	5	(272)	(88)	(102)	(33)	(16)	4	(235)
Net operating income	1,442	1,143	1,021	181	170	3,957	1,710	1,220	1,120	178	186	4,414
Total operating expenses	(2,000)	(859)	(1,156)	(112)	(264)	(4,391)	(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 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	—	173	71	—	—	(7)	—	54	47
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(470)	(18)	(34)	61	(86)	(547)	(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	1,275	377,152	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	—	173	189	—	—	(7)	—	54	47
Operating expenses												
Significant items												
Costs of structural reform	—	(1)	(7)	—	(24)	(32)	—	(1)	(16)	—	(22)	(39)
Customer redress programmes	(469)	(16)	(4)	—	—	(489)	(559)	1	4	—	—	(554)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
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	(2)	63	—	—	—	—	1	1

HSBC
Europe

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	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	(777)	1,525	1,121	873	258	92	(715)	1,629
Net fee income/(expense)	334	348	162	78	(11)	911	386	346	112	78	(12)	910
Net income from financial instruments held for trading or managed on a fair value basis	(23)	14	588	8	620	1,207	25	4	(101)	9	957	894
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	747	—	—	—	—	747	(752)	—	—	—	—	(752)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	105	19	100	—	67	291	(60)	(32)	244	—	(247)	(95)
Other income/(expense)	(591)	25	318	4	168	(76)	837	67	370	3	134	1,411
Net operating income before change in expected credit losses and other credit impairment charges	1,675	1,284	1,399	180	67	4,605	1,557	1,258	883	182	117	3,997
Change in expected credit losses and other credit impairment charges	(83)	(176)	(48)	(3)	7	(303)	(157)	(217)	(56)	(6)	13	(423)
Net operating income	1,592	1,108	1,351	177	74	4,302	1,400	1,041	827	176	130	3,574
Total operating expenses	(1,505)	(696)	(1,324)	(179)	(614)	(4,318)	(1,433)	(649)	(1,240)	(186)	(1,629)	(5,137)
of which: staff expenses	*(422)*	*(236)*	*(462)*	*(78)*	*(508)*	*(1,706)*	*(396)*	*(224)*	*(427)*	*(74)*	*(608)*	*(1,729)*
Operating profit/(loss)	87	412	27	(2)	(540)	(16)	(33)	392	(413)	(10)	(1,499)	(1,563)
Share of profit in associates and joint ventures	—	—	—	—	2	2	—	—	—	—	4	4
Profit/(loss) before tax	87	412	27	(2)	(538)	(14)	(33)	392	(413)	(10)	(1,495)	(1,559)
Significant items - Totals												
Revenue	—	—	(21)	—	81	60	—	7	22	5	68	102
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(56)	(3)	(42)	(2)	(40)	(143)	(15)	8	29	1	(272)	(249)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2018					
Balance sheet data												
Loans and advances to customers (gross)	169,024	122,552	76,286	18,398	1,485	387,745	165,063	119,478	71,632	18,197	2,301	376,671
Loans and advances to customers (net)	168,041	120,583	75,732	18,302	1,471	384,129	164,112	117,544	71,031	18,103	2,286	373,076
Total external assets	206,728	125,626	536,617	21,630	229,999	1,120,600	201,790	122,802	499,112	21,313	215,878	1,060,895
Customer accounts	207,681	136,920	127,205	31,687	3,966	507,459	202,207	134,905	130,033	31,408	4,601	503,154
Income statement Metrics - Reported												
Cost efficiency ratio	89.9%	54.2%	94.6%	99.4%	916.4%	93.8%	92.0%	51.6%	140.4%	102.2%	1,392.3%	128.5%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	86.5%	54.0%	90.3%	98.3%	(4,100.0)%	91.9%	91.1%	52.5%	147.4%	105.6%	2,769.4%	125.5%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	7	—	—	—	7
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	5	—	5
Fair value movements on financial instruments	—	—	(21)	—	81	60	—	—	22	—	68	90
Operating expenses												
Significant items												
Costs of structural reform	—	(2)	(13)	—	(37)	(52)	1	(3)	(14)	—	(41)	(57)
Customer redress programmes	(56)	—	—	—	—	(56)	(16)	11	21	—	—	16
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	2	—	2
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	(228)	(228)
Restructuring and other related costs	—	(1)	(28)	(2)	(4)	(35)	—	—	—	—	(6)	(6)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	22	(1)	3	24

	Quarter ended 30 Sep 2018						Year to date 31 Dec 2018					
	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)	1,123	857	176	93	(564)	1,685	4,425	3,534	891	376	(2,385)	6,841
Net fee income/(expense)	387	339	205	75	(30)	976	1,530	1,458	719	319	(30)	3,996
Net income from financial instruments held for trading or managed on a fair value basis	9	16	1,124	10	(37)	1,122	60	43	2,956	44	839	3,942
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	107	(2)	—	—	—	105	(788)	—	—	—	—	(788)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	32	25	156	—	59	272	(9)	12	599	—	(1)	601
Other income/(expense)	145	60	15	2	455	677	1,501	162	546	6	898	3,113
Net operating income before change in expected credit losses and other credit impairment charges	1,803	1,295	1,676	180	(117)	4,837	6,719	5,209	5,711	745	(679)	17,705
Change in expected credit losses and other credit impairment charges	(52)	19	17	11	5	—	(355)	(221)	(149)	6	109	(610)
Net operating income	1,751	1,314	1,693	191	(112)	4,837	6,364	4,988	5,562	751	(570)	17,095
Total operating expenses	(1,464)	(676)	(1,232)	(242)	(592)	(4,206)	(5,925)	(2,697)	(4,872)	(873)	(3,568)	(17,935)
of which: staff expenses	*(414)*	*(224)*	*(403)*	*(72)*	*(478)*	*(1,591)*	*(1,657)*	*(902)*	*(1,682)*	*(306)*	*(2,137)*	*(6,684)*
Operating profit/(loss)	287	638	461	(51)	(704)	631	439	2,291	690	(122)	(4,138)	(840)
Share of profit in associates and joint ventures	—	—	—	—	3	3	—	—	—	—	25	25
Profit/(loss) before tax	287	638	461	(51)	(701)	634	439	2,291	690	(122)	(4,113)	(815)
Significant items - Totals												
Revenue	—	—	6	—	(65)	(59)	—	53	55	5	(211)	(98)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(64)	(3)	(9)	(57)	(82)	(215)	(174)	(3)	167	(102)	(565)	(677)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2018						At 31 Dec 2018					
Balance sheet data												
Loans and advances to customers (gross)	163,351	119,925	79,814	18,472	2,284	383,846	165,063	119,478	71,632	18,197	2,301	376,671
Loans and advances to customers (net)	162,481	118,081	79,263	18,388	2,283	380,496	164,112	117,544	71,031	18,103	2,286	373,076
Total external assets	202,544	123,340	534,795	21,633	223,927	1,106,239	201,790	122,802	499,112	21,313	215,878	1,060,895
Customer accounts	203,762	132,240	132,097	31,563	2,707	502,369	202,207	134,905	130,033	31,408	4,601	503,154
Income statement Metrics - Reported												
Cost efficiency ratio	81.2%	52.2%	73.5%	134.4%	(506.0)%	87.0%	88.2%	51.8%	85.3%	117.2%	(525.5)%	101.3%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	77.6%	52.0%	73.2%	102.8%	(980.8)%	81.5%	85.6%	52.2%	89.1%	104.2%	(641.7)%	96.9%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	53	—	—	—	53
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	5	—	5
Fair value movements on financial instruments	—	—	6	—	(65)	(59)	—	—	55	—	(211)	(156)
Operating expenses												
Significant items												
Costs of structural reform	(2)	(3)	(11)	—	(70)	(86)	(2)	(8)	(41)	—	(301)	(352)
Customer redress programmes	(62)	—	—	—	—	(62)	(172)	5	21	—	—	(146)
Disposals, acquisitions and investment in new businesses	—	—	—	(51)	—	(51)	—	—	—	(52)	—	(52)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	(228)	(228)
Restructuring and other related costs	—	—	—	(7)	(12)	(19)	—	—	—	(7)	(39)	(46)
Settlements and provisions in connection with legal and regulatory matters	—	—	2	1	—	3	—	—	187	(43)	3	147

	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	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	(469)	(15)	—	—	—	(484)	(559)	—	—	—	—	(559)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
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	—	—	—	—	—	—	—	—	—	—	—	—

HSBC
HSBC UK
UK ring-fenced bank

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	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	900	645	(3)	35	9	1,586
Net fee income/(expense)	182	226	(61)	10	(2)	355	224	240	(65)	9	12	420
Net income from financial instruments held for trading or managed on a fair value basis	9	1	123	1	3	137	6	1	116	1	(4)	120
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	(2)	—	—	—	(1)
Other income	1	8	—	5	24	38	(6)	22	—	3	12	31
Net operating income before change in expected credit losses and other credit impairment charges	1,086	879	62	51	41	2,119	1,125	906	48	48	29	2,156
Change in expected credit losses and other credit impairment charges	(87)	(156)	—	(2)	—	(245)	(152)	(183)	—	(7)	—	(342)
Net operating income	999	723	62	49	41	1,874	973	723	48	41	29	1,814
Total operating expenses	(799)	(346)	(45)	(41)	—	(1,231)	(746)	(327)	(48)	(34)	(205)	(1,360)
of which: staff expenses	*(199)*	*(115)*	*(4)*	*(16)*	*48*	*(286)*	*(192)*	*(108)*	*(4)*	*(12)*	*(186)*	*(502)*
Operating profit/(loss)	200	377	17	8	41	643	227	396	—	7	(176)	454
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	200	377	17	8	41	643	227	396	—	7	(176)	454
Significant items - Totals												
Revenue	—	—	—	—	—	—	—	6	—	—	—	6
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(56)	—	—	—	(1)	(57)	(15)	10	—	—	(235)	(240)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2018					
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	136,814	81,602	—	5,506	1,135	225,057
Loans and advances to customers (net)	140,325	84,507	—	5,517	918	231,267	136,119	80,489	—	5,451	1,135	223,194
Total external assets	144,146	87,419	80	6,075	78,297	316,017	139,741	83,174	179	5,979	74,374	303,447
Customer accounts	168,841	90,406	—	7,173	48	266,468	163,952	90,583	—	6,816	184	261,535
Income Statement Metrics												
Cost efficiency ratio	73.6%	39.4%	72.6%	80.4%	—%	58.1%	66.3%	36.1%	100.0%	70.8%	706.9%	63.1%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	68.4%	39.4%	72.6%	80.4%	(2.4)%	55.4%	65.0%	37.4%	100.0%	70.8%	(103.4)%	52.1%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	6	—	—	—	6
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(1)	(1)	1	(1)	—	—	(3)	(3)
Customer redress programmes	(56)	—	—	—	—	(56)	(16)	11	—	—	—	(5)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	(232)	(232)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

HSBC
HSBC UK
UK ring-fenced bank

	Quarter ended 30 Sep 2018						Year to date 31 Dec 2018					
	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	901	629	(1)	38	27	1,594	1,801	1,274	(4)	73	36	3,180
Net fee income/(expense)	219	249	(60)	8	5	421	443	489	(125)	17	17	841
Net income from financial instruments held for trading or managed on a fair value basis	21	8	107	1	(2)	135	27	9	223	2	(6)	255
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	21	(1)	—	6	14	40	15	21	—	9	26	71
Net operating income before change in expected credit losses and other credit impairment charges	1,163	885	46	53	44	2,191	2,288	1,791	94	101	73	4,347
Change in expected credit losses and other credit impairment charges	(60)	(4)	—	12	—	(52)	(212)	(187)	—	5	—	(394)
Net operating income	1,103	881	46	65	44	2,139	2,076	1,604	94	106	73	3,953
Total operating expenses	(791)	(344)	(42)	(35)	(2)	(1,214)	(1,537)	(671)	(90)	(69)	(207)	(2,574)
of which: staff expenses	*(203)*	*(110)*	*(3)*	*(14)*	*41*	*(289)*	*(395)*	*(218)*	*(7)*	*(26)*	*(145)*	*(791)*
Operating profit/(loss)	312	537	4	30	42	925	539	933	4	37	(134)	1,379
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	312	537	4	30	42	925	539	933	4	37	(134)	1,379
Significant items - Totals												
Revenue	—	—	—	—	—	—	—	6	—	—	—	6
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(65)	5	—	—	(11)	(71)	(80)	15	—	—	(246)	(311)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Dec 2018						At 31 Dec 2018					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	135,097	82,596	—	5,745	1,133	224,571	136,814	81,602	—	5,506	1,135	225,057
Loans and advances to customers (net)	134,490	81,586	—	5,695	1,133	222,904	136,119	80,489	—	5,451	1,135	223,194
Total external assets	138,324	84,773	247	6,245	74,554	304,143	139,741	83,174	179	5,979	74,374	303,447
Customer accounts	165,800	89,476	43	7,135	96	262,550	163,952	90,583	—	6,816	184	261,535
Income Statement Metrics												
Cost efficiency ratio	68.0%	38.9%	91.3%	66.0%	4.5%	55.4%	67.2%	37.5%	95.7%	68.3%	283.6%	59.2%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	62.4%	39.4%	91.3%	66.0%	(20.5)%	52.2%	63.7%	38.4%	95.7%	68.3%	(53.4)%	52.1%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	6	—	—	—	6
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	(3)	(1)	—	—	(11)	(15)	(2)	(2)	—	—	(14)	(18)
Customer redress programmes	(62)	6	—	—	—	(56)	(78)	17	—	—	—	(61)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	(232)	(232)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

HSBC
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 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)
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	—	—	—	—	—	—	—	—	—	—	—	—
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						Quarter ended 31 Dec 2018					
	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	224	227	258	26	(321)	414
Net fee income/(expense)	89	122	222	32	—	465	93	106	285	31	(14)	501
Net income from financial instruments held for trading or managed on a fair value basis	(33)	13	668	2	268	918	16	3	(65)	2	310	266
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	747	—	—	—	—	747	(723)	—	—	—	—	(723)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	82	18	100	—	—	200	(60)	(30)	244	—	(4)	150
Other income/(expense)	(772)	2	143	(3)	(34)	(664)	693	32	154	(4)	18	893
Net operating income before change in expected credit losses and other credit impairment charges	325	391	1,362	54	(97)	2,035	243	338	876	55	(11)	1,501
Change in expected credit losses and other credit impairment charges	5	(21)	(48)	—	8	(56)	(5)	(34)	(56)	(1)	14	(82)
Net operating income/(expense)	330	370	1,314	54	(89)	1,979	238	304	820	54	3	1,419
Total operating expenses	(343)	(219)	(1,177)	(47)	(106)	(1,892)	(304)	(199)	(1,107)	(42)	(114)	(1,766)
of which: staff expenses	*(116)*	*(78)*	*(375)*	*(16)*	*(150)*	*(735)*	*(113)*	*(77)*	*(347)*	*(15)*	*(150)*	*(702)*
Operating profit/(loss)	(13)	151	137	7	(195)	87	(66)	105	(287)	12	(111)	(347)
Share of profit in associates and joint ventures	—	—	—	—	2	2	—	—	—	—	4	4
Profit/(loss) before tax	(13)	151	137	7	(193)	89	(66)	105	(287)	12	(107)	(343)
Significant items - Totals												
Revenue	—	—	(21)	—	—	(21)	—	—	21	—	(1)	20
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	(3)	(39)	—	(31)	(73)	—	(2)	31	—	(24)	5
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2018					
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	28,250	37,876	71,632	4,538	1,165	143,461
Loans and advances to customers (net)	27,716	36,076	75,732	4,690	554	144,768	27,993	37,055	71,031	4,522	1,151	141,751
Total external assets	60,863	37,945	535,121	5,155	142,315	781,399	60,239	39,357	497,425	5,000	128,071	730,093
Customer accounts	38,840	46,514	127,205	11,522	3,838	227,919	38,255	44,322	130,033	8,297	4,337	225,243
Income Statement Metrics												
Cost efficiency ratio	105.5%	56.0%	86.4%	87.0%	(109.3)%	93.0%	125.1%	58.9%	126.4%	76.4%	(1,036.4)%	117.7%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	105.5%	55.2%	82.3%	87.0%	(77.3)%	88.5%	125.1%	58.3%	133.1%	76.4%	(900.0)%	119.6%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(21)	—	—	(21)	—	—	21	—	(1)	20
Operating expenses												
Significant items												
Costs of structural reform	—	(2)	(11)	—	(31)	(44)	—	(2)	(11)	—	(23)	(36)
Customer redress programmes	—	—	—	—	—	—	—	—	22	—	—	22
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	3	3
Restructuring and other related costs	—	(1)	(28)	—	(1)	(30)	—	—	—	—	(7)	(7)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	20	—	3	23

HSBC
HSBC Bank
Non ring-fenced bank

	Quarter ended 30 Sep 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Net interest income/(expense)	224	229	166	23	(207)	435	2,635	2,260	881	179	(993)	4,961
Net fee income/(expense)	103	91	158	30	(8)	374	810	969	847	145	(15)	2,757
Net income from financial instruments held for trading or managed on a fair value basis	(6)	8	1,038	1	111	1,152	33	34	2,800	11	800	3,679
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	105	(2)	—	—	—	103	(761)	—	—	—	—	(761)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	23	26	156	—	(22)	183	(10)	14	600	—	78	682
Other income/(expense)	(46)	46	141	—	67	208	833	87	561	—	16	1,494
Net operating income before change in expected credit losses and other credit impairment charges	403	398	1,659	54	(59)	2,455	3,540	3,364	5,689	335	(114)	12,812
Change in expected credit losses and other credit impairment charges	8	23	17	3	4	55	(143)	(34)	(150)	1	110	(216)
Net operating income/(expense)	411	421	1,676	57	(55)	2,510	3,397	3,331	5,539	336	(6)	12,596
Total operating expenses	(293)	(196)	(1,096)	(46)	(98)	(1,729)	(2,856)	(1,546)	(4,449)	(254)	(791)	(9,897)
of which: staff expenses	*(107)*	*(73)*	*(323)*	*(15)*	*(140)*	*(658)*	*(875)*	*(526)*	*(1,371)*	*(94)*	*(528)*	*(3,394)*
Operating profit/(loss)	118	225	580	11	(153)	781	541	1,785	1,090	82	(797)	2,699
Share of profit in associates and joint ventures	—	—	—	—	4	4	—	—	—	—	22	22
Profit/(loss) before tax	118	225	580	11	(149)	785	541	1,785	1,090	82	(775)	2,721
Significant items - Totals												
Revenue	—	—	6	—	(2)	5	—	46	56	—	(4)	99
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	(2)	(4)	—	(52)	(58)	(95)	(13)	76	—	(244)	(277)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2018						At 31 Dec 2018					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	28,253	37,329	79,814	3,975	1,152	150,523	28,250	37,876	71,632	4,538	1,165	143,461
Loans and advances to customers (net)	27,990	36,495	79,262	3,959	1,151	148,858	27,993	37,055	71,031	4,522	1,151	141,751
Total external assets	62,366	38,289	533,025	4,442	137,820	775,942	60,239	39,357	497,425	5,000	128,071	730,093
Customer accounts	37,962	42,764	132,054	9,638	2,526	224,943	38,255	44,322	130,033	8,297	4,337	225,243
Income Statement Metrics												
Cost efficiency ratio	72.7%	49.2%	66.1%	85.2%	(166.1)%	70.4%	80.7%	46.0%	78.2%	75.8%	(693.9)%	77.2%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	72.7%	48.7%	66.1%	85.2%	(80.7)%	68.2%	78.0%	46.2%	80.3%	75.8%	(497.3)%	75.7%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	46	—	—	—	46
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	6	—	(2)	5	—	—	56	—	(4)	53
Operating expenses												
Significant items												
Costs of structural reform	—	(2)	(7)	—	(40)	(49)	(1)	(6)	(34)	—	(210)	(251)
Customer redress programmes	—	—	—	—	—	—	(94)	(6)	22	—	—	(79)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	3	3
Restructuring and other related costs	—	—	—	—	(12)	(12)	—	—	—	—	(40)	(40)
Settlements and provisions in connection with legal and regulatory matters	—	—	3	—	—	3	—	—	88	—	3	91

HSBC
Europe - other

	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
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	—	—	—	—	—	—	—	—	—	—	—	—
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	—	—	—	—	—	—

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	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)	(3)	—	3	32	(401)	(369)
Net fee income/(expense)	64	—	—	36	(9)	91	68	—	—	38	(9)	97
Net income from financial instruments held for trading or managed on a fair value basis	—	—	(203)	5	350	152	2	—	(260)	6	652	400
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	(28)	—	—	—	—	(28)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	23	—	—	—	67	90	(1)	—	—	—	(243)	(244)
Other income/(expense)	181	16	175	1	176	549	153	13	215	4	98	483
Net operating income before change in expected credit losses and other credit impairment charges	265	16	(26)	74	120	449	191	13	(42)	80	97	339
Change in expected credit losses and other credit impairment charges	—	—	—	(1)	—	(1)	—	—	—	1	(1)	—
Net operating income/(expense)	265	16	(26)	73	120	448	191	13	(42)	81	96	339
Total operating expenses	(363)	(130)	(102)	(90)	(508)	(1,193)	(382)	(123)	(85)	(110)	(1,310)	(2,010)
of which: staff expenses	*(106)*	*(43)*	*(84)*	*(47)*	*(404)*	*(684)*	*(91)*	*(39)*	*(76)*	*(47)*	*(272)*	*(525)*
Operating profit/(loss)	(98)	(114)	(128)	(17)	(388)	(745)	(191)	(110)	(127)	(29)	(1,214)	(1,671)
Share of profit in associates and joint ventures	—	—	—	—	1	1	—	—	—	—	—	—
Profit/(loss) before tax	(98)	(114)	(128)	(17)	(387)	(744)	(191)	(110)	(127)	(29)	(1,214)	(1,671)
Significant items - Totals												
Revenue	—	—	—	—	80	80	—	—	—	5	69	74
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	(3)	(2)	(7)	(12)	—	—	(3)	—	(15)	(18)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2018					
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	—	—	—	8,153	—	8,153
Loans and advances to customers (net)	—	—	—	8,095	—	8,095	—	—	—	8,131	—	8,131
Total external assets	1,718	262	1,416	10,400	9,389	23,185	1,810	271	1,508	10,333	13,433	27,355
Customer accounts	—	—	—	12,992	82	13,074	—	—	—	16,294	81	16,375
Income Statement Metrics												
Cost efficiency ratio	137.0%	812.5%	(392.3)%	121.6%	423.3%	265.7%	200.0%	946.2%	(202.4)%	137.5%	1,350.5%	592.9%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	137.0%	812.5%	(380.8)%	118.9%	1,252.5%	320.1%	200.0%	946.2%	(195.2)%	146.7%	4,625.0%	751.7%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	5	—	5
Fair value movements on financial instruments	—	—	—	—	80	80	—	—	—	—	69	69
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	(3)	—	(15)	(18)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	(2)	(2)	(4)	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	(3)	(2)	(7)	(12)	—	—	—	—	—	—

HSBC
Europe - other

	Quarter ended 30 Sep 2018						Year to date 31 Dec 2018					
	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)	—	10	32	(385)	(346)	(11)	—	13	124	(1,426)	(1,300)
Net fee income/(expense)	65	—	—	37	(29)	73	275	—	(2)	156	(32)	397
Net income from financial instruments held for trading or managed on a fair value basis	(4)	—	86	8	(147)	(57)	—	—	(68)	31	44	6
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	(27)	—	—	—	—	(27)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	7	—	—	—	81	88	(3)	—	—	—	(79)	(81)
Other income/(expense)	170	13	(125)	(5)	379	432	659	53	(17)	(4)	857	1,547
Net operating income before change in expected credit losses and other credit impairment charges	235	13	(29)	72	(101)	190	893	53	(74)	307	(636)	542
Change in expected credit losses and other credit impairment charges	—	—	—	(5)	—	(5)	—	—	—	(2)	(1)	(1)
Net operating income/(expense)	235	13	(29)	67	(101)	185	893	53	(74)	305	(636)	542
Total operating expenses	(381)	(137)	(94)	(161)	(490)	(1,263)	(1,532)	(480)	(333)	(550)	(2,571)	(5,463)
of which: staff expenses	*(102)*	*(42)*	*(77)*	*(43)*	*(379)*	*(643)*	*(384)*	*(160)*	*(305)*	*(186)*	*(1,463)*	*(2,498)*
Operating profit/(loss)	(146)	(124)	(123)	(94)	(591)	(1,078)	(639)	(427)	(407)	(245)	(3,207)	(4,921)
Share of profit in associates and joint ventures	—	—	—	—	(1)	(1)	—	—	—	—	4	4
Profit/(loss) before tax	(146)	(124)	(123)	(94)	(592)	(1,079)	(639)	(427)	(407)	(245)	(3,203)	(4,917)
Significant items - Totals												
Revenue	—	—	—	—	(64)	(64)	—	—	—	5	(210)	(205)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	(6)	(3)	(58)	(21)	(88)	—	(7)	91	(103)	(78)	(97)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 30 Sep 2018						At 31 Dec 2018					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	—	—	—	8,752	—	8,752	—	—	—	8,153	—	8,153
Loans and advances to customers (net)	—	—	—	8,733	—	8,733	—	—	—	8,131	—	8,131
Total external assets	1,853	278	1,523	10,946	11,554	26,154	1,810	271	1,508	10,333	13,433	27,355
Customer accounts	—	—	—	14,791	84	14,875	—	—	—	16,294	81	16,375
Income Statement Metrics												
Cost efficiency ratio	162.1%	1,053.8%	(324.1)%	223.6%	(485.1)%	664.7%	171.6%	905.7%	(450.0)%	179.2%	(404.2)%	1,007.9%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	162.1%	1,007.7%	(313.8)%	143.1%	(1,267.6)%	462.6%	171.6%	892.5%	(573.0)%	148.0%	(585.2)%	718.3%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	5	—	5
Fair value movements on financial instruments	—	—	—	—	(64)	(64)	—	—	—	—	(210)	(210)
Operating expenses												
Significant items												
Costs of structural reform	—	—	(3)	—	(21)	(24)	—	—	(7)	—	(78)	(84)
Customer redress programmes	—	(6)	—	—	—	(6)	—	(6)	—	—	—	(6)
Disposals, acquisitions and investment in new businesses	—	—	—	(51)	—	(51)	—	—	—	(54)	—	(54)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	(7)	—	(7)	—	—	—	(7)	—	(7)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	98	(42)	—	56

HSBC
Asia

	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 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)
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(2)	(2)	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
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

HSBC
Asia

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	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	2,087	1,340	790	88	(173)	4,132
Net fee income	643	358	321	84	3	1,409	555	294	270	79	1	1,199
Net income from financial instruments held for trading or managed on a fair value basis	21	67	603	41	477	1,209	50	70	420	16	508	1,064
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	949	(2)	—	—	—	947	(689)	(15)	—	—	1	(703)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	4	—	7	(3)	—	8	4	—	(1)	(3)	—	—
Other income	(348)	62	120	2	414	250	685	12	138	3	353	1,191
Net operating income before change in expected credit losses and other credit impairment charges	3,277	1,825	1,836	213	668	7,819	2,692	1,701	1,617	183	690	6,883
Change in expected credit losses and other credit impairment charges	(78)	(71)	(7)	—	(2)	(158)	(31)	(147)	(18)	(2)	1	(197)
Net operating income	3,199	1,754	1,829	213	666	7,661	2,661	1,554	1,599	181	691	6,686
Total operating expenses	(1,334)	(579)	(767)	(116)	(335)	(3,131)	(1,348)	(572)	(732)	(111)	(440)	(3,203)
of which: staff expenses	(521)	(230)	(357)	(65)	(612)	(1,785)	(501)	(212)	(301)	(51)	(478)	(1,543)
Operating profit	1,865	1,175	1,062	97	331	4,530	1,313	982	867	70	251	3,483
Share of profit in associates and joint ventures	13	—	—	—	463	476	10	—	—	—	458	468
Profit before tax	1,878	1,175	1,062	97	794	5,006	1,323	982	867	70	709	3,951
Significant items - Totals												
Revenue	—	—	(23)	—	(4)	(27)	—	—	20	—	(19)	1
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	(5)	—	(2)	(7)	—	—	—	—	(8)	(8)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2018					
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	147,159	157,372	132,500	15,449	179	452,659
Loans and advances to customers (net)	149,268	159,562	133,792	18,667	219	461,508	146,407	156,278	132,234	15,447	179	450,545
Total external assets	222,041	174,520	318,745	20,836	310,258	1,046,400	216,597	170,961	308,065	16,924	316,275	1,028,822
Customer accounts	355,698	157,706	117,479	25,272	411	656,566	351,128	166,846	121,270	25,078	502	664,824
Income statement Metrics - Reported												
Cost efficiency ratio	40.7%	31.7%	41.8%	54.5%	50.1%	40.0%	50.1%	33.6%	45.3%	60.7%	63.8%	46.5%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	40.7%	31.7%	41.0%	54.5%	49.6%	39.8%	50.1%	33.6%	45.8%	60.7%	60.9%	46.4%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(23)	—	(4)	(27)	—	—	20	—	(19)	1
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(1)	(1)	—	—	—	—	(4)	(4)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	(5)	—	(1)	(6)	—	—	—	—	(4)	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 30 Sep 2018						Year to date 31 Dec 2018					
	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)	2,129	1,284	750	88	(96)	4,155	8,017	4,977	2,882	342	(110)	16,108
Net fee income	617	330	308	80	3	1,338	2,711	1,352	1,265	336	12	5,676
Net income from financial instruments held for trading or managed on a fair value basis	34	70	514	23	448	1,089	159	276	2,113	98	1,488	4,134
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	94	(1)	—	—	(28)	65	(690)	(27)	—	—	—	(717)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(32)	—	(1)	(2)	25	(10)	(26)	1	(10)	(7)	16	(26)
Other income	200	21	117	1	413	752	1,457	182	578	1	1,391	3,609
Net operating income before change in expected credit losses and other credit impairment charges	3,042	1,704	1,688	190	765	7,389	11,628	6,761	6,828	770	2,797	28,784
Change in expected credit losses and other credit impairment charges	(89)	(153)	(47)	—	—	(289)	(258)	(295)	(50)	(2)	3	(602)
Net operating income	2,953	1,551	1,641	190	765	7,100	11,370	6,466	6,778	768	2,800	28,182
Total operating expenses	(1,307)	(573)	(752)	(105)	(416)	(3,153)	(5,210)	(2,290)	(3,004)	(430)	(1,532)	(12,466)
of which: staff expenses	(487)	(219)	(337)	(57)	(560)	(1,660)	(1,937)	(853)	(1,290)	(221)	(2,204)	(6,505)
Operating profit	1,646	978	889	85	349	3,947	6,160	4,176	3,774	338	1,268	15,716
Share of profit in associates and joint ventures	4	—	—	—	508	512	31	—	—	—	2,043	2,074
Profit before tax	1,650	978	889	85	857	4,459	6,191	4,176	3,774	338	3,311	17,790
Significant items - Totals												
Revenue	—	—	3	—	14	17	—	—	48	—	(10)	38
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	(2)	(6)	(8)	—	—	—	—	(16)	(16)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2018						At 31 Dec 2018					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	142,557	156,528	131,841	15,210	187	446,323	147,159	157,372	132,500	15,449	179	452,659
Loans and advances to customers (net)	141,770	155,399	131,602	15,210	187	444,168	146,407	156,278	132,234	15,447	179	450,545
Total external assets	211,685	170,983	308,702	17,173	305,515	1,014,058	216,597	170,961	308,065	16,924	316,275	1,028,822
Customer accounts	345,719	165,519	115,558	24,002	974	651,772	351,128	166,846	121,270	25,078	502	664,824
Income statement Metrics - Reported												
Cost efficiency ratio	43.0%	33.6%	44.5%	55.3%	54.4%	42.7%	44.8%	33.9%	44.0%	55.8%	54.8%	43.3%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	43.0%	33.6%	44.6%	54.2%	54.6%	42.7%	44.8%	33.9%	44.3%	55.8%	54.0%	43.3%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	3	—	14	17	—	—	48	—	(10)	38
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(3)	(3)	—	—	—	—	(9)	(9)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(3)	(3)	—	—	—	—	(7)	(7)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	(2)	—	(2)	—	—	—	—	—	—

HSBC
Hong Kong

	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 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)
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(2)	(2)	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	(1)	—	(2)	—	(15)	(18)	—	(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

HSBC
Hong Kong

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	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	1,609	895	359	73	(157)	2,779
Net fee income	490	237	153	66	8	954	433	200	115	67	5	820
Net income from financial instruments held for trading or managed on a fair value basis	33	42	344	35	290	744	51	47	216	15	331	660
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	819	(2)	—	—	—	817	(601)	(15)	—	—	—	(616)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	4	—	7	(3)	4	12	4	—	(1)	(3)	4	4
Other income	(350)	34	19	1	131	(165)	537	(6)	33	—	150	714
Net operating income before change in expected credit losses and other credit impairment charges	2,526	1,195	890	173	236	5,020	2,033	1,121	722	152	333	4,361
Change in expected credit losses and other credit impairment charges	(43)	(44)	(13)	—	—	(100)	(8)	(95)	—	—	1	(102)
Net operating income	2,483	1,151	877	173	236	4,920	2,025	1,026	722	152	334	4,259
Total operating expenses	(759)	(314)	(386)	(80)	(133)	(1,672)	(765)	(307)	(358)	(79)	(199)	(1,708)
of which: staff expenses	*(304)*	*(124)*	*(178)*	*(45)*	*(181)*	*(832)*	*(293)*	*(112)*	*(147)*	*(35)*	*(80)*	*(667)*
Operating profit	1,724	837	491	93	103	3,248	1,260	719	364	73	135	2,551
Share of profit in associates and joint ventures	3	—	—	—	3	6	7	—	—	—	3	10
Profit before tax	1,727	837	491	93	106	3,254	1,267	719	364	73	138	2,561
Significant items - Totals												
Revenue	—	—	(16)	—	(6)	(22)	—	—	12	—	(6)	6
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	(5)	—	(2)	(7)	—	—	—	—	(8)	(8)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2018					
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	97,215	102,494	80,261	11,344	164	291,477
Loans and advances to customers (net)	98,367	102,697	80,245	13,808	205	295,322	96,869	102,045	80,124	11,344	164	290,546
Total external assets	163,778	113,402	205,434	15,727	173,438	671,779	159,624	112,677	199,647	12,655	183,191	667,794
Customer accounts	295,533	114,786	46,775	18,477	192	475,763	292,481	123,298	50,577	18,237	304	484,897
Income statement Metrics - Reported												
Cost efficiency ratio	30.0%	26.3%	43.4%	46.2%	56.4%	33.3%	37.6%	27.4%	49.6%	52.0%	59.8%	39.2%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	30.0%	26.3%	42.1%	46.2%	54.1%	33.0%	37.6%	27.4%	50.4%	52.0%	56.3%	39.0%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(16)	—	(6)	(22)	—	—	12	—	(6)	6
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(1)	(1)	—	—	—	—	(4)	(4)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	(5)	—	(1)	(6)	—	—	—	—	(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 2018						Year to date 31 Dec 2018					
	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)	1,660	854	336	71	(160)	2,761	6,140	3,301	1,235	278	(462)	10,492
Net fee income	499	223	135	64	10	931	2,163	909	586	274	30	3,962
Net income from financial instruments held for trading or managed on a fair value basis	37	47	286	18	258	646	164	190	1,231	82	875	2,542
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	96	(1)	—	—	(27)	68	(546)	(27)	—	—	—	(573)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(33)	—	(1)	(2)	29	(7)	(26)	1	(10)	(7)	31	(11)
Other income	143	(9)	21	2	159	316	1,021	74	107	(8)	625	1,819
Net operating income before change in expected credit losses and other credit impairment charges	2,402	1,114	777	153	269	4,715	8,916	4,448	3,149	619	1,099	18,231
Change in expected credit losses and other credit impairment charges	(40)	(38)	(13)	—	(1)	(92)	(106)	(116)	6	—	2	(214)
Net operating income	2,362	1,076	764	153	268	4,623	8,810	4,332	3,155	619	1,101	18,017
Total operating expenses	(748)	(302)	(373)	(71)	(158)	(1,652)	(2,885)	(1,218)	(1,485)	(302)	(649)	(6,539)
of which: staff expenses	*(279)*	*(113)*	*(163)*	*(39)*	*(134)*	*(728)*	*(1,109)*	*(443)*	*(629)*	*(153)*	*(540)*	*(2,874)*
Operating profit	1,614	774	391	82	110	2,971	5,925	3,114	1,670	317	452	11,478
Share of profit in associates and joint ventures	3	—	—	—	3	6	26	—	—	—	10	36
Profit before tax	1,617	774	391	82	113	2,977	5,951	3,114	1,670	317	462	11,514
Significant items - Totals												
Revenue	—	—	1	—	(5)	(4)	—	—	22	—	(27)	(5)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	(1)	(6)	(7)	—	—	—	—	(16)	(16)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 30 Sep 2018						At 31 Dec 2018					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	93,228	102,350	79,023	11,179	153	285,933	97,215	102,494	80,261	11,344	164	291,477
Loans and advances to customers (net)	92,857	101,880	78,887	11,179	153	284,956	96,869	102,045	80,124	11,344	164	290,546
Total external assets	154,863	112,755	198,932	12,886	175,451	654,887	159,624	112,677	199,647	12,655	183,191	667,794
Customer accounts	288,920	123,380	47,852	17,600	462	478,214	292,481	123,298	50,577	18,237	304	484,897
Income statement Metrics - Reported												
Cost efficiency ratio	31.1%	27.1%	48.0%	46.4%	58.7%	35.0%	32.4%	27.4%	47.2%	48.8%	59.1%	35.9%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	31.1%	27.1%	48.1%	45.8%	55.5%	34.9%	32.4%	27.4%	47.5%	48.8%	56.2%	35.8%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	1	—	(5)	(4)	—	—	22	—	(27)	(5)
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(3)	(3)	—	—	—	—	(9)	(9)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(3)	(3)	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	(7)	(7)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	(1)	—	(1)	—	—	—	—	—	—

	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	100	151	153	—	2	406	103	155	149	—	15	422
Net fee income/(expense)	26	33	12	—	(1)	70	37	30	15	—	—	82
Net income from financial instruments held for trading or managed on a fair value basis	(8)	(11)	31	—	107	119	(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	4	—	—	—	—	4	1	—	—	—	—	1
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Other income	34	18	51	—	87	190	41	20	52	—	114	227
Net operating income before change in expected credit losses and other credit impairment charges	156	191	247	—	195	789	174	192	202	—	224	792
Change in expected credit losses and other credit impairment charges	(12)	(20)	(1)	—	—	(33)	(14)	(11)	(3)	—	—	(28)
Net operating income	144	171	246	—	195	756	160	181	199	—	224	764
Total operating expenses	(185)	(97)	(98)	(1)	(146)	(527)	(178)	(100)	(101)	(1)	(159)	(539)
of which: staff expenses	*(77)*	*(38)*	*(40)*	—	*(168)*	*(323)*	*(74)*	*(40)*	*(40)*	—	*(169)*	*(323)*
Operating profit/(loss)	(41)	74	148	(1)	49	229	(18)	81	98	(1)	65	225
Share of profit in associates and joint ventures	—	—	—	—	516	516	—	—	—	—	570	570
Profit/(loss) before tax	(41)	74	148	(1)	565	745	(18)	81	98	(1)	635	795
Significant items - Totals												
Revenue	—	—	1	—	—	1	—	—	—	—	—	—
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	(1)	—	—	(1)	(2)
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)	9,825	17,513	13,977	9	1	41,325	9,987	18,725	14,223	11	—	42,946
Loans and advances to customers (net)	9,752	17,309	13,953	9	1	41,024	9,915	18,532	14,199	11	—	42,657
Total external assets	11,448	19,786	25,605	9	47,292	104,140	11,591	20,880	24,864	11	50,437	107,783
Customer accounts	10,931	13,440	18,687	26	27	43,111	11,109	13,942	20,307	22	29	45,409
Income statement Metrics - Reported												
Cost efficiency ratio	118.6%	50.8%	39.7%	—%	74.9%	66.8%	102.3%	52.1%	50.0%	—%	71.0%	68.1%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	118.6%	50.8%	39.8%	—%	74.9%	66.9%	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	—	—	1	—	—	1	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	(2)	—	—	—	(2)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	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	96	157	160	—	12	425
Net fee income/(expense)	43	43	13	—	—	99	16	24	14	—	(1)	53
Net income from financial instruments held for trading or managed on a fair value basis	(7)	(13)	11	—	41	32	(9)	(11)	(5)	—	60	35
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	45	—	—	—	—	45	(25)	—	—	—	—	(25)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Other income	22	22	54	—	106	204	42	20	55	—	55	172
Net operating income before change in expected credit losses and other credit impairment charges	204	209	227	—	166	806	120	190	224	—	126	660
Change in expected credit losses and other credit impairment charges	(12)	(24)	(4)	—	—	(40)	(27)	(26)	(5)	—	1	(57)
Net operating income	192	185	223	—	166	766	93	164	219	—	127	603
Total operating expenses	(174)	(95)	(96)	(1)	(133)	(499)	(184)	(94)	(90)	(1)	(124)	(493)
of which: staff expenses	*(73)*	*(39)*	*(40)*	—	*(159)*	*(311)*	*(72)*	*(36)*	*(38)*	—	*(145)*	*(291)*
Operating profit/(loss)	18	90	127	(1)	33	267	(91)	70	129	(1)	3	110
Share of profit in associates and joint ventures	—	—	—	—	461	461	—	—	—	—	455	455
Profit/(loss) before tax	18	90	127	(1)	494	728	(91)	70	129	(1)	458	565
Significant items - Totals												
Revenue	—	—	(1)	—	—	(1)	—	—	1	—	—	1
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Mar 2019						At 31 Dec 2018					
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	9,834	16,143	13,227	12	—	39,216
Loans and advances to customers (net)	10,008	17,951	13,672	12	—	41,643	9,775	15,985	13,207	12	—	38,979
Total external assets	11,647	20,467	26,071	12	47,873	106,070	11,218	18,400	23,849	12	49,760	103,239
Customer accounts	11,006	12,918	17,833	21	30	41,808	10,815	13,866	20,982	21	28	45,712
Income statement Metrics - Reported												
Cost efficiency ratio	85.3%	45.5%	42.3%	—%	80.1%	61.9%	153.3%	49.5%	40.2%	—%	98.4%	74.7%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	85.3%	45.5%	42.1%	—%	80.1%	61.8%	153.3%	49.5%	40.4%	—%	98.4%	74.8%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(1)	—	—	(1)	—	—	1	—	—	1
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 30 Sep 2018						Year to date 31 Dec 2018					
	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	88	145	145	—	71	449	340	563	604	—	318	1,825
Net fee income/(expense)	28	29	13	—	—	70	120	129	57	—	(1)	305
Net income from financial instruments held for trading or managed on a fair value basis	(11)	(12)	12	—	72	61	(45)	(59)	5	—	185	86
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(6)	—	—	—	—	(6)	(57)	—	—	—	—	(57)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Other income	36	23	66	—	70	195	192	98	271	—	167	728
Net operating income before change in expected credit losses and other credit impairment charges	135	185	236	—	213	769	550	731	937	—	669	2,887
Change in expected credit losses and other credit impairment charges	(7)	(42)	(3)	—	—	(52)	(53)	(84)	(8)	—	2	(143)
Net operating income	128	143	233	—	213	717	497	647	929	—	671	2,744
Total operating expenses	(168)	(95)	(96)	(1)	(120)	(480)	(696)	(386)	(364)	(4)	(471)	(1,921)
of which: staff expenses	*(65)*	*(37)*	*(37)*	—	*(150)*	*(289)*	*(268)*	*(150)*	*(145)*	—	*(590)*	*(1,153)*
Operating profit/(loss)	(40)	48	137	(1)	93	237	(199)	261	565	(4)	200	823
Share of profit in associates and joint ventures	—	—	—	—	505	505	—	—	—	—	2,032	2,032
Profit/(loss) before tax	(40)	48	137	(1)	598	742	(199)	261	565	(4)	2,232	2,855
Significant items - Totals												
Revenue	—	—	—	—	—	—	—	—	2	—	—	2
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2018						At 31 Dec 2018					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	9,817	16,400	13,740	16	20	39,993	9,834	16,143	13,227	12	—	39,216
Loans and advances to customers (net)	9,780	16,237	13,726	16	20	39,779	9,775	15,985	13,207	12	—	38,979
Total external assets	11,764	19,242	24,639	16	46,849	102,510	11,218	18,400	23,849	12	49,760	103,239
Customer accounts	10,078	12,567	18,752	19	73	41,489	10,815	13,866	20,982	21	28	45,712
Income statement Metrics - Reported												
Cost efficiency ratio	124.4%	51.4%	40.7%	—%	56.3%	62.4%	126.5%	52.8%	38.8%	—%	70.4%	66.5%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	124.4%	51.4%	40.7%	—%	56.3%	62.4%	126.5%	52.8%	38.9%	—%	70.4%	66.6%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	2	—	—	2
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
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	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/(expense)	3	(1)	2	—	7	11	3	1	3	—	835	842
Net operating income before change in expected credit losses and other credit impairment charges	225	168	265	5	41	704	229	165	269	4	874	1,541
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	225	125	270	4	874	1,498
Total operating expenses	(170)	(86)	(91)	(3)	(8)	(358)	(155)	(73)	(86)	(3)	(31)	(348)
of which: staff expenses	*(54)*	*(31)*	*(30)*	*(3)*	*(70)*	*(188)*	*(55)*	*(32)*	*(34)*	*(3)*	*(72)*	*(196)*
Operating profit	41	84	171	2	32	330	70	52	184	1	843	1,150
Share of profit/(loss) in associates and joint ventures	—	—	—	—	(24)	(24)	—	—	—	—	122	122
Profit before tax	41	84	171	2	8	306	70	52	184	1	965	1,272
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	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
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	—	—	—	—	—	—	—	—	—	—	—	—

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	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	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	150	108	155	—	18	431
Net fee income/(expense)	48	46	63	4	(1)	160	46	39	57	4	(2)	144
Net income from financial instruments held for trading or managed on a fair value basis	14	11	61	—	18	104	11	9	48	—	20	88
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)	—	—	(2)	—	(1)	(3)
Other income/(expense)	3	—	—	—	(1)	2	2	—	(1)	—	7	8
Net operating income before change in expected credit losses and other credit impairment charges	216	180	275	4	27	702	209	156	257	4	42	668
Change in expected credit losses and other credit impairment charges	(19)	14	—	—	(1)	(6)	17	(29)	5	—	1	(6)
Net operating income	197	194	275	4	26	696	226	127	262	4	43	662
Total operating expenses	(156)	(79)	(85)	(3)	(22)	(345)	(161)	(87)	(81)	(2)	(17)	(348)
of which: staff expenses	*(54)*	*(31)*	*(32)*	*(3)*	*(76)*	*(196)*	*(51)*	*(33)*	*(25)*	*(3)*	*(68)*	*(180)*
Operating profit	41	115	190	1	4	351	65	40	181	2	26	314
Share of profit/(loss) in associates and joint ventures	—	—	—	—	114	114	—	—	—	—	85	85
Profit before tax	41	115	190	1	118	465	65	40	181	2	111	399
Significant items - Totals												
Revenue	—	—	—	—	—	—	—	—	—	—	—	—
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	(1)	—	—	(1)	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2018					
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	6,311	10,811	13,271	—	—	30,393
Loans and advances to customers (net)	5,798	9,948	12,077	—	—	27,823	5,918	9,764	13,148	—	—	28,830
Total external assets	5,933	10,929	16,277	3	21,944	55,086	6,073	10,650	16,627	3	20,756	54,109
Customer accounts	18,219	7,756	9,966	—	—	35,941	17,649	7,765	9,944	—	50	35,408
Income statement Metrics - Reported												
Cost efficiency ratio	72.2%	43.9%	30.9%	75.0%	81.5%	49.1%	77.0%	55.8%	31.5%	50.0%	40.5%	52.1%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	72.2%	43.9%	30.5%	75.0%	81.5%	49.0%	77.0%	55.8%	31.5%	50.0%	40.5%	52.1%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	(1)	—	—	(1)	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

HSBC

Middle East and North Africa

	Quarter ended 30 Sep 2018						Year to date 31 Dec 2018					
	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	105	175	—	32	468	607	428	584	—	144	1,763
Net fee income/(expense)	45	36	59	4	(1)	143	190	157	249	16	(5)	607
Net income from financial instruments held for trading or managed on a fair value basis	13	11	21	—	5	50	51	40	189	—	5	285
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	—	2	3	—	—	(2)	—	1	(1)
Other income/(expense)	3	—	(4)	—	—	(1)	10	1	7	—	15	33
Net operating income before change in expected credit losses and other credit impairment charges	217	152	252	4	38	663	858	626	1,027	16	160	2,687
Change in expected credit losses and other credit impairment charges	(26)	(76)	2	—	—	(100)	(45)	(196)	30	—	2	(209)
Net operating income	191	76	254	4	38	563	813	430	1,057	16	162	2,478
Total operating expenses	(144)	(78)	(79)	(3)	(19)	(323)	(630)	(322)	(324)	(9)	(72)	(1,357)
of which: staff expenses	*(50)*	*(30)*	*(32)*	*(2)*	*(69)*	*(183)*	*(203)*	*(121)*	*(121)*	*(9)*	*(285)*	*(738)*
Operating profit	47	(2)	175	1	19	240	183	108	733	7	90	1,121
Share of profit/(loss) in associates and joint ventures	—	—	—	—	82	82	—	—	—	—	436	436
Profit before tax	47	(2)	175	1	101	322	183	108	733	7	526	1,557
Significant items - Totals												
Revenue	—	—	(1)	—	—	(1)	—	—	1	—	—	1
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2018						At 31 Dec 2018					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	6,262	11,390	12,940	—	—	30,592	6,311	10,811	13,271	—	—	30,393
Loans and advances to customers (net)	5,850	10,298	12,820	—	—	28,968	5,918	9,764	13,148	—	—	28,830
Total external assets	6,005	11,157	16,787	—	20,737	54,686	6,073	10,650	16,627	3	20,756	54,109
Customer accounts	17,141	7,810	11,044	—	2	35,997	17,649	7,765	9,944	—	50	35,408
Income statement Metrics - Reported												
Cost efficiency ratio	66.4%	51.3%	31.3%	75.0%	50.0%	48.7%	73.4%	51.4%	31.5%	56.3%	45.0%	50.5%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	66.4%	51.3%	31.2%	75.0%	50.0%	48.6%	73.4%	51.4%	31.6%	56.3%	45.0%	50.5%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	(1)	—	(1)	—	—	2	(1)	—	1
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

HSBC
North 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	326	337	66	30	16	775	337	327	117	36	15	832
Net fee income	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	106	172
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	133	1,688
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	133	1,631
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)	37	366
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(55)	220	131	(2)	3	297	(17)	200	150	(4)	37	366
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)
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
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	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	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	343	335	116	39	56	889
Net fee income	98	121	195	15	(5)	424	100	124	210	18	126	578
Net income from financial instruments held for trading or managed on a fair value basis	8	8	209	1	(7)	219	8	9	56	2	2	77
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	(2)	—	4	2	(1)	(1)	3	—	5	6
Other income	13	5	48	1	112	179	13	7	43	1	(41)	23
Net operating income before change in expected credit losses and other credit impairment charges	454	457	581	53	131	1,676	463	474	428	60	148	1,573
Change in expected credit losses and other credit impairment charges	(22)	3	16	1	(1)	(3)	(31)	(17)	7	—	—	(41)
Net operating income	432	460	597	54	130	1,673	432	457	435	60	148	1,532
Total operating expenses	(478)	(244)	(433)	(54)	(85)	(1,294)	(468)	(222)	(388)	(56)	(108)	(1,242)
of which: staff expenses	*(161)*	*(100)*	*(169)*	*(23)*	*(242)*	*(695)*	*(145)*	*(88)*	*(132)*	*(19)*	*(232)*	*(616)*
Operating profit/(loss)	(46)	216	164	—	45	379	(36)	235	47	4	40	290
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(46)	216	164	—	45	379	(36)	235	47	4	40	290
Significant items - Totals												
Revenue	—	—	(3)	—	(1)	(4)	—	—	3	—	(2)	1
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	(1)	(3)	—	(1)	(5)	—	—	—	—	(5)	(5)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2018					
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	39,156	42,747	21,079	5,669	—	108,651
Loans and advances to customers (net)	39,246	42,621	22,527	5,529	—	109,923	38,904	42,561	21,016	5,666	—	108,147
Total external assets	41,214	48,034	186,946	6,731	102,738	385,663	40,939	46,237	169,792	6,850	101,814	365,632
Customer accounts	59,439	39,482	21,152	7,530	2,331	129,934	57,048	41,130	24,658	8,173	2,282	133,291
Income statement Metrics - Reported												
Cost efficiency ratio	105.3%	53.4%	74.5%	101.9%	64.9%	77.2%	101.1%	46.8%	90.7%	93.3%	73.0%	79.0%
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%	46.8%	91.3%	93.3%	68.7%	78.7%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(3)	—	(1)	(4)	—	—	3	—	(2)	1
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	(1)	(3)	—	(1)	(5)	—	—	—	—	(5)	(5)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 30 Sep 2018						Year to date 31 Dec 2018					
	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	343	333	133	41	35	885	1,355	1,295	539	169	163	3,521
Net fee income	107	121	240	16	(17)	467	431	481	936	72	55	1,975
Net income from financial instruments held for trading or managed on a fair value basis	11	7	143	—	34	195	30	34	542	5	117	728
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	—	—	7	—	4	11	(1)	(1)	23	—	15	36
Other income	16	5	54	2	105	182	78	24	193	13	157	465
Net operating income before change in expected credit losses and other credit impairment charges	477	466	577	59	161	1,740	1,893	1,833	2,233	259	507	6,725
Change in expected credit losses and other credit impairment charges	(9)	8	30	1	—	30	(50)	79	194	4	(4)	223
Net operating income	468	474	607	60	161	1,770	1,843	1,912	2,427	263	503	6,948
Total operating expenses	(475)	(244)	(406)	(58)	(120)	(1,303)	(1,940)	(944)	(1,689)	(237)	(1,339)	(6,149)
of which: staff expenses	*(155)*	*(92)*	*(159)*	*(23)*	*(244)*	*(673)*	*(614)*	*(367)*	*(607)*	*(92)*	*(984)*	*(2,664)*
Operating profit/(loss)	(7)	230	201	2	41	467	(97)	968	738	26	(836)	799
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(7)	230	201	2	41	467	(97)	968	738	26	(836)	799
Significant items - Totals												
Revenue	—	—	—	—	—	—	(7)	—	8	—	(96)	(95)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	(5)	(5)	(16)	—	(55)	—	(905)	(976)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2018						At 31 Dec 2018					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	40,081	42,006	19,330	5,615	—	107,032	39,156	42,747	21,079	5,669	—	108,651
Loans and advances to customers (net)	39,839	41,814	19,257	5,612	—	106,522	38,904	42,561	21,016	5,666	—	108,147
Total external assets	42,185	46,997	183,513	6,790	102,288	381,773	40,939	46,237	169,792	6,850	101,814	365,632
Customer accounts	57,665	40,011	22,751	8,152	2,499	131,078	57,048	41,130	24,658	8,173	2,282	133,291
Income statement Metrics - Reported												
Cost efficiency ratio	99.6%	52.4%	70.4%	98.3%	74.5%	74.9%	102.5%	51.5%	75.6%	91.5%	264.1%	91.4%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	99.6%	52.4%	70.4%	98.3%	71.4%	74.6%	101.3%	51.5%	73.4%	91.5%	72.0%	75.9%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	(7)	—	—	—	(96)	(103)
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	8	—	—	8
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(5)	(5)	—	—	—	—	(13)	(13)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	(16)	—	(55)	—	(892)	(963)

	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	206	204	31	30	11	482	215	198	90	36	7	546
Net fee income	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)
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
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	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	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	218	193	106	36	10	563	221	204	88	39	34	586
Net fee income	53	56	173	15	(5)	292	56	59	182	18	4	319
Net income from financial instruments held for trading or managed on a fair value basis	2	1	180	1	(9)	175	1	1	43	1	3	49
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	—	—	3	—	5	8
Other income	11	2	47	1	99	160	9	4	42	2	68	125
Net operating income before change in expected credit losses and other credit impairment charges	284	252	504	53	99	1,192	287	268	358	60	114	1,087
Change in expected credit losses and other credit impairment charges	(22)	(6)	17	1	—	(10)	(21)	(7)	7	—	—	(21)
Net operating income	262	246	521	54	99	1,182	266	261	365	60	114	1,066
Total operating expenses	(328)	(154)	(400)	(54)	(75)	(1,011)	(320)	(139)	(357)	(55)	(97)	(968)
of which: staff expenses	*(108)*	*(64)*	*(155)*	*(23)*	*(182)*	*(532)*	*(99)*	*(57)*	*(121)*	*(20)*	*(186)*	*(483)*
Operating profit/(loss)	(66)	92	121	—	24	171	(54)	122	8	5	17	98
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(66)	92	121	—	24	171	(54)	122	8	5	17	98
Significant items - Totals												
Revenue	—	—	(2)	—	(1)	(3)	—	—	2	—	(2)	—
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	(1)	(1)	—	(1)	(3)	—	—	—	—	(4)	(4)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2018					
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	17,032	23,874	17,659	5,669	—	64,234
Loans and advances to customers (net)	16,876	24,384	19,127	5,529	—	65,916	16,915	23,823	17,605	5,666	—	64,009
Total external assets	17,997	25,641	173,320	6,663	77,578	301,199	18,264	25,072	158,252	6,781	77,638	286,007
Customer accounts	33,455	22,229	15,586	7,530	150	78,950	32,604	23,404	17,992	8,173	350	82,523
Income Statement Metrics												
Cost efficiency ratio	115.5%	61.1%	79.4%	101.9%	75.8%	84.8%	111.5%	51.9%	99.7%	91.7%	85.1%	89.1%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	115.5%	60.7%	78.9%	101.9%	74.0%	84.4%	111.5%	51.9%	100.3%	91.7%	80.2%	88.7%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(2)	—	(1)	(3)	—	—	2	—	(2)	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	(1)	(1)	—	(1)	(3)	—	—	—	—	(4)	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 30 Sep 2018						Year to date 31 Dec 2018					
	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	221	201	105	41	12	580	880	779	434	169	62	2,324
Net fee income	57	57	206	16	(16)	320	238	225	812	70	(65)	1,280
Net income from financial instruments held for trading or managed on a fair value basis	5	—	124	1	33	163	4	2	471	5	112	594
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	7	—	4	11	—	—	23	—	16	39
Other income	14	1	55	1	86	157	67	10	191	15	219	502
Net operating income before change in expected credit losses and other credit impairment charges	297	259	497	59	119	1,231	1,189	1,016	1,931	259	344	4,739
Change in expected credit losses and other credit impairment charges	(11)	4	30	1	—	24	(37)	43	194	5	(4)	201
Net operating income	286	263	527	60	119	1,255	1,152	1,059	2,125	264	340	4,940
Total operating expenses	(336)	(152)	(371)	(59)	(111)	(1,029)	(1,358)	(585)	(1,500)	(240)	(1,301)	(4,984)
of which: staff expenses	*(106)*	*(58)*	*(146)*	*(23)*	*(189)*	*(522)*	*(421)*	*(233)*	*(559)*	*(93)*	*(760)*	*(2,066)*
Operating profit/(loss)	(50)	111	156	1	8	226	(206)	474	625	24	(961)	(44)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(50)	111	156	1	8	226	(206)	474	625	24	(961)	(44)
Significant items - Totals												
Revenue	—	—	—	—	—	—	(7)	—	7	—	(97)	(97)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	(4)	(4)	(16)	—	—	—	(904)	(920)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2018						At 31 Dec 2018					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	16,922	24,088	16,221	5,615	—	62,846	17,032	23,874	17,659	5,669	—	64,234
Loans and advances to customers (net)	16,812	24,037	16,156	5,612	—	62,617	16,915	23,823	17,605	5,666	—	64,009
Total external assets	18,241	25,336	171,948	6,721	77,946	300,192	18,264	25,072	158,252	6,781	77,638	286,007
Customer accounts	32,044	22,296	16,618	8,152	589	79,699	32,604	23,404	17,992	8,173	350	82,523
Income Statement Metrics												
Cost efficiency ratio	113.1%	58.7%	74.6%	100.0%	93.3%	83.6%	114.2%	57.6%	77.7%	92.7%	378.2%	105.2%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	113.1%	58.7%	74.6%	100.0%	89.9%	83.3%	112.2%	57.6%	78.0%	92.7%	90.0%	84.0%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	(7)	—	—	—	(96)	(103)
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	7	—	—	7
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(4)	(4)	—	—	—	—	(11)	(11)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	(16)	—	—	—	(893)	(909)

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**	**—**	**(89)**	**677**	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/(expense)	**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)**	**—**	**—**	**—**	**(2)**	**(4)**	(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)
Operating expenses												
Significant items												
Costs of structural reform	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Customer redress programmes	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	**—**	**—**	**—**	**—**	**—**	**—**	—	—	—	—	—	—
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 $67m, comprising a decrease in revenue of $132m, a decrease in ECL of $12m and a decrease in operating expenses of $53m.

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	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	—	(77)	509	362	128	94	—	(14)	570
Net fee income/(expense)	83	25	17	—	(2)	123	83	25	8	—	12	128
Net income from financial instruments held for trading or managed on a fair value basis	58	13	58	—	86	215	(15)	3	57	—	168	213
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	11	1	—	—	—	12
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	48	1	—	—	(2)	47	7	—	(2)	—	10	15
Other income/(expense)[1]	66	19	2	—	(25)	62	36	6	6	—	(43)	5
Net operating income before change in expected credit losses and other credit impairment charges	638	195	160	—	(22)	971	484	163	163	—	133	943
Change in expected credit losses and other credit impairment charges	(100)	(16)	—	—	1	(115)	(139)	(34)	(1)	—	(13)	(187)
Net operating income/(expense)	538	179	160	—	(21)	856	345	129	162	—	120	756
Total operating expenses	(324)	(86)	(65)	—	(4)	(479)	(329)	(91)	(65)	(1)	(97)	(583)
of which: staff expenses	*(96)*	*(21)*	*(17)*	—	*(61)*	*(195)*	*(95)*	*(21)*	*(15)*	—	*(49)*	*(180)*
Operating profit/(loss)	214	93	95	—	(25)	377	16	38	97	(1)	23	173
Share of profit in associates and joint ventures	—	—	—	—	—	—	2	—	—	—	—	2
Profit/(loss) before tax	214	93	95	—	(25)	377	18	38	97	(1)	23	175
Significant items - Totals												
Revenue	—	—	(7)	—	—	(7)	—	—	4	—	23	27
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(1)	—	(1)	—	(1)	(3)	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 31 Mar 2019						At 31 Dec 2018					
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	7,104	7,252	7,588	—	4	21,948
Loans and advances to customers (net)	6,826	7,014	8,053	—	3	21,896	6,534	7,015	7,546	—	3	21,098
Total external assets	12,565	9,848	18,498	—	9,561	50,472	11,905	9,944	18,541	—	8,862	49,252
Customer accounts	12,932	7,490	5,661	—	528	26,611	12,892	6,949	5,009	—	1,116	25,966
Income statement Metrics - Reported												
Cost efficiency ratio	50.8%	44.1%	40.6%	—%	(18.2)%	49.3%	68.0%	55.8%	39.9%	—%	72.9%	61.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	50.6%	44.1%	38.3%	—%	(13.6)%	48.7%	68.0%	55.8%	40.9%	—%	88.2%	63.6%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	24	24
Fair value movements on financial instruments	—	—	(7)	—	—	(7)	—	—	4	—	(1)	3
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	(1)	—	(1)	—	(1)	(3)	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—
Other Items												
Loss on net monetary position[1]	—	—	—	—	(34)	(34)	—	—	—	—	(42)	(42)

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 $67m, comprising a decrease in revenue of $132m, a decrease in ECL of $12m and a decrease in operating expenses of $53m.

	Quarter ended 30 Sep 2018						Year to date 31 Dec 2018					
	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)	352	124	92	—	(157)	411	1,423	487	334	—	(224)	2,020
Net fee income/(expense)	88	26	15	—	(27)	102	346	107	60	—	(15)	498
Net income from financial instruments held for trading or managed on a fair value basis	121	26	56	—	(64)	139	262	63	237	—	173	736
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	9	—	—	—	(1)	8	16	3	—	—	(1)	18
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	10	3	1	—	(7)	7	25	5	(1)	—	3	32
Other income/(expense)[1]	(98)	(19)	(2)	—	(25)	(144)	(138)	(26)	13	—	(91)	(242)
Net operating income before change in expected credit losses and other credit impairment charges	482	160	162	—	(281)	523	1,934	639	643	—	(155)	3,062
Change in expected credit losses and other credit impairment charges	(119)	(38)	(10)	—	19	(148)	(470)	(106)	1	—	5	(570)
Net operating income/(expense)	363	122	152	—	(262)	375	1,464	533	644	—	(149)	2,492
Total operating expenses	(307)	(81)	(69)	—	122	(335)	(1,300)	(355)	(266)	(1)	(13)	(1,935)
of which: staff expenses	*(94)*	*(20)*	*(15)*	—	*(57)*	*(186)*	*(396)*	*(84)*	*(65)*	—	*(238)*	*(783)*
Operating profit/(loss)	56	41	83	—	(140)	40	164	178	378	(1)	(162)	557
Share of profit in associates and joint ventures	—	—	—	—	—	—	2	—	—	—	—	2
Profit/(loss) before tax	56	41	83	—	(140)	40	166	178	378	(1)	(162)	559
Significant items - Totals												
Revenue	—	—	—	—	—	—	—	—	10	—	(16)	(6)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2018						At 31 Dec 2018					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	7,076	7,295	7,774	—	4	22,149	7,104	7,252	7,588	—	4	21,948
Loans and advances to customers (net)	6,513	7,057	7,732	—	4	21,306	6,534	7,015	7,546	—	3	21,098
Total external assets	14,512	12,060	18,725	—	2,081	47,378	11,905	9,944	18,541	—	8,862	49,252
Customer accounts	12,316	6,897	4,075	—	871	24,159	12,892	6,949	5,009	—	1,116	25,966
Income statement Metrics - Reported												
Cost efficiency ratio	63.7%	50.6%	42.6%	—%	43.4%	64.1%	67.2%	55.6%	41.4%	—%	(8.4)%	63.2%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	63.7%	50.6%	42.6%	—%	43.4%	64.1%	67.2%	55.6%	42.0%	—%	(9.4)%	63.1%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	(15)	(15)
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	10	—	(1)	9
Operating expenses												
Significant items												
Costs of structural reform												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—
Other Items												
Loss on net monetary position[1]	—	—	—	—	(94)	(94)	—	—	—	—	(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 $67m, comprising a decrease in revenue of $132m, a decrease in ECL of $12m and a decrease in operating expenses of $53m.

HSBC
Mexico

	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/(expense)	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	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 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)
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
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						Quarter ended 31 Dec 2018					
	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	289	82	53	—	(36)	388
Net fee income	68	13	14	—	—	95	72	15	7	—	—	94
Net income from financial instruments held for trading or managed on a fair value basis	6	2	24	—	48	80	4	4	28	—	44	80
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Other income/(expense)	67	27	1	—	12	107	21	1	1	—	11	34
Net operating income before change in expected credit losses and other credit impairment charges	434	124	85	—	14	657	386	102	89	—	19	596
Change in expected credit losses and other credit impairment charges	(93)	(6)	1	—	—	(98)	(121)	(11)	(2)	—	—	(134)
Net operating income	341	118	86	—	14	559	265	91	87	—	19	462
Total operating expenses	(241)	(51)	(34)	—	(8)	(334)	(241)	(55)	(32)	—	(16)	(344)
of which: staff expenses	*(69)*	*(13)*	*(9)*	—	*(45)*	*(136)*	*(66)*	*(14)*	*(7)*	—	*(35)*	*(122)*
Operating profit	100	67	52	—	6	225	24	36	55	—	3	118
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit before tax	100	67	52	—	6	225	24	36	55	—	3	118
Significant items - Totals												
Revenue	—	—	(5)	—	—	(5)	—	—	4	—	(1)	3
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	(1)	—	(1)	(2)	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Mar 2019						At 31 Dec 2018					
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	6,188	5,711	6,709	—	—	18,608
Loans and advances to customers (net)	6,036	5,673	7,123	—	—	18,832	5,674	5,537	6,679	—	—	17,890
Total external assets	10,095	7,859	16,215	—	6,666	40,835	9,353	7,653	15,772	—	6,533	39,311
Customer accounts	10,216	6,123	4,050	—	442	20,831	10,155	5,483	3,458	—	840	19,936
Income Statement Metrics												
Cost efficiency ratio	55.5%	41.1%	40.0%	—%	57.1%	50.8%	62.4%	53.9%	36.0%	—%	84.2%	57.7%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	55.5%	41.1%	36.7%	—%	50.0%	50.2%	62.4%	53.9%	37.6%	—%	80.0%	58.0%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(5)	—	—	(5)	—	—	4	—	(1)	3
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—						
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
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	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 30 Sep 2018						Year to date 31 Dec 2018					
	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)	286	80	50	—	(23)	393	1,122	307	181	—	(83)	1,527
Net fee income	74	14	9	—	(1)	96	282	57	38	—	(1)	376
Net income from financial instruments held for trading or managed on a fair value basis	5	3	21	—	31	60	16	12	102	—	112	242
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Other income/(expense)	25	1	—	—	14	40	89	4	5	—	50	148
Net operating income before change in expected credit losses and other credit impairment charges	390	98	80	—	21	589	1,509	380	326	—	78	2,293
Change in expected credit losses and other credit impairment charges	(99)	(27)	(8)	—	(1)	(135)	(402)	(61)	—	—	(1)	(464)
Net operating income	291	71	72	—	20	454	1,107	319	326	—	77	1,829
Total operating expenses	(223)	(48)	(34)	—	(8)	(313)	(913)	(204)	(131)	—	(54)	(1,302)
of which: staff expenses	*(68)*	*(13)*	*(8)*	—	*(42)*	*(131)*	*(270)*	*(51)*	*(31)*	—	*(161)*	*(513)*
Operating profit	68	23	38	—	12	141	194	115	195	—	23	527
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit before tax	68	23	38	—	12	141	194	115	195	—	23	527
Significant items - Totals												
Revenue	—	—	(1)	—	—	(1)	—	—	7	—	(1)	6
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—

	At 30 Sep 2018						At 31 Dec 2018					
Balance sheet data	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m	$m
Loans and advances to customers (gross)	6,200	5,683	7,009	—	—	18,892	6,188	5,711	6,709	—	—	18,608
Loans and advances to customers (net)	5,682	5,486	6,979	—	—	18,147	5,674	5,537	6,679	—	—	17,890
Total external assets	12,283	9,807	16,676	—	—	38,766	9,353	7,653	15,772	—	6,533	39,311
Customer accounts	9,931	5,524	2,790	—	799	19,044	10,155	5,483	3,458	—	840	19,936
Income Statement Metrics												
Cost efficiency ratio	57.2%	49.0%	42.5%	—%	38.1%	53.1%	60.5%	53.7%	40.2%	—%	69.2%	56.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	57.2%	49.0%	42.0%	—%	38.1%	53.1%	60.5%	53.7%	41.1%	—%	68.4%	56.9%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(1)	—	—	(1)	—	—	7	—	(1)	6
Operating expenses												
Significant items												
Costs of structural reform												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
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				
	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018
	$bn	$bn	$bn	$bn	$bn
Retail Banking and Wealth Management	**127.9**	129.0	126.5	126.9	125.0
Commercial Banking	**317.3**	327.6	325.4	321.2	317.1
Global Banking and Markets	**276.8**	284.5	285.5	281.0	277.5
Global Private Banking	**16.2**	16.5	16.8	16.8	16.3
Corporate Centre	**127.0**	128.4	125.3	119.4	126.8
Total	**865.2**	886.0	879.5	865.3	862.7

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

	Quarter ended				
	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018
	$bn	$bn	$bn	$bn	$bn
Total	**865.2**	886.0	879.5	865.3	862.7
Europe	**295.0**	309.4	306.3	298.1	297.7
Asia	**364.7**	371.7	366.8	363.9	360.8
Middle East and North Africa	**57.5**	57.5	56.3	56.7	57.4
North America	**131.1**	133.5	133.8	131.6	132.1
Latin America	**40.6**	40.3	39.5	38.3	38.9
Hong Kong	**186.7**	189.6	187.1	190.1	186.5
United Kingdom	**216.6**	226.5	225.5	221.7	220.4
Mainland China	**71.9**	74.1	72.7	69.4	70.8
United States	**97.7**	99.3	100.5	99.5	99.2
Mexico	**29.4**	29.3	28.7	27.5	27.7
HSBC UK Bank plc consolidated[3]	**109.2**	118.0	121.2	117.3	116.4
HSBC Bank plc consolidated[3]	**182.4**	189.3	187.5	183.7	185.4

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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