

# HSBC HOLDINGS PLC

## Data Pack

### 4Q 2014

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 2014*. The financial information does not constitute financial statements prepared in accordance with International Financial Reporting Standards ('IFRS'), is not complete and should be read in conjunction with the *Annual Report and Accounts 2014*, the *Interim Report 2014* and other reports and financial information published by HSBC.

All information is on a reported basis.

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

	Quarter ended							
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar
	2014	2014	2014	2014	2013	2013	2013	2013
US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	
Net interest income	8,547	8,753	8,684	8,721	9,005	8,714	8,851	8,968
Net fee income	3,718	4,062	4,131	4,046	3,993	4,037	4,157	4,245
Net trading income	1,190	2,295	995	2,280	1,045	1,283	2,521	3,843
Other income	851	665	1,473	837	1,152	1,044	427	1,360
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>14,306</b>	<b>15,775</b>	<b>15,283</b>	<b>15,884</b>	<b>15,195</b>	<b>15,078</b>	<b>15,956</b>	<b>18,416</b>
Loan impairment charges and other credit risk provisions	(1,250)	(760)	(1,043)	(798)	(1,140)	(1,593)	(1,945)	(1,171)
<b>Net operating income</b>	<b>13,056</b>	<b>15,015</b>	<b>14,240</b>	<b>15,086</b>	<b>14,055</b>	<b>13,485</b>	<b>14,011</b>	<b>17,245</b>
Total operating expenses	(11,892)	(11,091)	(9,414)	(8,852)	(10,573)	(9,584)	(9,052)	(9,347)
<b>Operating profit</b>	<b>1,164</b>	<b>3,924</b>	<b>4,826</b>	<b>6,234</b>	<b>3,482</b>	<b>3,901</b>	<b>4,959</b>	<b>7,898</b>
Share of profit in associates and joint ventures	567	685	729	551	482	629	678	536
<b>Profit before tax</b>	<b>1,731</b>	<b>4,609</b>	<b>5,555</b>	<b>6,785</b>	<b>3,964</b>	<b>4,530</b>	<b>5,637</b>	<b>8,434</b>
<i>Significant Items - gains/(losses)</i>								
Own credit spread	432	200	(363)	148	(652)	(575)	224	(243)
Gain/(loss) on disposal or dilution	(26)	-	(34)	21	1,084	74	35	1,113
Operating Profit/(loss) of disposals and dilutions	-	-	5	3	(101)	9	(2)	(84)
<i>Other significant items - gains/(losses)</i>								
<b>Revenue</b>								
Debit valuation adjustment on derivative contracts	(54)	(123)	(185)	30	(195)	(151)	(21)	472
Fair value movement on non-qualifying hedges	(200)	(19)	(180)	(142)	50	168	209	84
FX gains relating to sterling debt issued by HSBC Holdings	-	-	-	-	-	-	-	442
Gain/(loss) on sale of several tranches of real estate secured accounts in the US	92	91	15	(30)	(125)	3	(1)	-
Gain on sale of shareholding in Bank of Shanghai	-	-	428	-	-	-	-	-
Impairment of our investment in Industrial Bank	-	(271)	-	-	-	-	-	-
Loss on early termination of cash flow hedges in the US run-off portfolio	-	-	-	-	-	-	-	(199)
Loss on sale of an HFC Bank UK secured loan portfolio	-	-	-	-	(8)	-	-	(138)
Loss on sale of non-real estate secured accounts in the US	-	-	-	-	-	-	(271)	-
Net gain on completion of Ping An disposal	-	-	-	-	-	-	-	553
Provisions arising from the ongoing review of compliance with the Consumer Credit Act in the UK	(52)	(213)	(367)	-	-	-	-	-
Write-off of allocated goodwill relating to the GPB Monaco business	-	-	-	-	-	-	-	(279)
	(214)	(535)	(289)	(142)	(278)	20	(84)	935
<b>Operating expenses</b>								
Accounting gain arising from change in basis of delivering ill-health benefits in the UK	-	-	-	-	-	-	430	-
Charge in relation to the settlement agreement with Federal Housing Finance Authority	-	(550)	-	-	-	-	-	-
Madoff-related litigation costs	-	-	-	-	-	-	(298)	-
Settlement and provisions in connection with foreign exchange investigations	(809)	(378)	-	-	-	-	-	-
Restructuring and other related costs	(128)	(68)	(42)	(40)	(87)	(158)	(163)	(75)
Regulatory provisions in GPB	(65)	-	-	-	(35)	(198)	-	(119)
UK customer redress programmes	(340)	(701)	(151)	(83)	(395)	(428)	(248)	(164)
US customer remediation provisions relating to CRS	-	-	-	-	-	-	-	(100)
	(1,342)	(1,697)	(193)	(123)	(517)	(784)	(279)	(458)

*Balance sheet data*

	At							
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar
	2014	2014	2014	2014	2013	2013	2013	2013
US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	
Loans and advances to customers (net)	974,660	1,028,880	1,047,241	1,009,830	992,089	977,047	938,294	926,225
Customer accounts	1,350,642	1,395,116	1,415,705	1,366,034	1,361,297	1,317,707	1,266,905	1,272,526
	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn
Risk-weighted assets <sup>1</sup>	1,219.8	1,227.5	1,248.6	1,257.7	1,092.7	1,098.9	1,104.8	1,097.8
	%	%	%	%	%	%	%	%
Return on risk-weighted assets <sup>23</sup>	0.6	1.5	1.8	2.3	1.4	1.6	2.1	3.1

<sup>1</sup> 2014 RWAs are calculated and presented on a CRD IV basis. 2013 are on a Basel 2.5 basis.

<sup>2</sup> Return on risk-weighted assets are on a reported basis, and calculated using average RWAs on a Basel 2.5 basis during 2013 and on a CRD IV basis during 2014.

<sup>3</sup> RoRWAs are based on a discrete quarterly calculation, based on 3-point average.

**HSBC**  
**Retail Banking and Wealth Management**

	Quarter ended							
	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013
	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m
Net interest income	4,171	4,184	4,075	4,352	4,517	4,511	4,562	4,748
Net fee income	1,646	1,731	1,662	1,629	1,715	1,721	1,813	1,773
Net trading income	(76)	70	(37)	24	228	184	267	8
Other income	153	392	379	239	350	225	(66)	184
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>5,894</b>	<b>6,377</b>	<b>6,079</b>	<b>6,244</b>	<b>6,810</b>	<b>6,641</b>	<b>6,576</b>	<b>6,713</b>
Loan impairment charges and other credit risk provisions	(347)	(247)	(621)	(604)	(686)	(773)	(878)	(890)
<b>Net operating income</b>	<b>5,547</b>	<b>6,130</b>	<b>5,458</b>	<b>5,640</b>	<b>6,124</b>	<b>5,868</b>	<b>5,698</b>	<b>5,823</b>
Total operating expenses	(4,324)	(4,929)	(4,253)	(4,016)	(4,421)	(4,376)	(4,112)	(4,339)
<b>Operating profit</b>	<b>1,223</b>	<b>1,201</b>	<b>1,205</b>	<b>1,624</b>	<b>1,703</b>	<b>1,492</b>	<b>1,586</b>	<b>1,484</b>
Share of profit in associates and joint ventures	76	106	128	88	94	93	114	83
<b>Profit before tax</b>	<b>1,299</b>	<b>1,307</b>	<b>1,333</b>	<b>1,712</b>	<b>1,797</b>	<b>1,585</b>	<b>1,700</b>	<b>1,567</b>
<i>Significant items - gains/(losses)</i>								
Own credit spread	-	-	-	-	-	-	-	-
Gain/(loss) on disposal or dilution	(11)	-	-	7	319	7	22	5
Operating Profit/(loss) of disposals and dilutions	-	-	-	(1)	(26)	(2)	(8)	(91)
<i>Other significant items - gains/(losses)</i>								
<b>Revenue</b>								
Fair value movement on non-qualifying hedges	(192)	(67)	(154)	(80)	44	2	155	61
Provisions arising from the ongoing review of compliance with the Consumer Credit Act in the UK	(24)	(191)	(353)	-	-	-	-	-
Gain/(loss) on sale of several tranches of real estate secured accounts in the US	92	91	15	(30)	(125)	3	(1)	-
Loss on sale of non-real estate secured accounts in the US	-	-	-	-	-	-	(271)	-
Loss on early termination of cash flow hedges in the US run-off portfolio	-	-	-	-	-	-	-	(199)
Loss on sale of an HFC Bank UK secured loan portfolio	-	-	-	-	(8)	-	-	(138)
	(124)	(167)	(492)	(110)	(89)	5	(117)	(276)
<b>Operating expenses</b>								
Accounting gain arising from change in basis of delivering ill-health benefits in the UK	-	-	-	-	-	-	189	-
Charge in relation to the settlement agreement with Federal Housing Finance Authority	-	(17)	-	-	-	-	-	-
Restructuring and other related costs	(59)	(7)	(14)	(8)	(8)	(74)	(70)	(15)
UK customer redress programmes	(182)	(616)	(111)	(83)	(247)	(294)	(248)	(164)
US customer remediation provisions relating to CRS	-	-	-	-	-	-	-	(100)
	(241)	(640)	(125)	(91)	(255)	(368)	(129)	(279)
<i>Balance sheet data</i>								
	At							
	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013
	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m
Loans and advances to customers (net)	359,744	366,720	380,108	373,099	375,086	368,967	358,464	362,741
Customer accounts	581,421	587,766	597,714	583,756	579,994	569,286	547,140	556,411
	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn
Risk-weighted assets <sup>1</sup>	205.1	209.0	223.0	227.0	233.5	239.7	243.4	264.2
	%	%	%	%	%	%	%	%
Return on risk-weighted assets <sup>2,3</sup>	2.5	2.4	2.4	3.0	3.0	2.6	2.7	2.4

1 2014 RWAs are calculated and presented on a CRD IV basis. 2013 are on a Basel 2.5 basis.

2 Return on risk-weighted assets are on a reported basis, and calculated using average RWAs on a Basel 2.5 basis during 2013 and on a CRD IV basis during 2014

3 RoRWAs are based on a discrete quarterly calculation, based on 3-point average.

**HSBC**  
**Commercial Banking**

	Quarter ended							
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar
	2014	2014	2014	2014	2013	2013	2013	2013
US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	
Net interest income	2,617	2,705	2,633	2,551	2,604	2,547	2,535	2,515
Net fee income	1,120	1,205	1,212	1,201	1,185	1,196	1,191	1,145
Net trading income	135	147	156	180	146	156	174	171
Other income	113	145	105	78	582	86	30	102
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>3,985</b>	<b>4,202</b>	<b>4,106</b>	<b>4,010</b>	<b>4,517</b>	<b>3,985</b>	<b>3,930</b>	<b>3,933</b>
Loan impairment charges and other credit risk provisions	(705)	(408)	(365)	(197)	(543)	(681)	(802)	(358)
<b>Net operating income</b>	<b>3,280</b>	<b>3,794</b>	<b>3,741</b>	<b>3,813</b>	<b>3,974</b>	<b>3,304</b>	<b>3,128</b>	<b>3,575</b>
Total operating expenses	(1,958)	(1,943)	(1,849)	(1,739)	(1,878)	(1,834)	(1,611)	(1,726)
<b>Operating profit</b>	<b>1,322</b>	<b>1,851</b>	<b>1,892</b>	<b>2,074</b>	<b>2,096</b>	<b>1,470</b>	<b>1,517</b>	<b>1,849</b>
Share of profit in associates and joint ventures	360	440	459	346	330	412	429	338
<b>Profit before tax</b>	<b>1,682</b>	<b>2,291</b>	<b>2,351</b>	<b>2,420</b>	<b>2,426</b>	<b>1,882</b>	<b>1,946</b>	<b>2,187</b>
<i>Significant Items - gains/(losses)</i>								
Own credit spread	-	-	-	-	-	-	-	-
Gain/(loss) on disposal or dilution	(12)	-	-	8	481	(10)	6	1
Operating Profit/(loss) of disposals and dilutions	-	-	1	4	(21)	29	21	23
<i>Other significant Items - gains/(losses)</i>								
Revenue	-	1	-	-	-	-	-	-
Fair value movement on non-qualifying hedges	-	-	-	-	-	-	-	-
Provisions arising from the ongoing review of compliance with the Consumer Credit Act in the UK	(8)	(2)	(14)	-	-	-	-	-
	(8)	(1)	(14)	-	-	-	-	-
Operating expenses								
Accounting gain arising from change in basis of delivering ill-health benefits in the UK	-	-	-	-	-	-	160	-
Restructuring and other related costs	(27)	(4)	(5)	(1)	19	(28)	(21)	(1)
UK customer redress programmes	(79)	(39)	(20)	-	(80)	(68)	-	-
	(106)	(43)	(25)	(1)	(61)	(96)	139	(1)
<i>Management view of revenue</i>								
Global Trade and Receivables Finance <sup>1</sup>	705	761	743	686	713	757	746	713
Credit and lending	1,587	1,626	1,614	1,494	1,541	1,554	1,520	1,488
Payments and Cash Management <sup>1</sup> , current accounts and savings deposits	1,372	1,432	1,416	1,322	1,363	1,345	1,304	1,275
Other	321	383	333	508	900	329	360	457
<b>Net operating income<sup>2</sup></b>	<b>3,985</b>	<b>4,202</b>	<b>4,106</b>	<b>4,010</b>	<b>4,517</b>	<b>3,985</b>	<b>3,930</b>	<b>3,933</b>

<sup>1</sup> Global Trade and Receivables Finance<sup>1</sup> and Payments and Cash Management<sup>1</sup> include revenue attributable to foreign exchange products.  
<sup>2</sup> Net operating income before loan impairment charges and other credit risk provisions, also referred to as revenue.

**Balance sheet data**

	At							
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar
	2014	2014	2014	2014	2013	2013	2013	2013
US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	
Loans and advances to customers (net)	313,999	316,805	316,246	301,936	297,852	295,645	286,539	279,391
Customer accounts	363,654	358,299	366,171	353,101	354,298	337,852	327,612	324,085
	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn
Risk-weighted assets <sup>1</sup>	432.4	429.0	425.0	415.0	391.7	395.1	385.9	373.8
	%	%	%	%	%	%	%	%
Return on risk-weighted assets <sup>2,3</sup>	1.5	2.1	2.2	2.4	2.4	1.9	2.1	2.3

<sup>1</sup> 2014 RWAs are calculated and presented on a CRD IV basis. 2013 are on a Basel 2.5 basis.  
<sup>2</sup> Return on risk-weighted assets are on a reported basis, and calculated using average RWAs on a Basel 2.5 basis during 2013 and on a CRD IV basis during 2014.  
<sup>3</sup> RoRWAs are based on a discrete quarterly calculation, based on 3-point average.

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

	Quarter ended							
	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013
	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m
Net interest income	1,751	1,669	1,833	1,769	1,842	1,590	1,662	1,672
Net fee income	713	908	1,002	937	835	828	847	971
Net trading income	1,028	2,043	784	2,006	547	627	1,931	3,676
Other income	(184)	59	1,012	448	1,070	1,175	406	(503)
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>3,308</b>	<b>4,679</b>	<b>4,631</b>	<b>5,160</b>	<b>4,294</b>	<b>4,220</b>	<b>4,846</b>	<b>5,816</b>
Loan impairment charges and other credit risk provisions	(180)	(136)	(46)	(3)	85	(118)	(219)	45
<b>Net operating income</b>	<b>3,128</b>	<b>4,543</b>	<b>4,585</b>	<b>5,157</b>	<b>4,379</b>	<b>4,102</b>	<b>4,627</b>	<b>5,861</b>
Total operating expenses	(3,341)	(3,729)	(2,561)	(2,397)	(2,585)	(2,368)	(2,619)	(2,388)
<b>Operating profit</b>	<b>(213)</b>	<b>814</b>	<b>2,024</b>	<b>2,760</b>	<b>1,794</b>	<b>1,734</b>	<b>2,008</b>	<b>3,473</b>
Share of profit in associates and joint ventures	128	127	138	111	72	118	127	115
<b>Profit before tax</b>	<b>(85)</b>	<b>941</b>	<b>2,162</b>	<b>2,871</b>	<b>1,866</b>	<b>1,852</b>	<b>2,135</b>	<b>3,588</b>
<i>Significant items - gains/(losses)</i>								
Own credit spread	-	-	(2)	-	-	-	-	-
Gain/(loss) on disposal or dilution	(3)	-	-	6	325	82	5	18
Operating Profit/(loss) of disposals and dilutions	-	-	2	1	(32)	(10)	(10)	3
<i>Other significant items - gains/(losses)</i>								
<b>Revenue</b>	<b>(54)</b>	<b>(123)</b>	<b>(185)</b>	<b>30</b>	<b>(195)</b>	<b>(151)</b>	<b>(21)</b>	<b>472</b>
Debit valuation adjustment on derivative contracts	3	(61)	50	-	(2)	2	(16)	(2)
Fair value movement on non-qualifying hedges								
	(51)	(184)	(135)	30	(197)	(149)	(37)	470
<b>Operating expenses</b>								
Accounting gain arising from change in basis of delivering ill-health benefits in the UK	-	-	-	-	-	-	81	-
Charge in relation to the settlement agreement with Federal Housing Finance Authority	-	(533)	-	-	-	-	-	-
Madoff-related litigation costs	-	-	-	-	-	-	(298)	-
Settlement and provisions in connection with foreign exchange investigations	(809)	(378)	-	-	-	-	-	-
Restructuring and other related costs	(6)	(12)	(5)	(4)	-	(5)	-	(8)
UK customer redress programmes	(79)	(46)	(20)	-	(68)	(66)	-	-
	(894)	(969)	(25)	(4)	(68)	(71)	(217)	(8)

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

*Management view of total operating income*

	Quarter ended							
	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013
	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m
<b>Markets</b>	<b>544</b>	<b>1,873</b>	<b>1,620</b>	<b>2,225</b>	<b>1,290</b>	<b>1,575</b>	<b>1,839</b>	<b>2,231</b>
Credit	(208)	182	246	347	154	154	183	305
Rates	(79)	515	496	631	40	507	377	729
Foreign Exchange	530	852	631	809	693	660	962	871
Equities	201	324	247	444	403	254	317	326
<b>Capital Financing</b>	<b>1,002</b>	<b>989</b>	<b>1,078</b>	<b>997</b>	<b>977</b>	<b>975</b>	<b>988</b>	<b>1,054</b>
Payments and Cash Management	427	463	460	444	472	436	439	423
Securities Services	423	429	433	413	407	408	442	405
Global Trade and Receivables Finance	179	199	202	187	181	189	191	180
Balance Sheet Management	779	739	752	750	719	711	704	976
Principal Investments	67	122	248	94	165	142	172	33
Debit valuation adjustment	(54)	(125)	(186)	31	(195)	(151)	(21)	472
Other	(59)	(10)	24	19	278	(65)	92	42
<b>Net operating income<sup>1</sup></b>	<b>3,308</b>	<b>4,679</b>	<b>4,631</b>	<b>5,160</b>	<b>4,294</b>	<b>4,220</b>	<b>4,846</b>	<b>5,816</b>

1 Net operating income before loan impairment charges and other credit risk provisions, also referred to as 'revenue'.

*Balance sheet data*

	Quarter ended							
	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013
	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m	US\$m
Loans and advances to customers (net)	254,463	298,424	303,133	286,649	272,474	266,250	251,769	241,302
Customer accounts	319,121	360,758	360,732	330,473	328,800	307,785	298,500	295,088
	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn
Risk-weighted assets <sup>1</sup>	516.1	527.0	537.0	554.0	422.3	416.9	429.2	412.3
	%	%	%	%	%	%	%	%
Return on risk-weighted assets <sup>2,3</sup>	(0.1)	0.7	1.6	2.4	1.8	1.7	2.0	3.6

1 2014 RWAs are calculated and presented on a CRD IV basis. 2013 are on a Basel 2.5 basis.

2 Return on risk-weighted assets are on a reported basis, and calculated using average RWAs on a Basel 2.5 basis during 2013 and on a CRD IV basis during 2014

3 RoRWAs are based on a discrete quarterly calculation, based on 3-point average.

**HSBC**  
**Global Private Banking**

	Quarter ended							
	31 Dec 2014 US\$m	30 Sep 2014 US\$m	30 Jun 2014 US\$m	31 Mar 2014 US\$m	31 Dec 2013 US\$m	30 Sep 2013 US\$m	30 Jun 2013 US\$m	31 Mar 2013 US\$m
Net interest income	225	233	271	265	292	278	292	284
Net fee income	249	274	258	275	267	281	301	301
Net trading income	60	75	78	81	75	89	104	127
Other income	23	8	(10)	12	(4)	10	10	(268)
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>557</b>	<b>590</b>	<b>597</b>	<b>633</b>	<b>630</b>	<b>658</b>	<b>707</b>	<b>444</b>
Loan impairment charges and other credit risk provisions	(17)	31	(11)	5	4	(21)	(7)	(7)
<b>Net operating income</b>	<b>540</b>	<b>621</b>	<b>586</b>	<b>638</b>	<b>634</b>	<b>637</b>	<b>700</b>	<b>437</b>
Total operating expenses	(474)	(436)	(427)	(441)	(537)	(657)	(469)	(566)
<b>Operating profit</b>	<b>66</b>	<b>185</b>	<b>159</b>	<b>197</b>	<b>97</b>	<b>(20)</b>	<b>231</b>	<b>(129)</b>
Share of profit in associates and joint ventures	6	5	4	4	4	4	2	4
<b>Profit before tax</b>	<b>72</b>	<b>190</b>	<b>163</b>	<b>201</b>	<b>101</b>	<b>(16)</b>	<b>233</b>	<b>(125)</b>
<i>Significant items - gains/(losses)</i>								
Operating Profit/(loss) of disposals and dilutions	-	-	-	-	1	-	-	-
<i>Other significant items - gains/(losses)</i>								
<b>Revenue</b>								
Fair value movement on non-qualifying hedges	(1)	-	-	-	3	(1)	(3)	2
Provisions arising from the ongoing review of compliance with the Consumer Credit Act in the UK	(20)	(20)	-	-	-	-	-	-
Write-off of allocated goodwill relating to GPB Monaco business	-	-	-	-	-	-	-	(279)
	(21)	(20)	-	-	3	(1)	(3)	(277)
<b>Operating expenses</b>								
Restructuring and other related costs	2	(6)	(2)	-	(67)	-	(5)	(1)
Regulatory provisions in GPB	(65)	-	-	-	(35)	(198)	-	(119)
	(63)	(6)	(2)	-	(102)	(198)	(5)	(120)
<i>Balance sheet data</i>								
	At							
	31 Dec 2014 US\$m	30 Sep 2014 US\$m	30 Jun 2014 US\$m	31 Mar 2014 US\$m	31 Dec 2013 US\$m	30 Sep 2013 US\$m	30 Jun 2013 US\$m	31 Mar 2013 US\$m
Loans and advances to customers (net)	44,102	44,328	45,131	45,629	44,224	43,723	39,161	40,142
Customer accounts	85,465	86,768	89,641	96,760	96,770	101,018	92,298	95,306
	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn
Risk-weighted assets <sup>1</sup>	20.8	21.0	22.0	23.0	21.7	22.0	21.8	22.0
	%	%	%	%	%	%	%	%
Return on risk-weighted assets <sup>2,3</sup>	1.4	3.5	2.9	3.6	1.8	(0.3)	4.3	(2.3)

<sup>1</sup> 2014 RWAs are calculated and presented on a CRD IV basis. 2013 are on a Basel 2.5 basis.

<sup>2</sup> Return on risk-weighted assets are on a reported basis, and calculated using average RWAs on a Basel 2.5 basis during 2013 and on a CRD IV basis during 2014

<sup>3</sup> RoRWAs are based on a discrete quarterly calculation, based on 3-point average.

**HSBC**  
**Other**

	Quarter ended							
	31 Dec 2014 US\$m	30 Sep 2014 US\$m	30 Jun 2014 US\$m	31 Mar 2014 US\$m	31 Dec 2013 US\$m	30 Sep 2013 US\$m	30 Jun 2013 US\$m	31 Mar 2013 US\$m
Net interest income	(131)	(148)	(39)	(183)	(200)	(159)	(185)	(190)
Net fee income	(10)	(56)	(3)	4	(9)	11	6	55
Net trading income	(43)	71	(76)	(44)	(1)	176	88	(200)
Other income	2,379	1,646	1,558	1,440	702	981	1,420	3,156
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>2,195</b>	<b>1,513</b>	<b>1,440</b>	<b>1,217</b>	<b>492</b>	<b>1,009</b>	<b>1,329</b>	<b>2,821</b>
Loan impairment charges and other credit risk provisions	(1)	-	-	1	-	-	(39)	39
<b>Net operating income</b>	<b>2,194</b>	<b>1,513</b>	<b>1,440</b>	<b>1,218</b>	<b>492</b>	<b>1,009</b>	<b>1,290</b>	<b>2,860</b>
Total operating expenses	(3,428)	(1,640)	(1,894)	(1,639)	(2,700)	(1,784)	(1,673)	(1,639)
<b>Operating profit</b>	<b>(1,234)</b>	<b>(127)</b>	<b>(454)</b>	<b>(421)</b>	<b>(2,208)</b>	<b>(775)</b>	<b>(383)</b>	<b>1,221</b>
Share of profit in associates and joint ventures	(3)	7	-	2	(18)	2	6	(4)
<b>Profit before tax</b>	<b>(1,237)</b>	<b>(120)</b>	<b>(454)</b>	<b>(419)</b>	<b>(2,226)</b>	<b>(773)</b>	<b>(377)</b>	<b>1,217</b>
<i>Significant items - gains/(losses)</i>								
Own credit spread	432	200	(361)	148	(652)	(575)	224	(243)
Gain/(loss) on disposal or dilution	-	-	(34)	-	(42)	(5)	2	1,089
Operating Profit/(loss) of disposals and dilutions	-	-	2	(1)	(22)	(8)	(5)	(19)
<i>Other significant items - gains/(losses)</i>								
<b>Revenue</b>	<b>(11)</b>	<b>109</b>	<b>(76)</b>	<b>(62)</b>	<b>5</b>	<b>165</b>	<b>73</b>	<b>23</b>
Fair value movement on non-qualifying hedges	-	-	-	-	-	-	-	442
FX gains relating to sterling debt issued by HSBC Holdings	-	-	428	-	-	-	-	-
Gain on sale of shareholding in Bank of Shanghai	-	(271)	-	-	-	-	-	-
Impairment of our investment in Industrial Bank	-	-	-	-	-	-	-	-
Net gain on completion of Ping An disposal	-	-	-	-	-	-	-	553
	(11)	(162)	352	(62)	5	165	73	1,018
<b>Operating expenses</b>	<b>(37)</b>	<b>(39)</b>	<b>(17)</b>	<b>(27)</b>	<b>(31)</b>	<b>(51)</b>	<b>(67)</b>	<b>(50)</b>
Restructuring and other related costs	(37)	(39)	(17)	(27)	(31)	(51)	(67)	(50)
	(37)	(39)	(17)	(27)	(31)	(51)	(67)	(50)

*Balance sheet data*

	Quarter ended							
	31 Dec 2014 US\$m	30 Sep 2014 US\$m	30 Jun 2014 US\$m	31 Mar 2014 US\$m	31 Dec 2013 US\$m	30 Sep 2013 US\$m	30 Jun 2013 US\$m	31 Mar 2013 US\$m
Loans and advances to customers (net)	2,352	2,603	2,623	2,517	2,453	2,462	2,361	2,649
Customer accounts	981	1,525	1,447	1,944	1,435	1,766	1,355	1,636
	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn	US\$bn
Risk-weighted assets <sup>1</sup>	45.4	41.0	41.0	40.0	23.0	25.2	24.5	25.5
	%	%	%	%	%	%	%	%
Return on risk-weighted assets <sup>2,3</sup>	(11.4)	(1.2)	(4.5)	(5.4)	(36.2)	(12.3)	(6.1)	19.4

<sup>1</sup> 2014 RWAs are calculated and presented on a CRD IV basis. 2013 are on a Basel 2.5 basis.

<sup>2</sup> Return on risk-weighted assets are on a reported basis, and calculated using average RWAs on a Basel 2.5 basis during 2013 and on a CRD IV basis during 2014.

<sup>3</sup> RoRWAs are based on a discrete quarterly calculation, based on 3-point average.



	Quarter ended 31 December 2014						Total US\$m
	Retail Banking and Wealth Management US\$m	Commercial Banking US\$m	Global Banking and Markets US\$m	Global Private Banking US\$m	Other US\$m	Inter- segment elimination US\$m	
Net interest income	1,368	879	501	125	(143)	(48)	2,682
Net fee income	604	443	143	144	(1)	-	1,333
Net trading income	(86)	4	330	32	(12)	48	316
Other income	(173)	36	(340)	33	965	(55)	466
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>1,713</b>	<b>1,362</b>	<b>634</b>	<b>334</b>	<b>809</b>	<b>(55)</b>	<b>4,797</b>
Loan impairment charges and other credit risk provisions	(71)	(221)	(50)	(19)	1	-	(360)
<b>Net operating income</b>	<b>1,642</b>	<b>1,141</b>	<b>584</b>	<b>315</b>	<b>810</b>	<b>(55)</b>	<b>4,437</b>
Total operating expenses	(1,563)	(738)	(2,071)	(262)	(2,014)	55	(6,593)
<b>Operating profit</b>	<b>79</b>	<b>403</b>	<b>(1,487)</b>	<b>53</b>	<b>(1,204)</b>	<b>-</b>	<b>(2,156)</b>
Share of profit in associates and joint ventures	-	-	2	(1)	-	-	1
<b>Profit before tax</b>	<b>79</b>	<b>403</b>	<b>(1,485)</b>	<b>52</b>	<b>(1,204)</b>	<b>-</b>	<b>(2,155)</b>
<i>Significant Items - gains/(losses)</i>							
Own credit spread	-	-	-	-	381	-	381
<i>Other significant items - gains/(losses)</i>							
<b>Revenue</b>							
Debit valuation adjustment on derivative contracts	-	-	(42)	-	-	-	(42)
Fair value movement on non-qualifying hedges	(74)	-	3	-	(12)	-	(83)
Provisions arising from the ongoing review of compliance with the Consumer Credit Act in the UK	(25)	(7)	-	(20)	-	-	(52)
	(99)	(7)	(39)	(20)	(12)	-	(177)
<b>Operating expenses</b>							
Restructuring and other related costs	(12)	(10)	(4)	2	(10)	-	(34)
UK customer redress programmes	(182)	(79)	(79)	-	-	-	(340)
Settlements and provisions in connection with foreign exchange investigations	-	-	(809)	-	-	-	(809)
Regulatory provisions in GPB	-	-	-	(16)	-	-	(16)
	(194)	(89)	(892)	(14)	(10)	-	(1,199)

*Balance sheet data*

	At 31 December 2014						Total US\$m
	Retail Banking and Wealth Management US\$m	Commercial Banking US\$m	Global Banking and Markets US\$m	Global Private Banking US\$m	Other US\$m	Inter- segment elimination US\$m	
Loans and advances to customers (net)	165,112	106,342	113,136	24,766	377	-	409,733
Customer accounts	202,413	135,837	166,075	41,380	254	-	545,959

Note: Risk-weighted asset data by geographical region is provided in a separate tab at the end of this document.

Quarter ended 31 December 2014							
	Retail Banking and Wealth Management US\$m	Commercial Banking US\$m	Global Banking and Markets US\$m	Global Private Banking US\$m	Other US\$m	Inter- segment elimination US\$m	Total US\$m
Net interest income	1,271	905	859	46	-	-	3,081
Net fee income	689	354	292	66	-	-	1,401
Net trading income	48	85	485	26	(13)	-	631
Other income	112	32	62	(9)	780	(297)	680
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>2,120</b>	<b>1,376</b>	<b>1,698</b>	<b>129</b>	<b>767</b>	<b>(297)</b>	<b>5,793</b>
Loan impairment charges and other credit risk provisions	(88)	(96)	(77)	1	-	-	(260)
<b>Net operating income</b>	<b>2,032</b>	<b>1,280</b>	<b>1,621</b>	<b>130</b>	<b>767</b>	<b>(297)</b>	<b>5,533</b>
Total operating expenses	(1,092)	(457)	(652)	(128)	(705)	297	(2,737)
<b>Operating profit</b>	<b>940</b>	<b>823</b>	<b>969</b>	<b>2</b>	<b>62</b>	<b>-</b>	<b>2,796</b>
Share of profit in associates and joint ventures	70	322	69	-	(1)	-	460
<b>Profit before tax</b>	<b>1,010</b>	<b>1,145</b>	<b>1,038</b>	<b>2</b>	<b>61</b>	<b>-</b>	<b>3,256</b>
<i>Significant Items - gains/(losses)</i>							
Own credit spread	-	-	-	-	(1)	-	(1)
<i>Other significant items - gains/(losses)</i>							
<b>Revenue</b>							
Debit valuation adjustment on derivative contracts	-	-	(10)	-	-	-	(10)
	-	-	(10)	-	-	-	(10)
<b>Operating expenses</b>							
Restructuring and other related costs	(3)	-	(1)	-	-	-	(4)
Regulatory provisions in GBP	-	-	-	(49)	-	-	(49)
	(3)	-	(1)	(49)	-	-	(53)

*Balance sheet data*

At 31 December 2014							
	Retail Banking and Wealth Management US\$m	Commercial Banking US\$m	Global Banking and Markets US\$m	Global Private Banking US\$m	Other US\$m	Inter- segment elimination US\$m	Total US\$m
Loans and advances to customers (net)	115,643	132,509	99,934	12,894	1,975	-	362,955
Customer accounts	286,670	155,608	104,896	29,847	470	-	577,491

Note: Risk-weighted asset data by geographical region is provided in a separate tab at the end of this document.

**HSBC**  
**Middle East and North Africa**

	Quarter ended 31 December 2014						
	Retail Banking and Wealth Management US\$m	Commercial Banking US\$m	Global Banking and Markets US\$m	Global Private Banking US\$m	Other US\$m	Inter- segment elimination US\$m	Total US\$m
Net interest income	149	110	113	-	1	5	378
Net fee income	41	61	56	-	(6)	-	152
Net trading income	11	16	32	-	(3)	(5)	51
Other income	(4)	(10)	-	-	35	(32)	(11)
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>197</b>	<b>177</b>	<b>201</b>	<b>-</b>	<b>27</b>	<b>(32)</b>	<b>570</b>
Loan impairment charges and other credit risk provisions	(3)	(29)	8	-	-	-	(24)
<b>Net operating income</b>	<b>194</b>	<b>148</b>	<b>209</b>	<b>-</b>	<b>27</b>	<b>(32)</b>	<b>546</b>
Total operating expenses	(150)	(84)	(63)	(1)	(32)	32	(298)
<b>Operating profit</b>	<b>44</b>	<b>64</b>	<b>146</b>	<b>(1)</b>	<b>(5)</b>	<b>-</b>	<b>248</b>
Share of profit in associates and joint ventures	6	34	57	7	(2)	-	102
<b>Profit before tax</b>	<b>50</b>	<b>98</b>	<b>203</b>	<b>6</b>	<b>(7)</b>	<b>-</b>	<b>350</b>
<i>Significant Items - gains/(losses)</i>							
Own credit spread	-	-	-	-	1	-	1
<i>Other significant items - gains/(losses)</i>							
<b>Revenue</b>							
Debit valuation adjustment on derivative contracts	-	-	(1)	-	-	-	(1)
	-	-	(1)	-	-	-	(1)
<b>Operating expenses</b>							
Restructuring and other related costs	(2)	-	-	-	-	-	(2)
	(2)	-	-	-	-	-	(2)

*Balance sheet data*

	At 31 December 2014						
	Retail Banking and Wealth Management US\$m	Commercial Banking US\$m	Global Banking and Markets US\$m	Global Private Banking US\$m	Other US\$m	Inter- segment elimination US\$m	Total US\$m
Loans and advances to customers (net)	6,318	13,104	9,641	-	-	-	29,063
Customer accounts	18,024	11,809	9,630	-	257	-	39,720

Note: Risk-weighted asset data by geographical region is provided in a separate tab at the end of this document.

**HSBC**  
**North America**

	Quarter ended 31 December 2014						Total US\$m
	Retail Banking and Wealth Management US\$m	Commercial Banking US\$m	Global Banking and Markets US\$m	Global Private Banking US\$m	Other US\$m	Inter- segment elimination US\$m	
Net interest income	605	362	152	49	10	(11)	1,167
Net fee income	121	149	189	33	(3)	-	489
Net trading income	(64)	9	106	2	(17)	11	47
Other income	111	21	123	-	538	(489)	304
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>773</b>	<b>541</b>	<b>570</b>	<b>84</b>	<b>528</b>	<b>(489)</b>	<b>2,007</b>
Loan impairment charges and other credit risk provisions	19	13	5	(1)	(2)	-	34
<b>Net operating income</b>	<b>792</b>	<b>554</b>	<b>575</b>	<b>83</b>	<b>526</b>	<b>(489)</b>	<b>2,041</b>
Total operating expenses	(615)	(287)	(458)	(73)	(567)	489	(1,511)
<b>Operating profit</b>	<b>177</b>	<b>267</b>	<b>117</b>	<b>10</b>	<b>(41)</b>	<b>-</b>	<b>530</b>
Share of profit in associates and joint ventures	-	4	-	-	-	-	4
<b>Profit before tax</b>	<b>177</b>	<b>271</b>	<b>117</b>	<b>10</b>	<b>(41)</b>	<b>-</b>	<b>534</b>
<i>Significant Items - gains/(losses)</i>							
Own credit spread	-	-	-	-	51	-	51
<i>Other significant items - gains/(losses)</i>							
<b>Revenue</b>							
Debit valuation adjustment on derivative contracts	-	-	-	-	-	-	-
Fair value movement on non-qualifying hedges	(116)	-	-	(2)	1	-	(117)
Gain on sale of several tranches of real estate secured accounts	92	-	-	-	-	-	92
	(24)	-	-	(2)	1	-	(25)
<b>Operating expenses</b>							
Restructuring and other related costs	1	(2)	-	(1)	5	-	3
Charge in relation to the settlement agreement with Federal Housing Finance Authority	-	-	-	-	-	-	-
	1	(2)	-	(1)	5	-	3

*Balance sheet data*

	At 31 December 2014						Total US\$m
	Retail Banking and Wealth Management US\$m	Commercial Banking US\$m	Global Banking and Markets US\$m	Global Private Banking US\$m	Other US\$m	Inter- segment elimination US\$m	
Loans and advances to customers (net)	60,365	41,966	21,110	6,346	-	-	129,787
Customer accounts	51,258	45,275	30,301	12,050	-	-	138,884

Note: Risk-weighted asset data by geographical region is provided in a separate tab at the end of this document.

**HSBC**  
**Latin America**

	Quarter ended 31 December 2014						
	Retail Banking and Wealth Management US\$m	Commercial Banking US\$m	Global Banking and Markets US\$m	Global Private Banking US\$m	Other US\$m	Inter- segment elimination US\$m	Total US\$m
Net interest income	778	361	126	5	1	(9)	1,262
Net fee income	191	113	33	6	-	-	343
Net trading income	15	21	75	-	2	9	122
Other income	107	34	17	(1)	61	(46)	172
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>1,091</b>	<b>529</b>	<b>251</b>	<b>10</b>	<b>64</b>	<b>(46)</b>	<b>1,899</b>
Loan impairment charges and other credit risk provisions	(204)	(372)	(66)	2	-	-	(640)
<b>Net operating income</b>	<b>887</b>	<b>157</b>	<b>185</b>	<b>12</b>	<b>64</b>	<b>(46)</b>	<b>1,259</b>
Total operating expenses	(904)	(392)	(143)	(10)	(110)	46	(1,513)
<b>Operating profit</b>	<b>(17)</b>	<b>(235)</b>	<b>42</b>	<b>2</b>	<b>(46)</b>	<b>-</b>	<b>(254)</b>
Share of profit in associates and joint ventures	-	-	-	-	-	-	-
<b>Profit before tax</b>	<b>(17)</b>	<b>(235)</b>	<b>42</b>	<b>2</b>	<b>(46)</b>	<b>-</b>	<b>(254)</b>
<i>Significant Items - gains/(losses)</i>							
Own credit spread	-	-	-	-	-	-	-
<i>Other significant items - gains/(losses)</i>							
<b>Revenue</b>							
Debit valuation adjustment on derivative contracts	-	-	(2)	-	-	-	(2)
	-	-	(2)	-	-	-	(2)
<b>Operating expenses</b>							
Restructuring and other related costs	(45)	(16)	(1)	-	(30)	-	(92)
	(45)	(16)	(1)	-	(30)	-	(92)

*Balance sheet data*

	At 31 December 2014						
	Retail Banking and Wealth Management US\$m	Commercial Banking US\$m	Global Banking and Markets US\$m	Global Private Banking US\$m	Other US\$m	Inter- segment elimination US\$m	Total US\$m
Loans and advances to customers (net)	12,306	20,078	10,642	96	-	-	43,122
Customer accounts	23,056	15,125	8,219	2,188	-	-	48,588

Note: Risk-weighted asset data by geographical region is provided in a separate tab at the end of this document.

**HSBC  
Hong Kong**

	Quarter ended 31 December 2014						
	Retail Banking and Wealth Management US\$m	Commercial Banking US\$m	Global Banking and Markets US\$m	Global Private Banking US\$m	Other US\$m	Inter- segment elimination US\$m	Total US\$m
Net interest income	849	529	370	26	(73)	(18)	1,683
Net fee income	529	223	138	48	6	-	944
Net trading income	27	36	238	18	(5)	17	331
Other income	68	15	44	(4)	319	(51)	391
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>1,473</b>	<b>803</b>	<b>790</b>	<b>88</b>	<b>247</b>	<b>(52)</b>	<b>3,349</b>
Loan impairment charges and other credit risk provisions	(39)	(42)	(81)	-	-	-	(162)
<b>Net operating income</b>	<b>1,434</b>	<b>761</b>	<b>709</b>	<b>88</b>	<b>247</b>	<b>(52)</b>	<b>3,187</b>
Total operating expenses	(573)	(199)	(359)	(96)	(296)	52	(1,471)
<b>Operating profit</b>	<b>861</b>	<b>562</b>	<b>350</b>	<b>(8)</b>	<b>(49)</b>	<b>-</b>	<b>1,716</b>
Share of profit in associates and joint ventures	11	-	-	-	-	-	11
<b>Profit before tax</b>	<b>872</b>	<b>562</b>	<b>350</b>	<b>(8)</b>	<b>(49)</b>	<b>-</b>	<b>1,727</b>
<i>Significant Items - gains/(losses)</i>							
Own credit spread	-	-	-	-	(1)	-	(1)
<i>Other significant items - gains/(losses)</i>							
<b>Revenue</b>							
Debit valuation adjustment on derivative contracts	-	-	(4)	-	-	-	(4)
Fair value movement on non-qualifying hedges	-	-	(1)	-	-	-	(1)
	-	-	(5)	-	-	-	(5)
<b>Operating expenses</b>							
Restructuring and other related costs	(1)	-	-	-	(1)	-	(2)
Regulatory provisions in GBP	-	-	-	(49)	-	-	(49)
	(1)	-	-	(49)	(1)	-	(51)

*Balance sheet data*

	At 31 December 2014						
	Retail Banking and Wealth Management US\$m	Commercial Banking US\$m	Global Banking and Markets US\$m	Global Private Banking US\$m	Other US\$m	Inter- segment elimination US\$m	Total US\$m
Loans and advances to customers (net)	70,163	80,303	52,664	8,599	1,806	-	213,535
Customer accounts	222,980	106,199	40,563	18,941	411	-	389,094

Note: Risk-weighted asset data by geographical region is provided in a separate tab at the end of this document.

**HSBC  
UK**

Quarter ended 31 December 2014							
	Retail Banking and Wealth Management US\$m	Commercial Banking US\$m	Global Banking and Markets US\$m	Global Private Banking US\$m	Other US\$m	Inter- segment elimination US\$m	Total US\$m
Net interest income	1,009	655	275	54	(119)	(29)	1,845
Net fee income	426	337	(98)	37	(4)	-	698
Net trading income	8	-	355	3	(20)	28	374
Other income	17	21	(331)	1	1,074	41	823
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>1,460</b>	<b>1,013</b>	<b>201</b>	<b>95</b>	<b>931</b>	<b>40</b>	<b>3,740</b>
Loan impairment charges and other credit risk provisions	(29)	(119)	(63)	(16)	-	-	(227)
<b>Net operating income</b>	<b>1,431</b>	<b>894</b>	<b>138</b>	<b>79</b>	<b>931</b>	<b>40</b>	<b>3,513</b>
Total operating expenses	(1,159)	(520)	(1,736)	(57)	(1,989)	(40)	(5,501)
<b>Operating profit</b>	<b>272</b>	<b>374</b>	<b>(1,598)</b>	<b>22</b>	<b>(1,058)</b>	<b>-</b>	<b>(1,988)</b>
Share of profit in associates and joint ventures	-	-	2	-	-	-	2
<b>Profit before tax</b>	<b>272</b>	<b>374</b>	<b>(1,596)</b>	<b>22</b>	<b>(1,058)</b>	<b>-</b>	<b>(1,986)</b>
<i>Significant Items - gains/(losses)</i>							
Own credit spread	-	-	-	-	393	-	393
<i>Other significant items - gains/(losses)</i>							
<b>Revenue</b>							
Debit valuation adjustment on derivative contracts	-	-	(38)	-	-	-	(38)
Fair value movement on non-qualifying hedges	-	-	3	-	(13)	-	(10)
Provisions arising from the ongoing review of compliance with the Consumer Credit Act in the UK	(25)	(7)	-	(20)	-	-	(52)
	(25)	(7)	(35)	(20)	(13)	-	(100)
<b>Operating expenses</b>							
Restructuring and other related costs	(11)	(8)	(2)	-	(10)	-	(31)
UK customer redress programmes	(182)	(79)	(79)	-	-	-	(340)
Settlements and provisions in connection with foreign exchange investigations	-	-	(809)	-	-	-	(809)
	(193)	(87)	(890)	-	(10)	-	(1,180)

*Balance sheet data*

At 31 December 2014							
	Retail Banking and Wealth Management US\$m	Commercial Banking US\$m	Global Banking and Markets US\$m	Global Private Banking US\$m	Other US\$m	Inter- segment elimination US\$m	Total US\$m
Loans and advances to customers (net)	137,663	80,023	95,595	10,846	-	-	324,127
Customer accounts	175,345	108,502	139,318	16,147	1	-	439,313

Note: Risk-weighted asset data by geographical region is provided in a separate tab at the end of this document.

**HSBC**  
**US run-off portfolios**

	Quarter ended							
	31 Dec 2014 US\$m	30 Sep 2014 US\$m	30 Jun 2014 US\$m	31 Mar 2014 US\$m	31 Dec 2013 US\$m	30 Sep 2013 US\$m	30 Jun 2013 US\$m	31 Mar 2013 <sup>1</sup> US\$m
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>290</b>	447	309	291	385	494	394	399
Loan impairment charges and other credit risk provisions	27	123	(65)	(115)	(159)	(150)	(79)	(317)
<b>Net operating income</b>	<b>317</b>	570	244	176	226	344	315	82
Total operating expenses	(175)	(202)	(135)	(226)	(293)	(242)	(229)	(402)
<b>Operating profit</b>	<b>142</b>	368	109	(50)	(67)	102	86	(320)
Share of profit in associates and joint ventures	-	-	-	-	(1)	-	-	-
<b>Profit before tax</b>	<b>142</b>	368	109	(50)	(68)	102	86	(320)
<i>Other significant items - gains/(losses)</i>								
<b>Revenue</b>								
Loss on early termination of cash flow hedges in the US run-off portfolio	-	-	-	-	-	-	-	(199)
Loss on sale of the non-real estate portfolio in the US	-	-	-	-	-	-	(271)	-
Gain / (Loss) on sale of several tranches of real estate secured accounts in the US	92	91	15	(30)	(125)	3	(1)	-
Fair value movement on non-qualifying hedges	(117)	(12)	(93)	(95)	55	(4)	181	83
	<b>(25)</b>	79	(78)	(125)	(70)	(1)	(91)	(116)
<b>Operating expenses</b>								
US customer remediation provision relating to CRS	-	-	-	-	-	-	-	(100)
Charge in relation to settlement agreement with Federal Housing Finance Authority	-	(17)	-	-	-	-	-	-
Restructuring and other related costs	1	-	(4)	-	(2)	-	(3)	(9)
	<b>1</b>	(17)	(4)	-	(2)	-	(3)	(109)

1 The quarter ended 31 March 2013 includes the loss on sale and results of the US Insurance business.

	At							
	31 Dec 2014 US\$m	30 Sep 2014 US\$m	30 Jun 2014 US\$m	31 Mar 2014 US\$m	31 Dec 2013 US\$m	30 Sep 2013 US\$m	30 Jun 2013 US\$m	31 Mar 2013 US\$m
<b>Loan portfolio information</b>								
Loans and advances to customers (gross)	24,424	25,383	27,274	28,261	30,319	33,496	35,602	37,164
Loans and advances to customers - held for sale	179	1,108	221	1,157	62	1,043	461	3,974
Impairment allowances	1,679	1,904	2,338	2,604	3,028	3,569	3,822	4,137
Impairment allowances - assets held for sale	16	139	29	139	-	127	55	642
2+ delinquency	2,364	3,124	3,223	4,463	4,871	7,327	7,388	7,670
Write-offs (net)	147	122	258	322	259	61	216	544
	%	%	%	%	%	%	%	%
Ratios <sup>1</sup> :								
Impairment allowances	6.9	7.7	8.6	9.3	10.0	10.7	10.7	11.6
Loan impairment charges	(0.4)	(1.7)	0.9	1.5	2.0	1.7	2.0	3.0
2+ delinquency	9.6	11.8	11.7	15.2	16.0	21.2	20.5	18.6
Write-offs	2.1	1.7	3.5	4.3	3.2	0.7	2.3	5.2

1 The 'write-offs' and 'loan impairment charges' ratios are a percentage of average total loans and advances (quarter annualised), while the 'impairment allowances' and '2+ delinquency' ratios are a percentage of period end loans and advances to customers (gross). All ratios include assets held for sale.



**HSBC**  
**Principal RBWM**

	31 December 2014			30 September 2014			30 June 2014			31 March 2014			31 December 2013			30 September 2013			30 June 2013			31 March 2013		
	Total RBWM US\$m	US run-off portfolio US\$m	Principal RBWM US\$m	Total RBWM US\$m	US run-off portfolio US\$m	Principal RBWM US\$m	Total RBWM US\$m	US run-off portfolio US\$m	Principal RBWM US\$m	Total RBWM US\$m	US run-off portfolio US\$m	Principal RBWM US\$m	Total RBWM US\$m	US run-off portfolio US\$m	Principal RBWM US\$m	Total RBWM US\$m	US run-off portfolio US\$m	Principal RBWM US\$m	Total RBWM US\$m	US run-off portfolio US\$m	Principal RBWM US\$m	Total RBWM US\$m	US run-off portfolio US\$m	Principal RBWM US\$m
Net interest income	4,171	300	3,871	4,184	340	3,844	4,075	374	3,701	4,352	376	3,976	4,517	415	4,102	4,511	495	4,016	4,562	496	4,066	4,748	655	4,093
Net fee income	1,646	(1)	1,647	1,731	(2)	1,733	1,662	(1)	1,663	1,629	-	1,629	1,715	(2)	1,717	1,721	16	1,705	1,813	6	1,807	1,773	(9)	1,782
Other income	77	(9)	86	462	109	353	342	(64)	406	263	(85)	348	578	(28)	606	409	(17)	426	201	(108)	309	192	(247)	439
<b>Net operating income before loan impairment charges and other credit risk provisions</b>	<b>5,894</b>	<b>290</b>	<b>5,604</b>	6,377	447	5,930	6,079	309	5,770	6,244	291	5,953	6,810	385	6,425	6,641	494	6,147	6,576	394	6,182	6,713	399	6,314
Loan impairment charges and other credit risk provisions	(347)	27	(374)	(247)	123	(370)	(621)	(65)	(556)	(604)	(115)	(489)	(686)	(159)	(527)	(773)	(150)	(623)	(878)	(79)	(799)	(890)	(317)	(573)
<b>Net operating income<sup>1</sup></b>	<b>5,547</b>	<b>317</b>	<b>5,230</b>	6,130	570	5,560	5,458	244	5,214	5,640	176	5,464	6,124	226	5,898	5,868	344	5,524	5,698	315	5,383	5,823	82	5,741
Total operating expenses	(4,324)	(175)	(4,149)	(4,929)	(202)	(4,727)	(4,253)	(135)	(4,118)	(4,016)	(226)	(3,790)	(4,421)	(293)	(4,128)	(4,376)	(242)	(4,134)	(4,112)	(229)	(3,883)	(4,339)	(402)	(3,937)
<b>Operating profit</b>	<b>1,223</b>	<b>142</b>	<b>1,081</b>	1,201	368	833	1,205	109	1,096	1,624	(50)	1,674	1,703	(67)	1,770	1,492	102	1,390	1,586	86	1,500	1,484	(320)	1,804
Share of profit in associates and joint ventures	76	-	76	106	-	106	128	-	128	88	-	88	94	(1)	95	93	-	93	114	-	114	83	-	83
<b>Profit before tax</b>	<b>1,299</b>	<b>142</b>	<b>1,157</b>	1,307	368	939	1,333	109	1,224	1,712	(50)	1,762	1,797	(68)	1,865	1,585	102	1,483	1,700	86	1,614	1,567	(320)	1,887

*Principal RBWM: Management view of revenue*

Current accounts, savings and deposits	1,449	1,482	1,485	1,429	1,450	1,478	1,405	1,380
Wealth management products	1,339	1,667	1,629	1,567	1,566	1,579	1,526	1,661
Investment distribution <sup>1</sup>	802	933	849	872	851	882	911	941
Life insurance manufacturing	255	440	478	430	447	441	327	433
Asset Management	282	294	302	265	268	256	288	287
Personal lending	2,719	2,879	2,872	2,840	2,919	2,884	2,993	3,041
Mortgages	773	793	787	817	805	779	793	817
Credit cards	1,074	1,101	1,111	1,057	1,108	1,098	1,118	1,126
Other personal lending <sup>2</sup>	872	985	974	966	1,006	1,007	1,082	1,098
Other <sup>3</sup>	97	(98)	(216)	117	490	206	258	232
<b>Net operating income<sup>4</sup></b>	<b>5,604</b>	<b>5,930</b>	<b>5,770</b>	<b>5,953</b>	<b>6,425</b>	<b>6,147</b>	<b>6,182</b>	<b>6,314</b>

<sup>1</sup> 'Investment distribution' includes Investments, which comprises mutual funds (HSBC manufactured and third party), structured products and securities trading, and Wealth insurance distribution, consisting of HSBC manufactured and third-party life, pension and investment insurance products.

<sup>2</sup> 'Other personal lending' includes personal non-residential closed-end loans and personal overdrafts.

<sup>3</sup> 'Other' includes the distribution and manufacturing (where applicable) of retail and credit protection insurance, any gains or losses on business disposals, movements in non-qualifying hedges, losses arising from a review of compliance with the Consumer Credit Act in the UK in 2014 and loss on disposal of HFC UK Bank secured lending portfolio in 2013.

<sup>4</sup> Net operating income before loan impairment charges and other credit risk provisions, also referred to as revenue.

**HSBC**  
**RWA**

*RWAs by global business*<sup>1</sup>

	At							
	31 Dec 2014 US\$bn	30 Sep 2014 US\$bn	30 Jun 2014 US\$bn	31 Mar 2014 US\$bn	31 Dec 2013 US\$bn	30 Sep 2013 US\$bn	30 Jun 2013 US\$bn	31 Mar 2013 US\$bn
Retail Banking and Wealth Management	205.1	209.2	223.0	226.6	233.5	239.7	243.4	264.2
Commercial Banking	432.4	429.0	424.9	414.6	391.7	395.1	385.9	373.8
Global Banking and Markets	516.1	527.0	537.3	553.5	422.3	416.9	429.2	412.3
Global Private Banking	20.8	21.8	22.1	23.2	21.7	22.0	21.8	22.0
Other	45.4	41.0	41.3	39.8	23.5	25.2	24.5	25.5
<b>Total</b>	<b>1,219.8</b>	<b>1,227.5</b>	<b>1,248.6</b>	<b>1,257.7</b>	<b>1,092.7</b>	<b>1,098.9</b>	<b>1,104.8</b>	<b>1,097.8</b>

*RWAs by geographical regions*<sup>1,2</sup>

	At							
	31 Dec 2014 US\$bn	30 Sep 2014 US\$bn	30 Jun 2014 US\$bn	31 Mar 2014 US\$bn	31 Dec 2013 US\$bn	30 Sep 2013 US\$bn	30 Jun 2013 US\$bn	31 Mar 2013 US\$bn
<b>Total</b>	<b>1,219.8</b>	<b>1,227.5</b>	<b>1,248.6</b>	<b>1,257.7</b>	<b>1,092.7</b>	<b>1,098.9</b>	<b>1,104.8</b>	<b>1,097.8</b>
Europe	375.4	382.3	393.6	401.1	300.1	303.4	305.4	300.8
Asia	499.8	490.9	481.1	475.5	430.7	421.9	413.1	392.4
Middle East and North Africa	63.0	61.8	62.7	64.3	62.5	64.7	64.2	65.7
North America	221.4	227.6	236.9	243.3	223.8	227.1	236.4	254.0
Latin America	88.8	93.1	96.8	94.6	89.5	97.9	96.7	100.8

<sup>1</sup> 2014 RWAs are calculated and presented on a CRD IV basis. 2013 are on a Basel 2.5 basis.

<sup>2</sup> Return on risk-weighted assets are on a reported basis, and calculated using average RWAs on a Basel 2.5 basis during 2013 and on a CRD IV basis during 2014

**HSBC**  
**RoRWA's**

*RoRWAs by global business<sup>1</sup>*

	Quarter ended							
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar
	2014	2014	2014	2014	2013	2013	2013	2013
	%	%	%	%	%	%	%	%
Retail Banking and Wealth Management	2.5	2.4	2.4	3.0	3.0	2.6	2.7	2.4
Commercial Banking	1.5	2.1	2.2	2.4	2.4	1.9	2.1	2.3
Global Banking and Markets	(0.1)	0.7	1.6	2.4	1.8	1.7	2.0	3.6
Global Private Banking	1.4	3.5	2.9	3.6	1.8	(0.3)	4.3	(2.3)
Other	(11.4)	(1.2)	(4.5)	(5.4)	(36.2)	(12.3)	(6.1)	19.4
Total	0.6	1.5	1.8	2.3	1.4	1.6	2.1	3.1

*RoRWAs by geographical regions<sup>1,2,3</sup>*

	Quarter ended							
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar
	2014	2014	2014	2014	2013	2013	2013	2013
	%	%	%	%	%	%	%	%
Europe	(2.3)	0.5	0.5	2.0	(1.2)	(0.1)	1.3	2.4
Asia	2.6	2.8	3.5	3.4	2.8	3.4	3.7	5.5
Middle East and North Africa	2.2	3.1	3.1	3.2	2.5	2.3	2.4	3.3
North America	0.9	0.1	0.6	0.8	0.3	0.6	0.9	0.2
Latin America	(1.1)	0.4	0.3	1.4	5.4	0.9	-	1.9
Total	0.6	1.5	1.8	2.3	1.4	1.6	2.1	3.1

<sup>1</sup> RWAs at 31 March, 30 June 2014 and 30 September 2014 are calculated and presented on a CRD IV basis. Prior periods are on a Basel 2.5 basis.

<sup>2</sup> Return on risk-weighted assets are on a reported basis, and calculated using average RWAs on a Basel 2.5 basis

up to and including 31 December 2013 and on a CRD IV basis at 31 March, 30 June, 30 September and 31 December 2014.

<sup>3</sup> RoRWAs are based on a discrete quarterly calculation, based on 3-point average.