

HSBC HOLDINGS PLC

Data Pack

1Q 2021

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 2020*. 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 2020*, the *Earnings Release 1Q21*, and other reports and financial information published by HSBC.

Unless stated otherwise, all information is on a reported basis. Where disclosed, adjusted performance information is computed by adjusting reported results for the effects of foreign currency translation differences and significant items, which both distort period-on-period comparisons. We consider adjusted performance provides useful information for investors by aligning internal and external reporting, identifying and quantifying items management believes to be significant, and providing insight into how management assesses period-on-period performance. Definitions and calculations of other alternative performance measures are included in our 'Reconciliation of alternative performance measures' on page 103 of our *Annual Report and Accounts 2020*. All alternative performance measures are reconciled to the closest reported financial measure.

'Significant items' refers collectively to the items that management and investors would ordinarily identify and consider separately to improve the understanding of the underlying trends in the business.

The quarterly comparatives are translated at average 1Q21 exchange rates for the income statement or at the prevailing rates of exchange on 31 March 2021 for the balance sheet. The yearly comparatives are translated at average FY20 exchange rates for the income statement or at the prevailing rates of exchange on 31 December 2020 for the balance sheet.

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HSBC

HSBC Holdings plc consolidated

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net interest income	6,514	6,619	6,450	6,897	7,612	27,578
Net fee income	3,463	2,967	2,981	2,803	3,123	11,874
Other operating income	3,009	2,171	2,496	3,359	2,951	10,977
Net operating income before change in expected credit losses and other credit impairment charges¹	12,986	11,757	11,927	13,059	13,686	50,429
Change in expected credit losses and other credit impairment charges	435	(1,174)	(785)	(3,832)	(3,026)	(8,817)
Total operating expenses ¹	(8,527)	(9,864)	(8,041)	(8,675)	(7,852)	(34,432)
<i>of which: staff expenses</i>	<i>(4,921)</i>	<i>(5,079)</i>	<i>(4,483)</i>	<i>(4,206)</i>	<i>(4,308)</i>	<i>(18,076)</i>
Share of profit in associates and joint ventures	885	666	(27)	537	421	1,597
Profit/(loss) before tax	5,779	1,385	3,074	1,089	3,229	8,777
Tax expense	(1,211)	(450)	(1,035)	(472)	(721)	(2,678)
Profit/(loss) after tax	4,568	935	2,039	617	2,508	6,099
Profit/(loss) attributable to:						
- ordinary shareholders of the parent company ("PAOS")	3,880	562	1,359	192	1,785	3,898
- preference shareholders of the parent company	7	23	22	23	22	90
- other equity holders of the parent company	454	175	449	176	441	1,241
- non-controlling interests	227	175	209	226	260	870
(Increase)/decrease in present value of in-force insurance business ("PVIF") (net of tax)	60	309	(252)	(56)	(254)	(253)
Impairment of goodwill and other intangible assets (net of tax)	—	(120)	2	1,154	—	1,036
PAOS net of PVIF and goodwill impairment	3,940	751	1,109	1,290	1,531	4,681
Reported significant items - Totals (\$m)						
Revenue	(287)	(67)	(138)	(91)	359	63
ECL	—	—	—	—	—	—
Operating expenses	(324)	(758)	(630)	(1,413)	(172)	(2,973)
Share of profit in associates and joint ventures	—	—	(462)	—	—	(462)
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges¹	13,273	12,025	12,453	13,838	13,713	50,366
<i>of which: net interest income</i>	<i>6,496</i>	<i>6,718</i>	<i>6,691</i>	<i>7,204</i>	<i>7,817</i>	<i>27,599</i>
<i>of which: net fee income</i>	<i>3,463</i>	<i>3,000</i>	<i>3,049</i>	<i>2,931</i>	<i>3,226</i>	<i>11,874</i>
Change in expected credit losses and other credit impairment charges	435	(1,201)	(819)	(4,134)	(3,117)	(8,817)
Total operating expenses ¹	(8,203)	(9,255)	(7,663)	(7,689)	(7,983)	(31,459)
Share of profit in associates and joint ventures	885	679	458	596	450	2,059
Profit/(loss) before tax	6,390	2,248	4,429	2,611	3,063	12,149

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HSBC Holdings plc consolidated

	Quarter ended					Year to date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Earnings metrics							
Return on average equity (annualised)	9.0 %	1.3 %	3.2 %	0.5 %	4.4 %	2.3 %	
Return on average tangible equity (annualised)	10.2 %	1.9 %	2.9 %	3.5 %	4.2 %	3.1 %	
Earnings per share (\$)	0.19	0.03	0.07	0.01	0.09	0.19	
Adjusted ECL / average gross loans (annualised)	(0.17)%	0.45 %	0.30 %	1.51 %	1.15 %	0.81 %	
Dividends							
Dividends per share - declared in respect of the period (\$)	—	0.15	—	—	—	0.15	
Dividends paid during the period, net of scrip (\$m)	—	—	—	—	—	—	
Value of scrip issued during period (\$m)	—	—	—	—	—	—	
Revenue significant items (\$m)							
Customer redress programmes	18	1	(48)	26	—	(21)	
Disposals, acquisitions and investment in new businesses	—	(2)	—	(1)	(7)	(10)	
Fair value movements on financial instruments	(239)	(46)	11	(58)	357	264	
Restructuring and other related costs	(66)	(20)	(101)	(58)	9	(170)	
Cost significant items (\$m)							
Costs of structural reform	—	—	—	—	—	—	
Customer redress programmes	10	107	(3)	(49)	(1)	54	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	
Impairment of goodwill and other intangibles	—	(8)	(57)	(1,025)	—	(1,090)	
Past service costs of guaranteed minimum pension benefits equalisation	—	(17)	—	—	—	(17)	
Restructuring and other related costs	(334)	(836)	(567)	(335)	(170)	(1,908)	
Settlements and provisions in connection with legal and regulatory matters	—	(4)	(3)	(4)	(1)	(12)	
Share of profit in associates and joint ventures significant items (\$m)							
Impairment of goodwill	—	—	(462)	—	—	(462)	
Reconciling items - Currency translation on reported items- Totals (\$m)							
Revenue		204	382	679	393		
ECL		(27)	(34)	(302)	(91)		
Operating expenses		(165)	(268)	(536)	(307)		
Share of profit in associates and joint ventures		13	23	59	29		
Currency translation on revenue significant items		3	(6)	(9)	7		
Currency translation on operating expense significant items		(16)	(16)	(109)	(4)		
Currency translation on share of profit in associates and joint ventures significant items		—	—	—	—		

1 The difference between the consolidated group result and the sum of geographical regions is attributable to inter-segment eliminations and goodwill impairment recognised on the Global Banking and Markets cash-generating unit, which is monitored on a global basis.

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HSBC Holdings plc consolidated

	Balance sheet date				Balance sheet date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Assets - reported (\$m)						
Cash and balances at central banks	384,448	304,481	285,508	249,673	187,386	304,481
Items in the course of collection from other banks	5,162	4,094	6,165	6,289	4,649	4,094
Hong Kong Government certificates of indebtedness	41,020	40,420	40,086	39,519	38,704	40,420
Trading assets	249,031	231,990	222,355	208,964	215,634	231,990
Financial assets designated and otherwise mandatorily measured at fair value through profit or loss	46,829	45,553	44,253	41,785	40,650	45,553
Derivatives	241,048	307,726	294,678	313,781	371,283	307,726
Loans and advances to banks	83,873	81,616	83,854	77,015	84,547	81,616
Loans and advances to customers (net)	1,040,207	1,037,987	1,041,340	1,018,681	1,040,282	1,037,987
Reverse repurchase agreements – non-trading	190,260	230,628	221,179	226,345	222,774	230,628
Financial investments	451,207	490,693	475,302	494,109	446,668	490,693
Prepayments, accrued income and other assets	172,708	156,412	191,040	197,425	216,224	156,412
Current tax assets	568	954	734	821	740	954
Interests in associates and joint ventures	27,543	26,684	25,087	24,800	24,547	26,684
Goodwill and intangible assets	20,275	20,443	20,162	19,438	20,146	20,443
Deferred tax assets	4,450	4,483	4,192	4,153	3,576	4,483
Total assets	2,958,629	2,984,164	2,955,935	2,922,798	2,917,810	2,984,164
Liabilities - reported (\$m)						
Hong Kong currency notes in circulation	41,020	40,420	40,086	39,519	38,704	40,420
Deposits by banks	86,743	82,080	91,739	82,715	75,504	82,080
Customer accounts	1,650,019	1,642,780	1,568,714	1,532,380	1,440,529	1,642,780
Repurchase agreements - non-trading	107,896	111,901	118,844	112,799	150,243	111,901
Items in the course of transmission to other banks	6,540	4,343	14,389	6,296	4,710	4,343
Trading liabilities	85,755	75,266	80,338	79,612	74,410	75,266
Financial liabilities designated at fair value	151,673	157,439	156,459	156,608	155,184	157,439
Derivatives	229,599	303,001	285,239	303,059	356,616	303,001
Debt securities in issue	96,039	95,492	102,406	110,114	99,410	95,492
Accruals, deferred income and other liabilities	159,246	128,624	163,912	173,181	196,244	128,624
Current tax liabilities	681	690	1,274	1,141	914	690
Liabilities under insurance contracts	107,910	107,191	102,708	98,832	94,979	107,191
Provisions	3,168	3,678	3,297	3,209	3,190	3,678
Deferred tax liabilities	3,807	4,313	4,490	4,491	5,262	4,313
Subordinated liabilities	20,817	21,951	21,779	23,621	23,640	21,951
Total liabilities	2,750,913	2,779,169	2,755,674	2,727,577	2,719,539	2,779,169

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HSBC Holdings plc consolidated

Equity - reported (\$m)

Called up share capital	10,375	10,347	10,346	10,346	10,345	10,347
Share premium account	14,588	14,277	14,274	14,268	14,263	14,277
Other equity instruments	24,414	22,414	20,914	20,914	20,914	22,414
Other reserves	6,016	8,833	3,622	(301)	(2,250)	8,833
Retained earnings	143,817	140,572	142,748	141,809	146,499	140,572
Total shareholders' equity	199,210	196,443	191,904	187,036	189,771	196,443
Non-controlling interests	8,506	8,552	8,357	8,185	8,500	8,552
Total equity	207,716	204,995	200,261	195,221	198,271	204,995
Total liabilities and equity	2,958,629	2,984,164	2,955,935	2,922,798	2,917,810	2,984,164

Other balance sheet data - reported (\$m)

Loans and advances to customers (gross)	1,053,790	1,052,478	1,055,043	1,031,908	1,050,667	1,052,478
Risk-weighted assets ¹	846,835	857,520	857,024	854,552	857,078	857,520
Total shareholders' equity	199,210	196,443	191,904	187,036	189,771	196,443
AT1 capital	(24,414)	(22,414)	(20,914)	(20,914)	(20,914)	(22,414)
Preference shares	—	—	(1,405)	(1,405)	(1,405)	—
Perpetual capital securities	—	—	—	—	—	—
Ordinary shareholders' equity ("NAV")	174,796	174,029	169,585	164,717	167,452	174,029
Goodwill, PVIF and other intangibles (net of deferred tax)	(17,439)	(17,606)	(17,325)	(16,838)	(17,433)	(17,606)
Tangible equity ("TNAV")	157,357	156,423	152,260	147,879	150,019	156,423

	Year to date					Year ended
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Average TNAV	157,400	150,101	148,700	148,015	147,082	150,101
Fair value of own debt, DVA and other adjustments	1,641	422	(260)	(852)	(373)	422
Average TNAV excluding fair value of own debt, DVA and other adjustments (RoTE TNAV)	159,041	150,523	148,440	147,163	146,709	150,523

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HSBC Holdings plc consolidated

	Balance sheet date					Balance sheet date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Adjusted balance sheet data - at most recent balance sheet FX rates (\$m)							
Loans and advances to customers (net)	1,040,207	1,033,926	1,070,143	1,070,799	1,101,170	1,037,987	
Customer accounts	1,650,019	1,637,593	1,609,317	1,605,317	1,515,555	1,642,780	
Risk-weighted assets ¹	846,835	852,836	873,338	885,848	892,929	857,520	
Regulatory capital - Transitional basis (\$m)							
Common equity tier 1 capital	134,481	136,050	133,383	128,446	125,218	136,050	
Additional tier 1 capital	25,715	24,123	24,027	24,031	24,026	24,123	
Tier 2 capital	22,921	24,250	24,424	24,765	24,713	24,250	
Total regulatory capital	183,117	184,423	181,834	177,242	173,957	184,423	
Regulatory capital - end-point basis (\$m)							
Common equity tier 1 capital	134,481	136,050	133,383	128,446	125,218	136,050	
Additional tier 1 capital	24,409	22,411	20,910	20,914	20,909	22,411	
Tier 2 capital	13,870	14,743	14,861	15,021	15,001	14,743	
Total regulatory capital	172,760	173,204	169,154	164,381	161,128	173,204	
Capital ratios - transitional basis							
Common equity tier 1 ratio	15.9 %	15.9 %	15.6 %	15.0 %	14.6 %	15.9 %	
Tier 1 ratio	18.9 %	18.7 %	18.4 %	17.8 %	17.4 %	18.7 %	
Total capital ratio	21.6 %	21.5 %	21.2 %	20.7 %	20.3 %	21.5 %	
Capital ratios - end-point basis							
Common equity tier 1 ratio	15.9 %	15.9 %	15.6 %	15.0 %	14.6 %	15.9 %	
Tier 1 ratio	18.8 %	18.5 %	18.0 %	17.5 %	17.0 %	18.5 %	
Total capital ratio	20.4 %	20.2 %	19.7 %	19.2 %	18.8 %	20.2 %	
Leverage exposures (\$m)	2,930,186	2,897,113	2,857,360	2,801,386	2,782,705	2,897,113	
Leverage Ratio	5.4 %	5.5 %	5.4 %	5.3 %	5.3 %	5.5 %	

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HSBC Holdings plc consolidated

Balance sheet metrics

NAV / share (\$) at the end of the period	\$	8.64	\$	8.62	\$	8.41	\$	8.17	\$	8.30	\$	8.62
TNAV / share (\$) at the end of the period	\$	7.78	\$	7.75	\$	7.55	\$	7.34	\$	7.44	\$	7.75

Ordinary \$0.50 shares

Basic number of ordinary shares in issue (m)		20,226		20,184		20,173		20,162		20,172		20,184
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	Quarter ended					Year ended	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Ordinary shares issued during the period (m)	56	1	1	1	52	55	
<i>of which scrip</i>	—	—	—	—	—	—	
Shares bought back during the period (m)	—	—	—	—	—	—	
Other movements in basic number of ordinary shares during the period	(14)	10	10	(11)	(86)	(77)	
Average basic number of ordinary shares outstanding during the period (m)	20,191	20,179	20,166	20,190	20,161	20,169	

Balance sheet data - significant items- Totals (\$m)

Risk-weighted assets - disposals	—	—	—	—	—	—
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Balance sheet data - currency translation on reported items- Totals (\$m)

Loans and advances to customers (net)		(4,061)	28,803	52,118	60,888
Customer accounts		(5,187)	40,603	72,937	75,026
Risk-weighted assets ¹		(4,684)	16,314	31,296	35,851

¹ Risk-weighted assets figures presented in the data pack are calculated using the regulatory transitional arrangements for IFRS 9 in article 473a of the Capital Requirements Regulation.

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HSBC Holdings plc

Net Interest Margin

	Quarter to date					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Average balances during period (\$m)						
Short-term funds and loans and advances to banks	391,270	348,680	332,291	286,614	224,505	298,255
Loans and advances to customers	1,062,715	1,051,692	1,051,522	1,047,307	1,036,554	1,046,795
Reverse repurchase agreements – non-trading	211,034	225,791	217,516	211,848	232,455	221,901
Financial investments	458,435	470,099	481,113	467,079	435,609	463,542
Other interest-earning assets	55,464	62,741	59,012	65,330	62,579	62,407
Total interest-earning assets	2,178,918	2,159,003	2,141,454	2,078,178	1,991,702	2,092,900
Interest income during period (\$m)						
Short-term funds and loans and advances to banks	240	247	257	277	483	1,264
Loans and advances to customers	6,489	6,663	6,750	7,444	8,534	29,391
Reverse repurchase agreements – non-trading	262	271	256	384	908	1,819
Financial investments	1,715	1,797	1,895	2,048	2,403	8,143
Other interest-earning assets	279	323	297	219	300	1,139
Total	8,985	9,301	9,455	10,372	12,628	41,756
Average balances during period (\$m)						
Deposits by banks	72,767	73,622	64,908	66,641	56,890	65,536
Customer accounts	1,343,405	1,318,889	1,289,726	1,228,367	1,178,914	1,254,249
Repurchase agreements – non-trading	108,466	107,666	115,148	122,228	156,767	125,376
Debt securities in issue – non-trading	203,552	210,501	221,507	224,735	221,774	219,610
Other interest-bearing liabilities	69,221	74,224	76,861	80,124	74,389	76,395
Total interest-bearing liabilities	1,797,411	1,784,902	1,768,150	1,722,095	1,688,734	1,741,166
Non-interest bearing current accounts	305,390	294,420	272,658	266,841	237,514	267,944
Interest expense during period (\$m)						
Deposits by banks	51	57	47	92	134	330
Customer accounts	1,015	1,116	1,292	1,670	2,400	6,478
Repurchase agreements – non-trading	85	106	103	130	624	963
Debt securities in issue – non-trading	953	1,043	1,182	1,257	1,462	4,944
Other interest-bearing liabilities	367	360	381	326	396	1,463
Total	2,471	2,682	3,005	3,475	5,016	14,178
Net interest margin (%)	1.21 %	1.22 %	1.20 %	1.33 %	1.54 %	1.32 %

HSBC
Wealth and Personal Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net interest income	3,505	3,550	3,478	3,689	4,368	15,085
Net fee income	1,628	1,326	1,391	1,224	1,467	5,408
Other operating income/(expense)	560	444	540	743	(221)	1,506
Net operating income before change in expected credit losses and other credit impairment charges	5,693	5,320	5,409	5,656	5,614	21,999
Change in expected credit losses and other credit impairment charges	18	(310)	(343)	(1,094)	(1,108)	(2,855)
Total operating expenses	(3,874)	(4,006)	(3,871)	(3,745)	(3,824)	(15,446)
<i>of which: staff expenses</i>	<i>(1,576)</i>	<i>(1,588)</i>	<i>(1,438)</i>	<i>(1,322)</i>	<i>(1,453)</i>	<i>(5,801)</i>
Share of profit in associates and joint ventures	8	4	10	(4)	(4)	6
Profit/(loss) before tax	1,845	1,008	1,205	813	678	3,704
Reported Significant items - Totals (\$m)						
Revenue	(1)	(1)	(32)	26	(7)	(14)
ECL	—	—	—	—	—	—
Operating expenses	(68)	(10)	(189)	(215)	(8)	(422)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	5,694	5,397	5,599	5,902	5,772	22,013
<i>of which: net interest income</i>	<i>3,506</i>	<i>3,602</i>	<i>3,614</i>	<i>3,839</i>	<i>4,478</i>	<i>15,090</i>
<i>of which: net fee income</i>	<i>1,629</i>	<i>1,341</i>	<i>1,419</i>	<i>1,276</i>	<i>1,507</i>	<i>5,408</i>
Change in expected credit losses and other credit impairment charges	18	(315)	(366)	(1,184)	(1,134)	(2,855)
Total operating expenses	(3,806)	(4,059)	(3,799)	(3,735)	(3,946)	(15,024)
Share of profit in associates and joint ventures	8	5	10	(4)	(4)	6
Profit/(loss) before tax	1,914	1,028	1,444	979	688	4,140
Earnings metrics - adjusted						
Return on average tangible equity (annualised, YTD) ¹	18.8 %	9.1 %	7.6 %	6.0 %	2.1 %	9.1 %
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	478,784	474,088	464,193	434,000	429,462	474,088
Loans and advances to customers (net)	474,260	469,186	459,516	429,487	425,692	469,186
Total external assets	880,152	881,918	851,093	814,719	760,446	881,918
Customer accounts	842,532	834,759	793,612	775,870	749,294	834,759
Risk-weighted assets	171,945	172,787	173,160	161,744	161,095	172,787
Adjusted balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	474,260	467,957	474,254	455,026	454,253	469,186
Customer accounts	842,532	832,587	811,981	808,332	783,408	834,759
Risk-weighted assets	171,945	171,779	176,432	167,836	167,778	172,787

HSBC

Wealth and Personal Banking

Management View of Adjusted Revenue - at originally reported average FX rates (\$m)²

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Wealth	2,382	2,053	2,160	2,183	1,423	7,818
– investment distribution	1,025	736	872	719	883	3,209
– life insurance manufacturing	568	628	601	793	(206)	1,816
– Private Banking	488	407	418	410	511	1,746
Net interest income	156	156	142	159	213	670
Non interest income	332	251	276	251	298	1,076
– asset management	301	282	269	261	235	1,047
Personal Banking	3,051	3,043	2,999	3,063	3,831	12,938
Net interest income	2,703	2,721	2,686	2,818	3,482	11,708
Non interest income	348	322	313	245	349	1,230
Other	261	225	282	384	367	1,257
Net operating income	5,694	5,321	5,441	5,630	5,621	22,013

Management View of Adjusted Revenue - at most recent period average FX rates (\$m)²

Wealth	2,382	2,070	2,195	2,249	1,448	7,818
– investment distribution	1,025	742	885	738	900	3,209
– life insurance manufacturing	568	630	607	807	(224)	1,816
– Private Banking	488	412	427	429	530	1,746
Net interest income	156	158	145	166	221	670
Non interest income	332	254	282	263	309	1,076
– asset management	301	286	276	275	242	1,047
Personal Banking	3,051	3,101	3,109	3,238	3,941	12,938
Net interest income	2,703	2,773	2,787	2,978	3,583	11,708
Non interest income	348	328	322	260	358	1,230
Other	261	226	295	415	383	1,257
Net operating income	5,694	5,397	5,599	5,902	5,772	22,013

HSBC

Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	(1)	—	(31)	26	—	(5)
Disposals, acquisitions and investment in new businesses	—	(1)	(1)	—	(7)	(9)
Fair value movement on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	12	109	4	(48)	(1)	64
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	15	(224)	(85)	—	(294)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(80)	(134)	31	(82)	(7)	(192)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Reported Balance sheet data - significant items- Totals (\$m)

Risk-weighted assets - disposals	—	—	—	—	—	—
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Reconciling items - Currency translation on reported items- Totals (\$m)

Revenue	79	156	273	151
ECL	(5)	(23)	(90)	(26)
Operating expenses	(61)	(114)	(221)	(130)
Share of profit in associates and joint ventures	1	—	—	—
Currency translation on revenue significant items	3	(2)	1	—
Currency translation on operating expense significant items	2	3	(16)	—
Currency translation on share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(1,229)	14,738	25,539	28,561
Customer accounts	(2,172)	18,369	32,462	34,114
Risk-weighted assets	(1,008)	3,272	6,092	6,683

1 RoTE excluding significant items and UK bank levy (%).

2 With effect from the first quarter of 2021, certain items within the management view of adjusted revenue have been renamed. 'Wealth Management' has been renamed 'Wealth' and 'Retail Banking' has been renamed 'Personal Banking'.

HSBC
Commercial Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net interest income	2,182	2,210	2,208	2,287	2,596	9,301
Net fee income	888	808	787	734	896	3,225
Other operating income	279	128	153	246	241	768
Net operating income before change in expected credit losses and other credit impairment charges	3,349	3,146	3,148	3,267	3,733	13,294
Change in expected credit losses and other credit impairment charges	230	(874)	(354)	(2,151)	(1,375)	(4,754)
Total operating expenses	(1,759)	(1,916)	(1,587)	(1,698)	(1,699)	(6,900)
of which: staff expenses	(640)	(789)	(619)	(577)	(621)	(2,606)
Share of profit in associates and joint ventures	1	(1)	—	—	—	(1)
Profit/(loss) before tax	1,821	355	1,207	(582)	659	1,639
Reported Significant items - Totals (\$m)						
Revenue	18	(1)	(17)	—	—	(18)
ECL	—	—	—	—	—	—
Operating expenses	(3)	(152)	48	(105)	(2)	(211)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	3,331	3,206	3,267	3,452	3,858	13,312
of which: net interest income	2,162	2,246	2,292	2,403	2,667	9,317
of which: net fee income	888	824	812	778	934	3,225
Change in expected credit losses and other credit impairment charges	230	(894)	(364)	(2,306)	(1,425)	(4,754)
Total operating expenses	(1,756)	(1,794)	(1,689)	(1,688)	(1,760)	(6,689)
Share of profit in associates and joint ventures	1	—	—	(1)	—	(1)
Profit/(loss) before tax	1,806	518	1,214	(543)	673	1,868
Earnings metrics - adjusted						
Return on average tangible equity (annualised, YTD) ¹	11.5 %	1.3 %	1.1 %	(1.6)%	2.7 %	1.3 %
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	351,236	351,098	350,947	351,687	356,015	351,098
Loans and advances to customers (net)	343,623	343,182	343,702	344,567	350,638	343,182
Total external assets	605,417	570,295	555,635	549,530	518,904	570,295
Customer accounts	470,872	470,428	431,021	418,263	379,842	470,428
Risk-weighted assets	326,818	327,734	332,378	330,887	326,654	327,734
Adjusted balance sheet data -- at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	343,623	341,882	352,625	360,964	369,865	343,182
Customer accounts	470,872	469,264	443,334	440,030	401,160	470,428
Risk-weighted assets	326,818	326,046	340,988	346,795	344,620	327,734

HSBC

Commercial Banking

Management View of Adjusted Revenue - at originally reported average FX rates (\$m)

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Global Trade and Receivables Finance	455	423	429	423	469	1,744
Credit and Lending	1,468	1,457	1,442	1,359	1,382	5,640
Global Liquidity and Cash Management ²	862	898	920	1,003	1,325	4,146
Markets products, Insurance and Investments and other	546	369	374	482	557	1,782
– of which: share of revenue from Markets and Securities Services and Banking products	259	231	221	211	257	920
Net operating income	3,331	3,147	3,165	3,267	3,733	13,312

Management View of Adjusted Revenue - at most recent period average FX rates (\$m)

Global Trade and Receivables Finance	455	429	439	443	482	1,744
Credit and Lending	1,468	1,490	1,490	1,441	1,436	5,640
Global Liquidity and Cash Management ²	862	912	947	1,048	1,357	4,146
Markets products, Insurance and Investments and other	546	375	391	520	583	1,782
– of which: share of revenue from Markets and Securities Services and Banking products	259	235	229	223	268	920
Net operating income	3,331	3,206	3,267	3,452	3,858	13,312

Reported Revenue significant items (\$m)

Customer redress programmes	19	1	(17)	—	—	(16)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movement on financial instruments	1	(1)	—	—	—	(1)
Restructuring and other related costs	(2)	(1)	—	—	—	(1)

Reported Cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	(1)	—	(1)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(1)	(3)	(41)	—	(45)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(3)	(151)	51	(63)	(2)	(165)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC

Commercial Banking

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Reported Balance sheet data - significant items- Totals (\$m)

Risk-weighted assets - disposals	—	—	—	—	—	—
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Reconciling items Currency translation on reported items - Totals (\$m)

Revenue		59	102	185	125	
ECL		(20)	(10)	(155)	(50)	
Operating expenses		(33)	(51)	(106)	(63)	
Share of profit in associates and joint ventures		1	—	(1)	—	
Currency translation on revenue significant items		—	—	—	—	
Currency translation on operating expense significant items		(3)	3	(11)	—	
Currency translation on share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		(1,300)	8,923	16,397	19,227	
Customer accounts		(1,164)	12,313	21,767	21,318	
Risk-weighted assets		(1,688)	8,610	15,908	17,966	

1 RoTE excluding significant items and UK bank levy (%).

2 With effect from January 2021, a change in the transfer pricing methodology resulted in a reduction in revenue for GLCM, 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
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net interest income	1,025	1,106	1,040	1,123	1,249	4,518
Net fee income	950	841	818	843	765	3,267
Other operating income	2,240	1,352	1,652	2,274	1,931	7,209
Net operating income before change in expected credit losses and other credit impairment charges	4,215	3,299	3,510	4,240	3,945	14,994
Change in expected credit losses and other credit impairment charges	190	9	(100)	(573)	(545)	(1,209)
Total operating expenses ¹	(2,576)	(2,604)	(2,412)	(2,801)	(2,352)	(10,169)
of which: staff expenses	(1,042)	(1,179)	(999)	(853)	(942)	(3,973)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	1,829	704	998	866	1,048	3,616
Reported Significant items - Totals (\$m)						
Revenue	(77)	(212)	(104)	(179)	186	(309)
ECL	—	—	—	—	—	—
Operating expenses	(29)	(134)	(130)	(625)	(16)	(905)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	4,292	3,574	3,743	4,666	3,896	15,303
of which: net interest income	1,025	1,117	1,068	1,166	1,271	4,518
of which: net fee income	949	844	833	875	791	3,267
Change in expected credit losses and other credit impairment charges	190	7	(102)	(628)	(560)	(1,209)
Total operating expenses	(2,547)	(2,526)	(2,377)	(2,340)	(2,462)	(9,264)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	1,935	1,055	1,264	1,698	874	4,830
Earnings metrics - adjusted						
Return on average tangible equity (annualised, YTD) ²	12.1 %	6.7 %	6.9 %	7.7 %	6.3 %	6.7 %
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Loans and advances to customers (gross)	222,660	226,024	238,670	244,937	263,888	226,024
Loans and advances to customers (net)	221,223	224,364	236,902	243,355	262,670	224,364
Total external assets	1,281,710	1,347,440	1,380,766	1,390,006	1,474,089	1,347,440
Customer accounts	335,823	336,983	343,365	337,573	310,977	336,983
Risk-weighted assets	254,587	265,147	267,162	277,633	285,377	265,147
Adjusted balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	221,223	222,837	242,004	253,448	275,682	224,364
Customer accounts	335,823	335,136	353,255	356,220	330,510	336,983
Risk-weighted assets	254,587	263,445	271,096	285,931	295,358	265,147

Management View of Adjusted Revenue - at originally reported average FX rates (\$m)³

	Quarter ended				Year to date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Markets and Securities Services	2,492	1,919	2,022	2,558	2,287	8,787
Securities Services	452	439	409	434	510	1,792
Global Debt Markets	396	118	300	733	264	1,415
Global Foreign Exchange	952	820	827	1,053	1,346	4,046
Equities	419	298	226	47	260	831
Securities Financing	240	174	228	300	253	955
Credit and Funding Valuation Adjustments	33	70	32	(9)	(346)	(252)
Banking	1,630	1,571	1,595	1,692	1,741	6,599
Global Trade and Receivables Finance	178	167	173	180	166	686
Global Liquidity and Cash Management	444	465	454	483	603	2,005
Banking Credit & Lending	654	649	672	652	649	2,622
Banking Capital Markets & Advisory	291	253	278	362	140	1,033
Banking Other	63	37	18	15	183	253
GBM Other	170	21	(3)	169	(269)	(83)
Principal Investments	173	74	52	223	(235)	114
Other	(3)	(53)	(55)	(54)	(34)	(197)
Net operating income	4,292	3,511	3,614	4,419	3,759	15,303

Management View of Adjusted Revenue - at most recent period average FX rates (\$m)³

Markets and Securities Services	2,492	1,945	2,082	2,676	2,349	8,787
Securities services	452	442	421	457	528	1,792
Global Debt Markets	396	119	307	774	261	1,415
Global Foreign Exchange	952	830	850	1,097	1,390	4,046
Equities	419	304	235	45	270	831
Securities Financing	240	178	234	315	264	955
Credit and Funding Valuation Adjustments	33	72	35	(12)	(364)	(252)
Banking	1,630	1,590	1,639	1,774	1,785	6,599
Global Trade and Receivables Finance	178	169	178	191	173	686
Global Liquidity and Cash Management	444	469	464	501	615	2,005
Banking Credit & Lending	654	658	691	682	669	2,622
Banking Capital Markets & Advisory	291	256	287	386	145	1,033
Banking Other	63	38	19	14	183	253
GBM Other	170	39	22	216	(238)	(83)
Principal Investments	173	72	54	229	(240)	114
Other	(3)	(33)	(32)	(13)	2	(197)
Net operating income	4,292	3,574	3,743	4,666	3,896	15,303

HSBC

Global Banking and Markets

Reported Revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movement on financial instruments	(12)	(64)	(3)	(121)	186	(2)
Restructuring and other related costs	(65)	(148)	(101)	(58)	—	(307)

Reported Cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	1	(11)	(567)	—	(577)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(29)	(135)	(119)	(58)	(14)	(326)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	(2)	(2)

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Reported Balance sheet data - significant items- Totals (\$m)

Risk-weighted assets - disposals	—	—	—	—	—	—
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Reconciling items Currency translation on reported items - Totals (\$m)

Revenue	56	127	235	145
ECL	(2)	(2)	(55)	(15)
Operating expenses	(60)	(100)	(228)	(127)
Share of profit in associates and joint ventures	—	—	—	—
Currency translation on revenue significant items	(7)	(2)	(12)	8
Currency translation on operating expense significant items	(4)	(5)	(64)	(1)
Currency translation on share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(1,527)	5,102	10,093	13,012
Customer accounts	(1,847)	9,890	18,647	19,533
Risk-weighted assets	(1,702)	3,934	8,298	9,981

1 Includes the goodwill impairment recognised on the Global Banking and Markets cash-generating unit, for which goodwill is monitored on a global basis and has not been reflected in the geographical regions' or countries' data.

2 RoTE excluding significant items and UK bank levy (%).

3 With effect from the first quarter of 2021, the management view of adjusted revenue has been revised to align with changes to the management responsibilities of the business and how we assess business performance. All prior quarters have been re-presented on the new basis.

HSBC
Corporate Centre

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net interest income	(198)	(247)	(276)	(202)	(601)	(1,326)
Net fee income	(3)	(8)	(15)	2	(5)	(26)
Other operating income	(70)	247	151	96	1,000	1,494
Net operating income before change in expected credit losses and other credit impairment charges	(271)	(8)	(140)	(104)	394	142
Change in expected credit losses and other credit impairment charges	(3)	1	12	(14)	2	1
Total operating expenses	(318)	(1,338)	(171)	(431)	23	(1,917)
<i>of which: staff expenses</i>	<i>(1,663)</i>	<i>(1,523)</i>	<i>(1,427)</i>	<i>(1,454)</i>	<i>(1,292)</i>	<i>(5,696)</i>
Share of profit in associates and joint ventures	876	663	(37)	541	425	1,592
Profit/(loss) before tax	284	(682)	(336)	(8)	844	(182)
Reported Significant items - Totals (\$m)						
Revenue	(227)	147	15	62	180	404
ECL	—	—	—	—	—	—
Operating expenses	(224)	(462)	(359)	(468)	(146)	(1,435)
Share of profit in associates and joint ventures	—	—	(462)	—	—	(462)
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(44)	(152)	(156)	(182)	187	(262)
<i>of which: net interest expense</i>	<i>(197)</i>	<i>(247)</i>	<i>(283)</i>	<i>(204)</i>	<i>(599)</i>	<i>(1,326)</i>
<i>of which: net fee income/(expense)</i>	<i>(3)</i>	<i>(9)</i>	<i>(15)</i>	<i>2</i>	<i>(6)</i>	<i>(26)</i>
Change in expected credit losses and other credit impairment charges	(3)	1	13	(16)	2	1
Total operating expenses	(94)	(876)	202	74	185	(482)
Share of profit in associates and joint ventures	876	674	448	601	454	2,054
Profit/(loss) before tax	735	(353)	507	477	828	1,311
Earnings metrics - adjusted						
Return on average tangible equity (annualised, YTD) ¹	7.4 %	3.1 %	4.6 %	4.7 %	4.8 %	3.1 %
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	1,112	1,268	1,233	1,284	1,302	1,268
Loans and advances to customers (net)	1,101	1,255	1,220	1,272	1,282	1,255
Total external assets	191,350	184,511	168,441	168,543	164,371	184,511
Customer accounts	792	610	716	674	416	610
Risk-weighted assets	93,485	91,852	84,324	84,288	83,952	91,852
Adjusted balance sheet data -- at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	1,101	1,250	1,260	1,361	1,370	1,255
Customer accounts	792	606	747	735	477	610
Risk-weighted assets	93,485	91,566	84,822	85,286	85,173	91,852

HSBC Corporate Centre

	Quarter ended				Year to date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Management View of Adjusted Revenue - at originally reported average FX rates (\$m)						
Central Treasury	(28)	(12)	(32)	(64)	265	156
Legacy Credit	9	3	28	43	(91)	(17)
Other	(25)	(146)	(151)	(145)	40	(401)
Net operating income	(44)	(155)	(155)	(166)	214	(262)
Memo						
Markets Treasury previously reported in Corporate Centre - now allocated to global businesses ²	805	610	671	772	756	2,809
Management View of Adjusted Revenue - at most recent period average FX rates (\$m)						
Central Treasury	(28)	(12)	(32)	(64)	265	156
Legacy Credit	9	3	28	42	(93)	(17)
Other	(25)	(143)	(152)	(160)	15	(401)
Net operating income	(44)	(152)	(156)	(182)	187	(262)
Memo						
Markets Treasury previously reported in Corporate Centre - now allocated to global businesses ²	805	609	678	801	781	2,809
Reported Revenue significant items (\$m)						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	(1)	1	(1)	—	(1)
Fair value movement on financial instruments	(228)	19	14	63	171	267
Restructuring and other related costs	1	129	—	—	9	138
Reported Cost significant items (\$m)						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	(2)	(2)	(7)	—	—	(9)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(23)	181	(332)	—	(174)
Past service costs of guaranteed minimum pension benefits equalisation	—	(17)	—	—	—	(17)
Restructuring and other related costs	(222)	(416)	(530)	(132)	(147)	(1,225)
Settlements and provisions in connection with legal and regulatory matters	—	(4)	(3)	(4)	1	(10)

HSBC Corporate Centre

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	(462)	—	—	(462)
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Reported Balance sheet data - significant items- Totals (\$m)

Risk-weighted assets - disposals	—	—	—	—	—	—
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Reconciling items Currency translation on reported items - Totals (\$m)

Revenue		10	(3)	(14)	(28)	
ECL		—	1	(2)	—	
Operating expenses		(11)	(3)	19	13	
Share of profit in associates and joint ventures		11	23	60	29	
Currency translation on revenue significant items		7	(2)	2	(1)	
Currency translation on operating expense significant items		(11)	(17)	(18)	(3)	
Currency translation on share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		(5)	40	89	88	
Customer accounts		(4)	31	61	61	
Risk-weighted assets		(286)	498	998	1,221	

1 RoTE excluding significant items and UK bank levy(%).

2 At 4Q20 we renamed our Balance Sheet Management function as Markets Treasury to reflect the activities it undertakes more accurately and its relationship to our Group Treasury function more broadly.

HSBC Europe

Europe - Wealth and Personal Banking

	Quarter ended					Year to date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Reported (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	1,804	1,754	1,608	1,621	1,507	6,490	
<i>of which: net interest income</i>	1,075	1,055	1,011	989	1,127	4,182	
Change in expected credit losses and other credit impairment charges	113	(78)	(114)	(497)	(478)	(1,167)	
Total operating expenses	(1,484)	(1,595)	(1,357)	(1,534)	(1,517)	(6,003)	
<i>of which: staff expenses</i>	(556)	(597)	(482)	(433)	(481)	(1,993)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Profit/(loss) before tax	433	81	137	(410)	(488)	(680)	
Reported Significant items - Totals (\$m)							
Revenue	(8)	(8)	(31)	26	—	(13)	
ECL	—	—	—	—	—	—	
Operating expenses	(48)	39	56	(168)	1	(72)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Adjusted (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	1,812	1,825	1,738	1,768	1,633	6,503	
<i>of which: net interest income</i>	1,077	1,098	1,109	1,072	1,221	4,187	
Change in expected credit losses and other credit impairment charges	113	(84)	(118)	(551)	(516)	(1,167)	
Total operating expenses	(1,436)	(1,685)	(1,491)	(1,503)	(1,630)	(5,931)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Profit/(loss) before tax	489	56	129	(286)	(513)	(595)	
	Balance sheet date					Balance sheet date	
Balance sheet - reported (\$m)	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Loans and advances to customers (gross)	220,955	220,255	206,497	191,671	191,599	220,255	
Loans and advances to customers (net)	218,760	217,870	204,244	189,581	189,955	217,870	
Total external assets	357,796	361,385	334,722	313,304	293,536	361,385	
Customer accounts	300,962	289,610	267,190	251,921	242,663	289,610	
Risk-weighted assets	52,871	54,297	48,065	45,066	46,510	54,297	
Balance sheet data - at most recent balance sheet date FX rates (\$m)							
Loans and advances to customers (net)	218,760	217,774	215,323	209,051	208,867	217,870	
Customer accounts	300,962	289,936	282,093	278,200	267,106	289,610	

HSBC Europe

Europe - Commercial Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,210	1,201	1,134	1,072	1,166	4,573
<i>of which: net interest income</i>	<i>756</i>	<i>730</i>	<i>701</i>	<i>646</i>	<i>689</i>	<i>2,766</i>
Change in expected credit losses and other credit impairment charges	192	(416)	(233)	(1,154)	(219)	(2,022)
Total operating expenses	(727)	(899)	(638)	(788)	(755)	(3,080)
<i>of which: staff expenses</i>	<i>(249)</i>	<i>(396)</i>	<i>(241)</i>	<i>(221)</i>	<i>(236)</i>	<i>(1,094)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	675	(114)	263	(870)	192	(529)
Reported Significant items - Totals (\$m)						
Revenue	17	(3)	(16)	—	—	(19)
ECL	—	—	—	—	—	—
Operating expenses	(7)	(140)	55	(103)	(2)	(190)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,193	1,253	1,226	1,200	1,271	4,592
<i>of which: net interest income</i>	<i>737</i>	<i>763</i>	<i>767</i>	<i>728</i>	<i>753</i>	<i>2,782</i>
Change in expected credit losses and other credit impairment charges	192	(435)	(239)	(1,279)	(238)	(2,022)
Total operating expenses	(720)	(785)	(732)	(753)	(808)	(2,890)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	665	33	255	(832)	225	(320)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	126,733	129,719	126,195	122,473	121,582	129,719
Loans and advances to customers (net)	123,685	126,407	123,250	119,628	119,668	126,407
Total external assets	263,370	233,042	219,598	210,014	187,824	233,042
Customer accounts	202,858	200,647	181,865	169,771	155,036	200,647
Risk-weighted assets	111,942	115,252	118,664	115,515	112,848	115,252
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	123,685	126,140	129,663	131,563	131,547	126,407
Customer accounts	202,858	200,526	191,728	187,165	170,548	200,647

HSBC Europe

Europe - Global Banking and Markets

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,506	1,048	1,168	1,353	907	4,476
<i>of which: net interest income</i>	<i>39</i>	<i>94</i>	<i>56</i>	<i>(1)</i>	<i>61</i>	<i>210</i>
Change in expected credit losses and other credit impairment charges	36	(21)	(18)	(357)	(173)	(569)
Total operating expenses	(1,357)	(1,400)	(1,289)	(1,746)	(1,282)	(5,717)
<i>of which: staff expenses</i>	<i>(478)</i>	<i>(599)</i>	<i>(511)</i>	<i>(362)</i>	<i>(433)</i>	<i>(1,905)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	185	(373)	(139)	(750)	(548)	(1,810)
Reported Significant items - Totals (\$m)						
Revenue	(63)	(169)	(58)	(92)	70	(249)
ECL	—	—	—	—	—	—
Operating expenses	(20)	(124)	(115)	(604)	(12)	(855)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,569	1,264	1,317	1,612	942	4,725
<i>of which: net interest income</i>	<i>39</i>	<i>101</i>	<i>66</i>	<i>14</i>	<i>77</i>	<i>210</i>
Change in expected credit losses and other credit impairment charges	36	(23)	(18)	(396)	(187)	(569)
Total operating expenses	(1,337)	(1,324)	(1,252)	(1,275)	(1,380)	(4,862)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	268	(83)	47	(59)	(625)	(706)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	63,037	64,135	70,721	69,387	76,198	64,135
Loans and advances to customers (net)	62,420	63,402	69,888	68,652	75,722	63,402
Total external assets	623,448	687,630	699,711	685,382	726,591	687,630
Customer accounts	138,605	138,833	143,456	140,202	133,703	138,833
Risk-weighted assets	94,448	102,616	103,219	106,312	109,687	102,616
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	62,420	63,013	73,294	75,220	83,146	63,402
Customer accounts	138,605	138,633	150,947	154,198	147,022	138,833

HSBC
Europe

Europe - Corporate Centre

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	533	949	579	510	840	2,878
<i>of which: net interest income/(expense)</i>	<i>(343)</i>	<i>(358)</i>	<i>(376)</i>	<i>(297)</i>	<i>(431)</i>	<i>(1,462)</i>
Change in expected credit losses and other credit impairment charges	(5)	—	13	(9)	2	6
Total operating expenses	(960)	(1,819)	(775)	(1,071)	(408)	(4,073)
<i>of which: staff expenses</i>	<i>(690)</i>	<i>(702)</i>	<i>(613)</i>	<i>(650)</i>	<i>(367)</i>	<i>(2,332)</i>
Share of profit in associates and joint ventures	136	46	5	50	(100)	1
Profit/(loss) before tax	(296)	(824)	(178)	(520)	334	(1,188)
Reported Significant items - Totals (\$m)						
Revenue	(179)	283	15	66	160	524
ECL	—	—	—	—	—	—
Operating expenses	(207)	(426)	(218)	(401)	(42)	(1,087)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	712	677	581	458	678	2,354
<i>of which: net interest expense</i>	<i>(343)</i>	<i>(358)</i>	<i>(377)</i>	<i>(293)</i>	<i>(436)</i>	<i>(1,462)</i>
Change in expected credit losses and other credit impairment charges	(5)	1	13	(11)	2	6
Total operating expenses	(753)	(1,404)	(560)	(667)	(375)	(2,986)
Share of profit in associates and joint ventures	136	47	6	57	(108)	1
Profit/(loss) before tax	90	(679)	40	(163)	197	(625)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	639	829	811	879	898	829
Loans and advances to customers (net)	628	816	799	868	877	816
Total external assets	57,283	54,951	53,704	53,965	56,282	54,951
Customer accounts	737	557	661	611	590	557
Risk-weighted assets	12,220	12,157	11,275	11,607	11,496	12,157
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	628	813	839	955	964	816
Customer accounts	737	552	691	671	648	557

HSBC Europe

SIGNIFICANT ITEMS

Europe - TOTAL	Quarter ended					Year to date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Reported revenue significant items (\$m)							
Customer redress programmes	18	1	(48)	26	—	(21)	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	
Fair value movements on financial instruments	(236)	(10)	12	22	230	254	
Restructuring and other related costs	(17)	111	(54)	(48)	—	9	
Reported cost significant items (\$m)							
Costs of structural reform	—	—	—	—	—	—	
Customer redress programmes	10	107	(3)	(49)	(1)	54	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	
Impairment of goodwill and other intangibles	—	(3)	184	(984)	—	(803)	
Past service costs of guaranteed minimum pension benefits equalisation	—	(17)	—	—	—	(17)	
Restructuring and other related costs	(287)	(731)	(399)	(242)	(53)	(1,425)	
Settlements and provisions in connection with legal and regulatory matters	—	(4)	(6)	(1)	(1)	(12)	
Share of profit in associates and joint ventures significant items (\$m)							
Impairment of goodwill	—	—	—	—	—	—	
Europe - Wealth and Personal Banking							
Reported revenue significant items (\$m)							
Customer redress programmes	(1)	—	(31)	26	—	(5)	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	
Fair value movements on financial instruments	—	—	—	—	—	—	
Restructuring and other related costs	(7)	(8)	—	—	—	(8)	
Reported cost significant items (\$m)							
Costs of structural reform	—	—	—	—	—	—	
Customer redress programmes	12	109	3	(47)	(1)	64	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	
Impairment of goodwill and other intangibles	—	—	(1)	(44)	—	(45)	
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	
Restructuring and other related costs	(60)	(70)	54	(77)	2	(91)	
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	

HSBC Europe

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Europe - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes	20	—	(16)	—	—	(16)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(1)	—	—	—	(1)
Restructuring and other related costs	(3)	(2)	—	—	—	(2)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	(1)	—	(1)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(3)	—	(41)	—	(44)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(7)	(137)	55	(61)	(2)	(145)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Europe - Global Banking and Markets

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(8)	(29)	(3)	(44)	70	(6)
Restructuring and other related costs	(55)	(140)	(55)	(48)	—	(243)

HSBC Europe

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	(6)	(567)	—	(573)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(20)	(124)	(109)	(37)	(10)	(280)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	(2)	(2)

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Europe - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(228)	21	15	66	160	262
Restructuring and other related costs	49	262	—	—	—	262

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	(3)	(4)	(5)	—	—	(9)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(1)	191	(332)	—	(142)
Past service costs of guaranteed minimum pension benefits equalisation	—	(17)	—	—	—	(17)
Restructuring and other related costs	(205)	(401)	(400)	(65)	(43)	(909)
Settlements and provisions in connection with legal and regulatory matters	1	(3)	(4)	(4)	1	(10)

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Reconciling items - Currency translation on reported items- Totals (\$m)

Europe - TOTAL

Revenue		171	277	478	342	
ECL		(27)	(9)	(219)	(69)	
Operating expenses		(149)	(214)	(448)	(290)	
Share of profit in associates and joint ventures		2	—	7	(8)	

HSBC
Europe

Revenue significant items	6	(7)	(6)	6
Operating expense significant items	(19)	(15)	(112)	(3)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(754)	20,937	38,060	38,302
Customer accounts	—	32,286	57,728	53,332
Europe - Wealth and Personal Banking				
Revenue	65	97	175	126
ECL	(6)	(4)	(54)	(38)
Operating expenses	(51)	(75)	(154)	(113)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	2	(2)	2	—
Operating expense significant items	—	3	(17)	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(96)	11,079	19,470	18,912
Customer accounts	326	14,903	26,279	24,443
Europe - Commercial Banking				
Revenue	51	75	128	105
ECL	(19)	(6)	(125)	(19)
Operating expenses	(28)	(37)	(79)	(55)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	2	(1)	—	—
Operating expense significant items	(2)	2	(11)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(267)	6,413	11,935	11,879
Customer accounts	(121)	9,863	17,394	15,512

HSBC Europe

Europe - Global Banking and Markets

Revenue	39	88	159	112
ECL	(2)	—	(39)	(14)
Operating expenses	(52)	(82)	(198)	(111)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(8)	(3)	(8)	7
Operating expense significant items	(4)	(4)	(65)	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(389)	3,406	6,568	7,424
Customer accounts	(200)	7,491	13,996	13,319

Europe - Corporate Centre

Revenue	19	17	15	(1)
ECL	1	—	(2)	—
Operating expenses	(20)	(20)	(17)	(11)
Share of profit in associates and joint ventures	1	1	7	(8)
Revenue significant items	8	—	1	1
Operating expense significant items	(9)	(17)	(20)	(2)
Share of profit in associates and joint ventures significant items	0	0	0	0
Loans and advances to customers (net)	(3)	40	87	87
Customer accounts	(5)	30	60	58

1 Risk-weighted assets are non-additive across geographical regions due to market risk diversification effects within the Group.

HSBC
HSBC UK
UK ring-fenced bank

HSBC UK - Wealth and Personal Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,100	1,062	987	945	1,205	4,199
<i>of which: net interest income</i>	<i>903</i>	<i>875</i>	<i>833</i>	<i>812</i>	<i>943</i>	<i>3,463</i>
Change in expected credit losses and other credit impairment charges	107	(132)	(45)	(485)	(406)	(1,068)
Total operating expenses	(825)	(744)	(740)	(770)	(764)	(3,018)
<i>of which: staff expenses</i>	<i>(246)</i>	<i>(278)</i>	<i>(205)</i>	<i>(194)</i>	<i>(210)</i>	<i>(887)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	382	186	202	(310)	35	113
Reported Significant items - Totals (\$m)						
Revenue	(1)	—	(31)	26	—	(5)
ECL	—	—	—	—	—	—
Operating expenses	(46)	15	—	(49)	1	(33)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,101	1,110	1,087	1,021	1,299	4,204
<i>of which: net interest income</i>	<i>904</i>	<i>914</i>	<i>922</i>	<i>874</i>	<i>1,017</i>	<i>3,468</i>
Change in expected credit losses and other credit impairment charges	107	(138)	(48)	(538)	(438)	(1,068)
Total operating expenses	(779)	(795)	(790)	(801)	(824)	(2,985)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	429	177	249	(318)	37	151
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet -- reported (\$m)						
Loans and advances to customers (gross)	173,809	171,377	159,399	147,285	147,806	171,377
Loans and advances to customers (net)	171,970	169,365	157,568	145,530	146,488	169,365
Total external assets	240,884	238,853	216,493	201,081	188,626	238,853
Customer accounts	230,650	218,723	197,377	184,439	178,048	218,723
Risk-weighted assets	33,829	34,218	32,624	30,358	31,149	34,218
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	171,970	171,152	168,393	162,844	162,466	169,365
Customer accounts	230,650	221,030	210,937	206,381	197,469	218,723

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UK ring-fenced bank

HSBC UK - Commercial Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	932	881	822	771	874	3,348
<i>of which: net interest income</i>	<i>651</i>	<i>630</i>	<i>603</i>	<i>556</i>	<i>595</i>	<i>2,384</i>
Change in expected credit losses and other credit impairment charges	183	(366)	(115)	(967)	(163)	(1,611)
Total operating expenses	(400)	(422)	(390)	(376)	(381)	(1,569)
<i>of which: staff expenses</i>	<i>(114)</i>	<i>(157)</i>	<i>(117)</i>	<i>(108)</i>	<i>(114)</i>	<i>(496)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	715	93	317	(572)	330	168
Reported Significant items - Totals (\$m)						
Revenue	18	(1)	(16)	—	—	(17)
ECL	—	—	—	—	—	—
Operating expenses	5	(34)	—	(1)	—	(35)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	914	921	895	856	942	3,365
<i>of which: net interest income</i>	<i>631</i>	<i>658</i>	<i>661</i>	<i>618</i>	<i>641</i>	<i>2,400</i>
Change in expected credit losses and other credit impairment charges	183	(382)	(123)	(1,074)	(175)	(1,611)
Total operating expenses	(405)	(405)	(418)	(415)	(411)	(1,534)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	692	134	354	(633)	356	220
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	92,219	93,517	89,228	84,416	84,267	93,517
Loans and advances to customers (net)	90,077	91,169	87,183	82,454	83,052	91,169
Total external assets	171,734	161,864	146,776	138,449	124,794	161,864
Customer accounts	134,629	135,108	122,270	112,829	97,577	135,108
Risk-weighted assets	78,712	79,688	81,081	76,769	76,277	79,688
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	90,077	92,130	93,173	92,264	92,111	91,169
Customer accounts	134,629	136,533	130,670	126,252	108,220	135,108

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HSBC UK - Global Banking and Markets

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	41	56	50	42	52	200
<i>of which: net interest income</i>	—	—	—	—	—	—
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(13)	(29)	(26)	(16)	(39)	(110)
<i>of which: staff expenses</i>	(6)	(4)	(3)	(3)	(3)	(13)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	28	27	24	26	13	90
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	41	58	54	47	57	200
<i>of which: net interest income</i>	—	—	—	—	—	—
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(13)	(30)	(27)	(19)	(42)	(110)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	28	28	27	28	15	90
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	64	79	50	34	95	79
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	864	819	409	414	361	819
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

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UK ring-fenced bank

HSBC UK - Corporate Centre

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(1)	(1)	(2)	(5)	1	(7)
<i>of which: net interest income/(expense)</i>	3	<i>(2)</i>	<i>(3)</i>	1	<i>(4)</i>	<i>(8)</i>
Change in expected credit losses and other credit impairment charges	(3)	<i>(2)</i>	—	2	—	—
Total operating expenses	(41)	<i>(96)</i>	<i>(13)</i>	2	<i>(10)</i>	<i>(117)</i>
<i>of which: staff expenses</i>	26	<i>27</i>	<i>33</i>	34	<i>35</i>	<i>129</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(45)	(99)	(15)	(1)	(9)	(124)
Reported Significant items - Totals (\$m)						
Revenue	1	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(36)	<i>(86)</i>	<i>(32)</i>	(5)	<i>(9)</i>	<i>(132)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(2)	(2)	(2)	(5)	2	(7)
<i>of which: net interest income/(expense)</i>	3	<i>(2)</i>	<i>(3)</i>	—	<i>(4)</i>	<i>(8)</i>
Change in expected credit losses and other credit impairment charges	(3)	1	—	(1)	—	—
Total operating expenses	(5)	<i>(10)</i>	20	7	<i>(1)</i>	15
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(10)	(11)	18	1	1	8
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	395	574	561	632	641	574
Loans and advances to customers (net)	395	574	561	633	641	574
Total external assets	12,305	14,021	13,445	13,192	14,835	14,021
Customer accounts	371	268	252	330	305	268
Risk-weighted assets	2,328	1,985	1,425	1,322	1,591	1,985
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	395	580	599	708	711	574
Customer accounts	371	270	269	369	339	268

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SIGNIFICANT ITEMS

HSBC UK - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Customer redress programmes	18	—	(47)	26	—	(21)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	(1)	(1)	—	—	—	(1)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	10	107	(3)	(49)	(1)	54
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	(17)	—	—	—	(17)
Restructuring and other related costs	(89)	(194)	(30)	(6)	(7)	(237)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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HSBC UK - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	(1)	—	(31)	26	—	(5)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	12	109	3	(47)	(1)	64
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(58)	(94)	(3)	(2)	2	(97)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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UK ring-fenced bank

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill

— — — — — —

HSBC UK - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes

20 — (16) — — (16)

Disposals, acquisitions and investment in new businesses

— — — — — —

Fair value movements on financial instruments

— — — — — —

Restructuring and other related costs

(2) (1) — — — (1)

Reported cost significant items (\$m)

Costs of structural reform

— — — — — —

Customer redress programmes

— — — (1) — (1)

Disposals, acquisitions and investment in new businesses

— — — — — —

Impairment of goodwill and other intangibles

— — — — — —

Past service costs of guaranteed minimum pension benefits equalisation

— — — — — —

Restructuring and other related costs

5 (34) — — — (34)

Settlements and provisions in connection with legal and regulatory matters

— — — — — —

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill

— — — — — —

HSBC UK - Global Banking and Markets

Reported revenue significant items (\$m)

Customer redress programmes

— — — — — —

Disposals, acquisitions and investment in new businesses

— — — — — —

Fair value movements on financial instruments

— — — — — —

Restructuring and other related costs

— — — — — —

Reported cost significant items (\$m)

Costs of structural reform

— — — — — —

Customer redress programmes

— — — — — —

Disposals, acquisitions and investment in new businesses

— — — — — —

Impairment of goodwill and other intangibles

— — — — — —

Past service costs of guaranteed minimum pension benefits equalisation

— — — — — —

Restructuring and other related costs

— — — — — —

Settlements and provisions in connection with legal and regulatory matters

— — — — — —

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UK ring-fenced bank

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill

— — — — — —

HSBC UK - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes

— — — — — —

Disposals, acquisitions and investment in new businesses

— — — — — —

Fair value movements on financial instruments

— — — — — —

Restructuring and other related costs

1 — — — — —

Reported cost significant items (\$m)

Costs of structural reform

— — — — — —

Customer redress programmes

(3) (4) (5) — — (9)

Disposals, acquisitions and investment in new businesses

— — — — — —

Impairment of goodwill and other intangibles

— — — — — —

Past service costs of guaranteed minimum pension benefits equalisation

— (17) — — — (17)

Restructuring and other related costs

(33) (65) (27) (5) (9) (106)

Settlements and provisions in connection with legal and regulatory matters

— — — — — —

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill

— — — — — —

Reconciling items - Currency translation on reported items- Totals (\$m)

HSBC UK - TOTAL

Revenue

89 126 193 168

ECL

(20) (11) (163) (44)

Operating expenses

(59) (79) (128) (93)

Share of profit in associates and joint ventures

— — — —

Revenue significant items

1 (3) 2 —

Operating expense significant items

(6) (1) (5) (1)

Share of profit in associates and joint ventures significant items

— — — —

Loans and advances to customers (net)

2,754 16,853 27,198 25,107

Customer accounts

3,734 21,977 35,405 30,097

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HSBC UK

UK ring-fenced bank

HSBC UK - Wealth and Personal Banking

Revenue	48	67	104	94
ECL	(6)	(3)	(53)	(32)
Operating expenses	(33)	(51)	(85)	(60)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	(2)	2	—
Operating expense significant items	3	(1)	(5)	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,787	10,825	17,314	15,978
Customer accounts	2,307	13,560	21,942	19,421

HSBC UK - Commercial Banking

Revenue	39	56	85	68
ECL	(16)	(8)	(107)	(12)
Operating expenses	(19)	(27)	(41)	(30)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	(1)	—	—
Operating expense significant items	(2)	1	(1)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	961	5,990	9,810	9,059
Customer accounts	1,425	8,400	13,423	10,643

HSBC UK - Global Banking and Markets

Revenue	2	4	5	5
ECL	—	—	—	—
Operating expenses	(1)	(1)	(3)	(3)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	—	—

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HSBC UK - Corporate Centre

Revenue		(1)	—	—	1
ECL		3	—	(3)	—
Operating expenses		(6)	(1)	1	—
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		—	—	—	—
Operating expense significant items		(6)	(2)	1	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		6	38	75	70
Customer accounts		2	17	39	34

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - TOTAL

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net interest income	607	660	621	606	548	2,435
Net fee income	530	477	442	438	440	1,797
Other operating income	1,374	812	919	1,176	418	3,325
Net operating income before change in expected credit losses and other credit impairment charges	2,511	1,949	1,982	2,220	1,406	7,557
Change in expected credit losses and other credit impairment charges	46	(216)	9	(565)	(251)	(1,023)
Total operating expenses	(1,968)	(2,290)	(1,920)	(2,594)	(1,782)	(8,586)
<i>of which: staff expenses</i>	(751)	(989)	(746)	(593)	(685)	(3,013)
Share of profit in associates and joint ventures	132	45	4	50	(100)	(1)
Profit/(loss) before tax	721	(512)	75	(889)	(727)	(2,053)
Reported significant items - Totals (\$m)						
Revenue	(64)	(46)	(58)	(92)	72	(124)
ECL	—	—	—	—	—	—
Operating expenses	(76)	(430)	(258)	(988)	(15)	(1,691)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	2,575	2,040	2,141	2,523	1,460	7,681
<i>of which: net interest income</i>	607	674	648	667	595	2,435
Change in expected credit losses and other credit impairment charges	46	(220)	10	(625)	(273)	(1,023)
Total operating expenses	(1,892)	(1,913)	(1,745)	(1,767)	(1,912)	(6,895)
Share of profit in associates and joint ventures	132	47	4	56	(108)	(1)
Profit/(loss) before tax	861	(46)	410	187	(833)	(238)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	135,368	139,987	145,681	143,289	148,773	139,987
Loans and advances to customers (net)	133,558	137,981	143,790	141,397	147,323	137,981
Total external assets	834,286	881,616	891,935	869,877	895,705	881,616
Customer accounts	262,475	260,614	257,986	250,312	242,276	260,614
Risk-weighted assets	157,555	167,115	166,744	170,634	172,062	167,115
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	133,558	135,042	148,035	152,129	160,241	137,981
Customer accounts	262,475	257,705	268,478	272,272	264,880	260,614

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - Wealth and Personal Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	552	405	393	448	80	1,326
<i>of which: net interest income</i>	<i>208</i>	<i>211</i>	<i>213</i>	<i>211</i>	<i>217</i>	<i>852</i>
Change in expected credit losses and other credit impairment charges	6	(5)	(8)	(13)	(23)	(49)
Total operating expenses	(373)	(423)	(276)	(443)	(355)	(1,497)
<i>of which: staff expenses</i>	<i>(145)</i>	<i>(142)</i>	<i>(118)</i>	<i>(114)</i>	<i>(127)</i>	<i>(501)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	185	(23)	109	(8)	(298)	(220)
Reported significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(1)	(8)	72	(114)	—	(50)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	552	411	407	488	91	1,326
<i>of which: net interest income</i>	<i>207</i>	<i>214</i>	<i>221</i>	<i>232</i>	<i>235</i>	<i>852</i>
Change in expected credit losses and other credit impairment charges	6	(5)	(9)	(14)	(25)	(49)
Total operating expenses	(372)	(423)	(360)	(361)	(386)	(1,447)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	186	(17)	38	113	(320)	(170)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	37,573	39,395	37,742	35,598	35,002	39,395
Loans and advances to customers (net)	37,297	39,099	37,456	35,336	34,749	39,099
Total external assets	93,534	97,989	94,102	88,566	81,577	97,989
Customer accounts	55,276	55,952	54,526	52,887	50,892	55,952
Risk-weighted assets	15,373	16,497	12,646	12,123	12,353	16,497
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	37,297	37,786	37,871	37,362	37,405	39,099
Customer accounts	55,276	54,797	56,052	56,861	55,291	55,952

HSBC

HSBC Bank

Non ring-fenced bank

HSBC Bank - Commercial Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	390	356	367	375	353	1,451
<i>of which: net interest income</i>	221	222	223	215	220	880
Change in expected credit losses and other credit impairment charges	10	(150)	(17)	(187)	(57)	(411)
Total operating expenses	(259)	(319)	(145)	(308)	(218)	(990)
<i>of which: staff expenses</i>	(83)	(175)	(75)	(66)	(74)	(390)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	141	(113)	205	(120)	78	50
Reported Significant items - Totals (\$m)						
Revenue	—	(2)	—	—	—	(2)
ECL	—	—	—	—	—	—
Operating expenses	(2)	(101)	57	(101)	—	(145)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	390	363	381	411	383	1,453
<i>of which: net interest income</i>	221	226	232	236	238	880
Change in expected credit losses and other credit impairment charges	10	(153)	(16)	(205)	(62)	(411)
Total operating expenses	(257)	(224)	(208)	(226)	(236)	(845)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	143	(14)	157	(20)	85	197
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	34,515	36,202	36,967	38,057	37,315	36,202
Loans and advances to customers (net)	33,608	35,238	36,167	37,174	36,615	35,238
Total external assets	93,310	72,833	74,487	73,060	64,539	72,833
Customer accounts	68,229	65,539	59,595	56,942	57,459	65,539
Risk-weighted assets	34,411	36,761	38,446	39,526	37,504	36,761
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	33,608	34,009	36,590	39,299	39,436	35,238
Customer accounts	68,229	63,993	61,059	60,913	62,328	65,539

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - Global Banking and Markets

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,588	1,104	1,272	1,452	1,014	4,842
<i>of which: net interest income</i>	<i>187</i>	<i>232</i>	<i>195</i>	<i>139</i>	<i>208</i>	<i>774</i>
Change in expected credit losses and other credit impairment charges	35	(61)	22	(357)	(173)	(569)
Total operating expenses	(1,272)	(1,281)	(1,216)	(1,682)	(1,166)	(5,345)
<i>of which: staff expenses</i>	<i>(381)</i>	<i>(495)</i>	<i>(417)</i>	<i>(286)</i>	<i>(349)</i>	<i>(1,547)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	351	(238)	78	(587)	(325)	(1,072)
Reported Significant items - Totals (\$m)						
Revenue	(62)	(165)	(58)	(92)	70	(245)
ECL	—	—	—	—	—	—
Operating expenses	(24)	(133)	(108)	(604)	(12)	(857)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,650	1,308	1,404	1,685	1,030	5,087
<i>of which: net interest income</i>	<i>186</i>	<i>238</i>	<i>206</i>	<i>155</i>	<i>225</i>	<i>774</i>
Change in expected credit losses and other credit impairment charges	35	(63)	22	(396)	(187)	(569)
Total operating expenses	(1,248)	(1,188)	(1,170)	(1,189)	(1,247)	(4,488)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	437	57	256	100	(404)	30
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	63,037	64,135	70,721	69,387	76,198	64,135
Loans and advances to customers (net)	62,420	63,402	69,928	68,652	75,722	63,402
Total external assets	624,583	688,738	700,817	686,410	725,077	688,738
Customer accounts	138,604	138,833	143,456	140,202	133,639	138,833
Risk-weighted assets	97,083	104,566	105,318	107,964	111,804	104,566
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	62,420	63,013	73,334	75,220	83,146	63,402
Customer accounts	138,604	138,632	150,946	154,197	146,952	138,833

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - Corporate Centre

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(20)	83	(50)	(55)	(41)	(63)
<i>of which: net interest income/(expense)</i>	<i>(7)</i>	<i>(4)</i>	<i>(10)</i>	<i>41</i>	<i>(97)</i>	<i>(70)</i>
Change in expected credit losses and other credit impairment charges	(4)	—	12	(8)	2	6
Total operating expenses	(64)	(267)	(283)	(161)	(43)	(754)
<i>of which: staff expenses</i>	<i>(143)</i>	<i>(177)</i>	<i>(136)</i>	<i>(127)</i>	<i>(135)</i>	<i>(575)</i>
Share of profit in associates and joint ventures	132	45	4	50	(100)	(1)
Profit/(loss) before tax	44	(139)	(317)	(174)	(182)	(812)
Reported Significant items - Totals (\$m)						
Revenue	—	121	(1)	—	2	122
ECL	—	—	—	—	—	—
Operating expenses	(51)	(191)	(278)	(169)	(3)	(641)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(20)	(42)	(51)	(61)	(45)	(186)
<i>of which: net interest income/(expense)</i>	<i>(7)</i>	<i>(4)</i>	<i>(11)</i>	<i>45</i>	<i>(103)</i>	<i>(70)</i>
Change in expected credit losses and other credit impairment charges	(4)	—	13	(9)	2	6
Total operating expenses	(13)	(80)	(6)	7	(42)	(113)
Share of profit in associates and joint ventures	132	47	4	56	(108)	(1)
Profit/(loss) before tax	95	(75)	(40)	(7)	(193)	(293)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	243	255	251	247	258	255
Loans and advances to customers (net)	233	242	238	235	237	242
Total external assets	22,858	22,057	22,529	21,841	24,512	22,057
Customer accounts	365	289	409	281	286	289
Risk-weighted assets	10,688	9,291	10,334	11,021	10,401	9,291
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	233	233	240	247	254	242
Customer accounts	365	282	421	301	309	289

HSBC

HSBC Bank

Non ring-fenced bank

SIGNIFICANT ITEMS

HSBC Bank - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(10)	(30)	(3)	(43)	72	(4)
Restructuring and other related costs	(54)	(16)	(55)	(49)	—	(120)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(3)	(16)	(784)	—	(803)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(77)	(424)	(238)	(200)	(14)	(876)
Settlements and provisions in connection with legal and regulatory matters	1	(3)	(4)	(4)	(1)	(12)

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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HSBC Bank - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	(1)	(44)	—	(45)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(1)	(8)	73	(70)	—	(5)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC

HSBC Bank

Non ring-fenced bank

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill

— — — — — —

HSBC Bank - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes

— — — — — —

Disposals, acquisitions and investment in new businesses

— — — — — —

Fair value movements on financial instruments

— (1) — — — (1)

Restructuring and other related costs

— (1) — — — (1)

Reported cost significant items (\$m)

Costs of structural reform

— — — — — —

Customer redress programmes

— — — — — —

Disposals, acquisitions and investment in new businesses

— — — — — —

Impairment of goodwill and other intangibles

— (3) — — (41) — (44)

Past service costs of guaranteed minimum pension benefits equalisation

— — — — — —

Restructuring and other related costs

(2) (98) 57 (60) — (101)

Settlements and provisions in connection with legal and regulatory matters

— — — — — —

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill

— — — — — —

HSBC Bank - Global Banking and Markets

Reported revenue significant items (\$m)

Customer redress programmes

— — — — — —

Disposals, acquisitions and investment in new businesses

— — — — — —

Fair value movements on financial instruments

(8) (29) (3) (44) 70 (6)

Restructuring and other related costs

(54) (136) (55) (48) — (239)

Reported cost significant items (\$m)

Costs of structural reform

— — — — — —

Customer redress programmes

— — — — — —

Disposals, acquisitions and investment in new businesses

— — — — — —

Impairment of goodwill and other intangibles

— — (6) (567) — (573)

Past service costs of guaranteed minimum pension benefits equalisation

— — — — — —

Restructuring and other related costs

(24) (133) (102) (37) (10) (282)

Settlements and provisions in connection with legal and regulatory matters

— — — — (2) (2)

HSBC

HSBC Bank

Non ring-fenced bank

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill

— — — — —

HSBC Bank - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes

— — — — —

Disposals, acquisitions and investment in new businesses

— — — — —

Fair value movements on financial instruments

— 2 (1) — 2 3

Restructuring and other related costs

— 119 — — — 119

Reported cost significant items (\$m)

Costs of structural reform

— — — — —

Customer redress programmes

— — — — —

Disposals, acquisitions and investment in new businesses

— — — — —

Impairment of goodwill and other intangibles

— (1) (9) (132) — (142)

Past service costs of guaranteed minimum pension benefits equalisation

— — — — —

Restructuring and other related costs

(52) (187) (265) (33) (4) (489)

Settlements and provisions in connection with legal and regulatory matters

1 (3) (4) (4) 1 (10)

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill

— — — — —

Reconciling items - Currency translation on reported items- Totals (\$m)

HSBC Bank - TOTAL

Revenue

40 97 203 132

ECL

(4) 1 (60) (22)

Operating expenses

(61) (93) (264) (146)

Share of profit in associates and joint ventures

2 — 6 (8)

Revenue significant items

(5) (4) (8) 6

Operating expense significant items

(8) (10) (103) (1)

Share of profit in associates and joint ventures significant items

— — — —

Loans and advances to customers (net)

(2,939) 4,245 10,732 12,918

Customer accounts

(2,909) 10,492 21,960 22,604

HSBC

HSBC Bank

Non ring-fenced bank

HSBC Bank - Wealth and Personal Banking

Revenue	6	14	40	11
ECL	—	(1)	(1)	(2)
Operating expenses	(7)	(10)	(42)	(31)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	1	2	(10)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(1,313)	415	2,026	2,656
Customer accounts	(1,155)	1,526	3,974	4,399

HSBC Bank - Commercial Banking

Revenue	6	14	36	30
ECL	(3)	1	(18)	(5)
Operating expenses	(6)	(5)	(29)	(18)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	1	—	—	—
Operating expense significant items	—	1	(10)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(1,229)	423	2,125	2,821
Customer accounts	(1,546)	1,464	3,971	4,869

HSBC Bank - Global Banking and Markets

Revenue	31	71	133	93
ECL	(2)	—	(39)	(14)
Operating expenses	(42)	(67)	(176)	(94)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(8)	(3)	(8)	7
Operating expense significant items	(2)	(5)	(65)	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(389)	3,406	6,568	7,424
Customer accounts	(201)	7,490	13,995	13,313

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - Corporate Centre

Revenue		(2)	(2)	(6)	(2)
ECL		—	1	(1)	—
Operating expenses		(7)	(11)	(18)	(3)
Share of profit in associates and joint ventures		2	—	6	(8)
Revenue significant items		2	—	—	—
Operating expense significant items		(3)	(10)	(17)	(1)
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		(9)	2	12	17
Customer accounts		(7)	12	20	23

HSBC
Europe - Other

Europe - Other - TOTAL

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net interest income/(expense)	(635)	(642)	(663)	(638)	(636)	(2,579)
Net fee income	121	105	95	95	105	400
Other operating income	985	1,545	1,218	1,126	1,413	5,302
Net operating income before change in expected credit losses and other credit impairment charges	471	1,008	650	583	882	3,123
Change in expected credit losses and other credit impairment charges	3	202	(202)	(2)	(48)	(50)
Total operating expenses	(1,279)	(2,134)	(968)	(1,385)	(986)	(5,473)
<i>of which: staff expenses</i>	(880)	(892)	(810)	(802)	(540)	(3,044)
Share of profit in associates and joint ventures	3	—	2	—	—	2
Profit/(loss) before tax	(802)	(924)	(518)	(804)	(152)	(2,398)
Reported Significant items - Totals (\$m)						
Revenue	(188)	149	15	66	157	387
ECL	—	—	—	—	—	—
Operating expenses	(122)	(114)	67	(233)	(32)	(312)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	659	939	763	723	867	2,736
<i>of which: net interest income/(expense)</i>	(635)	(646)	(668)	(645)	(641)	(2,580)
Change in expected credit losses and other credit impairment charges	3	199	(201)	1	(52)	(50)
Total operating expenses	(1,157)	(2,090)	(1,154)	(1,331)	(1,104)	(5,161)
Share of profit in associates and joint ventures	3	—	1	1	1	2
Profit/(loss) before tax	(492)	(952)	(591)	(606)	(288)	(2,473)
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Loans and advances to customers (gross)	9,574	9,485	9,356	8,788	8,790	9,485
Loans and advances to customers (net)	9,493	9,405	9,079	8,715	8,717	9,405
Total external assets	42,625	40,574	39,038	40,032	40,178	40,574
Customer accounts	15,037	14,934	15,287	14,595	13,786	14,934
Risk-weighted assets	(1,807)	497	(1,060)	(997)	(899)	497
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	9,493	8,836	8,919	8,845	8,996	9,405
Customer accounts	15,037	14,110	15,104	14,958	14,417	14,934

HSBC

Europe - Other

HSBC Europe - Other - Wealth and Personal Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	152	287	228	228	223	966
<i>of which: net interest income/(expense)</i>	<i>(36)</i>	<i>(31)</i>	<i>(35)</i>	<i>(34)</i>	<i>(33)</i>	<i>(133)</i>
Change in expected credit losses and other credit impairment charges	—	59	(61)	1	(48)	(49)
Total operating expenses	(286)	(428)	(341)	(321)	(399)	(1,489)
<i>of which: staff expenses</i>	<i>(165)</i>	<i>(177)</i>	<i>(159)</i>	<i>(125)</i>	<i>(143)</i>	<i>(604)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(134)	(82)	(174)	(92)	(224)	(572)
Reported Significant items - Totals (\$m)						
Revenue	(7)	(8)	—	—	—	(8)
ECL	—	—	—	—	—	—
Operating expenses	(1)	32	(16)	(5)	—	11
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	159	305	244	258	244	974
<i>of which: net interest income/(expense)</i>	<i>(34)</i>	<i>(32)</i>	<i>(35)</i>	<i>(36)</i>	<i>(27)</i>	<i>(133)</i>
Change in expected credit losses and other credit impairment charges	—	59	(61)	1	(52)	(49)
Total operating expenses	(285)	(468)	(340)	(342)	(422)	(1,500)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(126)	(104)	(157)	(83)	(230)	(575)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	9,573	9,483	9,356	8,788	8,790	9,483
Loans and advances to customers (net)	9,493	9,406	9,220	8,715	8,717	9,406
Total external assets	23,378	24,543	24,127	23,657	23,333	24,543
Customer accounts	15,036	14,935	15,287	14,595	13,723	14,935
Risk-weighted assets	3,669	3,582	2,795	2,585	3,008	3,582
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	9,493	8,836	9,059	8,845	8,996	9,406
Customer accounts	15,036	14,109	15,103	14,958	14,346	14,935

HSBC

Europe - Other

HSBC Europe - Other - Commercial Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(112)	(36)	(55)	(74)	(60)	(225)
<i>of which: net interest income/(expense)</i>	<i>(116)</i>	<i>(122)</i>	<i>(125)</i>	<i>(125)</i>	<i>(126)</i>	<i>(498)</i>
Change in expected credit losses and other credit impairment charges	(1)	100	(101)	—	—	(1)
Total operating expenses	(68)	(158)	(103)	(104)	(157)	(522)
<i>of which: staff expenses</i>	<i>(52)</i>	<i>(64)</i>	<i>(49)</i>	<i>(47)</i>	<i>(48)</i>	<i>(208)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(181)	(94)	(259)	(178)	(217)	(748)
Reported Significant items - Totals (\$m)						
Revenue	(1)	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(10)	(5)	(2)	(1)	(2)	(10)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(111)	(30)	(50)	(67)	(53)	(225)
<i>of which: net interest income/(expense)</i>	<i>(115)</i>	<i>(121)</i>	<i>(125)</i>	<i>(130)</i>	<i>(122)</i>	<i>(498)</i>
Change in expected credit losses and other credit impairment charges	(1)	100	(100)	—	—	(1)
Total operating expenses	(58)	(156)	(106)	(111)	(161)	(512)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(170)	(86)	(256)	(178)	(214)	(738)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	(1)	—	—	—	—	—
Loans and advances to customers (net)	—	—	(100)	—	—	—
Total external assets	(1,674)	(1,655)	(1,665)	(1,495)	(1,508)	(1,655)
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	(1,181)	(1,197)	(863)	(780)	(933)	(1,197)
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	(100)	—	—	—
Customer accounts	—	—	—	—	—	—

HSBC

Europe - Other

HSBC Europe - Other - Global Banking and Markets

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(123)	(112)	(154)	(141)	(158)	(565)
<i>of which: net interest income/(expense)</i>	<i>(148)</i>	<i>(138)</i>	<i>(139)</i>	<i>(140)</i>	<i>(147)</i>	<i>(564)</i>
Change in expected credit losses and other credit impairment charges	1	40	(40)	—	—	—
Total operating expenses	(72)	(90)	(47)	(48)	(78)	(263)
<i>of which: staff expenses</i>	<i>(91)</i>	<i>(100)</i>	<i>(91)</i>	<i>(73)</i>	<i>(81)</i>	<i>(345)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(194)	(162)	(241)	(189)	(236)	(828)
Reported Significant items - Totals (\$m)						
Revenue	(1)	(4)	—	—	(1)	(5)
ECL	—	—	—	—	—	—
Operating expenses	4	9	(7)	—	—	2
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(122)	(102)	(141)	(121)	(143)	(560)
<i>of which: net interest income/(expense)</i>	<i>(147)</i>	<i>(137)</i>	<i>(139)</i>	<i>(154)</i>	<i>(133)</i>	<i>(564)</i>
Change in expected credit losses and other credit impairment charges	1	40	(40)	—	—	—
Total operating expenses	(76)	(106)	(53)	(66)	(93)	(265)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(197)	(168)	(234)	(187)	(236)	(825)
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	(40)	—	—	—
Total external assets	(1,199)	(1,187)	(1,156)	(1,062)	1,420	(1,187)
Customer accounts	1	—	—	—	63	—
Risk-weighted assets	(3,499)	(2,769)	(2,508)	(2,066)	(2,478)	(2,769)
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	(40)	—	—	—
Customer accounts	1	1	1	1	70	—

HSBC Europe - Other

HSBC Europe - Other - Corporate Centre

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	554	867	631	570	877	2,945
<i>of which: net interest income/(expense)</i>	<i>(339)</i>	<i>(352)</i>	<i>(363)</i>	<i>(339)</i>	<i>(330)</i>	<i>(1,384)</i>
Change in expected credit losses and other credit impairment charges	2	2	1	(3)	—	—
Total operating expenses	(855)	(1,456)	(479)	(912)	(352)	(3,199)
<i>of which: staff expenses</i>	<i>(573)</i>	<i>(552)</i>	<i>(510)</i>	<i>(557)</i>	<i>(268)</i>	<i>(1,887)</i>
Share of profit in associates and joint ventures	4	1	1	—	—	2
Profit/(loss) before tax	(295)	(586)	154	(345)	525	(252)
Reported Significant items - Totals (\$m)						
Revenue	(180)	162	16	66	158	402
ECL	—	—	—	—	—	—
Operating expenses	(120)	(149)	92	(227)	(30)	(314)
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	734	766	710	653	819	2,543
<i>of which: net interest income/(expense)</i>	<i>(339)</i>	<i>(356)</i>	<i>(368)</i>	<i>(325)</i>	<i>(358)</i>	<i>(1,384)</i>
Change in expected credit losses and other credit impairment charges	2	—	—	—	—	—
Total operating expenses	(735)	(1,360)	(655)	(812)	(428)	(2,885)
Share of profit in associates and joint ventures	4	—	1	1	1	2
Profit/(loss) before tax	5	(594)	56	(158)	392	(340)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	1	—	(1)	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	22,120	18,873	17,730	18,932	16,933	18,873
Customer accounts	1	—	—	—	—	—
Risk-weighted assets	(796)	881	(484)	(736)	(496)	881
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	1	—	—	—	—	—

HSBC

Europe - Other

SIGNIFICANT ITEMS

HSBC Europe - Other - TOTAL

Reported revenue significant items (\$m)

	Quarter ended				Year to date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Customer redress programmes	—	1	(1)	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(226)	20	15	65	157	257
Restructuring and other related costs	38	128	1	1	—	130

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	200	(200)	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(121)	(113)	(131)	(36)	(32)	(312)
Settlements and provisions in connection with legal and regulatory matters	(1)	(1)	(2)	3	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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HSBC Europe - Other - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	(7)	(8)	—	—	—	(8)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(1)	32	(16)	(5)	—	11
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC

Europe - Other

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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HSBC Europe - Other - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	(1)	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(10)	(5)	(2)	(1)	(2)	(10)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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HSBC Europe - Other - Global Banknig and Markets

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	(1)	(1)
Restructuring and other related costs	(1)	(4)	—	—	—	(4)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	4	9	(7)	—	—	2
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC

Europe - Other

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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HSBC Europe - Other - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(228)	19	16	66	158	259
Restructuring and other related costs	48	143	—	—	—	143

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	200	(200)	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(120)	(149)	(108)	(27)	(30)	(314)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Reconciling items - Currency translation on reported items- Totals (\$m)

HSBC Europe - Other - TOTAL

Revenue	99	128	206	144
ECL	(3)	1	3	(4)
Operating expenses	(85)	(123)	(183)	(151)
Share of profit in associates and joint ventures	—	(1)	1	1
Revenue significant items	19	—	—	2
Operating expense significant items	(15)	(4)	(4)	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(569)	(160)	130	279
Customer accounts	(824)	(183)	363	631

HSBC

Europe - Other

HSBC Europe - Other - Wealth and Personal Banking

Revenue	11	16	30	21
ECL	—	—	—	(4)
Operating expenses	(12)	(14)	(27)	(23)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	1	—	—	—
Operating expense significant items	(4)	1	(1)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(570)	(161)	130	279
Customer accounts	(826)	(184)	363	623

HSBC Europe - Other - Commercial Banking

Revenue	6	5	7	7
ECL	—	1	—	—
Operating expenses	(3)	(5)	(8)	(6)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	—	—

HSBC Europe - Other - Global Banking and Markets

Revenue	7	13	20	15
ECL	—	—	—	—
Operating expenses	(9)	(13)	(18)	(15)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	1	—	—	1
Operating expense significant items	(2)	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	1	1	1	7

HSBC

Europe - Other

HSBC Europe - Other - Corporate Centre

Revenue	77	94	149	101
ECL	(2)	(1)	3	—
Operating expenses	(63)	(89)	(130)	(107)
Share of profit in associates and joint ventures	(1)	—	1	1
Revenue significant items	16	(1)	—	1
Operating expense significant items	(10)	(5)	(3)	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	—	—

HSBC Asia

Asia - TOTAL

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net interest income	3,157	3,237	3,262	3,691	4,128	14,318
Net fee income	1,677	1,304	1,423	1,259	1,432	5,418
Other operating income/(expense)	1,940	1,477	1,639	2,071	1,999	7,186
Net operating income before change in expected credit losses and other credit impairment charges	6,774	6,018	6,324	7,021	7,559	26,922
Change in expected credit losses and other credit impairment charges	(32)	(322)	(144)	(818)	(1,000)	(2,284)
Total operating expenses	(3,694)	(3,889)	(3,343)	(3,146)	(3,284)	(13,662)
<i>of which: staff expenses</i>	<i>(1,960)</i>	<i>(1,810)</i>	<i>(1,688)</i>	<i>(1,618)</i>	<i>(1,757)</i>	<i>(6,873)</i>
Share of profit in associates and joint ventures	710	469	350	572	465	1,856
Profit/(loss) before tax	3,758	2,276	3,187	3,629	3,740	12,832
Reported Significant items - Totals (\$m)						
Revenue	24	1	2	(64)	98	37
ECL	—	—	—	—	—	—
Operating expenses	(59)	(123)	(30)	(17)	(1)	(171)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	6,750	6,058	6,425	7,268	7,596	26,885
<i>of which: net interest income</i>	<i>3,156</i>	<i>3,259</i>	<i>3,316</i>	<i>3,785</i>	<i>4,202</i>	<i>14,318</i>
Change in expected credit losses and other credit impairment charges	(32)	(321)	(145)	(845)	(1,038)	(2,284)
Total operating expenses	(3,635)	(3,797)	(3,378)	(3,231)	(3,356)	(13,491)
Share of profit in associates and joint ventures	710	480	373	626	501	1,856
Profit/(loss) before tax	3,793	2,420	3,275	3,818	3,703	12,966
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	482,154	476,892	487,599	478,222	484,408	476,892
Loans and advances to customers (net)	478,477	473,165	484,125	474,739	481,512	473,165
Total external assets	1,183,554	1,185,607	1,156,196	1,136,614	1,110,489	1,185,607
Customer accounts	756,498	762,406	732,367	723,072	690,917	762,406
Risk-weighted assets ¹	387,188	384,228	385,103	374,684	373,453	384,228
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	478,477	470,192	488,068	483,289	496,436	473,165
Customer accounts	756,498	757,847	736,323	732,349	705,402	762,406

HSBC

Asia

Asia - Wealth and Personal Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	2,928	2,777	2,946	3,194	3,119	12,036
<i>of which: net interest income</i>	<i>1,654</i>	<i>1,707</i>	<i>1,705</i>	<i>1,946</i>	<i>2,349</i>	<i>7,707</i>
Change in expected credit losses and other credit impairment charges	(60)	(65)	(79)	(246)	(183)	(573)
Total operating expenses	(1,648)	(1,739)	(1,621)	(1,502)	(1,572)	(6,434)
<i>of which: staff expenses</i>	<i>(699)</i>	<i>(671)</i>	<i>(634)</i>	<i>(588)</i>	<i>(628)</i>	<i>(2,521)</i>
Share of profit in associates and joint ventures	7	3	9	(6)	(5)	1
Profit/(loss) before tax	1,227	976	1,255	1,440	1,359	5,030
Reported Significant items - Totals (\$m)						
Revenue	7	8	—	—	—	8
ECL	—	—	—	—	—	—
Operating expenses	(12)	(36)	(3)	—	—	(39)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	2,921	2,783	2,980	3,249	3,167	12,028
<i>of which: net interest income</i>	<i>1,654</i>	<i>1,717</i>	<i>1,726</i>	<i>1,984</i>	<i>2,386</i>	<i>7,707</i>
Change in expected credit losses and other credit impairment charges	(60)	(65)	(78)	(254)	(191)	(573)
Total operating expenses	(1,636)	(1,717)	(1,646)	(1,547)	(1,610)	(6,395)
Share of profit in associates and joint ventures	7	3	9	(6)	(5)	1
Profit/(loss) before tax	1,232	1,004	1,265	1,442	1,361	5,061
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	192,707	189,685	196,103	181,905	178,524	189,685
Loans and advances to customers (net)	191,826	188,759	195,190	181,000	177,724	188,759
Total external assets	388,060	392,684	394,055	377,310	351,096	392,684
Customer accounts	426,195	429,911	416,402	412,834	402,816	429,911
Risk-weighted assets	79,774	77,750	86,076	77,923	76,396	77,750
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	191,826	187,567	196,934	184,500	183,903	188,759
Customer accounts	426,195	427,766	417,604	416,007	408,683	429,911

HSBC

Asia

Asia - Commercial Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,428	1,324	1,361	1,537	1,825	6,047
<i>of which: net interest income</i>	<i>929</i>	<i>966</i>	<i>997</i>	<i>1,118</i>	<i>1,327</i>	<i>4,408</i>
Change in expected credit losses and other credit impairment charges	(20)	(303)	(33)	(488)	(741)	(1,565)
Total operating expenses	(647)	(706)	(620)	(597)	(615)	(2,538)
<i>of which: staff expenses</i>	<i>(242)</i>	<i>(242)</i>	<i>(233)</i>	<i>(221)</i>	<i>(231)</i>	<i>(927)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	761	315	708	452	469	1,944
Reported Significant items - Totals (\$m)						
Revenue	1	1	—	—	—	1
ECL	—	—	—	—	—	—
Operating expenses	1	(7)	—	—	—	(7)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,427	1,331	1,383	1,579	1,858	6,046
<i>of which: net interest income</i>	<i>929</i>	<i>972</i>	<i>1,013</i>	<i>1,146</i>	<i>1,348</i>	<i>4,408</i>
Change in expected credit losses and other credit impairment charges	(20)	(304)	(34)	(501)	(770)	(1,565)
Total operating expenses	(648)	(704)	(631)	(616)	(631)	(2,531)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	759	323	718	462	457	1,950
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	161,154	158,099	159,391	160,814	163,806	158,099
Loans and advances to customers (net)	158,672	155,652	157,196	158,573	162,017	155,652
Total external assets	237,138	240,566	238,299	238,331	230,421	240,566
Customer accounts	187,621	189,931	174,484	173,342	158,802	189,931
Risk-weighted assets	140,723	138,541	137,605	136,586	135,833	138,541
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	158,672	154,760	158,247	161,025	166,352	155,652
Customer accounts	187,621	188,949	175,405	175,539	161,920	189,931

HSBC

Asia

Asia - Global Banking and Markets

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	2,010	1,663	1,703	1,973	2,152	7,491
<i>of which: net interest income</i>	<i>668</i>	<i>686</i>	<i>683</i>	<i>754</i>	<i>829</i>	<i>2,952</i>
Change in expected credit losses and other credit impairment charges	51	48	(33)	(84)	(76)	(145)
Total operating expenses	(917)	(959)	(813)	(775)	(797)	(3,344)
<i>of which: staff expenses</i>	<i>(370)</i>	<i>(382)</i>	<i>(315)</i>	<i>(304)</i>	<i>(314)</i>	<i>(1,315)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	1,144	752	857	1,114	1,279	4,002
Reported Significant items - Totals (\$m)						
Revenue	—	(24)	3	(62)	88	5
ECL	—	—	—	—	—	—
Operating expenses	(5)	(13)	(4)	(1)	—	(18)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	2,010	1,701	1,739	2,106	2,118	7,486
<i>of which: net interest income</i>	<i>668</i>	<i>693</i>	<i>701</i>	<i>783</i>	<i>850</i>	<i>2,952</i>
Change in expected credit losses and other credit impairment charges	51	48	(33)	(89)	(77)	(145)
Total operating expenses	(912)	(952)	(826)	(801)	(818)	(3,326)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	1,149	797	880	1,216	1,223	4,015
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	127,820	128,668	131,684	135,097	141,674	128,668
Loans and advances to customers (net)	127,506	128,316	131,318	134,760	141,367	128,316
Total external assets	438,614	436,888	422,024	422,379	435,833	436,888
Customer accounts	142,622	142,506	141,425	136,835	129,475	142,506
Risk-weighted assets	112,338	112,316	112,652	112,695	114,744	112,316
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	127,506	127,429	132,466	137,358	145,775	128,316
Customer accounts	142,622	141,074	143,257	140,739	134,971	142,506

HSBC

Asia

Asia - Corporate Centre

	Quarter ended					Year to date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Reported (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	408	254	314	317	463	1,348	
<i>of which: net interest expense</i>	<i>(94)</i>	<i>(122)</i>	<i>(123)</i>	<i>(127)</i>	<i>(377)</i>	<i>(749)</i>	
Change in expected credit losses and other credit impairment charges	(2)	(2)	1	—	—	(1)	
Total operating expenses	(482)	(486)	(289)	(272)	(300)	(1,347)	
<i>of which: staff expenses</i>	<i>(649)</i>	<i>(515)</i>	<i>(507)</i>	<i>(505)</i>	<i>(584)</i>	<i>(2,111)</i>	
Share of profit in associates and joint ventures	703	467	341	578	470	1,856	
Profit/(loss) before tax	627	233	367	623	633	1,856	
Reported Significant items - Totals (\$m)							
Revenue	17	15	(2)	(2)	10	21	
ECL	—	—	—	—	—	—	
Operating expenses	(42)	(65)	(25)	(16)	(1)	(107)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Adjusted (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	391	242	325	333	454	1,327	
<i>of which: net interest expense</i>	<i>(95)</i>	<i>(123)</i>	<i>(125)</i>	<i>(128)</i>	<i>(382)</i>	<i>(749)</i>	
Change in expected credit losses and other credit impairment charges	(2)	—	1	(1)	—	(1)	
Total operating expenses	(440)	(425)	(275)	(268)	(296)	(1,240)	
Share of profit in associates and joint ventures	703	478	364	632	506	1,856	
Profit/(loss) before tax	652	295	415	696	664	1,942	
	Balance sheet date					Balance sheet date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Balance sheet - reported (\$m)							
Loans and advances to customers (gross)	473	439	421	406	404	439	
Loans and advances to customers (net)	472	439	421	406	404	439	
Total external assets	119,742	115,470	101,818	98,594	93,139	115,470	
Customer accounts	60	58	56	61	(176)	58	
Risk-weighted assets	54,353	55,621	48,770	47,480	46,480	55,621	
Balance sheet data - at most recent balance sheet date FX rates (\$m)							
Loans and advances to customers (net)	472	437	421	406	406	439	
Customer accounts	60	58	57	64	(172)	58	

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Asia

SIGNIFICANT ITEMS

Asia - TOTAL

Revenue significant items (\$m)

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(2)	(31)	2	(64)	98	5
Restructuring and other related costs	26	32	—	—	—	32

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(59)	(123)	(30)	(17)	(1)	(171)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Asia - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	7	8	—	—	—	8

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(12)	(36)	(3)	—	—	(39)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Asia

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Asia - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	1	1	—	—	—	1

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	1	(7)	—	—	—	(7)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Asia - Global Banking and Markets

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(1)	(28)	3	(62)	88	1
Restructuring and other related costs	1	4	—	—	—	4

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(5)	(13)	(4)	(1)	—	(18)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Asia

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Asia - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(2)	(2)	(2)	10	4
Restructuring and other related costs	17	17	—	—	—	17

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(42)	(65)	(25)	(16)	(1)	(107)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Reconciling items - Currency translation on reported items- Totals (\$m)

Asia - TOTAL

Revenue	40	103	182	137
ECL	1	(1)	(27)	(38)
Operating expenses	(32)	(67)	(101)	(73)
Share of profit in associates and joint ventures	11	23	54	36
Revenue significant items	(1)	—	(1)	2
Operating expense significant items	(1)	(2)	1	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(2,973)	3,943	8,550	14,924
Customer accounts	(4,559)	3,956	9,277	14,485

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Asia

Asia - Wealth and Personal Banking

Revenue	14	34	55	48
ECL	—	1	(8)	(8)
Operating expenses	(14)	(28)	(45)	(38)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(1,192)	1,744	3,500	6,179
Customer accounts	(2,145)	1,202	3,173	5,867

Asia - Commercial Banking

Revenue	8	22	42	33
ECL	(1)	(1)	(13)	(29)
Operating expenses	(5)	(11)	(19)	(16)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(892)	1,051	2,452	4,335
Customer accounts	(982)	921	2,197	3,118

Asia - Global Banking and Markets

Revenue	13	39	70	56
ECL	—	—	(5)	(1)
Operating expenses	(5)	(17)	(27)	(21)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(1)	—	(1)	2
Operating expense significant items	1	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(887)	1,148	2,598	4,408
Customer accounts	(1,432)	1,832	3,904	5,496

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Asia

Asia - Corporate Centre

Revenue		4	9	14	1
ECL		2	—	(1)	—
Operating expenses		(7)	(11)	(10)	3
Share of profit in associates and joint ventures		11	23	54	36
Revenue significant items		1	—	—	—
Operating expense significant items		(3)	—	2	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		(2)	—	—	2
Customer accounts		—	1	3	4

1 Risk-weighted assets are non-additive across geographical regions due to market risk diversification effects within the Group.

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Hong Kong

Hong Kong - TOTAL

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net interest income	1,828	1,908	1,962	2,365	2,771	9,006
Net fee income	1,139	900	998	858	968	3,724
Other operating income	1,025	672	830	1,111	1,002	3,615
Net operating income before change in expected credit losses and other credit impairment charges	3,992	3,480	3,790	4,334	4,741	16,345
Change in expected credit losses and other credit impairment charges	(85)	(219)	(89)	(383)	(133)	(824)
Total operating expenses	(2,027)	(2,042)	(1,810)	(1,702)	(1,758)	(7,312)
<i>of which: staff expenses</i>	(885)	(761)	(737)	(737)	(800)	(3,035)
Share of profit in associates and joint ventures	6	—	5	(4)	(3)	(2)
Profit/(loss) before tax	1,886	1,219	1,896	2,245	2,847	8,207
Reported Significant items - Totals (\$m)						
Revenue	(9)	(31)	—	(45)	61	(15)
ECL	—	—	—	—	—	—
Operating expenses	(25)	(69)	(21)	(10)	—	(100)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	4,001	3,508	3,786	4,375	4,688	16,360
<i>of which: net interest income</i>	1,827	1,906	1,960	2,363	2,776	9,006
Change in expected credit losses and other credit impairment charges	(85)	(218)	(89)	(383)	(133)	(824)
Total operating expenses	(2,002)	(1,973)	(1,787)	(1,691)	(1,762)	(7,212)
Share of profit in associates and joint ventures	6	1	5	(4)	(3)	(2)
Profit/(loss) before tax	1,920	1,318	1,915	2,297	2,790	8,322
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	308,812	304,037	320,690	310,178	313,639	304,037
Loans and advances to customers (net)	307,208	302,454	319,297	308,798	312,462	302,454
Total external assets	745,398	752,554	743,528	729,458	711,640	752,554
Customer accounts	526,780	531,489	517,582	514,381	496,508	531,489
Risk-weighted assets	195,802	195,098	204,786	195,711	194,694	195,098
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	307,208	301,663	318,321	307,860	311,592	302,454
Customer accounts	526,780	530,098	516,001	512,819	495,125	531,489

HSBC Hong Kong

Hong Kong - Wealth and Personal Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	2,088	1,995	2,150	2,439	2,377	8,961
<i>of which: net interest income</i>	<i>1,177</i>	<i>1,226</i>	<i>1,230</i>	<i>1,466</i>	<i>1,818</i>	<i>5,740</i>
Change in expected credit losses and other credit impairment charges	(60)	(20)	(53)	(113)	(90)	(276)
Total operating expenses	(939)	(979)	(957)	(885)	(927)	(3,748)
<i>of which: staff expenses</i>	<i>(419)</i>	<i>(405)</i>	<i>(375)</i>	<i>(356)</i>	<i>(381)</i>	<i>(1,517)</i>
Share of profit in associates and joint ventures	3	(2)	3	(6)	(5)	(10)
Profit/(loss) before tax	1,092	994	1,143	1,435	1,355	4,927
Reported Significant items - Totals (\$m)						
Revenue	5	6	—	—	—	6
ECL	—	—	—	—	—	—
Operating expenses	(11)	(27)	(2)	—	—	(29)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	2,083	1,988	2,148	2,437	2,382	8,955
<i>of which: net interest income</i>	<i>1,177</i>	<i>1,225</i>	<i>1,229</i>	<i>1,465</i>	<i>1,821</i>	<i>5,740</i>
Change in expected credit losses and other credit impairment charges	(60)	(20)	(53)	(113)	(90)	(276)
Total operating expenses	(928)	(953)	(954)	(884)	(929)	(3,719)
Share of profit in associates and joint ventures	3	(1)	3	(6)	(5)	(10)
Profit/(loss) before tax	1,098	1,014	1,144	1,434	1,358	4,950
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	129,239	125,613	135,323	123,235	121,865	125,613
Loans and advances to customers (net)	128,837	125,223	134,925	122,838	121,477	125,223
Total external assets	290,508	295,511	301,800	289,777	267,371	295,511
Customer accounts	346,289	347,855	338,414	337,340	331,215	347,855
Risk-weighted assets	56,775	54,979	63,938	56,110	55,339	54,979
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	128,837	124,895	134,513	122,465	121,139	125,223
Customer accounts	346,289	346,944	337,380	336,315	330,293	347,855

HSBC Hong Kong

Hong Kong - Commercial Banking

	Quarter ended					Year to date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Reported (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	803	747	798	923	1,167	3,635	
<i>of which: net interest income</i>	<i>506</i>	<i>541</i>	<i>576</i>	<i>676</i>	<i>852</i>	<i>2,645</i>	
Change in expected credit losses and other credit impairment charges	(51)	(217)	(14)	(239)	(19)	(489)	
Total operating expenses	(349)	(358)	(342)	(334)	(325)	(1,359)	
<i>of which: staff expenses</i>	<i>(128)</i>	<i>(129)</i>	<i>(128)</i>	<i>(126)</i>	<i>(125)</i>	<i>(508)</i>	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Profit/(loss) before tax	403	172	442	350	823	1,787	
Reported Significant items - Totals (\$m)							
Revenue	1	1	—	—	—	1	
ECL	—	—	—	—	—	—	
Operating expenses	(2)	(4)	—	—	—	(4)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Adjusted (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	802	745	798	922	1,169	3,634	
<i>of which: net interest income</i>	<i>506</i>	<i>540</i>	<i>575</i>	<i>676</i>	<i>854</i>	<i>2,645</i>	
Change in expected credit losses and other credit impairment charges	(51)	(217)	(14)	(239)	(19)	(489)	
Total operating expenses	(347)	(354)	(341)	(334)	(326)	(1,355)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Profit/(loss) before tax	404	174	443	349	824	1,790	
	Balance sheet date					Balance sheet date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Balance sheet - reported (\$m)							
Loans and advances to customers (gross)	100,573	100,376	104,706	104,013	104,849	100,376	
Loans and advances to customers (net)	99,562	99,400	103,943	103,249	104,273	99,400	
Total external assets	139,844	147,163	150,252	150,092	143,305	147,163	
Customer accounts	127,290	131,404	121,440	121,474	111,996	131,404	
Risk-weighted assets	71,760	72,043	75,446	73,696	73,351	72,043	
Balance sheet data - at most recent balance sheet date FX rates (\$m)							
Loans and advances to customers (net)	99,562	99,140	103,625	102,936	103,982	99,400	
Customer accounts	127,290	131,060	121,069	121,105	111,684	131,404	

HSBC Hong Kong

Hong Kong - Global Banking and Markets

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	918	691	742	915	1,034	3,382
<i>of which: net interest income</i>	228	237	259	335	372	1,203
Change in expected credit losses and other credit impairment charges	26	19	(22)	(31)	(24)	(58)
Total operating expenses	(468)	(477)	(398)	(380)	(395)	(1,650)
<i>of which: staff expenses</i>	(183)	(193)	(154)	(155)	(154)	(656)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	476	233	322	504	615	1,674
Reported Significant items - Totals (\$m)						
Revenue	—	(13)	—	(45)	61	3
ECL	—	—	—	—	—	—
Operating expenses	(2)	(11)	(3)	(1)	—	(15)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	918	704	741	959	975	3,379
<i>of which: net interest income</i>	227	236	259	335	372	1,203
Change in expected credit losses and other credit impairment charges	26	19	(22)	(31)	(24)	(58)
Total operating expenses	(466)	(466)	(395)	(379)	(396)	(1,635)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	478	257	324	549	555	1,686
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	78,567	77,650	80,278	82,562	86,558	77,650
Loans and advances to customers (net)	78,376	77,433	80,047	82,343	86,345	77,433
Total external assets	239,282	240,126	230,783	232,282	245,096	240,126
Customer accounts	53,182	52,211	57,709	55,546	53,508	52,211
Risk-weighted assets	54,256	53,901	55,249	55,600	55,814	53,901
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	78,376	77,231	79,802	82,093	86,105	77,433
Customer accounts	53,182	52,074	57,533	55,378	53,359	52,211

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Hong Kong - Corporate Centre

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	183	46	100	57	163	366
<i>of which: net interest expense</i>	<i>(82)</i>	<i>(95)</i>	<i>(104)</i>	<i>(112)</i>	<i>(271)</i>	<i>(582)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(271)	(228)	(113)	(103)	(111)	(555)
<i>of which: staff expenses</i>	<i>(154)</i>	<i>(34)</i>	<i>(80)</i>	<i>(100)</i>	<i>(140)</i>	<i>(354)</i>
Share of profit in associates and joint ventures	2	2	2	2	2	8
Profit/(loss) before tax	(86)	(180)	(11)	(44)	54	(181)
Reported Significant items - Totals (\$m)						
Revenue	(15)	(24)	—	—	—	(24)
ECL	—	—	—	—	—	—
Operating expenses	(9)	(27)	(15)	(9)	—	(51)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	198	71	100	56	163	390
<i>of which: net interest expense</i>	<i>(83)</i>	<i>(96)</i>	<i>(104)</i>	<i>(112)</i>	<i>(271)</i>	<i>(582)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(262)	(201)	(98)	(94)	(111)	(504)
Share of profit in associates and joint ventures	2	2	2	2	2	8
Profit/(loss) before tax	(62)	(128)	4	(36)	54	(106)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	432	398	382	368	367	398
Loans and advances to customers (net)	432	398	382	368	367	398
Total external assets	75,765	69,754	60,693	57,307	55,868	69,754
Customer accounts	19	19	19	21	(211)	19
Risk-weighted assets	13,011	14,175	10,153	10,305	10,190	14,175
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	432	397	381	367	366	398
Customer accounts	19	19	19	21	(210)	19

HSBC Hong Kong

SIGNIFICANT ITEMS

Hong Kong - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(16)	—	(45)	61	—
Restructuring and other related costs	(9)	(15)	—	—	—	(15)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(25)	(69)	(21)	(10)	—	(100)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Hong Kong - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	5	6	—	—	—	6

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(11)	(27)	(2)	—	—	(29)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC Hong Kong

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Hong Kong - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	1	1	—	—	—	1

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(2)	(4)	—	—	—	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Hong Kong - Global Banking and Markets

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(16)	—	(45)	61	—
Restructuring and other related costs	—	3	—	—	—	3

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(2)	(11)	(3)	(1)	—	(15)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC Hong Kong

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Hong Kong - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	(15)	(24)	—	—	—	(24)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(9)	(27)	(15)	(9)	—	(51)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Reconciling items - Currency translation on reported items- Totals (\$m)

Hong Kong - TOTAL

Revenue		(2)	(4)	(4)	8	
ECL		1	—	—	—	
Operating expenses		1	2	2	(4)	
Share of profit in associates and joint ventures		1	—	—	—	
Revenue significant items		1	—	—	—	
Operating expense significant items		1	—	1	—	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		(791)	(976)	(938)	(870)	
Customer accounts		(1,391)	(1,581)	(1,562)	(1,383)	

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Hong Kong - Wealth and Personal Banking

Revenue	(1)	(2)	(2)	5
ECL	—	—	—	—
Operating expenses	—	1	1	(2)
Share of profit in associates and joint ventures	1	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	1	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(328)	(412)	(373)	(338)
Customer accounts	(911)	(1,034)	(1,025)	(922)

Hong Kong - Commercial Banking

Revenue	(1)	—	(1)	2
ECL	—	—	—	—
Operating expenses	—	1	—	(1)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(260)	(318)	(313)	(291)
Customer accounts	(344)	(371)	(369)	(312)

Hong Kong - Global Banking and Markets

Revenue	—	(1)	(1)	2
ECL	—	—	—	—
Operating expenses	—	—	—	(1)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(202)	(245)	(250)	(240)
Customer accounts	(137)	(176)	(168)	(149)

HSBC Hong Kong

Hong Kong - Corporate Centre

Revenue		1	—	(1)	—
ECL		—	—	—	—
Operating expenses		—	—	1	—
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		—	—	—	—
Operating expense significant items		—	—	1	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		(1)	(1)	(1)	(1)
Customer accounts		—	—	—	1

HSBC
Mainland China

Mainland China - TOTAL

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net interest income	401	395	366	397	398	1,556
Net fee income	125	77	88	82	90	337
Other operating income	354	299	287	327	282	1,195
Net operating income before change in expected credit losses and other credit impairment charges	880	771	741	806	770	3,088
Change in expected credit losses and other credit impairment charges	17	4	(11)	(44)	(63)	(114)
Total operating expenses	(626)	(641)	(554)	(494)	(522)	(2,211)
<i>of which: staff expenses</i>	<i>(386)</i>	<i>(361)</i>	<i>(322)</i>	<i>(280)</i>	<i>(324)</i>	<i>(1,287)</i>
Share of profit in associates and joint ventures	702	466	339	576	468	1,849
Profit/(loss) before tax	973	600	515	844	653	2,612
Reported Significant items - Totals (\$m)						
Revenue	10	4	1	(2)	2	5
ECL	—	—	—	—	—	—
Operating expenses	(4)	(17)	(1)	(1)	—	(19)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	870	785	790	882	828	3,083
<i>of which: net interest income</i>	<i>402</i>	<i>405</i>	<i>391</i>	<i>434</i>	<i>428</i>	<i>1,556</i>
Change in expected credit losses and other credit impairment charges	17	4	(12)	(48)	(68)	(114)
Total operating expenses	(622)	(639)	(591)	(540)	(563)	(2,192)
Share of profit in associates and joint ventures	702	476	362	630	503	1,849
Profit/(loss) before tax	967	626	549	924	700	2,626
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Loans and advances to customers (gross)	48,973	46,405	43,815	43,675	44,059	46,405
Loans and advances to customers (net)	48,694	46,113	43,535	43,338	43,735	46,113
Total external assets	130,355	130,134	119,696	115,597	113,710	130,134
Customer accounts	54,919	56,826	47,327	47,557	45,492	56,826
Risk-weighted assets	81,693	80,674	76,061	74,611	74,624	80,674
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	48,694	46,005	45,268	46,819	47,337	46,113
Customer accounts	54,919	56,693	49,211	51,377	49,239	56,826

HSBC Mainland China

Mainland China - Wealth and Personal Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	216	197	209	196	163	765
<i>of which: net interest income</i>	<i>100</i>	<i>105</i>	<i>103</i>	<i>110</i>	<i>109</i>	<i>427</i>
Change in expected credit losses and other credit impairment charges	(2)	(11)	7	(23)	(25)	(52)
Total operating expenses	(205)	(223)	(187)	(163)	(174)	(747)
<i>of which: staff expenses</i>	<i>(95)</i>	<i>(85)</i>	<i>(83)</i>	<i>(66)</i>	<i>(76)</i>	<i>(310)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	9	(37)	29	10	(36)	(34)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	(1)	—	—	—	(1)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	216	202	223	215	175	765
<i>of which: net interest income</i>	<i>99</i>	<i>107</i>	<i>110</i>	<i>121</i>	<i>117</i>	<i>427</i>
Change in expected credit losses and other credit impairment charges	(2)	(11)	7	(25)	(27)	(52)
Total operating expenses	(205)	(228)	(199)	(179)	(187)	(746)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	9	(37)	31	11	(39)	(33)
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Loans and advances to customers (gross)	10,829	10,835	10,413	10,006	9,960	10,835
Loans and advances to customers (net)	10,749	10,747	10,329	9,906	9,870	10,747
Total external assets	17,908	17,517	16,602	15,806	15,802	17,517
Customer accounts	12,740	12,994	12,148	11,869	11,815	12,994
Risk-weighted assets	5,542	5,459	5,178	4,974	4,937	5,459
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	10,749	10,722	10,740	10,701	10,683	10,747
Customer accounts	12,740	12,964	12,631	12,823	12,788	12,994

HSBC Mainland China

Mainland China - Commercial Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	192	171	172	212	203	758
<i>of which: net interest income</i>	<i>143</i>	<i>143</i>	<i>142</i>	<i>154</i>	<i>158</i>	<i>597</i>
Change in expected credit losses and other credit impairment charges	19	(8)	(16)	(16)	(19)	(59)
Total operating expenses	(99)	(118)	(96)	(87)	(103)	(404)
<i>of which: staff expenses</i>	<i>(42)</i>	<i>(40)</i>	<i>(37)</i>	<i>(32)</i>	<i>(39)</i>	<i>(148)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	112	45	60	109	81	295
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	3	(3)	—	—	—	(3)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	192	174	183	232	218	758
<i>of which: net interest income</i>	<i>143</i>	<i>146</i>	<i>152</i>	<i>168</i>	<i>170</i>	<i>597</i>
Change in expected credit losses and other credit impairment charges	19	(8)	(17)	(18)	(20)	(59)
Total operating expenses	(102)	(118)	(102)	(95)	(111)	(401)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	109	48	64	119	87	298
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	21,922	19,988	17,946	18,662	18,578	19,988
Loans and advances to customers (net)	21,755	19,815	17,800	18,469	18,383	19,815
Total external assets	31,650	30,058	26,881	27,147	27,373	30,058
Customer accounts	16,674	16,875	14,753	15,263	14,276	16,875
Risk-weighted assets	24,429	23,158	20,829	21,423	21,279	23,158
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	21,755	19,768	18,508	19,952	19,897	19,815
Customer accounts	16,674	16,835	15,340	16,489	15,452	16,875

HSBC Mainland China

Mainland China - Global Banking and Markets

	Quarter ended					Year to date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Reported (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	273	245	223	224	226	918	
<i>of which: net interest income</i>	<i>160</i>	<i>159</i>	<i>142</i>	<i>134</i>	<i>154</i>	<i>589</i>	
Change in expected credit losses and other credit impairment charges	(1)	22	(2)	(4)	(19)	(3)	
Total operating expenses	(116)	(114)	(100)	(94)	(101)	(409)	
<i>of which: staff expenses</i>	<i>(47)</i>	<i>(48)</i>	<i>(34)</i>	<i>(30)</i>	<i>(38)</i>	<i>(150)</i>	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Profit/(loss) before tax	156	153	121	126	106	506	
Reported Significant items - Totals (\$m)							
Revenue	1	—	1	(2)	2	1	
ECL	—	—	—	—	—	—	
Operating expenses	—	—	—	—	—	—	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Adjusted (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	272	250	237	247	241	917	
<i>of which: net interest income</i>	<i>161</i>	<i>163</i>	<i>151</i>	<i>146</i>	<i>166</i>	<i>589</i>	
Change in expected credit losses and other credit impairment charges	(1)	23	(2)	(5)	(20)	(3)	
Total operating expenses	(116)	(116)	(107)	(103)	(109)	(409)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Profit/(loss) before tax	155	157	128	139	112	505	
	Balance sheet date					Balance sheet date	
Balance sheet - reported (\$m)	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Loans and advances to customers (gross)	16,195	15,556	15,431	14,983	15,496	15,556	
Loans and advances to customers (net)	16,164	15,525	15,382	14,940	15,458	15,525	
Total external assets	46,484	46,022	43,218	41,618	42,115	46,022	
Customer accounts	25,468	26,923	20,393	20,391	19,370	26,923	
Risk-weighted assets	16,790	17,154	16,530	16,118	17,138	17,154	
Balance sheet data - at most recent balance sheet date FX rates (\$m)							
Loans and advances to customers (net)	16,164	15,489	15,994	16,140	16,732	15,525	
Customer accounts	25,468	26,860	21,205	22,029	20,965	26,923	

HSBC Mainland China

Mainland China - Corporate Centre

	Quarter ended					Year to date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Reported (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	200	158	137	174	178	647	
<i>of which: net interest expense</i>	(2)	(12)	(21)	(1)	(23)	(57)	
Change in expected credit losses and other credit impairment charges	1	1	—	(1)	—	—	
Total operating expenses	(205)	(185)	(172)	(150)	(144)	(651)	
<i>of which: staff expenses</i>	(204)	(188)	(167)	(152)	(171)	(678)	
Share of profit in associates and joint ventures	702	466	339	576	468	1,849	
Profit/(loss) before tax	698	440	304	599	502	1,845	
Reported Significant items - Totals (\$m)							
Revenue	10	4	—	—	—	4	
ECL	—	—	—	—	—	—	
Operating expenses	(8)	(14)	(1)	(1)	—	(16)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Adjusted (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	190	158	147	188	194	643	
<i>of which: net interest expense</i>	(1)	(11)	(23)	(2)	(25)	(57)	
Change in expected credit losses and other credit impairment charges	1	—	—	—	—	—	
Total operating expenses	(197)	(177)	(183)	(163)	(156)	(635)	
Share of profit in associates and joint ventures	702	476	362	630	503	1,849	
Profit/(loss) before tax	696	457	326	655	541	1,857	
	Balance sheet date					Balance sheet date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Balance sheet - reported (\$m)							
Loans and advances to customers (gross)	26	26	25	24	25	26	
Loans and advances to customers (net)	26	26	25	23	24	26	
Total external assets	34,314	36,537	32,994	31,026	28,420	36,537	
Customer accounts	37	34	33	34	31	34	
Risk-weighted assets	34,932	34,903	33,524	32,096	31,270	34,903	
Balance sheet data - at most recent balance sheet date FX rates (\$m)							
Loans and advances to customers (net)	26	26	26	26	26	26	
Customer accounts	37	34	34	36	34	34	

HSBC Mainland China

SIGNIFICANT ITEMS

Mainland China - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	1	(2)	2	1
Restructuring and other related costs	10	4	—	—	—	4

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(4)	(17)	(1)	(1)	—	(19)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Mainland China - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
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	—	—	—	—	—	—

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Mainland China

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Mainland China - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	3	(3)	—	—	—	(3)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Mainland China - Global Banking and Markets

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	1	—	1	(2)	2	1
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Mainland China

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Mainland China - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	10	4	—	—	—	4

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(8)	(14)	(1)	(1)	—	(16)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Reconciling items - Currency translation on reported items- Totals (\$m)

Mainland China - TOTAL

Revenue		18	50	75	60	
ECL		—	(1)	(4)	(5)	
Operating expenses		(15)	(38)	(47)	(41)	
Share of profit in associates and joint ventures		10	23	54	35	
Revenue significant items		—	—	1	—	
Operating expense significant items		—	—	—	—	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		(108)	1,733	3,481	3,602	
Customer accounts		(133)	1,884	3,820	3,747	

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Mainland China - Wealth and Personal Banking

Revenue	5	14	19	12
ECL	—	—	(2)	(2)
Operating expenses	(6)	(12)	(16)	(13)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(25)	411	795	813
Customer accounts	(30)	483	954	973

Mainland China - Commercial Banking

Revenue	3	11	20	15
ECL	—	(1)	(2)	(1)
Operating expenses	(3)	(6)	(8)	(8)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(47)	708	1,483	1,514
Customer accounts	(40)	587	1,226	1,176

Mainland China - Global Banking and Markets

Revenue	4	15	22	17
ECL	1	—	(1)	(1)
Operating expenses	(2)	(7)	(9)	(8)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(1)	—	1	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(36)	612	1,200	1,274
Customer accounts	(63)	812	1,638	1,595

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Mainland China - Corporate Centre

Revenue		5	10	14	16
ECL		(1)	—	1	—
Operating expenses		(5)	(12)	(14)	(12)
Share of profit in associates and joint ventures		10	23	54	35
Revenue significant items		1	—	—	—
Operating expense significant items		1	—	—	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		—	1	3	2
Customer accounts		—	1	2	3

HSBC Middle East and North Africa

Middle East and North Africa - TOTAL

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net interest income	330	336	352	383	394	1,465
Net fee income	187	179	169	171	176	695
Other operating income	115	111	102	135	120	468
Net operating income before change in expected credit losses and other credit impairment charges	632	626	623	689	690	2,628
Change in expected credit losses and other credit impairment charges	55	(37)	(110)	(278)	(333)	(758)
Total operating expenses	(388)	(394)	(429)	(394)	(369)	(1,586)
<i>of which: staff expenses</i>	<i>(198)</i>	<i>(184)</i>	<i>(192)</i>	<i>(180)</i>	<i>(193)</i>	<i>(749)</i>
Share of profit/(loss) in associates and joint ventures	38	150	(384)	(87)	56	(265)
Profit/(loss) before tax	337	345	(300)	(70)	44	19
Reported Significant items - Totals (\$m)						
Revenue	—	(1)	—	—	1	—
ECL	—	—	—	—	—	—
Operating expenses	(11)	(18)	(24)	(41)	—	(83)
Share of profit in associates and joint ventures	—	—	(462)	—	—	(462)
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	632	631	623	686	674	2,628
<i>of which: net interest income</i>	<i>330</i>	<i>339</i>	<i>352</i>	<i>381</i>	<i>387</i>	<i>1,465</i>
Change in expected credit losses and other credit impairment charges	55	(38)	(110)	(278)	(332)	(758)
Total operating expenses	(377)	(377)	(405)	(351)	(361)	(1,503)
Share of profit/(loss) in associates and joint ventures	38	150	78	(87)	56	197
Profit/(loss) before tax	348	366	186	(30)	37	564
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	29,927	30,540	31,126	31,388	31,273	30,540
Loans and advances to customers (net)	28,176	28,700	29,307	29,615	29,651	28,700
Total external assets	65,210	64,733	63,472	64,583	63,810	64,733
Customer accounts	41,916	41,221	40,815	41,197	40,553	41,221
Risk-weighted assets ¹	59,830	60,181	59,361	58,585	59,114	60,181
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	28,176	28,381	29,112	29,194	29,123	28,700
Customer accounts	41,916	40,834	40,591	40,682	39,748	41,221

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Middle East and North Africa

Middle East and North Africa - Wealth and Personal Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	206	204	202	219	249	874
<i>of which: net interest income</i>	<i>129</i>	<i>133</i>	<i>131</i>	<i>154</i>	<i>157</i>	<i>575</i>
Change in expected credit losses and other credit impairment charges	7	(5)	6	(102)	(50)	(151)
Total operating expenses	(163)	(163)	(196)	(207)	(172)	(738)
<i>of which: staff expenses</i>	<i>(58)</i>	<i>(56)</i>	<i>(59)</i>	<i>(56)</i>	<i>(61)</i>	<i>(232)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	50	36	12	(90)	27	(15)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(2)	13	(17)	(41)	—	(45)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	206	206	202	218	243	874
<i>of which: net interest income</i>	<i>127</i>	<i>131</i>	<i>132</i>	<i>154</i>	<i>156</i>	<i>575</i>
Change in expected credit losses and other credit impairment charges	7	(5)	6	(101)	(50)	(151)
Total operating expenses	(161)	(178)	(179)	(164)	(167)	(693)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	52	23	29	(47)	26	30
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	5,480	5,534	5,688	5,762	6,099	5,534
Loans and advances to customers (net)	5,196	5,215	5,346	5,370	5,777	5,215
Total external assets	15,980	16,179	15,823	15,674	15,423	16,179
Customer accounts	21,142	20,293	19,990	19,757	18,967	20,293
Risk-weighted assets	7,454	7,666	7,641	7,404	7,617	7,666
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	5,196	5,177	5,326	5,314	5,694	5,215
Customer accounts	21,142	20,017	19,848	19,401	18,451	20,293

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Middle East and North Africa

Middle East and North Africa - Commercial Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	145	134	141	152	176	603
<i>of which: net interest income</i>	<i>89</i>	<i>85</i>	<i>93</i>	<i>99</i>	<i>113</i>	<i>390</i>
Change in expected credit losses and other credit impairment charges	18	(30)	(68)	(147)	(143)	(388)
Total operating expenses	(83)	(83)	(92)	(79)	(81)	(335)
<i>of which: staff expenses</i>	<i>(31)</i>	<i>(31)</i>	<i>(31)</i>	<i>(30)</i>	<i>(31)</i>	<i>(123)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	80	21	(19)	(74)	(48)	(120)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	(1)	—	—	(1)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	145	136	141	150	171	603
<i>of which: net interest income</i>	<i>88</i>	<i>85</i>	<i>93</i>	<i>98</i>	<i>109</i>	<i>390</i>
Change in expected credit losses and other credit impairment charges	18	(31)	(67)	(147)	(141)	(388)
Total operating expenses	(83)	(84)	(90)	(78)	(79)	(334)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	80	21	(16)	(75)	(49)	(119)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	11,805	12,015	12,377	12,608	12,400	12,015
Loans and advances to customers (net)	10,575	10,747	11,157	11,449	11,349	10,747
Total external assets	17,677	17,158	17,529	17,873	17,792	17,158
Customer accounts	8,970	8,784	8,505	9,079	8,986	8,784
Risk-weighted assets	15,547	15,328	15,893	16,343	16,180	15,328
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	10,575	10,564	11,045	11,204	11,031	10,747
Customer accounts	8,970	8,747	8,467	9,002	8,846	8,784

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Middle East and North Africa

Middle East and North Africa - Global Banking and Markets

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	270	278	274	315	264	1,131
<i>of which: net interest income</i>	<i>105</i>	<i>114</i>	<i>118</i>	<i>129</i>	<i>133</i>	<i>494</i>
Change in expected credit losses and other credit impairment charges	30	(3)	(47)	(29)	(140)	(219)
Total operating expenses	(112)	(117)	(115)	(101)	(101)	(434)
<i>of which: staff expenses</i>	<i>(38)</i>	<i>(39)</i>	<i>(33)</i>	<i>(32)</i>	<i>(31)</i>	<i>(135)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	188	158	112	185	23	478
Reported Significant items - Totals (\$m)						
Revenue	—	(1)	—	—	1	—
ECL	—	—	—	—	—	—
Operating expenses	(2)	(1)	—	—	—	(1)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	270	280	274	314	258	1,131
<i>of which: net interest income</i>	<i>105</i>	<i>114</i>	<i>119</i>	<i>129</i>	<i>131</i>	<i>494</i>
Change in expected credit losses and other credit impairment charges	30	(2)	(48)	(29)	(140)	(219)
Total operating expenses	(110)	(117)	(115)	(100)	(100)	(433)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	190	161	111	185	18	479
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	12,642	12,991	13,061	13,018	12,774	12,991
Loans and advances to customers (net)	12,406	12,738	12,804	12,796	12,525	12,738
Total external assets	25,251	24,852	24,054	24,740	24,047	24,852
Customer accounts	11,805	12,143	12,318	12,361	12,599	12,143
Risk-weighted assets	15,669	16,445	15,929	15,019	15,408	16,445
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	12,406	12,640	12,741	12,676	12,398	12,738
Customer accounts	11,805	12,070	12,276	12,279	12,451	12,143

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Middle East and North Africa

Middle East and North Africa - Corporate Centre

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	9	9	6	3	1	19
<i>of which: net interest income/(expense)</i>	<i>8</i>	<i>6</i>	<i>9</i>	<i>1</i>	<i>(9)</i>	<i>7</i>
Change in expected credit losses and other credit impairment charges	1	—	—	—	—	—
Total operating expenses	(29)	(30)	(26)	(7)	(15)	(78)
<i>of which: staff expenses</i>	<i>(72)</i>	<i>(58)</i>	<i>(69)</i>	<i>(62)</i>	<i>(70)</i>	<i>(259)</i>
Share of profit/(loss) in associates and joint ventures	38	150	(384)	(87)	56	(265)
Profit/(loss) before tax	19	129	(404)	(91)	42	(324)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(9)	(31)	(5)	—	—	(36)
Share of profit in associates and joint ventures	—	—	(462)	—	—	(462)
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	9	9	6	3	2	19
<i>of which: net interest income/(expense)</i>	<i>9</i>	<i>8</i>	<i>8</i>	<i>(1)</i>	<i>(9)</i>	<i>7</i>
Change in expected credit losses and other credit impairment charges	1	—	—	—	—	—
Total operating expenses	(20)	2	(21)	(8)	(15)	(42)
Share of profit/(loss) in associates and joint ventures	38	150	78	(87)	56	197
Profit/(loss) before tax	28	161	63	(92)	43	174
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	6,303	6,544	6,065	6,296	6,548	6,544
Customer accounts	—	—	—	—	1	—
Risk-weighted assets	21,160	20,742	19,898	19,819	19,909	20,742
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	1	—

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Middle East and North Africa

SIGNIFICANT ITEMS

Middle East and North Africa - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(1)	—	—	1	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(4)	(19)	(41)	—	(64)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(11)	(14)	(5)	—	—	(19)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	(462)	—	—	(462)
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Middle East and North Africa - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	16	(17)	(41)	—	(42)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(2)	(3)	—	—	—	(3)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Middle East and North Africa

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Middle East and North Africa - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	1	(1)	—	—	—
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	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Middle East and North Africa - Global Banking and Markets

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(1)	—	—	1	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(2)	(1)	—	—	—	(1)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Middle East and North Africa

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Middle East and North Africa - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(21)	(1)	—	—	(22)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(9)	(10)	(4)	—	—	(14)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	(462)	—	—	(462)
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Reconciling items - Currency translation on reported items- Totals (\$m)

Middle East and North Africa - TOTAL

Revenue	5	—	(3)	(15)	
ECL	(1)	—	—	1	
Operating expenses	(2)	1	2	8	
Share of profit in associates and joint ventures	—	—	—	—	
Revenue significant items	1	—	—	—	
Operating expense significant items	(1)	1	—	—	
Share of profit in associates and joint ventures significant items	—	—	—	—	
Loans and advances to customers (net)	(319)	(195)	(421)	(528)	
Customer accounts	(387)	(224)	(515)	(805)	

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Middle East and North Africa

Middle East and North Africa - Wealth and Personal Banking

Revenue	2	—	(1)	(6)
ECL	—	—	1	—
Operating expenses	(2)	1	2	5
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	1	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(38)	(20)	(56)	(83)
Customer accounts	(276)	(142)	(356)	(516)

Middle East and North Africa - Commercial Banking

Revenue	2	—	(2)	(5)
ECL	(1)	1	—	2
Operating expenses	(1)	1	1	2
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(183)	(112)	(245)	(318)
Customer accounts	(37)	(38)	(77)	(140)

Middle East and North Africa - Global Banking and Markets

Revenue	1	—	(1)	(5)
ECL	1	(1)	—	—
Operating expenses	—	—	1	1
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	1	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(98)	(63)	(120)	(127)
Customer accounts	(73)	(42)	(82)	(148)

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Middle East and North Africa

Middle East and North Africa - Corporate Centre

Revenue		—	—	—	1
ECL		—	—	—	—
Operating expenses		—	—	(1)	—
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		—	—	—	—
Operating expense significant items		(1)	—	—	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		—	—	—	—
Customer accounts		—	—	—	1

1 Risk-weighted assets are non-additive across geographical regions due to market risk diversification effects within the Group.

HSBC
North America

North America - TOTAL

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net interest income	704	701	652	706	777	2,836
Net fee income	509	444	441	458	452	1,795
Other operating income	336	343	389	537	475	1,744
Net operating income before change in expected credit losses and other credit impairment charges	1,549	1,488	1,482	1,701	1,704	6,375
Change in expected credit losses and other credit impairment charges	104	(27)	14	(379)	(508)	(900)
Total operating expenses	(1,169)	(1,309)	(1,503)	(1,189)	(1,306)	(5,307)
<i>of which: staff expenses</i>	<i>(608)</i>	<i>(592)</i>	<i>(594)</i>	<i>(596)</i>	<i>(652)</i>	<i>(2,434)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	484	152	(7)	133	(110)	168
Reported Significant items - Totals (\$m)						
Revenue	—	12	(49)	(21)	15	(43)
ECL	—	—	—	—	—	—
Operating expenses	(38)	(84)	(333)	(68)	(116)	(601)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,549	1,486	1,550	1,757	1,715	6,418
<i>of which: net interest income</i>	<i>703</i>	<i>707</i>	<i>662</i>	<i>723</i>	<i>792</i>	<i>2,836</i>
Change in expected credit losses and other credit impairment charges	104	(27)	14	(391)	(515)	(900)
Total operating expenses	(1,131)	(1,231)	(1,182)	(1,144)	(1,205)	(4,706)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	522	228	382	222	(5)	812
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	109,757	109,056	111,552	117,033	123,815	109,056
Loans and advances to customers (net)	108,751	107,969	110,394	115,813	122,858	107,969
Total external assets	361,930	347,893	383,130	409,428	435,846	347,893
Customer accounts	182,576	182,028	177,478	180,489	153,893	182,028
Risk-weighted assets ¹	115,785	117,755	122,952	130,580	133,161	117,755
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	108,751	108,632	113,430	119,854	128,856	107,969
Customer accounts	182,576	182,809	181,090	185,140	160,060	182,028

HSBC North America

North America - Wealth and Personal Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	495	482	486	460	501	1,929
<i>of which: net interest income</i>	<i>327</i>	<i>328</i>	<i>304</i>	<i>294</i>	<i>350</i>	<i>1,276</i>
Change in expected credit losses and other credit impairment charges	(1)	(13)	(21)	(44)	(162)	(240)
Total operating expenses	(449)	(476)	(684)	(478)	(501)	(2,139)
<i>of which: staff expenses</i>	<i>(168)</i>	<i>(158)</i>	<i>(173)</i>	<i>(167)</i>	<i>(188)</i>	<i>(686)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	45	(7)	(219)	(62)	(162)	(450)
Reported Significant items - Totals (\$m)						
Revenue	(1)	(1)	(1)	(1)	(6)	(9)
ECL	—	—	—	—	—	—
Operating expenses	(5)	(3)	(216)	(3)	(9)	(231)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	496	489	494	472	517	1,938
<i>of which: net interest income</i>	<i>327</i>	<i>331</i>	<i>309</i>	<i>301</i>	<i>356</i>	<i>1,276</i>
Change in expected credit losses and other credit impairment charges	(1)	(14)	(21)	(44)	(162)	(240)
Total operating expenses	(444)	(476)	(476)	(486)	(500)	(1,908)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	51	(1)	(3)	(58)	(145)	(210)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	51,328	50,266	48,573	47,667	46,328	50,266
Loans and advances to customers (net)	50,916	49,837	48,144	47,211	45,882	49,837
Total external assets	104,099	97,726	93,647	95,899	88,291	97,726
Customer accounts	81,025	81,278	78,399	79,799	74,030	81,278
Risk-weighted assets	21,989	22,175	21,677	22,295	21,829	22,175
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	50,916	50,180	49,678	49,183	48,682	49,837
Customer accounts	81,025	81,700	80,316	82,360	77,453	81,278

HSBC North America

North America - Commercial Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	446	446	443	433	481	1,803
<i>of which: net interest income</i>	<i>285</i>	<i>298</i>	<i>291</i>	<i>301</i>	<i>333</i>	<i>1,223</i>
Change in expected credit losses and other credit impairment charges	45	(7)	22	(291)	(220)	(496)
Total operating expenses	(238)	(238)	(238)	(227)	(238)	(941)
<i>of which: staff expenses</i>	<i>(98)</i>	<i>(101)</i>	<i>(96)</i>	<i>(88)</i>	<i>(100)</i>	<i>(385)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	253	201	227	(85)	23	366
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	(5)	(4)	(2)	—	(11)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	446	451	452	448	493	1,803
<i>of which: net interest income</i>	<i>285</i>	<i>301</i>	<i>295</i>	<i>310</i>	<i>340</i>	<i>1,223</i>
Change in expected credit losses and other credit impairment charges	45	(6)	22	(301)	(226)	(496)
Total operating expenses	(238)	(236)	(238)	(232)	(243)	(930)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	253	209	236	(85)	24	377
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	44,665	44,324	46,534	49,178	51,591	44,324
Loans and advances to customers (net)	44,208	43,842	45,988	48,603	51,208	43,842
Total external assets	77,268	69,976	71,025	74,105	73,664	69,976
Customer accounts	63,545	62,854	58,387	57,986	49,438	62,854
Risk-weighted assets	49,690	49,049	51,229	53,380	52,820	49,049
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	44,208	44,121	47,289	50,375	53,931	43,842
Customer accounts	63,545	63,127	59,599	59,583	51,567	62,854

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North America - Global Banking and Markets

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	563	497	498	708	729	2,432
<i>of which: net interest income</i>	<i>96</i>	<i>92</i>	<i>91</i>	<i>143</i>	<i>124</i>	<i>450</i>
Change in expected credit losses and other credit impairment charges	60	(7)	13	(45)	(126)	(165)
Total operating expenses	(374)	(383)	(415)	(386)	(371)	(1,555)
<i>of which: staff expenses</i>	<i>(144)</i>	<i>(141)</i>	<i>(129)</i>	<i>(144)</i>	<i>(148)</i>	<i>(562)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	249	107	96	277	232	712
Reported Significant items - Totals (\$m)						
Revenue	(6)	(12)	(48)	(20)	13	(67)
ECL	—	—	—	—	—	—
Operating expenses	—	11	(11)	(22)	(4)	(26)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	569	510	549	734	720	2,499
<i>of which: net interest income</i>	<i>97</i>	<i>93</i>	<i>92</i>	<i>145</i>	<i>125</i>	<i>450</i>
Change in expected credit losses and other credit impairment charges	60	(7)	13	(47)	(127)	(165)
Total operating expenses	(374)	(393)	(405)	(370)	(369)	(1,529)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	255	110	157	317	224	805
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	13,764	14,466	16,445	20,188	25,896	14,466
Loans and advances to customers (net)	13,627	14,290	16,262	19,999	25,768	14,290
Total external assets	175,864	175,159	213,637	233,737	268,209	175,159
Customer accounts	38,011	37,901	40,692	42,704	30,425	37,901
Risk-weighted assets	39,661	42,444	45,239	49,779	53,238	42,444
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	13,627	14,331	16,463	20,296	26,243	14,290
Customer accounts	38,011	37,987	41,175	43,197	31,040	37,901

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North America - Corporate Centre

	Quarter ended					Year to date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Reported (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	45	64	55	100	(7)	212	
<i>of which: net interest expense</i>	(7)	(18)	(33)	(32)	(30)	(113)	
Change in expected credit losses and other credit impairment charges	(1)	(1)	—	1	—	—	
Total operating expenses	(107)	(211)	(167)	(98)	(196)	(672)	
<i>of which: staff expenses</i>	(200)	(194)	(194)	(197)	(216)	(801)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Profit/(loss) before tax	(63)	(148)	(112)	3	(203)	(460)	
Reported Significant items - Totals (\$m)							
Revenue	4	25	—	—	8	33	
ECL	—	—	—	—	—	—	
Operating expenses	(33)	(85)	(103)	(41)	(103)	(332)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Adjusted (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	41	37	55	103	(15)	179	
<i>of which: net interest expense</i>	(7)	(18)	(34)	(33)	(30)	(113)	
Change in expected credit losses and other credit impairment charges	(1)	—	—	—	—	—	
Total operating expenses	(74)	(127)	(64)	(57)	(94)	(340)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Profit/(loss) before tax	(34)	(90)	(9)	46	(109)	(161)	
	Balance sheet date					Balance sheet date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Balance sheet - reported (\$m)							
Loans and advances to customers (gross)	—	—	—	—	—	—	
Loans and advances to customers (net)	—	—	—	—	—	—	
Total external assets	4,698	5,031	4,821	5,687	5,682	5,031	
Customer accounts	(5)	(5)	—	—	—	(5)	
Risk-weighted assets	4,445	4,087	4,807	5,126	5,274	4,087	
Balance sheet data - at most recent balance sheet date FX rates (\$m)							
Loans and advances to customers (net)	—	—	—	—	—	—	
Customer accounts	(5)	(5)	—	—	—	(5)	

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SIGNIFICANT ITEMS

North America - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	(2)	—	(1)	(7)	(10)
Fair value movements on financial instruments	—	1	(2)	(10)	13	2
Restructuring and other related costs	—	13	(47)	(10)	9	(35)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(1)	(222)	—	—	(223)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(38)	(83)	(111)	(68)	(116)	(378)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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North America - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	(1)	(1)	(1)	(6)	(9)
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	(207)	—	—	(207)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(5)	(3)	(9)	(3)	(9)	(24)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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North America

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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North America - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	(1)	—	—	(1)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	(5)	(3)	(2)	—	(10)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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North America - Global Banking and Markets

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(1)	1	(2)	(10)	13	2
Restructuring and other related costs	(5)	(13)	(46)	(10)	—	(69)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	(4)	—	—	(4)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	11	(7)	(22)	(4)	(22)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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North America

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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North America - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	(1)	(1)
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	4	25	—	—	9	34

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	(10)	—	—	(10)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(33)	(85)	(93)	(41)	(103)	(322)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Reconciling items - Currency translation on reported items- Totals (\$m)

North America - TOTAL

Revenue		12	19	35	26	
ECL		—	—	(12)	(7)	
Operating expenses		(7)	(13)	(22)	(16)	
Share of profit in associates and joint ventures		—	—	—	—	
Revenue significant items		2	—	—	—	
Operating expense significant items		(1)	(1)	1	(1)	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		663	3,036	4,041	5,998	
Customer accounts		781	3,612	4,651	6,167	

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North America - Wealth and Personal Banking

Revenue	7	7	11	9
ECL	(1)	—	—	—
Operating expenses	(4)	(7)	(11)	(8)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	1	—	—	(1)
Operating expense significant items	(1)	1	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	343	1,534	1,972	2,800
Customer accounts	422	1,917	2,561	3,423

North America - Commercial Banking

Revenue	5	9	15	12
ECL	1	—	(10)	(6)
Operating expenses	(3)	(4)	(7)	(5)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	279	1,301	1,772	2,723
Customer accounts	273	1,212	1,597	2,129

North America - Global Banking and Markets

Revenue	2	3	6	4
ECL	—	—	(2)	(1)
Operating expenses	(2)	(1)	(3)	(2)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	1	—	—	—
Operating expense significant items	(3)	—	3	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	41	201	297	475
Customer accounts	86	483	493	615

HSBC
North America

North America - Corporate Centre

Revenue		(2)	—	3	1
ECL		1	—	(1)	—
Operating expenses		—	(1)	(1)	(2)
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		—	—	—	1
Operating expense significant items		1	(1)	(1)	(1)
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		—	—	—	—
Customer accounts		—	—	—	—

1 Risk-weighted assets are non-additive across geographical regions due to market risk diversification effects within the Group.

US - TOTAL

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net interest income	461	472	453	502	495	1,922
Net fee income	343	292	300	319	307	1,218
Other operating income	260	273	308	445	424	1,450
Net operating income before change in expected credit losses and other credit impairment charges	1,064	1,037	1,061	1,266	1,226	4,590
Change in expected credit losses and other credit impairment charges	91	(22)	15	(237)	(378)	(622)
Total operating expenses	(876)	(996)	(1,241)	(932)	(1,025)	(4,194)
<i>of which: staff expenses</i>	(451)	(441)	(448)	(463)	(495)	(1,847)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	279	19	(165)	97	(177)	(226)
Reported Significant items - Totals (\$m)						
Revenue	(2)	14	(49)	(19)	13	(41)
ECL	—	—	—	—	—	—
Operating expenses	(32)	(57)	(322)	(65)	(112)	(556)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,066	1,020	1,110	1,286	1,213	4,631
<i>of which: net interest income</i>	461	472	453	502	495	1,922
Change in expected credit losses and other credit impairment charges	91	(22)	15	(237)	(378)	(622)
Total operating expenses	(844)	(940)	(919)	(867)	(913)	(3,638)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	313	58	206	182	(78)	371
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	57,641	58,703	62,888	68,751	76,560	58,703
Loans and advances to customers (net)	57,090	58,082	62,242	68,036	75,994	58,082
Total external assets	268,289	254,085	288,538	317,121	346,561	254,085
Customer accounts	119,416	117,485	114,695	120,236	99,714	117,485
Risk-weighted assets	82,790	84,939	90,171	97,347	101,298	84,939
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	57,090	58,082	62,242	68,036	75,993	58,082
Customer accounts	119,416	117,485	114,695	120,236	99,714	117,485

**HSBC
US**

HSBC US - Wealth and Personal Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	298	295	309	295	311	1,210
<i>of which: net interest income</i>	<i>202</i>	<i>203</i>	<i>195</i>	<i>191</i>	<i>228</i>	<i>817</i>
Change in expected credit losses and other credit impairment charges	2	(2)	(11)	(37)	(139)	(189)
Total operating expenses	(298)	(322)	(542)	(345)	(359)	(1,568)
<i>of which: staff expenses</i>	<i>(109)</i>	<i>(105)</i>	<i>(123)</i>	<i>(119)</i>	<i>(133)</i>	<i>(480)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	2	(29)	(244)	(87)	(187)	(547)
Reported Significant items - Totals (\$m)						
Revenue	—	—	(1)	(1)	(7)	(9)
ECL	—	—	—	—	—	—
Operating expenses	(4)	(1)	(215)	(3)	(9)	(228)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	298	297	310	296	317	1,219
<i>of which: net interest income</i>	<i>203</i>	<i>204</i>	<i>195</i>	<i>191</i>	<i>227</i>	<i>817</i>
Change in expected credit losses and other credit impairment charges	2	(2)	(11)	(37)	(140)	(189)
Total operating expenses	(294)	(321)	(327)	(342)	(349)	(1,340)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	6	(26)	(28)	(83)	(172)	(310)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	24,068	24,056	23,812	24,034	24,033	24,056
Loans and advances to customers (net)	23,831	23,802	23,550	23,739	23,746	23,802
Total external assets	62,768	58,725	56,260	60,033	56,425	58,725
Customer accounts	47,757	48,241	46,706	48,484	46,139	48,241
Risk-weighted assets	15,717	16,134	16,001	16,525	16,452	16,134
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	23,831	23,802	23,550	23,739	23,746	23,802
Customer accounts	47,757	48,241	46,706	48,484	46,139	48,241

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US

HSBC US - Commercial Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	244	255	260	246	261	1,022
<i>of which: net interest income</i>	<i>179</i>	<i>198</i>	<i>195</i>	<i>194</i>	<i>200</i>	<i>787</i>
Change in expected credit losses and other credit impairment charges	37	(10)	21	(181)	(123)	(293)
Total operating expenses	(150)	(146)	(152)	(144)	(148)	(590)
<i>of which: staff expenses</i>	<i>(65)</i>	<i>(64)</i>	<i>(65)</i>	<i>(58)</i>	<i>(65)</i>	<i>(252)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	131	99	129	(79)	(10)	139
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(1)	(1)	(4)	(2)	—	(7)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	244	255	260	245	261	1,022
<i>of which: net interest income</i>	<i>178</i>	<i>197</i>	<i>195</i>	<i>194</i>	<i>202</i>	<i>787</i>
Change in expected credit losses and other credit impairment charges	37	(9)	21	(181)	(123)	(293)
Total operating expenses	(149)	(146)	(148)	(142)	(148)	(583)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	132	100	133	(78)	(10)	146
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	22,684	23,435	25,897	28,210	30,480	23,435
Loans and advances to customers (net)	22,491	23,222	25,670	27,947	30,315	23,222
Total external assets	43,654	36,147	37,905	41,032	42,201	36,147
Customer accounts	40,299	39,577	36,999	37,091	30,173	39,577
Risk-weighted assets	28,953	28,770	30,879	32,654	33,782	28,770
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	22,491	23,222	25,670	27,947	30,315	23,222
Customer accounts	40,299	39,577	36,999	37,091	30,173	39,577

**HSBC
US**

HSBC US - Global Banking and Markets

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	486	430	433	623	663	2,149
<i>of which: net interest income</i>	<i>87</i>	<i>84</i>	<i>87</i>	<i>135</i>	<i>88</i>	<i>394</i>
Change in expected credit losses and other credit impairment charges	52	(10)	6	(19)	(116)	(139)
Total operating expenses	(342)	(351)	(398)	(354)	(334)	(1,437)
<i>of which: staff expenses</i>	<i>(133)</i>	<i>(129)</i>	<i>(120)</i>	<i>(134)</i>	<i>(133)</i>	<i>(516)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	196	69	41	250	213	573
Reported Significant items - Totals (\$m)						
Revenue	(6)	(9)	(48)	(18)	10	(65)
ECL	—	—	—	—	—	—
Operating expenses	(2)	11	(11)	(19)	(1)	(20)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	492	439	481	641	653	2,214
<i>of which: net interest income</i>	<i>87</i>	<i>84</i>	<i>87</i>	<i>135</i>	<i>88</i>	<i>394</i>
Change in expected credit losses and other credit impairment charges	52	(11)	6	(19)	(116)	(139)
Total operating expenses	(340)	(361)	(386)	(335)	(333)	(1,417)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	204	67	101	287	204	658
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	10,889	11,212	13,179	16,508	22,047	11,212
Loans and advances to customers (net)	10,767	11,057	13,021	16,351	21,933	11,057
Total external assets	157,376	154,456	189,909	210,734	242,533	154,456
Customer accounts	31,366	29,672	30,990	34,660	23,402	29,672
Risk-weighted assets	33,713	36,140	38,867	43,285	46,126	36,140
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	10,767	11,057	13,021	16,351	21,933	11,057
Customer accounts	31,366	29,672	30,990	34,660	23,402	29,672

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US**

HSBC US - Corporate Centre

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	33	55	58	102	(9)	206
<i>of which: net interest expense</i>	<i>(9)</i>	<i>(16)</i>	<i>(22)</i>	<i>(18)</i>	<i>(21)</i>	<i>(77)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(85)	(176)	(149)	(89)	(184)	(598)
<i>of which: staff expenses</i>	<i>(143)</i>	<i>(141)</i>	<i>(141)</i>	<i>(152)</i>	<i>(164)</i>	<i>(598)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(52)	(121)	(91)	13	(193)	(392)
Reported Significant items - Totals (\$m)						
Revenue	1	23	—	—	10	33
ECL	—	—	—	—	—	—
Operating expenses	(24)	(65)	(91)	(41)	(102)	(299)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	32	29	58	103	(17)	173
<i>of which: net interest expense</i>	<i>(7)</i>	<i>(14)</i>	<i>(22)</i>	<i>(19)</i>	<i>(22)</i>	<i>(77)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(61)	(111)	(58)	(47)	(82)	(299)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(29)	(82)	—	56	(99)	(126)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	(1)	—	—
Loans and advances to customers (net)	—	—	—	(1)	—	—
Total external assets	4,492	4,757	4,463	5,322	5,402	4,757
Customer accounts	(5)	(5)	—	1	—	(5)
Risk-weighted assets	4,407	3,895	4,424	4,883	4,938	3,895
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	(5)	(5)	—	—	—	(5)

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SIGNIFICANT ITEMS

HSBC US - TOTAL

Reported revenue significant items (\$m)

	Quarter ended				Year to date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	(1)	(1)	(1)	(7)	(10)
Fair value movements on financial instruments	(1)	1	(2)	(7)	10	2
Restructuring and other related costs	(1)	14	(46)	(11)	10	(33)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(1)	(222)	—	—	(223)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(32)	(56)	(100)	(65)	(112)	(333)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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HSBC US - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	(1)	(1)	(7)	(9)
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	(207)	—	—	(207)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(4)	(1)	(8)	(3)	(9)	(21)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC

US

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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HSBC US - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	(1)	—	—	(1)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(1)	(1)	(3)	(2)	—	(6)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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HSBC US - Global Banking and Markets

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(1)	2	(2)	(8)	10	2
Restructuring and other related costs	(5)	(11)	(46)	(10)	—	(67)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	(4)	—	—	(4)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(2)	11	(7)	(19)	(1)	(16)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC

US

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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HSBC US - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	(1)	—	—	—	(1)
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	2	24	—	—	10	34

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	(10)	—	—	(10)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(24)	(65)	(81)	(41)	(102)	(289)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Reconciling items - Currency translation on reported items- Totals (\$m)

HSBC US - TOTAL

Revenue	—	(1)	—	1	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	(1)	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—
Revenue significant items	—	2	—	—	—	—
Operating expense significant items	—	—	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	(1)	—
Customer accounts	—	—	—	—	—	—

HSBC US

HSBC US - Wealth and Personal Banking

Revenue	2	—	—	(1)
ECL	—	—	—	(1)
Operating expenses	(1)	—	—	1
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	(1)	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	—	—

HSBC US - Commercial Banking

Revenue	—	—	(1)	—
ECL	1	—	—	—
Operating expenses	(1)	—	—	—
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	—	—

HSBC US - Global Banking and Markets

Revenue	1	—	—	—
ECL	(1)	—	—	—
Operating expenses	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	1	—	—	—
Operating expense significant items	(1)	(1)	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	—	—

HSBC
US

HSBC US - Corporate Centre

Revenue		(1)	—	1	1
ECL		—	—	—	—
Operating expenses		—	—	1	(1)
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		2	—	—	(1)
Operating expense significant items		—	—	—	(1)
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		—	—	1	—
Customer accounts		—	—	(1)	—

HSBC
Latin America

Latin America - TOTAL

	Quarter ended					Year to date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Reported (\$m)							
Net interest income	486	513	484	450	513	1,960	
Net fee income	128	116	121	104	126	467	
Other operating income ¹	98	68	141	160	224	593	
Net operating income before change in expected credit losses and other credit impairment charges	712	697	746	714	863	3,020	
Change in expected credit losses and other credit impairment charges	(29)	(275)	(192)	(340)	(317)	(1,124)	
Total operating expenses	(482)	(583)	(445)	(430)	(480)	(1,938)	
of which: staff expenses	(182)	(198)	(161)	(147)	(189)	(695)	
Share of profit in associates and joint ventures	2	2	1	1	1	5	
Profit/(loss) before tax	203	(159)	110	(55)	67	(37)	
Reported Significant items - Totals (\$m)							
Revenue	(6)	(5)	(1)	(7)	16	3	
ECL	—	—	—	—	—	—	
Operating expenses	(9)	(61)	(19)	(11)	—	(91)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Adjusted (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	718	691	760	754	779	3,017	
of which: net interest income	485	499	488	464	469	1,960	
Change in expected credit losses and other credit impairment charges	(29)	(275)	(216)	(383)	(295)	(1,124)	
Total operating expenses	(473)	(511)	(433)	(433)	(444)	(1,847)	
Share of profit in associates and joint ventures	2	2	1	1	1	5	
Profit/(loss) before tax	218	(93)	112	(61)	41	51	
	Balance sheet date					Balance sheet date	
Balance sheet - reported (\$m)	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Loans and advances to customers (gross)	20,589	21,050	20,542	20,855	20,895	21,050	
Loans and advances to customers (net)	19,310	19,658	19,333	19,785	20,040	19,658	
Total external assets	44,163	46,859	43,516	45,451	44,670	46,859	
Customer accounts	25,867	27,478	24,882	25,117	23,174	27,478	
Risk-weighted assets ²	33,035	35,240	32,897	33,278	32,895	35,240	
Balance sheet data - at most recent balance sheet date FX rates (\$m)							
Loans and advances to customers (net)	19,310	18,980	20,415	21,672	22,231	19,658	
Customer accounts	25,867	26,456	25,855	26,913	25,020	27,478	

HSBC Latin America

Latin America - Wealth and Personal Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	431	426	450	420	500	1,796
<i>of which: net interest income</i>	<i>320</i>	<i>329</i>	<i>326</i>	<i>306</i>	<i>385</i>	<i>1,346</i>
Change in expected credit losses and other credit impairment charges	(41)	(148)	(136)	(207)	(234)	(725)
Total operating expenses	(303)	(360)	(296)	(280)	(324)	(1,260)
<i>of which: staff expenses</i>	<i>(94)</i>	<i>(104)</i>	<i>(90)</i>	<i>(78)</i>	<i>(97)</i>	<i>(369)</i>
Share of profit in associates and joint ventures	2	3	1	1	1	6
Profit/(loss) before tax	89	(79)	19	(66)	(57)	(183)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(1)	(22)	(12)	(1)	—	(35)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	431	423	467	450	472	1,796
<i>of which: net interest income</i>	<i>320</i>	<i>325</i>	<i>338</i>	<i>327</i>	<i>360</i>	<i>1,346</i>
Change in expected credit losses and other credit impairment charges	(41)	(148)	(155)	(233)	(215)	(725)
Total operating expenses	(302)	(333)	(290)	(292)	(299)	(1,225)
Share of profit in associates and joint ventures	2	2	1	1	1	6
Profit/(loss) before tax	90	(56)	23	(74)	(41)	(148)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	8,314	8,348	7,333	6,994	6,914	8,348
Loans and advances to customers (net)	7,562	7,507	6,592	6,324	6,355	7,507
Total external assets	15,947	15,703	14,579	14,238	13,794	15,703
Customer accounts	13,209	13,666	11,631	11,560	10,819	13,666
Risk-weighted assets	10,610	11,497	10,294	9,875	9,290	11,497
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	7,562	7,257	6,994	6,978	7,107	7,507
Customer accounts	13,209	13,169	12,120	12,364	11,716	13,666

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Latin America - Commercial Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	142	148	149	145	164	606
<i>of which: net interest income</i>	<i>122</i>	<i>131</i>	<i>127</i>	<i>122</i>	<i>135</i>	<i>515</i>
Change in expected credit losses and other credit impairment charges	(4)	(116)	(42)	(71)	(53)	(282)
Total operating expenses	(84)	(97)	(82)	(78)	(88)	(345)
<i>of which: staff expenses</i>	<i>(22)</i>	<i>(20)</i>	<i>(18)</i>	<i>(17)</i>	<i>(22)</i>	<i>(77)</i>
Share of profit in associates and joint ventures	1	—	—	(1)	—	(1)
Profit/(loss) before tax	55	(65)	25	(5)	23	(22)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	(1)	—	—	—	(1)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	142	143	147	144	144	606
<i>of which: net interest income</i>	<i>122</i>	<i>125</i>	<i>123</i>	<i>121</i>	<i>117</i>	<i>515</i>
Change in expected credit losses and other credit impairment charges	(4)	(117)	(45)	(79)	(51)	(282)
Total operating expenses	(84)	(93)	(81)	(78)	(79)	(344)
Share of profit in associates and joint ventures	1	—	—	(1)	—	(1)
Profit/(loss) before tax	55	(67)	21	(14)	14	(21)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	6,879	6,940	6,451	6,614	6,636	6,940
Loans and advances to customers (net)	6,483	6,534	6,111	6,314	6,398	6,534
Total external assets	10,310	9,925	9,532	9,531	9,516	9,925
Customer accounts	7,878	8,212	7,779	8,086	7,580	8,212
Risk-weighted assets	9,607	10,008	9,390	9,549	9,325	10,008
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	6,483	6,298	6,381	6,796	7,004	6,534
Customer accounts	7,878	7,915	8,133	8,741	8,279	8,212

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Latin America - Global Banking and Markets

	Quarter ended					Year to date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Reported (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	112	143	140	151	155	589	
<i>of which: net interest income</i>	<i>101</i>	<i>103</i>	<i>74</i>	<i>68</i>	<i>78</i>	<i>323</i>	
Change in expected credit losses and other credit impairment charges	14	(10)	(15)	(58)	(30)	(113)	
Total operating expenses	(61)	(73)	(54)	(53)	(63)	(243)	
<i>of which: staff expenses</i>	<i>(15)</i>	<i>(19)</i>	<i>(10)</i>	<i>(12)</i>	<i>(16)</i>	<i>(57)</i>	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Profit/(loss) before tax	65	60	71	40	62	233	
Reported Significant items - Totals (\$m)							
Revenue	(7)	(6)	—	(7)	15	2	
ECL	—	—	—	—	—	—	
Operating expenses	(1)	(6)	—	—	—	(6)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Adjusted (\$m)							
Net operating income before change in expected credit losses and other credit impairment charges	119	144	139	160	120	587	
<i>of which: net interest income</i>	<i>102</i>	<i>99</i>	<i>71</i>	<i>67</i>	<i>62</i>	<i>323</i>	
Change in expected credit losses and other credit impairment charges	14	(10)	(17)	(67)	(29)	(113)	
Total operating expenses	(60)	(65)	(55)	(55)	(57)	(237)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Profit/(loss) before tax	73	69	67	38	34	237	
	Balance sheet date					Balance sheet date	
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20	
Balance sheet - reported (\$m)							
Loans and advances to customers (gross)	5,396	5,763	6,758	7,247	7,345	5,763	
Loans and advances to customers (net)	5,265	5,618	6,630	7,147	7,287	5,618	
Total external assets	17,694	20,991	19,163	21,406	21,133	20,991	
Customer accounts	4,781	5,599	5,472	5,471	4,775	5,599	
Risk-weighted assets	11,433	12,971	12,655	13,046	13,483	12,971	
Balance sheet data - at most recent balance sheet date FX rates (\$m)							
Loans and advances to customers (net)	5,265	5,425	7,040	7,898	8,120	5,618	
Customer accounts	4,781	5,372	5,601	5,808	5,026	5,599	

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Latin America - Corporate Centre

Reported (\$m)	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Net operating income before change in expected credit losses and other credit impairment charges	28	(20)	7	(2)	44	29
<i>of which: net interest expense</i>	<i>(59)</i>	<i>(51)</i>	<i>(43)</i>	<i>(46)</i>	<i>(85)</i>	<i>(225)</i>
Change in expected credit losses and other credit impairment charges	1	—	—	(4)	—	(4)
Total operating expenses	(34)	(52)	(14)	(19)	(5)	(90)
<i>of which: staff expenses</i>	<i>(53)</i>	<i>(55)</i>	<i>(43)</i>	<i>(40)</i>	<i>(54)</i>	<i>(192)</i>
Share of profit in associates and joint ventures	(1)	(1)	—	1	—	—
Profit/(loss) before tax	(6)	(73)	(7)	(24)	39	(65)
Reported Significant items - Totals (\$m)						
Revenue	(1)	(1)	—	—	1	—
ECL	—	—	—	—	—	—
Operating expenses	(5)	(32)	(7)	(10)	—	(49)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	29	(20)	7	—	43	29
<i>of which: net interest expense</i>	<i>(59)</i>	<i>(51)</i>	<i>(46)</i>	<i>(51)</i>	<i>(71)</i>	<i>(225)</i>
Change in expected credit losses and other credit impairment charges	1	—	—	(4)	—	(4)
Total operating expenses	(29)	(19)	(8)	(8)	(10)	(41)
Share of profit in associates and joint ventures	(1)	—	—	—	—	—
Profit/(loss) before tax	—	(39)	(1)	(12)	33	(16)
Balance sheet - reported (\$m)						
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	213	241	244	276	227	241
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	1,385	764	558	808	797	764
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

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Latin America

SIGNIFICANT ITEMS

Latin America - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(1)	(5)	(1)	(7)	16	3
Restructuring and other related costs	(5)	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(9)	(61)	(19)	(11)	—	(91)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Latin America - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(1)	(22)	(12)	(1)	—	(35)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Latin America

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Latin America - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
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	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Latin America - Global Banking and Markets

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(1)	(6)	—	(7)	15	2
Restructuring and other related costs	(6)	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(1)	(6)	—	—	—	(6)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Latin America

Latin America - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—
Fair value movements on financial instruments	(1)	(1)	—	—	1
Restructuring and other related costs	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—
Customer redress programmes	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—
Restructuring and other related costs	(5)	(32)	(7)	(10)	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	(49)

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—
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Reconciling items - Currency translation on reported items- Totals (\$m)

Latin America - TOTAL

Revenue		(12)	14	32	(70)
ECL		—	(24)	(43)	22
Operating expenses		13	(6)	(12)	36
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		(1)	1	(1)	(2)
Operating expense significant items		2	1	2	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		(678)	1,082	1,887	2,191
Customer accounts		(1,022)	973	1,796	1,846
Revenue		(3)	17	30	(28)
ECL		—	(19)	(26)	19
Operating expenses		7	(4)	(13)	25
Share of profit in associates and joint ventures		(1)	—	—	—
Revenue significant items		—	—	—	—
Operating expense significant items		2	2	—	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		(250)	402	654	752
Customer accounts		(497)	489	804	897

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Latin America

Latin America - Commercial Banking

Revenue	(5)	(2)	(1)	(20)
ECL	(1)	(3)	(8)	2
Operating expenses	3	1	—	9
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(236)	270	482	606
Customer accounts	(297)	354	655	699

Latin America - Global Banking and Markets

Revenue	(5)	(1)	1	(21)
ECL	—	(2)	(9)	1
Operating expenses	2	(1)	(2)	6
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	(1)	(1)
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(193)	410	751	833
Customer accounts	(227)	129	337	251

Latin America - Corporate Centre

Revenue	—	—	2	(1)
ECL	—	—	—	—
Operating expenses	—	(1)	3	(5)
Share of profit in associates and joint ventures	1	—	(1)	—
Revenue significant items	1	—	—	(1)
Operating expense significant items	(1)	—	2	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	—	—

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 \$46.8m, comprising a decrease in revenue of \$46.5m, an increase in ECL of \$0.2m and an increase in operating expenses of \$0.1m.

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

HSBC
Mexico

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Mexico - TOTAL						
Reported (\$m)						
Net interest income	364	357	341	313	376	1,387
Net fee income	102	99	93	87	102	381
Other operating income	90	100	105	101	160	466
Net operating income before change in expected credit losses and other credit impairment charges	556	556	539	501	638	2,234
Change in expected credit losses and other credit impairment charges	(35)	(256)	(220)	(315)	(259)	(1,050)
Total operating expenses	(344)	(412)	(317)	(304)	(343)	(1,376)
<i>of which: staff expenses</i>	(118)	(137)	(110)	(102)	(133)	(482)
Share of profit in associates and joint ventures	2	2	1	1	1	5
Profit/(loss) before tax	179	(110)	3	(117)	37	(187)
Reported Significant items - Totals (\$m)						
Revenue	(16)	7	—	(6)	12	13
ECL	—	—	—	—	—	—
Operating expenses	2	(34)	(6)	(2)	—	(42)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	572	555	585	581	617	2,221
<i>of which: net interest income</i>	363	360	370	359	370	1,387
Change in expected credit losses and other credit impairment charges	(35)	(259)	(239)	(360)	(255)	(1,050)
Total operating expenses	(346)	(383)	(338)	(346)	(337)	(1,334)
Share of profit in associates and joint ventures	2	2	1	1	1	5
Profit/(loss) before tax	193	(85)	9	(124)	26	(158)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	18,094	18,580	17,926	18,130	18,108	18,580
Loans and advances to customers (net)	16,906	17,296	16,870	17,220	17,395	17,296
Total external assets	34,730	36,798	33,605	35,043	34,731	36,798
Customer accounts	20,930	22,220	19,530	19,759	18,046	22,220
Risk-weighted assets	24,693	26,323	24,387	24,773	24,159	26,323
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	16,906	16,781	18,213	19,481	20,060	17,296
Customer accounts	20,930	21,558	21,084	22,353	20,809	22,220

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Mexico - Wealth and Personal Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	364	378	373	342	429	1,522
<i>of which: net interest income</i>	<i>273</i>	<i>277</i>	<i>270</i>	<i>247</i>	<i>318</i>	<i>1,112</i>
Change in expected credit losses and other credit impairment charges	(41)	(140)	(166)	(199)	(183)	(688)
Total operating expenses	(236)	(275)	(220)	(213)	(247)	(955)
<i>of which: staff expenses</i>	<i>(70)</i>	<i>(65)</i>	<i>(58)</i>	<i>(54)</i>	<i>(70)</i>	<i>(247)</i>
Share of profit in associates and joint ventures	2	3	1	1	1	6
Profit/(loss) before tax	89	(34)	(12)	(69)	—	(115)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	(5)	—	—	—	(5)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	364	382	404	392	422	1,522
<i>of which: net interest income</i>	<i>273</i>	<i>280</i>	<i>293</i>	<i>282</i>	<i>313</i>	<i>1,112</i>
Change in expected credit losses and other credit impairment charges	(41)	(141)	(180)	(228)	(180)	(688)
Total operating expenses	(236)	(273)	(239)	(243)	(243)	(950)
Share of profit in associates and joint ventures	2	2	1	1	1	6
Profit/(loss) before tax	89	(30)	(14)	(78)	—	(110)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	7,659	7,674	6,688	6,357	6,261	7,674
Loans and advances to customers (net)	6,940	6,871	5,983	5,728	5,736	6,871
Total external assets	13,204	12,765	11,577	11,207	11,159	12,765
Customer accounts	11,138	11,651	9,584	9,316	8,815	11,651
Risk-weighted assets	8,706	9,177	7,979	7,763	7,196	9,177
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	6,940	6,666	6,459	6,480	6,614	6,871
Customer accounts	11,138	11,304	10,347	10,539	10,164	11,651

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Mexico

Mexico - Commercial Banking

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	98	96	92	85	101	374
<i>of which: net interest income</i>	<i>73</i>	<i>76</i>	<i>73</i>	<i>72</i>	<i>80</i>	<i>301</i>
Change in expected credit losses and other credit impairment charges	(7)	(109)	(39)	(64)	(49)	(261)
Total operating expenses	(50)	(62)	(53)	(49)	(55)	(219)
<i>of which: staff expenses</i>	<i>(13)</i>	<i>(13)</i>	<i>(11)</i>	<i>(10)</i>	<i>(13)</i>	<i>(47)</i>
Share of profit in associates and joint ventures	1	—	—	(1)	—	(1)
Profit/(loss) before tax	42	(75)	—	(29)	(3)	(107)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(1)	(1)	—	—	—	(1)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	98	97	100	97	99	374
<i>of which: net interest income</i>	<i>73</i>	<i>77</i>	<i>79</i>	<i>83</i>	<i>79</i>	<i>301</i>
Change in expected credit losses and other credit impairment charges	(7)	(110)	(42)	(73)	(48)	(261)
Total operating expenses	(49)	(63)	(57)	(56)	(54)	(218)
Share of profit/(loss) in associates and joint ventures	1	—	—	(1)	—	(1)
Profit/(loss) before tax	43	(76)	1	(33)	(3)	(106)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	5,695	5,793	5,240	5,332	5,435	5,793
Loans and advances to customers (net)	5,335	5,436	4,994	5,129	5,289	5,436
Total external assets	8,096	7,803	7,267	7,201	7,514	7,803
Customer accounts	6,579	6,916	6,464	6,747	6,262	6,916
Risk-weighted assets	7,219	7,539	6,891	6,976	6,974	7,539
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	5,335	5,274	5,392	5,802	6,100	5,436
Customer accounts	6,579	6,710	6,978	7,633	7,221	6,916

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Mexico

Mexico - Global Banking and Markets

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	76	82	77	75	62	296
<i>of which: net interest income</i>	<i>68</i>	<i>49</i>	<i>39</i>	<i>36</i>	<i>23</i>	<i>147</i>
Change in expected credit losses and other credit impairment (charges)/recoveries	12	(8)	(16)	(51)	(27)	(102)
Total operating expenses	(32)	(42)	(30)	(29)	(34)	(135)
<i>of which: staff expenses</i>	<i>(6)</i>	<i>(11)</i>	<i>(4)</i>	<i>(6)</i>	<i>(7)</i>	<i>(28)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	56	32	31	(5)	1	59
Reported Significant items - Totals (\$m)						
Revenue	(7)	(2)	—	(6)	11	3
ECL	—	—	—	—	—	—
Operating expenses	—	(5)	—	—	—	(5)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	83	84	84	92	50	293
<i>of which: net interest income</i>	<i>68</i>	<i>49</i>	<i>43</i>	<i>41</i>	<i>22</i>	<i>147</i>
Change in expected credit losses and other credit impairment (charges)/recoveries	12	(8)	(17)	(59)	(27)	(102)
Total operating expenses	(32)	(37)	(33)	(33)	(33)	(130)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	63	39	34	—	(10)	61
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	4,741	5,112	5,997	6,441	6,412	5,112
Loans and advances to customers (net)	4,632	4,990	5,893	6,363	6,370	4,990
Total external assets	13,316	16,079	14,609	16,509	15,915	16,079
Customer accounts	3,214	3,653	3,482	3,696	2,969	3,653
Risk-weighted assets	8,312	9,412	9,357	9,767	9,633	9,412
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	4,632	4,841	6,362	7,199	7,346	4,990
Customer accounts	3,214	3,544	3,759	4,181	3,424	3,653

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Mexico - Corporate Centre

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	18	—	(3)	—	46	43
<i>of which: net interest expense</i>	<i>(50)</i>	<i>(45)</i>	<i>(41)</i>	<i>(42)</i>	<i>(45)</i>	<i>(173)</i>
Change in expected credit losses and other credit impairment charges	(1)	(1)	1	—	—	—
Total operating expenses	(25)	(33)	(14)	(14)	(7)	(68)
<i>of which: staff expenses</i>	<i>(27)</i>	<i>(48)</i>	<i>(37)</i>	<i>(32)</i>	<i>(43)</i>	<i>(160)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(8)	(34)	(16)	(14)	39	(25)
Reported Significant items - Totals (\$m)						
Revenue	(10)	8	—	—	1	9
ECL	—	—	—	—	—	—
Operating expenses	4	(22)	(6)	(2)	—	(30)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	28	(8)	(3)	—	45	34
<i>of which: net interest expense</i>	<i>(51)</i>	<i>(46)</i>	<i>(44)</i>	<i>(48)</i>	<i>(44)</i>	<i>(173)</i>
Change in expected credit losses and other credit impairment charges	(1)	—	—	—	—	—
Total operating expenses	(29)	(9)	(9)	(14)	(7)	(38)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(2)	(17)	(12)	(14)	38	(4)
	Balance sheet date					Balance sheet date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	1	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	114	150	152	126	143	150
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	456	195	160	267	356	195
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

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SIGNIFICANT ITEMS

	Quarter ended					Year to date
	31-Mar-21	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-20
Mexico - TOTAL						
Reported revenue significant items (\$m)						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(1)	(5)	—	(6)	12	1
Restructuring and other related costs	(15)	12	—	—	—	12
Reported cost significant items (\$m)						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	2	(34)	(6)	(2)	—	(42)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—
Share of profit in associates and joint ventures significant items (\$m)						
Impairment of goodwill	—	—	—	—	—	—
Mexico - Wealth and Personal Banking						
Reported revenue significant items (\$m)						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
Reported cost significant items (\$m)						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	(5)	—	—	—	(5)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Mexico - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(1)	(1)	—	—	—	(1)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Mexico - Global Banking and Markets

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(1)	(5)	—	(6)	11	—
Restructuring and other related costs	(6)	3	—	—	—	3

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	(5)	—	—	—	(5)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Mexico - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(1)	(1)	—	—	1	—
Restructuring and other related costs	(9)	9	—	—	—	9

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	4	(22)	(6)	(2)	—	(30)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Share of profit in associates and joint ventures significant items (\$m)

Impairment of goodwill	—	—	—	—	—	—
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Reconciling items - Currency translation on reported items- Totals (\$m)

Mexico - TOTAL

Revenue		6	46	73	(10)	
ECL		(3)	(19)	(45)	4	
Operating expenses		(5)	(27)	(44)	6	
Share of profit in associates and joint ventures		—	—	—	—	
Revenue significant items		—	—	(1)	(1)	
Operating expense significant items		—	—	—	—	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		(515)	1,343	2,261	2,665	
Customer accounts		(662)	1,554	2,594	2,763	

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Mexico - Wealth and Personal Banking

Revenue	4	31	50	(7)
ECL	(1)	(14)	(29)	3
Operating expenses	(3)	(19)	(30)	4
Share of profit in associates and joint ventures	(1)	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(205)	476	752	878
Customer accounts	(347)	763	1,223	1,349

Mexico - Commercial Banking

Revenue	1	8	12	(2)
ECL	(1)	(3)	(9)	1
Operating expenses	(1)	(4)	(7)	1
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	1	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(162)	398	673	811
Customer accounts	(206)	514	886	959

Mexico - Global Banking and Markets

Revenue	—	7	10	(1)
ECL	—	(1)	(8)	—
Operating expenses	—	(3)	(4)	1
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	(1)	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(149)	469	836	976
Customer accounts	(109)	277	485	455

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Mexico

Mexico - Corporate Centre

Revenue		1	—	—	(1)
ECL		1	(1)	—	—
Operating expenses		—	(1)	(2)	—
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		1	—	—	(1)
Operating expense significant items		(2)	—	—	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		—	—	—	—
Customer accounts		—	—	—	—

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Credit risk

Summary of credit risk (excluding debt instruments measured at FVOCI) by stage distribution and ECL coverage by industry sector at 31 March 2021

	Gross carrying/nominal amount ¹					Allowance for ECL					ECL coverage %				
	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI ² \$m	Total \$m	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI ² \$m	Total \$m	Stage 1 %	Stage 2 %	Stage 3 %	POCI ² %	Total
Loans and advances to customers at amortised cost	875,622	158,654	19,248	266	1,053,790	(1,659)	(4,494)	(7,343)	(87)	(13,583)	0.2 %	2.8 %	38.1 %	32.7 %	1.3 %
– personal	436,056	23,455	5,929	—	465,440	(688)	(2,184)	(1,487)	—	(4,359)	0.2 %	9.3 %	25.1 %	— %	0.9 %
– corporate and commercial	381,031	129,852	12,785	265	523,933	(931)	(2,251)	(5,746)	(86)	(9,014)	0.2 %	1.7 %	44.9 %	32.5 %	1.7 %
– non-bank financial institutions	58,535	5,347	534	1	64,417	(40)	(59)	(110)	(1)	(210)	0.1 %	1.1 %	20.6 %	100.0 %	0.3 %
Loans and advances to banks at amortised cost	82,645	1,258	—	—	83,903	(24)	(6)	—	—	(30)	— %	0.5 %	— %	— %	— %
Other financial assets measured at amortised cost	830,993	4,137	158	42	835,330	(81)	(48)	(41)	(9)	(179)	— %	1.2 %	25.9 %	21.4 %	— %
Loans and other credit-related commitments	615,857	50,279	929	1	667,066	(221)	(282)	(75)	—	(578)	— %	0.6 %	8.1 %	— %	0.1 %
– personal	233,453	2,043	135	—	235,631	(27)	(1)	(1)	—	(29)	— %	— %	0.7 %	— %	— %
– corporate and commercial	248,982	43,853	738	1	293,574	(185)	(268)	(67)	—	(520)	0.1 %	0.6 %	9.1 %	— %	0.2 %
– financial	133,422	4,383	56	—	137,861	(9)	(13)	(7)	—	(29)	— %	0.3 %	12.5 %	— %	— %
Financial guarantees	22,701	3,881	260	1	26,843	(22)	(43)	(22)	—	(87)	0.1 %	1.1 %	8.5 %	— %	0.3 %
– personal	865	28	1	—	894	—	(1)	—	—	(1)	— %	3.6 %	— %	— %	0.1 %
– corporate and commercial	17,639	3,016	244	1	20,900	(19)	(38)	(21)	—	(78)	0.1 %	1.3 %	8.6 %	— %	0.4 %
– financial	4,197	837	15	—	5,049	(3)	(4)	(1)	—	(8)	0.1 %	0.5 %	6.7 %	— %	0.2 %
At 31 Mar 2021	2,427,818	218,209	20,595	310	2,666,932	(2,007)	(4,873)	(7,481)	(96)	(14,457)	0.1 %	2.2 %	36.3 %	31.0 %	0.5 %

1 Represents the maximum amount at risk should the contracts be fully drawn upon and clients default.
2 Purchased or originated credit impaired ('POCI').

Stage 2 days past due analysis at 31 March 2021

	Gross carrying amount				Allowance for ECL				ECL coverage %			
	Stage 2 \$m	Of which: Up-to-date \$m	Of which: 1 to 29 DPD ^{1,2} \$m	Of which: 30 and > DPD ^{1,2} \$m	Stage 2 \$m	Of which: Up-to-date \$m	Of which: 1 to 29 DPD ^{1,2} \$m	Of which: 30 and > DPD ^{1,2} \$m	Stage 2 %	Of which: Up-to-date %	Of which: 1 to 29 DPD ^{1,2} %	Of which: 30 and > DPD ^{1,2} %
Loans and advances to customers at amortised cost	158,654	155,314	1,834	1,506	(4,494)	(3,984)	(226)	(284)	2.8 %	2.6 %	12.3 %	18.9 %
– personal	23,455	21,027	1,282	1,146	(2,184)	(1,751)	(181)	(252)	9.3 %	8.3 %	14.1 %	22.0 %
– corporate and commercial	129,852	128,945	551	356	(2,251)	(2,174)	(45)	(32)	1.7 %	1.7 %	8.2 %	9.0 %
– non-bank financial institutions	5,347	5,342	1	4	(59)	(59)	—	—	1.1 %	1.1 %	— %	— %
Loans and advances to banks at amortised cost	1,258	1,258	—	—	(6)	(6)	—	—	0.5 %	0.5 %	— %	— %
Other financial assets measured at amortised cost	4,137	4,129	4	4	(48)	(48)	—	—	1.2 %	1.2 %	— %	— %

1 Days past due ('DPD').
2 The days past due amounts presented above are on a contractual basis and include the benefit of any customer relief payment holidays granted.

Total personal lending for loans and advances to customers by stage distribution

	Gross carrying amount				Allowance for ECL			
	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	Total \$m	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	Total \$m
By portfolio								
First lien residential mortgages	342,012	11,171	3,713	356,896	(105)	(184)	(446)	(735)
– of which:								
interest only (including offset)	29,291	2,521	322	32,134	(6)	(28)	(87)	(121)
affordability (including US adjustable rate mortgages)	13,603	1,851	655	16,109	(13)	(10)	(4)	(27)
Other personal lending	94,044	12,284	2,216	108,544	(583)	(2,000)	(1,041)	(3,624)
– other	76,323	6,924	1,559	84,806	(278)	(824)	(661)	(1,763)
– credit cards	15,781	5,126	600	21,507	(294)	(1,158)	(364)	(1,816)
– second lien residential mortgages	579	86	50	715	(4)	(9)	(10)	(23)
– motor vehicle finance	1,361	148	7	1,516	(7)	(9)	(6)	(22)
At 31 Mar 2021	436,056	23,455	5,929	465,440	(688)	(2,184)	(1,487)	(4,359)
By geography								
Europe	202,553	9,600	2,450	214,603	(198)	(1,182)	(777)	(2,157)
– of which: UK	166,910	8,262	1,723	176,895	(173)	(1,149)	(508)	(1,830)
Asia	180,019	8,624	1,607	190,250	(178)	(420)	(281)	(879)
– of which: Hong Kong	121,375	5,469	231	127,075	(84)	(267)	(49)	(400)
MENA	4,864	375	241	5,480	(45)	(93)	(146)	(284)
North America	41,961	3,909	1,326	47,196	(91)	(183)	(135)	(409)
Latin America	6,659	947	305	7,911	(176)	(306)	(148)	(630)
At 31 Mar 2021	436,056	23,455	5,929	465,440	(688)	(2,184)	(1,487)	(4,359)

HSBC
Credit risk

Total wholesale lending for loans and advances to banks and customers by stage distribution

	Gross carrying amount					Allowance for ECL				
	Stage 1	Stage 2	Stage 3	POCI	Total	Stage 1	Stage 2	Stage 3	POCI	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Corporate and commercial	381,031	129,852	12,785	265	523,933	(931)	(2,251)	(5,746)	(86)	(9,014)
– agriculture, forestry and fishing	6,443	1,002	341	1	7,787	(15)	(42)	(149)	(1)	(207)
– mining and quarrying	8,808	3,050	572	16	12,446	(31)	(88)	(157)	(12)	(288)
– manufacturing	64,862	24,549	2,013	81	91,505	(147)	(337)	(932)	(38)	(1,454)
– electricity, gas, steam and air-conditioning supply	13,359	2,131	71	–	15,561	(18)	(27)	(29)	–	(74)
– water supply, sewerage, waste management and remediation	2,860	398	52	–	3,310	(6)	(5)	(24)	–	(35)
– construction	9,545	4,432	740	4	14,721	(37)	(92)	(393)	(4)	(526)
– wholesale and retail trade, repair of motor vehicles and motorcycles	64,205	24,949	3,144	11	92,309	(159)	(297)	(2,002)	(2)	(2,460)
– transportation and storage	19,039	8,778	779	11	28,607	(51)	(143)	(233)	–	(427)
– accommodation and food	8,560	17,216	627	1	26,404	(88)	(346)	(141)	(1)	(576)
– publishing, audiovisual and broadcasting	16,274	3,195	141	34	19,644	(32)	(71)	(32)	(4)	(139)
– real estate	105,007	20,584	1,807	1	127,399	(168)	(264)	(686)	–	(1,118)
– professional, scientific and technical activities	16,637	6,556	586	31	23,810	(50)	(146)	(209)	(8)	(413)
– administrative and support services	18,100	7,239	906	66	26,311	(58)	(157)	(295)	(16)	(526)
– public administration and defence, compulsory social security	1,496	572	3	–	2,071	(1)	(6)	(1)	–	(8)
– education	1,435	563	29	–	2,027	(9)	(17)	(6)	–	(32)
– health and care	4,211	872	267	8	5,358	(12)	(21)	(122)	–	(155)
– arts, entertainment and recreation	825	1,870	300	–	2,995	(8)	(71)	(77)	–	(156)
– other services	10,748	1,097	406	–	12,251	(37)	(109)	(257)	–	(403)
– activities of households	815	140	–	–	955	–	–	–	–	–
– extra-territorial organisations and bodies activities	3	–	–	–	3	–	–	–	–	–
– government	7,386	645	1	–	8,032	(4)	(1)	(1)	–	(6)
– asset-backed securities	413	14	–	–	427	–	(11)	–	–	(11)
Non-bank financial institutions	58,535	5,347	534	1	64,417	(40)	(59)	(110)	(1)	(210)
Loans and advances to banks	82,645	1,258	–	–	83,903	(24)	(6)	–	–	(30)
At 31 Mar 2021	522,211	136,457	13,319	266	672,253	(995)	(2,316)	(5,856)	(87)	(9,254)
By geography										
Europe	152,882	49,615	6,407	103	209,007	(515)	(1,248)	(1,949)	(24)	(3,736)
– of which: UK	101,781	40,653	4,645	54	147,133	(468)	(1,097)	(1,189)	(9)	(2,763)
Asia	283,731	60,661	3,501	103	347,996	(236)	(408)	(2,110)	(45)	(2,799)
– of which: Hong Kong	156,750	42,785	1,668	44	201,247	(125)	(265)	(787)	(22)	(1,199)
MENA	24,017	7,500	1,903	30	33,450	(82)	(187)	(1,186)	(12)	(1,467)
North America	51,608	13,640	859	–	66,107	(98)	(229)	(272)	–	(599)
Latin America	9,973	5,041	649	30	15,693	(64)	(244)	(339)	(6)	(653)
At 31 Mar 2021	522,211	136,457	13,319	266	672,253	(995)	(2,316)	(5,856)	(87)	(9,254)
Corporate and commercial										
Europe	120,381	47,629	5,931	101	174,042	(479)	(1,205)	(1,870)	(22)	(3,576)
– of which: UK	82,799	39,177	4,238	54	126,268	(440)	(1,069)	(1,143)	(9)	(2,661)
Asia	198,519	57,813	3,479	103	259,914	(216)	(401)	(2,102)	(45)	(2,764)
– of which: Hong Kong	120,864	40,885	1,666	44	163,459	(124)	(264)	(785)	(22)	(1,195)
MENA	14,871	7,249	1,888	31	24,039	(81)	(185)	(1,180)	(13)	(1,459)
North America	39,994	13,233	840	–	54,067	(97)	(220)	(255)	–	(572)
Latin America	7,266	3,928	647	30	11,871	(58)	(240)	(339)	(6)	(643)
At 31 Mar 2021	381,031	129,852	12,785	265	523,933	(931)	(2,251)	(5,746)	(86)	(9,014)

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