

HSBC HOLDINGS PLC

Data Pack

2Q 2020

The financial information on which this supplement is based is unaudited and has been prepared in accordance with HSBC's significant accounting policies as described in the *Annual Report and Accounts 2019*. The financial information does not constitute financial statements prepared in accordance with International Financial Reporting Standards ('IFRSs'), is not complete and should be read in conjunction with the *Annual Report and Accounts 2019*, the *Interim Report 2020*, 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.

'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 2Q20 exchange rates for the income statement or at the prevailing rates of exchange on 30 June 2020 for the balance sheet. The yearly comparatives are translated at average FY19 exchange rates for the income statement or at the prevailing rates of exchange on 31 December 2019 for the balance sheet.

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HSBC

HSBC Holdings plc consolidated

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net interest income	6,897	7,612	7,654	7,568	7,772	30,462
Net fee income	2,803	3,123	2,938	2,961	3,098	12,023
Other operating income	3,359	2,951	2,779	2,826	4,074	13,613
Net operating income before change in expected credit losses and other credit impairment charges¹	13,059	13,686	13,371	13,355	14,944	56,098
Change in expected credit losses and other credit impairment charges	(3,832)	(3,026)	(733)	(883)	(555)	(2,756)
Total operating expenses ¹	(8,675)	(7,852)	(17,053)	(8,147)	(8,927)	(42,349)
<i>of which: staff expenses</i>	<i>(4,206)</i>	<i>(4,308)</i>	<i>(4,545)</i>	<i>(4,202)</i>	<i>(4,678)</i>	<i>(18,002)</i>
Share of profit in associates and joint ventures	537	421	518	512	732	2,354
Profit/(loss) before tax	1,089	3,229	(3,897)	4,837	6,194	13,347
Tax expense	(472)	(721)	(1,127)	(1,042)	(1,167)	(4,639)
Profit/(loss) after tax	617	2,508	(5,024)	3,795	5,027	8,708
Profit/(loss) attributable to:						
- ordinary shareholders of the parent company ("PAOS")	192	1,785	(5,509)	2,971	4,373	5,969
- preference shareholders of the parent company	23	22	23	22	23	90
- other equity holders of the parent company	176	441	176	484	254	1,324
- non-controlling interests	226	260	286	318	377	1,325
(Increase)/decrease in present value of in-force insurance business ("PVIF") (net of tax)	(56)	(254)	42	(652)	(192)	(1,248)
Impairment of goodwill and other intangible assets (net of tax)	1,154	—	7,349	—	—	7,349
PAOS net of PVIF and goodwill impairment	1,290	1,531	1,882	2,319	4,181	12,070
Reported significant items - Totals (\$m)						
Revenue	(91)	359	(276)	88	855	689
ECL	—	—	—	—	—	—
Operating expenses	(1,413)	(172)	(7,969)	(599)	(827)	(9,554)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges¹	13,150	13,055	13,300	13,068	13,666	55,409
<i>of which: net interest income</i>	<i>6,871</i>	<i>7,463</i>	<i>7,518</i>	<i>7,551</i>	<i>7,541</i>	<i>30,619</i>
<i>of which: net fee income</i>	<i>2,803</i>	<i>3,083</i>	<i>2,885</i>	<i>2,925</i>	<i>3,037</i>	<i>12,023</i>
Change in expected credit losses and other credit impairment charges	(3,832)	(2,945)	(686)	(828)	(519)	(2,756)
Total operating expenses ¹	(7,262)	(7,514)	(8,867)	(7,418)	(7,828)	(32,795)
Share of profit in associates and joint ventures	537	417	515	506	708	2,354
Profit/(loss) before tax	2,593	3,013	4,262	5,328	6,027	22,212

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HSBC Holdings plc consolidated

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Earnings metrics						
Return on equity (annualised)	0.5%	4.4%	(13.3)%	7.0%	10.5%	3.6%
Return on tangible equity (annualised)	3.5%	4.2%	5.2%	6.4%	11.7%	8.4%
Earnings per share (\$)	0.01	0.09	(0.27)	0.15	0.22	0.30
Adjusted ECL / average gross loans (annualised)	1.48%	1.14%	0.27%	0.32%	0.21%	0.27%
Dividends						
Dividends per share - declared in respect of the period (\$) ²	—	—	—	0.10	0.10	0.30
Dividends paid during the period, net of scrip (\$m)	—	—	1,672	2,864	3,046	7,582
Value of scrip issued during period (\$m)	—	—	357	1,170	1,160	2,687
Revenue significant items (\$m)						
Customer redress programmes	26	—	(45)	(118)	—	(163)
Disposals, acquisitions and investment in new businesses	(1)	(7)	(55)	(4)	827	768
Fair value movements on financial instruments	(58)	357	(176)	210	28	84
Restructuring and other related costs	(58)	9	—	—	—	—
Cost significant items (\$m)						
Costs of structural reform	—	—	(32)	(35)	(38)	(158)
Customer redress programmes	(49)	(1)	(183)	(488)	(554)	(1,281)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1,025)	—	(7,349)	—	—	(7,349)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(335)	(170)	(400)	(140)	(237)	(827)
Settlements and provisions in connection with legal and regulatory matters	(4)	(1)	(5)	64	2	61
Reconciling items - Currency translation on reported items- Totals (\$m)						
Revenue		(277)	(344)	(200)	(424)	
ECL		81	47	55	36	
Operating expenses		167	280	129	297	
Share of profit in associates and joint ventures		(4)	(3)	(6)	(24)	
Currency translation on revenue significant items		(5)	3	(1)	(1)	
Currency translation on operating expense significant items		1	63	(1)	25	

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.

² On 31st March 2020, HSBC announced the cancellation of the fourth 2019 interim dividend.

	Balance sheet date					Balance sheet date	
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19	
Assets - reported (\$m)							
Cash and balances at central banks	249,673	187,386	154,099	151,184	171,090	154,099	
Items in the course of collection from other banks	6,289	4,649	4,956	7,288	8,673	4,956	
Hong Kong Government certificates of indebtedness	39,519	38,704	38,380	36,306	36,492	38,380	
Trading assets	208,964	215,634	254,271	243,905	271,424	254,271	
Financial assets designated and otherwise mandatorily measured at fair value through profit or loss	41,785	40,650	43,627	41,410	41,043	43,627	
Derivatives	313,781	371,283	242,995	283,945	233,621	242,995	
Loans and advances to banks	77,015	84,547	69,203	70,799	82,397	69,203	
Loans and advances to customers (net)	1,018,681	1,040,282	1,036,743	1,017,833	1,021,632	1,036,743	
Reverse repurchase agreements – non-trading	226,345	222,774	240,862	214,837	233,079	240,862	
Financial investments	494,109	446,668	443,312	429,501	428,101	443,312	
Prepayments, accrued income and other assets	197,425	216,224	136,680	176,278	168,880	136,680	
Current tax assets	821	740	755	771	804	755	
Interests in associates and joint ventures	24,800	24,547	24,474	23,560	23,892	24,474	
Goodwill and intangible assets	19,438	20,146	20,163	26,362	25,733	20,163	
Deferred tax assets	4,153	3,576	4,632	4,368	4,412	4,632	
Total assets	2,922,798	2,917,810	2,715,152	2,728,347	2,751,273	2,715,152	
Liabilities - reported (\$m)							
Hong Kong currency notes in circulation	39,519	38,704	38,380	36,306	36,492	38,380	
Deposits by banks	82,715	75,504	59,022	63,439	71,051	59,022	
Customer accounts	1,532,380	1,440,529	1,439,115	1,373,741	1,380,124	1,439,115	
Repurchase agreements - non-trading	112,799	150,243	140,344	135,581	184,497	140,344	
Items in the course of transmission to other banks	6,296	4,710	4,817	6,929	9,178	4,817	
Trading liabilities	79,612	74,410	83,170	89,378	94,149	83,170	
Financial liabilities designated at fair value	156,608	155,184	164,466	164,698	165,104	164,466	
Derivatives	303,059	356,616	239,497	278,374	229,903	239,497	
Debt securities in issue	110,114	99,410	104,555	98,486	103,663	104,555	
Accruals, deferred income and other liabilities	173,181	196,244	118,156	157,083	152,052	118,156	
Current tax liabilities	1,141	914	2,150	1,958	1,653	2,150	
Liabilities under insurance contracts	98,832	94,979	97,439	94,867	93,794	97,439	
Provisions	3,209	3,190	3,398	3,418	3,025	3,398	
Deferred tax liabilities	4,491	5,262	3,375	3,298	2,820	3,375	
Subordinated liabilities	23,621	23,640	24,600	23,004	22,894	24,600	
Total liabilities	2,727,577	2,719,539	2,522,484	2,530,560	2,550,399	2,522,484	

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HSBC Holdings plc consolidated

Equity -- reported (\$m)

Called up share capital	10,346	10,345	10,319	10,292	10,281	10,319
Share premium account	14,268	14,263	13,959	13,931	13,998	13,959
Other equity instruments	20,914	20,914	20,871	22,367	22,367	20,871
Other reserves	(301)	(2,250)	2,128	(151)	3,438	2,128
Retained earnings	141,809	146,499	136,678	143,078	142,592	136,678
Total shareholders' equity	187,036	189,771	183,955	189,517	192,676	183,955
Non-controlling interests	8,185	8,500	8,713	8,270	8,198	8,713
Total equity	195,221	198,271	192,668	197,787	200,874	192,668
Total liabilities and equity	2,922,798	2,917,810	2,715,152	2,728,347	2,751,273	2,715,152

Other balance sheet data - reported (\$m)

Loans and advances to customers (gross)	1,031,908	1,050,667	1,045,475	1,026,414	1,030,152	1,045,475
Risk-weighted assets ¹	854,552	857,078	843,395	865,238	885,971	843,395
Total shareholders' equity	187,036	189,771	183,955	189,517	192,676	183,955
AT1 capital	(20,914)	(20,914)	(20,871)	(22,367)	(22,367)	(20,871)
Preference shares	(1,405)	(1,405)	(1,405)	(1,405)	(1,405)	(1,405)
Perpetual capital securities	—	—	—	—	—	—
Ordinary shareholders' equity ("NAV")	164,717	167,452	161,679	165,745	168,904	161,679
Goodwill, PVIF and other intangibles (net of deferred tax)	(16,838)	(17,433)	(17,535)	(23,913)	(23,463)	(17,535)
Tangible equity ("TNAV")	147,879	150,019	144,144	141,832	145,441	144,144

	Year to date				Year ended	
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Average TNAV	148,015	147,082	142,847	142,763	142,315	142,847
Fair value of own debt, DVA and other adjustments	(852)	(373)	1,032	529	1,140	1,032
Average TNAV excluding fair value of own debt, DVA and other adjustments (RoTE TNAV)	147,163	146,709	143,879	143,292	143,455	143,879

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Adjusted balance sheet data - at most recent balance sheet FX rates (\$m)

	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (net)	1,018,681	1,047,629	1,006,661	1,018,978	1,002,980	1,036,743
Customer accounts	1,532,380	1,447,062	1,399,656	1,375,924	1,357,147	1,439,115
Risk-weighted assets ¹	854,552	861,407	821,264	860,648	868,954	843,395

Regulatory capital - Transitional basis (\$m)

Common equity tier 1 capital	128,446	125,218	123,966	123,791	126,949	123,966
Additional tier 1 capital	24,031	24,026	24,393	25,886	25,878	24,393
Tier 2 capital	24,765	24,713	23,791	25,446	25,432	23,791
Total regulatory capital	177,242	173,957	172,150	175,123	178,259	172,150

Regulatory capital - end-point basis (\$m)

Common equity tier 1 capital	128,446	125,218	123,966	123,791	126,949	123,966
Additional tier 1 capital	20,914	20,909	20,870	22,363	22,363	20,870
Tier 2 capital	15,021	15,001	14,473	15,984	16,107	14,473
Total regulatory capital	164,381	161,128	159,309	162,138	165,419	159,309

Capital ratios - transitional basis

Common equity tier 1 ratio	15.0%	14.6%	14.7%	14.3%	14.3%	14.3%
Tier 1 ratio	17.8%	17.4%	17.6%	17.3%	17.2%	17.3%
Total capital ratio	20.7%	20.3%	20.4%	20.2%	20.1%	20.2%

Capital ratios - end-point basis

Common equity tier 1 ratio	15.0%	14.6%	14.7%	14.3%	14.3%	14.7%
Tier 1 ratio	17.5%	17 %	17.2%	16.9%	16.9%	17.2%
Total capital ratio	19.2%	18.8%	18.9%	18.7%	18.7%	18.9%
Leverage exposures (\$m)	2,801,386	2,782,705	2,726,543	2,708,219	2,786,468	2,726,543
Leverage Ratio	5.3%	5.3%	5.3%	5.4%	5.4%	5.3%

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HSBC Holdings plc consolidated

Balance sheet metrics

NAV / share (\$) at the end of the period	\$8.17	\$8.30	\$8.00	\$8.21	\$8.35	\$8.00
TNAV / share (\$) at the end of the period	\$7.34	\$7.44	\$7.13	\$7.02	\$7.19	\$7.13

Ordinary \$0.50 shares

Basic number of ordinary shares in issue (m)	20,162	20,172	20,206	20,191	20,221	20,206
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	Quarter ended					Year ended
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Ordinary shares issued during the period (m)	1	52	55	156	143	413
<i>of which scrip</i>	—	—	46	155	141	342
Shares bought back during the period (m)	—	—	—	(136)	—	(136)
Other movements in basic number of ordinary shares during the period	(11)	(86)	(40)	(50)	(4)	(52)
Average basic number of ordinary shares outstanding during the period (m)	20,190	20,161	20,433	20,201	20,203	20,158
Balance sheet data - significant items- Totals (\$m)						
Risk-weighted assets - disposals	—	—	—	(814)	(814)	—
Balance sheet data - currency translation on reported items- Totals (\$m)						
Loans and advances to customers (net)		7,347	(30,082)	1,145	(18,652)	
Customer accounts		6,533	(39,459)	2,183	(22,977)	
Risk-weighted assets ¹		4,329	(22,131)	(3,776)	(16,203)	

¹ Risk-weighted assets figures presented in the data pack are calculated using the EU's 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
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Average balances during period (\$m)						
Short-term funds and loans and advances to banks	286,614	224,505	216,741	200,141	217,418	212,920
Loans and advances to customers	1,047,307	1,036,554	1,038,625	1,023,422	1,018,818	1,021,554
Reverse repurchase agreements – non-trading	211,848	232,455	216,353	221,009	228,196	224,942
Financial investments	467,079	435,609	426,054	428,057	410,005	417,939
Other interest-earning assets	65,330	62,579	47,823	47,326	47,955	45,467
Total interest-earning assets	2,078,178	1,991,702	1,945,596	1,919,955	1,922,392	1,922,822
Interest income during period (\$m)						
Short-term funds and loans and advances to banks	277	483	524	602	626	2,411
Loans and advances to customers	7,444	8,534	8,697	9,048	9,071	35,578
Reverse repurchase agreements – non-trading	384	908	835	1,220	1,328	4,690
Financial investments	2,048	2,403	2,500	2,823	2,768	10,705
Other interest-earning assets	219	300	673	23	414	1,311
Total	10,372	12,628	13,229	13,716	14,207	54,695
Average balances during period (\$m)						
Deposits by banks	66,641	56,890	53,930	53,687	50,741	52,515
Customer accounts	1,228,367	1,178,914	1,175,998	1,145,175	1,143,983	1,149,483
Repurchase agreements – non-trading	122,228	156,767	135,341	167,684	169,224	160,850
Debt securities in issue – non-trading	224,735	221,774	219,806	214,531	219,025	211,229
Other interest-bearing liabilities	80,124	74,389	63,644	57,725	58,866	59,980
Total interest-bearing liabilities	1,722,095	1,688,734	1,648,719	1,638,802	1,641,839	1,634,057
Non-interest bearing current accounts	266,841	237,514	229,763	223,823	225,167	227,651
Interest expense during period (\$m)						
Deposits by banks	92	134	123	209	183	702
Customer accounts	1,670	2,400	2,722	2,879	2,858	11,238
Repurchase agreements – non-trading	130	624	600	1,103	1,183	4,023
Debt securities in issue – non-trading	1,257	1,462	1,548	1,613	1,784	6,522
Other interest-bearing liabilities	326	396	582	344	427	1,748
Total	3,475	5,016	5,575	6,148	6,435	24,233
Net interest margin (%)	1.33%	1.54%	1.56%	1.56%	1.62%	1.58%

Reported (\$m)

Net interest income	3,689	4,368	4,392	4,315	4,467	17,423
Net fee income	1,224	1,467	1,351	1,414	1,485	5,635
Other operating income/(expense)	743	(221)	571	355	632	2,494
Net operating income before change in expected credit losses and other credit impairment charges	5,656	5,614	6,314	6,084	6,584	25,552
Change in expected credit losses and other credit impairment charges	(1,094)	(1,108)	(425)	(451)	(256)	(1,437)
Total operating expenses	(3,745)	(3,824)	(4,682)	(4,241)	(4,542)	(17,351)
<i>of which: staff expenses</i>	<i>(1,322)</i>	<i>(1,453)</i>	<i>(1,552)</i>	<i>(1,423)</i>	<i>(1,479)</i>	<i>(5,882)</i>
Share of profit in associates and joint ventures	(4)	(4)	5	7	30	55
Profit/(loss) before tax	813	678	1,212	1,399	1,816	6,819

Reported Significant items - Totals (\$m)

Revenue	26	(7)	(95)	(112)	(3)	(214)
ECL	—	—	—	—	—	—
Operating expenses	(215)	(8)	(718)	(417)	(612)	(1,806)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	5,630	5,499	6,256	6,113	6,407	25,766
<i>of which: net interest income</i>	<i>3,663</i>	<i>4,279</i>	<i>4,330</i>	<i>4,350</i>	<i>4,340</i>	<i>17,574</i>
<i>of which: net fee income</i>	<i>1,224</i>	<i>1,444</i>	<i>1,325</i>	<i>1,397</i>	<i>1,455</i>	<i>5,635</i>
Change in expected credit losses and other credit impairment charges	(1,094)	(1,065)	(386)	(418)	(231)	(1,437)
Total operating expenses	(3,530)	(3,730)	(3,852)	(3,747)	(3,797)	(15,545)
Share of profit in associates and joint ventures	(4)	(4)	4	7	29	55
Profit/(loss) before tax	1,002	700	2,022	1,955	2,408	8,839

Earnings metrics - adjusted

Return on tangible equity (annualised, YTD) ¹	6.0%	2.1%	19.7%	(n/a)	22.1%	19.7%
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Balance sheet - reported (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	434,000	429,462	446,269	425,609	425,029	446,269
Loans and advances to customers (net)	429,487	425,692	443,025	422,503	421,987	443,025
Total external assets	814,719	760,446	772,139	735,410	739,001	772,139
Customer accounts	775,870	749,294	753,769	718,643	724,955	753,769
Risk-weighted assets	161,744	161,095	162,627	161,543	164,236	162,627

Adjusted balance sheet data - at most recent balance sheet date FX rates (\$m)

	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (net)	429,487	428,766	428,834	423,691	414,611	443,025
Customer accounts	775,870	752,156	735,301	720,514	714,969	753,769
Risk-weighted assets	161,744	161,662	157,776	160,540	160,993	162,627

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

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Retail Banking	3,063	3,831	3,989	3,981	4,002	15,840
Net interest income	2,818	3,482	3,570	3,571	3,577	14,107
Non-interest income	245	349	419	410	425	1,733
Wealth Management	2,183	1,423	2,107	1,948	2,180	8,594
- Investment distribution	719	883	720	839	854	3,269
- Life insurance manufacturing	793	(206)	677	395	590	2,455
- Private Banking	410	511	452	472	474	1,848
Net interest income	159	213	217	220	225	878
Non-interest income	251	298	235	252	249	970
- Asset management	261	235	258	242	262	1,022
Other	139	126	208	171	241	814
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	245	241	105	96	164	518
Net operating income	5,630	5,621	6,409	6,196	6,587	25,766

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

Retail Banking	3,063	3,740	3,877	3,910	3,872	15,840
Net interest income	2,818	3,404	3,476	3,514	3,470	14,107
Non-interest income	245	336	401	396	402	1,733
Wealth Management	2,183	1,408	2,087	1,954	2,159	8,594
- Investment distribution	719	874	711	834	845	3,269
- Life insurance manufacturing	793	(206)	670	405	583	2,455
- Private Banking	410	508	451	475	473	1,848
Net interest income	159	212	216	222	225	878
Non-interest income	251	296	235	253	248	970
- Asset management	261	232	255	240	258	1,022
Other	139	118	192	164	222	814
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	245	233	100	85	154	518
Net operating income	5,630	5,499	6,256	6,113	6,407	25,766

HSBC

Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	26	—	(47)	(108)	—	(155)
Disposals, acquisitions and investment in new businesses	—	(7)	(48)	(4)	—	(52)
Fair value movement on financial instruments	—	—	—	—	(3)	(7)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	(48)	(1)	(180)	(469)	(559)	(1,264)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(85)	—	(431)	—	—	(431)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(82)	(7)	(110)	(13)	(54)	(180)
Settlements and provisions in connection with legal and regulatory matters	—	—	3	65	1	69

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		(122)	(152)	(84)	(180)	
ECL		43	39	33	25	
Operating expenses		86	151	75	153	
Share of profit in associates and joint ventures		—	(1)	—	(1)	
Currency translation on revenue significant items		—	1	(1)	—	
Currency translation on operating expense significant items		—	39	(2)	20	
Loans and advances to customers (net)		3,074	(14,191)	1,188	(7,376)	
Customer accounts		2,862	(18,468)	1,871	(9,986)	
Risk-weighted assets		567	(4,851)	(1,003)	(3,243)	

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

HSBC
Commercial Banking

Reported (\$m)

Net interest income	2,287	2,596	2,722	2,735	2,815	11,050
Net fee income	734	896	790	827	880	3,390
Other operating income	246	241	168	202	190	816
Net operating income before change in expected credit losses and other credit impairment charges	3,267	3,733	3,680	3,764	3,885	15,256
Change in expected credit losses and other credit impairment charges	(2,151)	(1,375)	(286)	(410)	(249)	(1,192)
Total operating expenses	(1,698)	(1,699)	(4,766)	(1,771)	(1,687)	(9,905)
<i>of which: staff expenses</i>	(577)	(621)	(646)	(624)	(638)	(2,531)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(582)	659	(1,372)	1,583	1,949	4,159

Reported Significant items - Totals (\$m)

Revenue	—	—	2	(9)	(1)	(11)
ECL	—	—	—	—	—	—
Operating expenses	(105)	(2)	(2,982)	(20)	(22)	(3,028)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	3,267	3,662	3,589	3,720	3,779	15,267
<i>of which: net interest income</i>	2,287	2,546	2,657	2,701	2,735	11,055
<i>of which: net fee income</i>	734	882	773	818	859	3,390
Change in expected credit losses and other credit impairment charges	(2,151)	(1,346)	(277)	(394)	(237)	(1,192)
Total operating expenses	(1,593)	(1,662)	(1,737)	(1,727)	(1,613)	(6,877)
Share of profit in associates and joint ventures	—	—	—	—	1	—
Profit/(loss) before tax	(477)	654	1,575	1,599	1,930	7,198

Earnings metrics - adjusted

Return on tangible equity (annualised, YTD) ¹	(1.6)%	2.7%	13.0%	(n/a)	15.3%	13.0%
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Balance sheet - reported (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	351,687	356,015	350,648	345,968	351,889	350,648
Loans and advances to customers (net)	344,567	350,638	346,105	341,396	347,437	346,105
Total external assets	549,530	518,904	511,474	503,242	515,897	511,474
Customer accounts	418,263	379,842	388,723	355,293	361,286	388,723
Risk-weighted assets	330,887	326,654	325,872	328,030	339,181	325,872

Adjusted balance sheet data -- at most recent balance sheet date FX rates (\$m)

	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (net)	344,567	353,073	336,345	341,363	340,976	346,105
Customer accounts	418,263	381,568	377,691	355,553	354,806	388,723
Risk-weighted assets	330,887	328,897	315,605	326,895	331,911	325,872

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

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Global Trade and Receivables Finance ²	423	469	432	464	470	1,833
Credit and Lending	1,359	1,382	1,328	1,367	1,385	5,441
Global Liquidity and Cash Management	1,014	1,333	1,425	1,506	1,540	5,978
Markets products, Insurance and Investments and other	413	478	501	454	499	2,040
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	58	71	(8)	(18)	(8)	(25)
Net operating income	3,267	3,733	3,678	3,773	3,886	15,267

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

Global Trade and Receivables Finance ²	423	461	424	458	459	1,833
Credit and Lending	1,359	1,356	1,297	1,353	1,348	5,441
Global Liquidity and Cash Management	1,014	1,310	1,398	1,486	1,500	5,978
Markets products, Insurance and Investments and other	413	468	483	448	483	2,040
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	58	67	(13)	(25)	(11)	(25)
Net operating income	3,267	3,662	3,589	3,720	3,779	15,267

Reported Revenue significant items (\$m)

Customer redress programmes	—	—	2	(9)	—	(7)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movement on financial instruments	—	—	—	—	(1)	(4)
Restructuring and other related costs	—	—	—	—	—	—

Reported Cost significant items (\$m)

Costs of structural reform	—	—	—	(1)	(1)	(4)
Customer redress programmes	(1)	—	(2)	(16)	1	(17)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(41)	—	(2,956)	—	—	(2,956)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(63)	(2)	(24)	(3)	(22)	(51)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC
Commercial Banking

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

Risk-weighted assets - disposals

— — — — — —

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

Revenue	(71)	(88)	(53)	(107)
ECL	29	9	16	12
Operating expenses	35	65	25	52
Share of profit in associates and joint ventures	—	—	—	1
Currency translation on revenue significant items	—	1	—	—
Currency translation on operating expense significant items	—	18	1	—
Loans and advances to customers (net)	2,435	(9,760)	(33)	(6,461)
Customer accounts	1,726	(11,032)	260	(6,480)
Risk-weighted assets	2,243	(10,267)	(1,135)	(7,270)

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

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

HSBC
Global Banking and Markets

Reported (\$m)

Net interest income	1,123	1,249	1,291	1,284	1,376	5,317
Net fee income	843	765	812	738	736	3,039
Other operating income	2,274	1,931	1,568	1,505	1,540	6,538
Net operating income before change in expected credit losses and other credit impairment charges	4,240	3,945	3,671	3,527	3,652	14,894
Change in expected credit losses and other credit impairment charges	(573)	(545)	(38)	(26)	(57)	(162)
Total operating expenses ¹	(2,801)	(2,352)	(6,523)	(2,279)	(2,507)	(13,790)
<i>of which: staff expenses</i>	(853)	(942)	(1,008)	(876)	(1,076)	(4,005)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	866	1,048	(2,890)	1,222	1,088	942

Reported Significant items - Totals (\$m)

Revenue	(179)	186	(44)	37	(17)	(84)
ECL	—	—	—	—	—	—
Operating expenses	(625)	(16)	(4,056)	(46)	(70)	(4,223)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	4,419	3,684	3,615	3,434	3,556	14,978
<i>of which: net interest income</i>	1,123	1,223	1,258	1,247	1,327	5,317
<i>of which: net fee income</i>	843	761	801	727	727	3,038
Change in expected credit losses and other credit impairment charges	(573)	(536)	(39)	(21)	(56)	(162)
Total operating expenses	(2,176)	(2,290)	(2,404)	(2,210)	(2,371)	(9,567)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	1,670	858	1,172	1,203	1,129	5,249

Earnings metrics - adjusted

Return on tangible equity (annualised, YTD) ²	7.7%	6.3%	9.8%	(n/a)	10.2%	9.8%
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Balance sheet - reported (\$m)

Loans and advances to customers (gross)	244,937	263,888	247,423	253,604	252,010	247,423
Loans and advances to customers (net)	243,355	262,670	246,492	252,713	250,999	246,492
Total external assets	1,390,006	1,474,089	1,272,875	1,335,032	1,344,597	1,272,875
Customer accounts	337,573	310,977	295,880	299,109	293,367	295,880
Risk-weighted assets	277,633	285,377	273,430	294,611	303,980	273,430

Adjusted balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	243,355	264,508	240,411	252,701	246,209	246,492
Customer accounts	337,573	312,921	285,954	299,155	286,867	295,880
Risk-weighted assets	277,633	286,735	267,075	292,945	298,778	273,430

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net interest income	1,123	1,249	1,291	1,284	1,376	5,317
Net fee income	843	765	812	738	736	3,039
Other operating income	2,274	1,931	1,568	1,505	1,540	6,538
Net operating income before change in expected credit losses and other credit impairment charges	4,240	3,945	3,671	3,527	3,652	14,894
Change in expected credit losses and other credit impairment charges	(573)	(545)	(38)	(26)	(57)	(162)
Total operating expenses ¹	(2,801)	(2,352)	(6,523)	(2,279)	(2,507)	(13,790)
<i>of which: staff expenses</i>	(853)	(942)	(1,008)	(876)	(1,076)	(4,005)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	866	1,048	(2,890)	1,222	1,088	942
Reported Significant items - Totals (\$m)						
Revenue	(179)	186	(44)	37	(17)	(84)
ECL	—	—	—	—	—	—
Operating expenses	(625)	(16)	(4,056)	(46)	(70)	(4,223)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	4,419	3,684	3,615	3,434	3,556	14,978
<i>of which: net interest income</i>	1,123	1,223	1,258	1,247	1,327	5,317
<i>of which: net fee income</i>	843	761	801	727	727	3,038
Change in expected credit losses and other credit impairment charges	(573)	(536)	(39)	(21)	(56)	(162)
Total operating expenses	(2,176)	(2,290)	(2,404)	(2,210)	(2,371)	(9,567)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	1,670	858	1,172	1,203	1,129	5,249
Earnings metrics - adjusted						
Return on tangible equity (annualised, YTD) ²	7.7%	6.3%	9.8%	(n/a)	10.2%	9.8%
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	244,937	263,888	247,423	253,604	252,010	247,423
Loans and advances to customers (net)	243,355	262,670	246,492	252,713	250,999	246,492
Total external assets	1,390,006	1,474,089	1,272,875	1,335,032	1,344,597	1,272,875
Customer accounts	337,573	310,977	295,880	299,109	293,367	295,880
Risk-weighted assets	277,633	285,377	273,430	294,611	303,980	273,430
Adjusted balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	243,355	264,508	240,411	252,701	246,209	246,492
Customer accounts	337,573	312,921	285,954	299,155	286,867	295,880
Risk-weighted assets	277,633	286,735	267,075	292,945	298,778	273,430

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

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Global Markets	2,139	2,133	1,247	1,352	1,423	5,763
- FICC	2,069	1,844	1,073	1,145	1,189	4,770
- Foreign Exchange	788	1,129	669	713	610	2,690
- Rates	676	675	276	300	400	1,465
- Credit	605	40	128	132	179	615
- Equities	70	289	174	207	234	993
Securities Services	434	510	518	509	525	2,030
Global Banking	1,002	942	986	989	996	3,905
Global Liquidity and Cash Management	487	608	674	692	700	2,753
Global Trade and Receivables Finance	199	193	198	202	202	808
Principal Investments	223	(235)	45	93	38	260
Credit and Funding Valuation Adjustment	(9)	(346)	191	(160)	(34)	44
Other	(159)	(142)	(119)	(207)	(212)	(647)
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	103	96	(25)	20	31	62
Net operating income	4,419	3,759	3,715	3,490	3,669	14,978

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

Global Markets	2,139	2,099	1,221	1,346	1,384	5,763
- FICC	2,069	1,812	1,049	1,140	1,153	4,770
- Foreign Exchange	788	1,107	652	705	591	2,690
- Rates	676	663	269	305	384	1,465
- Credit	605	42	128	130	178	615
- Equities	70	287	172	206	231	993
Securities Services	434	504	510	504	514	2,030
Global Banking	1,002	928	964	970	965	3,905
Global Liquidity and Cash Management	487	596	658	679	680	2,753
Global Trade and Receivables Finance	199	190	193	198	193	808
Principal Investments	223	(235)	45	92	38	260
Credit and Funding Valuation Adjustment	(9)	(335)	184	(161)	(32)	44
Other	(159)	(153)	(132)	(208)	(212)	(647)
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	103	90	(28)	14	26	62
Net operating income	4,419	3,684	3,615	3,434	3,556	14,978

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	(121)	186	(44)	37	(17)	(84)
Restructuring and other related costs	(58)	—	—	—	—	—

Reported Cost significant items (\$m)

Costs of structural reform	—	—	(6)	(7)	(16)	(42)
Customer redress programmes	—	—	—	(4)	4	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(567)	—	(3,962)	—	—	(3,962)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(58)	(14)	(86)	(35)	(58)	(217)
Settlements and provisions in connection with legal and regulatory matters	—	(2)	(2)	—	—	(2)

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)	(98)	(57)	(112)	
ECL		9	(1)	5	1	
Operating expenses		47	66	24	68	
Share of profit in associates and joint ventures		—	—	—	—	
Currency translation on revenue significant items		(4)	2	(1)	1	
Currency translation on operating expense significant items		1	3	1	2	
Loans and advances to customers (net)		1,838	(6,081)	(12)	(4,790)	
Customer accounts		1,944	(9,926)	46	(6,500)	
Risk-weighted assets		1,358	(6,355)	(1,666)	(5,202)	

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 (%).

HSBC
Corporate Centre

Reported (\$m)

Net interest income	(202)	(601)	(751)	(766)	(886)	(3,328)
Net fee income	2	(5)	(15)	(18)	(3)	(41)
Other operating income	96	1,000	472	764	1,712	3,765
Net operating income before change in expected credit losses and other credit impairment charges	(104)	394	(294)	(20)	823	396
Change in expected credit losses and other credit impairment charges	(14)	2	16	4	7	35
Total operating expenses	(431)	23	(1,082)	144	(191)	(1,303)
<i>of which: staff expenses</i>	<i>(1,454)</i>	<i>(1,292)</i>	<i>(1,339)</i>	<i>(1,279)</i>	<i>(1,485)</i>	<i>(5,584)</i>
Share of profit in associates and joint ventures	541	425	513	505	702	2,299
Profit/(loss) before tax	(8)	844	(847)	633	1,341	1,427

Reported Significant items - Totals (\$m)

Revenue	62	180	(139)	172	876	998
ECL	—	—	—	—	—	—
Operating expenses	(468)	(146)	(213)	(116)	(123)	(497)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	(166)	210	(160)	(199)	(76)	(602)
<i>of which: net interest expense</i>	<i>(202)</i>	<i>(585)</i>	<i>(727)</i>	<i>(747)</i>	<i>(860)</i>	<i>(3,328)</i>
<i>of which: net fee income/(expense)</i>	<i>2</i>	<i>(5)</i>	<i>(14)</i>	<i>(17)</i>	<i>(3)</i>	<i>(40)</i>
Change in expected credit losses and other credit impairment charges	(14)	2	15	5	6	35
Total operating expenses	37	167	(874)	265	(47)	(806)
Share of profit in associates and joint ventures	541	421	511	500	678	2,299
Profit/(loss) before tax	398	800	(508)	571	561	926

Earnings metrics - adjusted

Return on tangible equity (annualised, YTD) ¹	4.7%	4.8%	0.8%	(n/a)	0.6%	0.8%
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Balance sheet - reported (\$m)

Loans and advances to customers (gross)	1,284	1,302	1,135	1,233	1,224	1,135
Loans and advances to customers (net)	1,272	1,282	1,121	1,221	1,209	1,121
Total external assets	168,543	164,371	158,664	154,663	151,778	158,664
Customer accounts	674	416	743	696	516	743
Risk-weighted assets	84,288	83,952	81,466	81,054	78,574	81,466

Adjusted balance sheet data -- at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	1,272	1,281	1,071	1,223	1,184	1,121
Customer accounts	674	417	710	702	505	743
Risk-weighted assets	84,288	84,113	80,808	80,268	77,272	81,466

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net interest income	(202)	(601)	(751)	(766)	(886)	(3,328)
Net fee income	2	(5)	(15)	(18)	(3)	(41)
Other operating income	96	1,000	472	764	1,712	3,765
Net operating income before change in expected credit losses and other credit impairment charges	(104)	394	(294)	(20)	823	396
Change in expected credit losses and other credit impairment charges	(14)	2	16	4	7	35
Total operating expenses	(431)	23	(1,082)	144	(191)	(1,303)
<i>of which: staff expenses</i>	<i>(1,454)</i>	<i>(1,292)</i>	<i>(1,339)</i>	<i>(1,279)</i>	<i>(1,485)</i>	<i>(5,584)</i>
Share of profit in associates and joint ventures	541	425	513	505	702	2,299
Profit/(loss) before tax	(8)	844	(847)	633	1,341	1,427
Reported Significant items - Totals (\$m)						
Revenue	62	180	(139)	172	876	998
ECL	—	—	—	—	—	—
Operating expenses	(468)	(146)	(213)	(116)	(123)	(497)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(166)	210	(160)	(199)	(76)	(602)
<i>of which: net interest expense</i>	<i>(202)</i>	<i>(585)</i>	<i>(727)</i>	<i>(747)</i>	<i>(860)</i>	<i>(3,328)</i>
<i>of which: net fee income/(expense)</i>	<i>2</i>	<i>(5)</i>	<i>(14)</i>	<i>(17)</i>	<i>(3)</i>	<i>(40)</i>
Change in expected credit losses and other credit impairment charges	(14)	2	15	5	6	35
Total operating expenses	37	167	(874)	265	(47)	(806)
Share of profit in associates and joint ventures	541	421	511	500	678	2,299
Profit/(loss) before tax	398	800	(508)	571	561	926
Earnings metrics - adjusted						
Return on tangible equity (annualised, YTD) ¹	4.7%	4.8%	0.8%	(n/a)	0.6%	0.8%
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	1,284	1,302	1,135	1,233	1,224	1,135
Loans and advances to customers (net)	1,272	1,282	1,121	1,221	1,209	1,121
Total external assets	168,543	164,371	158,664	154,663	151,778	158,664
Customer accounts	674	416	743	696	516	743
Risk-weighted assets	84,288	83,952	81,466	81,054	78,574	81,466
Adjusted balance sheet data -- at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	1,272	1,281	1,071	1,223	1,184	1,121
Customer accounts	674	417	710	702	505	743
Risk-weighted assets	84,288	84,113	80,808	80,268	77,272	81,466

HSBC
Corporate Centre

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Management View of Adjusted Revenue - at originally reported average FX rates (\$m)						
Central Treasury	(64)	265	(51)	90	87	169
Legacy Credit	43	(91)	13	(40)	(13)	(111)
Other	(145)	40	(117)	(242)	(127)	(660)
Net operating income	(166)	214	(155)	(192)	(53)	(602)
Memo						
Balance sheet management previously reported in Corporate Centre - now allocated to global businesses	772	756	348	544	550	2,015
Management View of Adjusted Revenue - at most recent period average FX rates (\$m)						
Central Treasury	(64)	265	(47)	88	116	169
Legacy Credit	43	(91)	13	(40)	(13)	(111)
Other	(145)	36	(126)	(247)	(179)	(660)
Net operating income	(166)	210	(160)	(199)	(76)	(602)
Memo						
Balance sheet management previously reported in Corporate Centre - now allocated to global businesses	772	745	367	542	534	2,015
Reported Revenue significant items (\$m)						
Customer redress programmes	—	—	—	(1)	—	(1)
Disposals, acquisitions and investment in new businesses	(1)	—	(7)	—	827	820
Fair value movement on financial instruments	63	171	(132)	173	49	179
Restructuring and other related costs	—	9	—	—	—	—
Reported Cost significant items (\$m)						
Costs of structural reform	—	—	(26)	(27)	(21)	(112)
Customer redress programmes	—	—	(1)	1	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(332)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(132)	(147)	(180)	(89)	(103)	(379)
Settlements and provisions in connection with legal and regulatory matters	(4)	1	(6)	(1)	1	(6)

HSBC Corporate Centre

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

Risk-weighted assets - disposals	—	—	—	(814)	(814)	—
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Reconciling items Currency translation on reported items - Totals (\$m)

Revenue		(4)	(6)	(8)	(24)	
ECL		—	(1)	1	(1)	
Operating expenses		—	(3)	6	24	
Share of profit in associates and joint ventures		(4)	(2)	(5)	(24)	
Currency translation on revenue significant items		—	(1)	(1)	(1)	
Currency translation on operating expense significant items		2	2	1	3	
Loans and advances to customers (net)		(1)	(50)	2	(25)	
Customer accounts		1	(33)	6	(11)	
Risk-weighted assets		161	(658)	28	(488)	

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

HSBC
Europe

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Europe - TOTAL						
Reported (\$m)						
Net interest income	1,337	1,446	1,349	942	1,785	5,601
Net fee income	811	936	923	876	958	3,668
Other operating income	2,408	2,038	2,301	2,411	1,906	8,787
Net operating income before change in expected credit losses and other credit impairment charges	4,556	4,420	4,573	4,229	4,649	18,056
Change in expected credit losses and other credit impairment charges	(2,017)	(868)	(128)	(272)	(235)	(938)
Total operating expenses	(5,139)	(3,962)	(8,123)	(4,391)	(4,926)	(21,758)
<i>of which: staff expenses</i>	<i>(1,666)</i>	<i>(1,517)</i>	<i>(1,793)</i>	<i>(1,491)</i>	<i>(1,760)</i>	<i>(6,750)</i>
Share of profit in associates and joint ventures	50	(100)	(30)	11	5	(12)
Profit/(loss) before tax	(2,550)	(510)	(3,708)	(423)	(507)	(4,652)
Reported Significant items - Totals (\$m)						
Revenue	—	230	(202)	71	47	(24)
ECL	—	—	—	—	—	—
Operating expenses	(1,276)	(55)	(2,999)	(547)	(747)	(4,436)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	4,556	4,082	4,628	4,169	4,450	18,080
<i>of which: net interest income</i>	<i>1,311</i>	<i>1,397</i>	<i>1,329</i>	<i>1,068</i>	<i>1,723</i>	<i>5,758</i>
Change in expected credit losses and other credit impairment charges	(2,017)	(849)	(127)	(270)	(226)	(938)
Total operating expenses	(3,863)	(3,826)	(5,020)	(3,855)	(4,071)	(17,322)
Share of profit in associates and joint ventures	50	(98)	(29)	11	5	(12)
Profit/(loss) before tax	(1,274)	(691)	(548)	55	158	(192)
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	384,410	390,277	397,464	380,625	386,927	397,464
Loans and advances to customers (net)	378,729	386,222	393,849	377,152	383,363	393,849
Total external assets	1,262,665	1,264,233	1,174,126	1,164,607	1,159,438	1,174,126
Customer accounts	562,505	531,992	528,718	496,874	504,386	528,718
Risk-weighted assets ¹	278,500	280,541	280,983	294,927	309,378	280,983

HSBC Europe

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	378,729	385,717	373,290	379,736	373,156	393,849
Customer accounts	562,505	531,130	499,761	499,534	490,335	528,718

Europe - Wealth and Personal Banking

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,621	1,507	2,237	1,718	1,965	7,752
<i>of which: net interest income</i>	989	1,127	1,084	995	1,094	4,286
Change in expected credit losses and other credit impairment charges	(497)	(478)	(83)	(128)	(104)	(401)
Total operating expenses	(1,534)	(1,517)	(2,126)	(2,120)	(2,249)	(8,192)
<i>of which: staff expenses</i>	(433)	(481)	(556)	(472)	(515)	(2,046)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(410)	(488)	28	(530)	(388)	(841)
Reported Significant items - Totals (\$m)						
Revenue	26	—	(46)	(109)	—	(156)
ECL	—	—	—	—	—	—
Operating expenses	(168)	1	(261)	(409)	(598)	(1,326)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,595	1,467	2,228	1,838	1,914	7,908
<i>of which: net interest income</i>	963	1,098	1,092	1,111	1,060	4,438
Change in expected credit losses and other credit impairment charges	(497)	(467)	(80)	(129)	(101)	(401)
Total operating expenses	(1,366)	(1,488)	(1,827)	(1,717)	(1,616)	(6,866)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(268)	(488)	321	(8)	197	641
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	191,671	191,599	201,949	185,562	188,472	201,949
Loans and advances to customers (net)	189,581	189,955	200,670	184,413	187,362	200,670
Total external assets	313,304	293,536	299,385	279,165	284,318	299,385
Customer accounts	251,921	242,663	251,243	232,187	238,326	251,243
Risk-weighted assets	45,066	46,510	46,544	(n/a)	(n/a)	46,544

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Europe

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	189,581	189,421	189,896	185,682	182,529	200,670
Customer accounts	251,921	241,837	237,262	233,500	231,874	251,243

Europe - Commercial Banking

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,072	1,166	1,404	1,216	1,211	5,025
<i>of which: net interest income</i>	646	689	721	718	747	2,952
Change in expected credit losses and other credit impairment charges	(1,154)	(219)	(67)	(173)	(102)	(519)
Total operating expenses	(788)	(755)	(3,525)	(866)	(730)	(5,829)
<i>of which: staff expenses</i>	(221)	(236)	(254)	(239)	(240)	(971)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(870)	192	(2,188)	177	379	(1,323)

Reported Significant items - Totals (\$m)

Revenue	—	—	2	(9)	—	(8)
ECL	—	—	—	—	—	—
Operating expenses	(103)	(2)	(2,543)	(18)	(12)	(2,576)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	1,072	1,135	1,360	1,227	1,169	5,033
<i>of which: net interest income</i>	646	668	693	728	718	2,958
Change in expected credit losses and other credit impairment charges	(1,154)	(215)	(67)	(171)	(98)	(519)
Total operating expenses	(685)	(736)	(959)	(850)	(701)	(3,253)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(767)	184	334	206	370	1,261

	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	122,473	121,582	123,152	119,715	122,987	123,152
Loans and advances to customers (net)	119,628	119,668	121,280	117,846	121,139	121,280
Total external assets	210,014	187,824	188,223	180,987	187,144	188,223
Customer accounts	169,771	155,036	149,854	135,150	137,803	149,854
Risk-weighted assets	115,515	112,848	116,617	(n/a)	(n/a)	116,617

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Europe

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	119,628	119,613	114,996	118,638	117,794	121,280
Customer accounts	169,771	154,971	141,753	135,869	133,877	149,854

Europe - Global Banking and Markets

Reported (\$m)	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	1,353	907	1,113	890	1,034	4,333
<i>of which: net interest income</i>	(1)	61	57	75	75	272
Change in expected credit losses and other credit impairment charges	(357)	(173)	4	25	(34)	(54)
Total operating expenses	(1,746)	(1,282)	(1,420)	(1,172)	(1,331)	(5,275)
<i>of which: staff expenses</i>	(362)	(433)	(489)	(375)	(492)	(1,821)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(750)	(548)	(303)	(257)	(331)	(996)

Reported Significant items - Totals (\$m)

Revenue	(92)	70	(25)	16	(6)	(41)
ECL	—	—	—	—	—	—
Operating expenses	(604)	(12)	(75)	(34)	(47)	(197)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	1,445	805	1,092	871	1,001	4,374
<i>of which: net interest income</i>	(1)	56	51	71	65	272
Change in expected credit losses and other credit impairment charges	(357)	(170)	4	25	(34)	(54)
Total operating expenses	(1,142)	(1,241)	(1,304)	(1,140)	(1,247)	(5,078)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(54)	(606)	(208)	(244)	(280)	(758)

Balance sheet - reported (\$m)

Balance sheet - reported (\$m)	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	69,387	76,198	71,412	74,380	74,408	71,412
Loans and advances to customers (net)	68,652	75,722	70,962	73,938	73,813	70,962
Total external assets	685,382	726,591	634,752	653,408	646,899	634,752
Customer accounts	140,202	133,703	126,930	128,905	127,806	126,930
Risk-weighted assets	106,312	109,687	107,559	(n/a)	(n/a)	107,559

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Europe

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	68,652	75,808	67,509	74,453	71,810	70,962
Customer accounts	140,202	133,731	120,090	129,528	124,143	126,930

Europe - Corporate Centre

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	510	840	(181)	405	439	946
<i>of which: net interest income/(expense)</i>	<i>(297)</i>	<i>(431)</i>	<i>(513)</i>	<i>(846)</i>	<i>(131)</i>	<i>(1,909)</i>
Change in expected credit losses and other credit impairment charges	(9)	2	18	4	5	36
Total operating expenses	(1,071)	(408)	(1,052)	(233)	(616)	(2,462)
<i>of which: staff expenses</i>	<i>(650)</i>	<i>(367)</i>	<i>(494)</i>	<i>(405)</i>	<i>(513)</i>	<i>(1,912)</i>
Share of profit in associates and joint ventures	50	(100)	(30)	11	5	(12)
Profit/(loss) before tax	(520)	334	(1,245)	187	(167)	(1,492)

Reported Significant items - Totals (\$m)

Revenue	66	160	(133)	173	53	181
ECL	—	—	—	—	—	—
Operating expenses	(401)	(42)	(120)	(86)	(90)	(337)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	444	675	(52)	233	366	765
<i>of which: net interest expense</i>	<i>(297)</i>	<i>(425)</i>	<i>(507)</i>	<i>(842)</i>	<i>(120)</i>	<i>(1,910)</i>
Change in expected credit losses and other credit impairment charges	(9)	2	16	5	7	36
Total operating expenses	(670)	(361)	(930)	(148)	(507)	(2,125)
Share of profit in associates and joint ventures	50	(98)	(29)	11	5	(12)
Profit/(loss) before tax	(185)	218	(995)	101	(129)	(1,336)

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	879	898	951	968	1,060	951
Loans and advances to customers (net)	868	877	937	955	1,049	937
Total external assets	53,965	56,282	51,766	51,047	41,077	51,766
Customer accounts	611	590	691	632	451	691
Risk-weighted assets	11,607	11,496	10,263	(n/a)	(n/a)	10,263

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Europe

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	868	875	889	963	1,023	937
Customer accounts	611	591	656	637	441	691

SIGNIFICANT ITEMS

Europe - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Customer redress programmes	26	—	(44)	(118)	—	(162)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	22	230	(158)	189	47	138
Restructuring and other related costs	(48)	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	(31)	(32)	(39)	(154)
Customer redress programmes	(49)	(1)	(182)	(489)	(554)	(1,281)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(984)	—	(2,521)	—	—	(2,521)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(242)	(53)	(260)	(89)	(155)	(539)
Settlements and provisions in connection with legal and regulatory matters	(1)	(1)	(5)	63	1	59

Europe - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	26	—	(46)	(109)	—	(155)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	(1)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	(47)	(1)	(180)	(469)	(559)	(1,264)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(44)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(77)	2	(84)	(5)	(39)	(130)
Settlements and provisions in connection with legal and regulatory matters	—	—	3	65	—	68

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Europe

Europe - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	2	(9)	—	(7)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	(1)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(1)	(1)	(4)
Customer redress programmes	(1)	—	(2)	(16)	1	(17)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(41)	—	(2,521)	—	—	(2,521)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(61)	(2)	(20)	(1)	(12)	(34)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	(44)	70	(25)	16	(6)	(41)
Restructuring and other related costs	(48)	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	(6)	(7)	(16)	(42)
Customer redress programmes	—	—	—	(4)	4	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(567)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(37)	(10)	(67)	(23)	(35)	(153)
Settlements and provisions in connection with legal and regulatory matters	—	(2)	(2)	—	—	(2)

HSBC Europe

Europe - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	66	160	(133)	173	53	181
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	(25)	(24)	(22)	(107)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(332)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(65)	(43)	(89)	(60)	(69)	(223)
Settlements and provisions in connection with legal and regulatory matters	(4)	1	(6)	(2)	1	(7)

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

Europe - TOTAL

Revenue	(109)	(145)	9	(152)
ECL	19	1	2	9
Operating expenses	82	162	(12)	131
Share of profit in associates and joint ventures	2	1	—	—
Revenue significant items	(1)	2	(2)	—
Operating expense significant items	1	58	(1)	23
Loans and advances to customers (net)	(505)	(20,559)	2,584	(10,207)
Customer accounts	(862)	(28,957)	2,660	(14,051)

Europe - Wealth and Personal Banking

Revenue	(40)	(56)	10	(51)
ECL	11	3	(1)	3
Operating expenses	29	75	(8)	54
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	(1)	(1)	—
Operating expense significant items	(1)	37	(2)	19
Loans and advances to customers (net)	(534)	(10,774)	1,269	(4,833)
Customer accounts	(826)	(13,981)	1,313	(6,452)

HSBC Europe

Europe - Commercial Banking

Revenue	(31)	(44)	2	(42)
ECL	4	—	2	4
Operating expenses	17	40	(2)	18
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	(2)	—	—
Operating expense significant items	—	17	—	1
Loans and advances to customers (net)	(55)	(6,284)	792	(3,345)
Customer accounts	(65)	(8,101)	719	(3,926)

Europe - Global Banking and Markets

Revenue	(33)	(45)	(4)	(38)
ECL	3	—	—	—
Operating expenses	30	44	(2)	38
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(1)	1	(1)	1
Operating expense significant items	1	3	—	1
Loans and advances to customers (net)	86	(3,453)	515	(2,003)
Customer accounts	28	(6,840)	623	(3,663)

Europe - Corporate Centre

Revenue	(5)	(4)	1	(19)
ECL	—	(2)	1	2
Operating expenses	6	3	(1)	20
Share of profit in associates and joint ventures	2	1	—	—
Revenue significant items	—	—	—	1
Operating expense significant items	1	1	—	1
Loans and advances to customers (net)	(2)	(48)	8	(26)
Customer accounts	1	(35)	5	(10)

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

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HSBC UK - TOTAL

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net interest income	1,369	1,534	1,510	1,405	1,564	6,067
Net fee income	278	391	383	386	444	1,568
Other operating income	106	207	169	136	158	639
Net operating income before change in expected credit losses and other credit impairment charges	1,753	2,132	2,062	1,927	2,166	8,274
Change in expected credit losses and other credit impairment charges	(1,450)	(569)	(102)	(249)	(184)	(780)
Total operating expenses	(1,160)	(1,194)	(1,434)	(1,701)	(1,825)	(6,191)
<i>of which: staff expenses</i>	(271)	(292)	(315)	(270)	(322)	(1,193)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(857)	369	526	(23)	157	1,303
Reported Significant items - Totals (\$m)						
Revenue	26	—	(42)	(118)	—	(160)
ECL	—	—	—	—	—	—
Operating expenses	(55)	(8)	(251)	(500)	(615)	(1,423)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,727	2,071	2,034	2,061	2,094	8,434
<i>of which: net interest income</i>	1,343	1,490	1,495	1,534	1,512	6,225
Change in expected credit losses and other credit impairment charges	(1,450)	(552)	(98)	(251)	(178)	(780)
Total operating expenses	(1,105)	(1,151)	(1,142)	(1,210)	(1,170)	(4,768)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(828)	368	794	600	746	2,886
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	232,333	232,714	244,237	226,806	231,043	244,237
Loans and advances to customers (net)	228,617	230,181	242,018	224,730	229,085	242,018
Total external assets	352,756	328,350	338,642	313,244	315,292	338,642
Customer accounts	297,598	275,930	285,855	262,126	264,675	285,855
Risk-weighted assets	108,863	109,378	113,543	109,200	117,999	113,543

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Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	228,617	228,146	225,726	224,858	222,062	242,018
Customer accounts	297,598	273,491	266,613	262,275	256,560	285,855

HSBC UK - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	945	1,205	1,150	1,051	1,198	4,555
<i>of which: net interest income</i>	812	943	896	802	919	3,553
Change in expected credit losses and other credit impairment charges	(485)	(406)	(83)	(121)	(106)	(399)
Total operating expenses	(770)	(764)	(1,005)	(1,249)	(1,392)	(4,487)
<i>of which: staff expenses</i>	(194)	(210)	(254)	(202)	(243)	(915)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(310)	35	62	(319)	(300)	(331)

Reported Significant items - Totals (\$m)

Revenue	26	—	(45)	(109)	—	(154)
ECL	—	—	—	—	—	—
Operating expenses	(49)	1	(227)	(467)	(587)	(1,337)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	919	1,170	1,153	1,169	1,159	4,709
<i>of which: net interest income</i>	786	916	905	918	888	3,704
Change in expected credit losses and other credit impairment charges	(485)	(394)	(80)	(122)	(102)	(399)
Total operating expenses	(721)	(742)	(751)	(788)	(778)	(3,150)
Share of profit in associates and joint ventures	—	—	(1)	—	—	—
Profit/(loss) before tax	(287)	34	321	259	279	1,160

Balance sheet -- reported (\$m)

Balance sheet data - at most recent balance sheet date FX rates (\$m)	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	147,285	147,806	157,058	143,633	145,919	157,058
Loans and advances to customers (net)	145,530	146,488	156,042	142,747	145,104	156,042
Total external assets	201,081	188,626	195,255	177,811	180,028	195,255
Customer accounts	184,439	178,048	185,963	171,518	174,358	185,963
Risk-weighted assets	30,358	31,149	32,097	(n/a)	(n/a)	32,097

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	145,530	145,193	145,537	142,828	140,656	156,042
Customer accounts	184,439	176,474	173,445	171,616	169,012	185,963

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Reported (\$m)

Net operating income before change in expected credit losses and other credit impairment charges

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	771	874	865	830	920	3,515
<i>of which: net interest income</i>	<i>556</i>	<i>595</i>	<i>619</i>	<i>599</i>	<i>648</i>	<i>2,517</i>
Change in expected credit losses and other credit impairment charges	(967)	(163)	(19)	(128)	(78)	(381)
Total operating expenses	(376)	(381)	(416)	(422)	(393)	(1,579)
<i>of which: staff expenses</i>	<i>(108)</i>	<i>(114)</i>	<i>(115)</i>	<i>(112)</i>	<i>(122)</i>	<i>(465)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(572)	330	430	280	449	1,555
Reported Significant items - Totals (\$m)						
Revenue	—	—	3	(9)	—	(6)
ECL	—	—	—	—	—	—
Operating expenses	(1)	—	(5)	(15)	(11)	(31)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	771	849	832	846	890	3,521
<i>of which: net interest income</i>	<i>556</i>	<i>578</i>	<i>594</i>	<i>612</i>	<i>626</i>	<i>2,523</i>
Change in expected credit losses and other credit impairment charges	(967)	(158)	(19)	(129)	(75)	(381)
Total operating expenses	(375)	(370)	(398)	(410)	(369)	(1,548)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(571)	321	415	307	446	1,592
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	84,416	84,267	86,475	82,492	84,368	86,475
Loans and advances to customers (net)	82,454	83,052	85,273	81,302	83,224	85,273
Total external assets	138,449	124,794	127,237	118,589	120,479	127,237
Customer accounts	112,829	97,577	99,544	90,334	90,210	99,544
Risk-weighted assets	76,769	76,277	79,522	(n/a)	(n/a)	79,522
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	82,454	82,318	79,533	81,348	80,672	85,273
Customer accounts	112,829	96,714	92,843	90,385	87,445	99,544

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Reported (\$m)

Net operating income before change in expected credit losses and other credit impairment charges

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	42	52	57	51	54	224
<i>of which: net interest income</i>	—	—	(4)	2	2	—
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(16)	(39)	(35)	(38)	(36)	(154)
<i>of which: staff expenses</i>	(3)	(3)	(5)	(2)	(3)	(14)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	26	13	22	13	18	70
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	42	51	55	52	52	224
<i>of which: net interest income</i>	—	—	(4)	2	2	1
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(16)	(38)	(34)	(39)	(35)	(154)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	26	13	21	13	17	70
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	34	95	65	29	22	65
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	414	361	481	(n/a)	(n/a)	481
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

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HSBC UK - Corporate Centre

Reported (\$m)

Net operating income before change in expected credit losses and other credit impairment charges

of which: net interest income/(expense)

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

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

of which: net interest income/(expense)

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(5)	1	(10)	(5)	(6)	(20)
<i>of which: net interest income/(expense)</i>	<i>1</i>	<i>(4)</i>	<i>(1)</i>	<i>2</i>	<i>(5)</i>	<i>(3)</i>
Change in expected credit losses and other credit impairment charges	2	—	—	—	—	—
Total operating expenses	2	(10)	22	8	(4)	29
<i>of which: staff expenses</i>	<i>34</i>	<i>35</i>	<i>59</i>	<i>46</i>	<i>46</i>	<i>201</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(1)	(9)	12	3	(10)	9
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(5)	(9)	(19)	(18)	(17)	(55)
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)	1	(6)	(6)	(7)	(20)
<i>of which: net interest income/(expense)</i>	<i>1</i>	<i>(4)</i>	<i>—</i>	<i>2</i>	<i>(4)</i>	<i>(3)</i>
Change in expected credit losses and other credit impairment charges	2	—	1	—	(1)	—
Total operating expenses	7	(1)	41	27	12	84
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	4	—	36	21	4	64
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	632	641	704	681	756	704
Loans and advances to customers (net)	633	641	703	681	757	703
Total external assets	13,192	14,835	16,085	16,815	14,763	16,085
Customer accounts	330	305	348	274	107	348
Risk-weighted assets	1,322	1,591	1,443	(n/a)	(n/a)	1,443
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	633	635	656	682	734	703
Customer accounts	330	303	325	274	103	348

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SIGNIFICANT ITEMS

HSBC UK - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Customer redress programmes	26	—	(42)	(118)	—	(160)
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	—	—	—	—	—	(1)
Customer redress programmes	(49)	(1)	(182)	(484)	(559)	(1,281)
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	(6)	(7)	(69)	(16)	(56)	(141)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC UK - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	26	—	(45)	(109)	—	(154)
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	(47)	(1)	(180)	(469)	(560)	(1,265)
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)	2	(47)	2	(27)	(72)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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UK ring-fenced bank

HSBC UK - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	3	(9)	—	(6)
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	(1)	—	(2)	(15)	—	(17)
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)	—	(11)	(14)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	—	—	—	—	—	—

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	—	—	—	—	—	—

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Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	(1)
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)	(9)	(19)	(18)	(17)	(54)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

HSBC UK - TOTAL

Revenue		(61)	(70)	16	(72)	
ECL		17	4	(2)	6	
Operating expenses		35	49	(13)	61	
Share of profit in associates and joint ventures		—	—	—	—	
Revenue significant items		—	—	—	—	
Operating expense significant items		—	8	(4)	21	
Loans and advances to customers (net)		(2,035)	(16,292)	128	(7,023)	
Customer accounts		(2,439)	(19,242)	149	(8,115)	

HSBC UK - Wealth and Personal Banking

Revenue		(35)	(41)	8	(39)	
ECL		12	3	(1)	4	
Operating expenses		22	34	(9)	47	
Share of profit in associates and joint ventures		—	(1)	—	—	
Revenue significant items		—	1	(1)	—	
Operating expense significant items		(1)	7	(3)	20	
Loans and advances to customers (net)		(1,295)	(10,505)	81	(4,448)	
Customer accounts		(1,574)	(12,518)	98	(5,346)	

HSBC
HSBC UK
UK ring-fenced bank

HSBC UK - Commercial Banking

Revenue	(25)	(29)	7	(30)
ECL	5	—	(1)	3
Operating expenses	11	12	(3)	13
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	1	—	—
Operating expense significant items	—	(1)	—	—
Loans and advances to customers (net)	(734)	(5,740)	46	(2,552)
Customer accounts	(863)	(6,701)	51	(2,765)

HSBC UK - Global Banking and Markets

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

HSBC UK - Corporate Centre

Revenue	—	4	(1)	(1)
ECL	—	1	—	(1)
Operating expenses	(1)	—	1	(2)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	(1)	—	—	(1)
Loans and advances to customers (net)	(6)	(47)	1	(23)
Customer accounts	(2)	(23)	—	(4)

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - TOTAL

Reported (\$m)						
Net interest income	606	548	501	521	497	1,888
Net fee income	438	440	444	396	413	1,718
Other operating income	1,176	418	1,150	659	1,117	4,127
Net operating income before change in expected credit losses and other credit impairment charges	2,220	1,406	2,095	1,576	2,027	7,733
Change in expected credit losses and other credit impairment charges	(565)	(251)	(28)	(23)	(53)	(160)
Total operating expenses	(2,594)	(1,782)	(1,809)	(1,622)	(1,871)	(7,194)
<i>of which: staff expenses</i>	(593)	(685)	(753)	(614)	(741)	(2,843)
Share of profit in associates and joint ventures	50	(100)	(29)	10	4	(13)
Profit/(loss) before tax	(889)	(727)	229	(59)	107	366

Reported significant items - Totals (\$m)

Revenue	(92)	72	(24)	15	(4)	(34)
ECL	—	—	—	—	—	—
Operating expenses	(988)	(15)	(159)	(65)	(81)	(379)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	2,312	1,308	2,074	1,549	1,969	7,767
<i>of which: net interest income</i>	<i>606</i>	<i>544</i>	<i>496</i>	<i>516</i>	<i>486</i>	<i>1,888</i>
Change in expected credit losses and other credit impairment charges	(565)	(247)	(29)	(19)	(50)	(160)
Total operating expenses	(1,606)	(1,738)	(1,610)	(1,554)	(1,735)	(6,815)
Share of profit in associates and joint ventures	50	(98)	(28)	10	4	(13)
Profit/(loss) before tax	191	(775)	407	(14)	188	779

Balance sheet - reported (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	143,289	148,773	144,148	145,506	147,293	144,148
Loans and advances to customers (net)	141,397	147,323	142,776	144,132	145,709	142,776
Total external assets	869,877	895,705	799,892	814,417	809,539	799,892
Customer accounts	250,312	242,276	229,360	223,691	227,924	229,360
Risk-weighted assets	170,634	172,062	165,809	182,399	189,310	165,809

HSBC

HSBC Bank

Non ring-fenced bank

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	141,397	148,713	138,371	146,201	142,331	142,776
Customer accounts	250,312	243,602	219,544	225,771	221,946	229,360

HSBC Bank - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	448	80	572	283	493	1,736
<i>of which: net interest income</i>	211	217	229	236	249	952
Change in expected credit losses and other credit impairment charges	(13)	(23)	(1)	(7)	—	(3)
Total operating expenses	(443)	(355)	(317)	(344)	(343)	(1,399)
<i>of which: staff expenses</i>	(114)	(127)	(132)	(128)	(125)	(518)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(8)	(298)	254	(68)	150	334

Reported significant items - Totals (\$m)

Revenue	—	—	(1)	—	—	(2)
ECL	—	—	—	—	—	—
Operating expenses	(114)	—	(20)	(2)	(3)	(25)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	448	79	567	282	481	1,738
<i>of which: net interest income</i>	211	215	227	235	244	952
Change in expected credit losses and other credit impairment charges	(13)	(23)	(1)	(7)	—	(3)
Total operating expenses	(329)	(353)	(295)	(340)	(332)	(1,374)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	106	(297)	271	(65)	149	361

Balance sheet - reported (\$m)

Balance sheet - reported (\$m)	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	35,598	35,002	35,812	33,617	33,961	35,812
Loans and advances to customers (net)	35,336	34,749	35,573	33,375	33,688	35,573
Total external assets	88,566	81,577	84,776	81,464	84,713	84,776
Customer accounts	52,887	50,892	51,848	49,679	52,249	51,848
Risk-weighted assets	12,123	12,353	12,078	(n/a)	(n/a)	12,078

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	35,336	35,370	35,166	34,177	33,111	35,573
Customer accounts	52,887	51,388	50,277	50,464	51,099	51,848

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - Commercial Banking

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	375	353	378	372	394	1,547
<i>of which: net interest income</i>	<i>215</i>	<i>220</i>	<i>229</i>	<i>247</i>	<i>253</i>	<i>969</i>
Change in expected credit losses and other credit impairment charges	(187)	(57)	(48)	(45)	(24)	(138)
Total operating expenses	(308)	(218)	(202)	(208)	(200)	(838)
<i>of which: staff expenses</i>	<i>(66)</i>	<i>(74)</i>	<i>(73)</i>	<i>(76)</i>	<i>(75)</i>	<i>(303)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(120)	78	128	119	170	571
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	(1)
ECL	—	—	—	—	—	—
Operating expenses	(101)	—	(6)	—	(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	375	350	371	368	382	1,548
<i>of which: net interest income</i>	<i>215</i>	<i>217</i>	<i>225</i>	<i>244</i>	<i>245</i>	<i>969</i>
Change in expected credit losses and other credit impairment charges	(187)	(56)	(48)	(42)	(22)	(138)
Total operating expenses	(207)	(216)	(193)	(205)	(193)	(827)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(19)	78	130	121	167	583
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	38,057	37,315	36,676	37,222	38,618	36,676
Loans and advances to customers (net)	37,174	36,615	36,007	36,544	37,915	36,007
Total external assets	73,060	64,539	63,244	62,155	66,397	63,244
Customer accounts	56,942	57,459	50,310	44,816	47,593	50,310
Risk-weighted assets	39,526	37,504	38,171	(n/a)	(n/a)	38,171
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	37,174	37,295	35,464	37,289	37,121	36,007
Customer accounts	56,942	58,257	48,909	45,484	46,432	50,310

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - Global Banking and Markets

Reported (\$m)

Net operating income before change in expected credit losses and other credit impairment charges

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,452	1,014	1,200	1,006	1,178	4,787
<i>of which: net interest income</i>	<i>139</i>	<i>208</i>	<i>221</i>	<i>244</i>	<i>289</i>	<i>982</i>
Change in expected credit losses and other credit impairment charges	(357)	(173)	4	25	(34)	(54)
Total operating expenses	(1,682)	(1,166)	(1,203)	(1,058)	(1,235)	(4,698)
<i>of which: staff expenses</i>	<i>(286)</i>	<i>(349)</i>	<i>(386)</i>	<i>(297)</i>	<i>(398)</i>	<i>(1,459)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(587)	(325)	1	(27)	(91)	35
Reported Significant items - Totals (\$m)						
Revenue	(92)	70	(25)	15	(6)	(41)
ECL	—	—	—	—	—	—
Operating expenses	(604)	(12)	(71)	(38)	(41)	(188)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,544	919	1,188	986	1,146	4,828
<i>of which: net interest income</i>	<i>139</i>	<i>203</i>	<i>214</i>	<i>241</i>	<i>277</i>	<i>982</i>
Change in expected credit losses and other credit impairment charges	(357)	(170)	3	25	(34)	(54)
Total operating expenses	(1,078)	(1,131)	(1,099)	(1,022)	(1,157)	(4,510)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	109	(382)	92	(11)	(45)	264
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	69,387	76,198	71,412	74,380	74,408	71,412
Loans and advances to customers (net)	68,652	75,722	70,962	73,938	73,813	70,962
Total external assets	686,410	725,077	633,272	651,964	645,382	633,272
Customer accounts	140,202	133,639	126,861	128,838	127,737	126,861
Risk-weighted assets	107,964	111,804	107,558	(n/a)	(n/a)	107,558
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	68,652	75,808	67,509	74,453	71,810	70,962
Customer accounts	140,202	133,668	120,025	129,460	124,077	126,861

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - Corporate Centre

Reported (\$m)

Net operating income before change in expected credit losses and other credit impairment charges

of which: net interest income/(expense)

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

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

of which: net interest income/(expense)

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(55)	(41)	(55)	(85)	(38)	(337)
<i>of which: net interest income/(expense)</i>	<i>41</i>	<i>(97)</i>	<i>(178)</i>	<i>(206)</i>	<i>(294)</i>	<i>(1,015)</i>
Change in expected credit losses and other credit impairment charges	(8)	2	17	4	5	35
Total operating expenses	(161)	(43)	(87)	(12)	(93)	(259)
<i>of which: staff expenses</i>	<i>(127)</i>	<i>(135)</i>	<i>(162)</i>	<i>(113)</i>	<i>(143)</i>	<i>(563)</i>
Share of profit in associates and joint ventures	50	(100)	(29)	10	4	(13)
Profit/(loss) before tax	(174)	(182)	(154)	(83)	(122)	(574)
Reported Significant items - Totals (\$m)						
Revenue	—	2	2	—	2	10
ECL	—	—	—	—	—	—
Operating expenses	(169)	(3)	(62)	(25)	(35)	(155)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(55)	(40)	(52)	(87)	(40)	(347)
<i>of which: net interest income/(expense)</i>	<i>41</i>	<i>(91)</i>	<i>(170)</i>	<i>(204)</i>	<i>(280)</i>	<i>(1,015)</i>
Change in expected credit losses and other credit impairment charges	(8)	2	17	5	6	35
Total operating expenses	8	(38)	(23)	13	(53)	(104)
Share of profit in associates and joint ventures	50	(98)	(28)	10	4	(13)
Profit/(loss) before tax	(5)	(174)	(86)	(59)	(83)	(429)
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	247	258	248	287	306	248
Loans and advances to customers (net)	235	237	234	275	293	234
Total external assets	21,841	24,512	18,600	18,834	13,047	18,600
Customer accounts	281	286	341	358	345	341
Risk-weighted assets	11,021	10,401	8,002	(n/a)	(n/a)	8,002
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	235	240	232	282	289	234
Customer accounts	281	289	333	363	338	341

HSBC
HSBC Bank
Non ring-fenced bank

SIGNIFICANT ITEMS

HSBC Bank - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Customer redress programmes	—	—	(1)	—	—	(1)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(43)	72	(23)	15	(4)	(33)
Restructuring and other related costs	(49)	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	(15)	(21)	(30)	(110)
Customer redress programmes	—	—	(1)	(3)	4	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(784)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(200)	(14)	(136)	(39)	(56)	(261)
Settlements and provisions in connection with legal and regulatory matters	(4)	(1)	(7)	(2)	1	(8)

HSBC Bank - Wealth and Personal Banking

Reported revenue significant items (\$m)

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

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	(44)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(70)	—	(19)	(2)	(3)	(24)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC

HSBC Bank

Non ring-fenced bank

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)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(1)	(1)	(4)
Customer redress programmes	—	—	—	1	—	1
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(41)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(60)	—	(6)	—	(1)	(8)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	(44)	70	(25)	15	(6)	(41)
Restructuring and other related costs	(48)	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	(4)	(10)	(12)	(37)
Customer redress programmes	—	—	—	(4)	4	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(567)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(37)	(10)	(65)	(24)	(33)	(149)
Settlements and provisions in connection with legal and regulatory matters	—	(2)	(2)	—	—	(2)

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	2	—	2	10
Restructuring and other related costs	—	—	—	—	—	—

HSBC
HSBC Bank
Non ring-fenced bank

Reported cost significant items (\$m)

Costs of structural reform	—	—	(11)	(11)	(16)	(70)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(132)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(33)	(4)	(45)	(13)	(20)	(79)
Settlements and provisions in connection with legal and regulatory matters	(4)	1	(6)	(1)	1	(6)

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

HSBC Bank - TOTAL

Revenue	(27)	(45)	(12)	(62)
ECL	4	(1)	4	3
Operating expenses	30	90	2	56
Share of profit in associates and joint ventures	2	1	—	—

Revenue significant items	(1)	—	—	—
Operating expense significant items	1	50	(1)	1

Loans and advances to customers (net)	1,390	(4,405)	2,069	(3,378)
Customer accounts	1,326	(9,816)	2,080	(5,978)

HSBC Bank - Wealth and Personal Banking

Revenue	(1)	(6)	(1)	(12)
ECL	—	—	—	—
Operating expenses	2	31	2	6
Share of profit in associates and joint ventures	—	—	—	—

Revenue significant items	—	—	—	—
Operating expense significant items	—	29	—	(2)

Loans and advances to customers (net)	621	(407)	802	(577)
Customer accounts	496	(1,571)	785	(1,150)

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - Commercial Banking

Revenue	(3)	(7)	(4)	(12)
ECL	1	—	3	2
Operating expenses	2	21	3	5
Share of profit in associates and joint ventures	—	—	—	—

Revenue significant items	—	—	—	—
Operating expense significant items	—	18	—	—

Loans and advances to customers (net)	680	(543)	745	(794)
Customer accounts	798	(1,401)	668	(1,161)

HSBC Bank - Global Banking and Markets

Revenue	(26)	(36)	(6)	(37)
ECL	3	(1)	—	—
Operating expenses	24	35	(1)	38
Share of profit in associates and joint ventures	—	—	—	—

Revenue significant items	(1)	1	(1)	1
Operating expense significant items	1	2	1	1

Loans and advances to customers (net)	86	(3,453)	515	(2,003)
Customer accounts	29	(6,836)	622	(3,660)

HSBC Bank - Corporate Centre

Revenue	2	6	(2)	—
ECL	—	—	1	1
Operating expenses	3	1	—	5
Share of profit in associates and joint ventures	2	1	—	—

Revenue significant items	(1)	1	—	—
Operating expense significant items	1	(1)	—	—

Loans and advances to customers (net)	3	(2)	7	(4)
Customer accounts	3	(8)	5	(7)

HSBC
Europe - Other

Europe - Other - TOTAL

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net interest income/(expense)	(638)	(636)	(663)	(983)	(276)	(2,355)
Net fee income	95	105	96	94	101	382
Other operating income	1,126	1,413	983	1,617	631	4,022
Net operating income before change in expected credit losses and other credit impairment charges	583	882	416	728	456	2,049
Change in expected credit losses and other credit impairment charges	(2)	(48)	1	—	2	2
Total operating expenses	(1,385)	(986)	(4,882)	(1,070)	(1,230)	(8,375)
<i>of which: staff expenses</i>	(802)	(540)	(725)	(607)	(697)	(2,713)
Share of profit in associates and joint ventures	—	—	(2)	1	1	1
Profit/(loss) before tax	(804)	(152)	(4,467)	(341)	(771)	(6,323)
Reported Significant items - Totals (\$m)						
Revenue	66	157	(135)	174	51	170
ECL	—	—	—	—	—	—
Operating expenses	(233)	(32)	(2,588)	19	(50)	(2,635)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	517	674	479	567	340	1,879
<i>of which: net interest income/(expense)</i>	(638)	(634)	(661)	(983)	(273)	(2,356)
Change in expected credit losses and other credit impairment charges	(2)	(49)	1	—	2	2
Total operating expenses	(1,152)	(909)	(2,226)	(1,101)	(1,117)	(5,740)
Share of profit in associates and joint ventures	—	—	(2)	1	1	1
Profit/(loss) before tax	(637)	(284)	(1,748)	(533)	(774)	(3,858)
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	8,788	8,790	9,079	8,313	8,592	9,079
Loans and advances to customers (net)	8,715	8,717	9,055	8,291	8,569	9,055
Total external assets	40,032	40,178	35,593	36,946	34,607	35,593
Customer accounts	14,595	13,786	13,502	11,056	11,787	13,502
Risk-weighted assets	(997)	(899)	1,631	3,328	2,069	1,631

HSBC Europe - Other

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	8,715	8,858	9,193	8,677	8,763	9,055
Customer accounts	14,595	14,038	13,605	11,488	11,829	13,502

HSBC Europe - Other - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	228	223	518	385	272	1,465
<i>of which: net interest income/(expense)</i>	<i>(34)</i>	<i>(33)</i>	<i>(37)</i>	<i>(37)</i>	<i>(63)</i>	<i>(194)</i>
Change in expected credit losses and other credit impairment charges	1	(48)	1	—	2	2
Total operating expenses	(321)	(399)	(805)	(529)	(513)	(2,309)
<i>of which: staff expenses</i>	<i>(125)</i>	<i>(143)</i>	<i>(170)</i>	<i>(142)</i>	<i>(148)</i>	<i>(614)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(92)	(224)	(286)	(144)	(239)	(842)

Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(5)	—	(14)	61	(9)	34
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	228	218	510	388	273	1,465
<i>of which: net interest income/(expense)</i>	<i>(34)</i>	<i>(33)</i>	<i>(36)</i>	<i>(37)</i>	<i>(62)</i>	<i>(195)</i>
Change in expected credit losses and other credit impairment charges	1	(49)	1	—	2	2
Total operating expenses	(316)	(394)	(783)	(592)	(503)	(2,343)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(87)	(225)	(272)	(204)	(228)	(876)

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	8,788	8,790	9,079	8,313	8,592	9,079
Loans and advances to customers (net)	8,715	8,717	9,055	8,291	8,569	9,055
Total external assets	23,657	23,333	19,354	19,891	19,576	19,354
Customer accounts	14,595	13,723	13,432	10,988	11,719	13,432
Risk-weighted assets	2,585	3,008	2,369	(n/a)	(n/a)	2,369

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	8,715	8,858	9,193	8,677	8,763	9,055
Customer accounts	14,595	13,975	13,540	11,420	11,763	13,432

HSBC Europe - Other

HSBC Europe - Other - Commercial Banking

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(74)	(60)	163	15	(102)	(32)
<i>of which: net interest income/(expense)</i>	<i>(125)</i>	<i>(126)</i>	<i>(122)</i>	<i>(123)</i>	<i>(141)</i>	<i>(506)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(104)	(157)	(2,908)	(238)	(138)	(3,417)
<i>of which: staff expenses</i>	<i>(47)</i>	<i>(48)</i>	<i>(66)</i>	<i>(51)</i>	<i>(42)</i>	<i>(202)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(178)	(217)	(2,745)	(223)	(240)	(3,449)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(1)	(2)	(2,533)	(2)	1	(2,534)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(74)	(63)	158	15	(102)	(32)
<i>of which: net interest income/(expense)</i>	<i>(125)</i>	<i>(126)</i>	<i>(122)</i>	<i>(123)</i>	<i>(141)</i>	<i>(505)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(103)	(152)	(370)	(237)	(139)	(883)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(177)	(215)	(212)	(222)	(241)	(915)
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	(1,495)	(1,508)	(2,259)	244	268	(2,259)
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	(780)	(933)	(1,076)	(n/a)	(n/a)	(1,076)
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

HSBC Europe - Other

HSBC Europe - Other - Global Banking and Markets

Reported (\$m)

Net operating income before change in expected credit losses and other credit impairment charges

of which: net interest income/(expense)

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

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

of which: net interest income/(expense)

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(141)	(158)	(143)	(165)	(195)	(671)
<i>of which: net interest income/(expense)</i>	<i>(140)</i>	<i>(147)</i>	<i>(132)</i>	<i>(135)</i>	<i>(157)</i>	<i>(559)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(48)	(78)	(184)	(78)	(62)	(429)
<i>of which: staff expenses</i>	<i>(73)</i>	<i>(81)</i>	<i>(98)</i>	<i>(76)</i>	<i>(91)</i>	<i>(349)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(189)	(236)	(327)	(243)	(257)	(1,100)
Reported Significant items - Totals (\$m)						
Revenue	—	(1)	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	(3)	3	(6)	(9)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(141)	(164)	(150)	(165)	(196)	(671)
<i>of which: net interest income/(expense)</i>	<i>(140)</i>	<i>(147)</i>	<i>(132)</i>	<i>(135)</i>	<i>(157)</i>	<i>(560)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(48)	(73)	(173)	(82)	(56)	(420)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(189)	(237)	(323)	(247)	(252)	(1,091)
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	(1,062)	1,420	1,416	1,415	1,496	1,416
Customer accounts	—	63	70	68	68	70
Risk-weighted assets	(2,066)	(2,478)	(480)	(n/a)	(n/a)	(480)
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	63	65	68	66	70

HSBC Europe - Other

HSBC Europe - Other - Corporate Centre

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	570	877	(122)	493	481	1,287
<i>of which: net interest income/(expense)</i>	<i>(339)</i>	<i>(330)</i>	<i>(372)</i>	<i>(688)</i>	85	<i>(1,096)</i>
Change in expected credit losses and other credit impairment charges	(3)	—	—	—	—	—
Total operating expenses	(912)	(352)	(985)	(225)	(517)	(2,220)
<i>of which: staff expenses</i>	<i>(557)</i>	<i>(268)</i>	<i>(391)</i>	<i>(338)</i>	<i>(416)</i>	<i>(1,548)</i>
Share of profit in associates and joint ventures	—	—	(2)	1	1	1
Profit/(loss) before tax	(345)	525	(1,109)	269	(35)	(932)
Reported Significant items - Totals (\$m)						
Revenue	66	158	(135)	174	51	170
ECL	—	—	—	—	—	—
Operating expenses	(227)	(30)	(38)	(43)	(36)	(126)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	504	683	(39)	329	365	1,117
<i>of which: net interest income/(expense)</i>	<i>(339)</i>	<i>(328)</i>	<i>(371)</i>	<i>(688)</i>	87	<i>(1,096)</i>
Change in expected credit losses and other credit impairment charges	(3)	—	—	—	—	—
Total operating expenses	(685)	(290)	(900)	(190)	(419)	(2,094)
Share of profit in associates and joint ventures	—	—	(2)	1	1	1
Profit/(loss) before tax	(184)	393	(941)	140	(53)	(976)
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	18,932	16,933	17,082	15,396	13,267	17,082
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	(736)	(496)	818	(n/a)	(n/a)	818
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

HSBC Europe - Other

SIGNIFICANT ITEMS

HSBC Europe - Other - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	65	157	(135)	174	51	170
Restructuring and other related costs	1	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	(15)	(11)	(9)	(35)
Customer redress programmes	—	—	—	(1)	1	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(200)	—	(2,521)	—	—	(2,521)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	(4)
Restructuring and other related costs	(36)	(32)	(55)	(34)	(42)	(131)
Settlements and provisions in connection with legal and regulatory matters	3	—	3	65	—	56

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	—	—	—	—	—	—

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	—	—	—	—	—	(2)
Restructuring and other related costs	(5)	—	(17)	(4)	(9)	(30)
Settlements and provisions in connection with legal and regulatory matters	—	—	3	65	—	66

HSBC

Europe - Other

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	—	—	—	—	—	—

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	—	—	(2,521)	—	—	(2,521)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(1)	(2)	(12)	(1)	—	(13)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC Europe - Other - 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)	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	(1)	3	(4)	(2)
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)	—	(2)	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	(3)

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	66	158	(135)	174	51	170
Restructuring and other related costs	—	—	—	—	—	—

HSBC
Europe - Other

Reported cost significant items (\$m)

Costs of structural reform	—	—	(14)	(14)	(5)	(33)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(200)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	(2)
Restructuring and other related costs	(27)	(30)	(24)	(29)	(31)	(84)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	(7)

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

HSBC Europe - Other - TOTAL

Revenue	(51)	(72)	13	(65)
ECL	(1)	—	—	—
Operating expenses	44	67	(13)	70
Share of profit in associates and joint ventures	—	—	—	—

Revenue significant items	—	—	—	—
Operating expense significant items	(1)	(1)	(1)	7

Loans and advances to customers (net)	141	138	386	194
Customer accounts	252	103	432	42

HSBC Europe - Other - Wealth and Personal Banking

Revenue	(5)	(8)	3	1
ECL	(1)	—	—	—
Operating expenses	5	8	(3)	(1)
Share of profit in associates and joint ventures	—	—	—	—

Revenue significant items	—	—	—	—
Operating expense significant items	—	—	(1)	(2)

Loans and advances to customers (net)	141	138	386	194
Customer accounts	252	108	432	44

HSBC Europe - Other

HSBC Europe - Other - Commercial Banking

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

HSBC Europe - Other - Global Banking and Markets

Revenue	(7)	(7)	—	(1)
ECL	—	—	—	—
Operating expenses	5	8	(1)	3
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	3
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	(5)	—	(2)

HSBC Europe - Other - Corporate Centre

Revenue	(36)	(52)	10	(65)
ECL	—	—	—	—
Operating expenses	31	47	(9)	69
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	(1)	—	(1)	7
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	—	—

Asia - TOTAL

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net interest income	3,691	4,128	4,213	4,212	4,186	16,607
Net fee income	1,259	1,432	1,221	1,339	1,356	5,325
Other operating income/(expense)	2,071	1,999	1,813	2,163	2,097	8,487
Net operating income before change in expected credit losses and other credit impairment charges	7,021	7,559	7,247	7,714	7,639	30,419
Change in expected credit losses and other credit impairment charges	(818)	(1,000)	(181)	(283)	(102)	(724)
Total operating expenses	(3,146)	(3,284)	(3,503)	(3,303)	(3,360)	(13,297)
<i>of which: staff expenses</i>	<i>(1,618)</i>	<i>(1,757)</i>	<i>(1,748)</i>	<i>(1,711)</i>	<i>(1,846)</i>	<i>(7,090)</i>
Share of profit in associates and joint ventures	572	465	475	523	596	2,070
Profit/(loss) before tax	3,629	3,740	4,038	4,651	4,773	18,468
Reported Significant items - Totals (\$m)						
Revenue	(64)	98	(15)	20	(13)	(35)
ECL	—	—	—	—	—	—
Operating expenses	(17)	(1)	(53)	(27)	(39)	(126)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	7,085	7,410	7,223	7,656	7,582	30,454
<i>of which: net interest income</i>	<i>3,691</i>	<i>4,107</i>	<i>4,201</i>	<i>4,201</i>	<i>4,160</i>	<i>16,607</i>
Change in expected credit losses and other credit impairment charges	(818)	(984)	(181)	(282)	(100)	(724)
Total operating expenses	(3,129)	(3,252)	(3,418)	(3,240)	(3,264)	(13,171)
Share of profit in associates and joint ventures	572	458	473	517	574	2,070
Profit/(loss) before tax	3,710	3,632	4,097	4,651	4,792	18,629
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	478,222	484,408	479,960	480,223	475,687	479,960
Loans and advances to customers (net)	474,739	481,512	477,727	478,015	473,627	477,727
Total external assets	1,136,614	1,110,489	1,083,661	1,072,056	1,079,975	1,083,661
Customer accounts	723,072	690,917	697,358	672,557	677,289	697,358
Risk-weighted assets ¹	374,684	373,453	366,375	364,687	371,747	366,375

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Asia

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	474,739	487,428	475,153	481,791	471,895	477,727
Customer accounts	723,072	696,556	694,853	677,889	676,261	697,358

Asia - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	3,194	3,119	3,392	3,557	3,546	14,109
<i>of which: net interest income</i>	1,946	2,349	2,399	2,410	2,407	9,413
Change in expected credit losses and other credit impairment charges	(246)	(183)	(66)	(91)	(31)	(266)
Total operating expenses	(1,502)	(1,572)	(1,618)	(1,542)	(1,552)	(6,171)
<i>of which: staff expenses</i>	(588)	(628)	(644)	(619)	(614)	(2,467)
Share of profit in associates and joint ventures	(6)	(5)	3	5	23	44
Profit/(loss) before tax	1,440	1,359	1,711	1,929	1,986	7,716

Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	(3)	(6)
ECL	—	—	—	—	—	—
Operating expenses	—	—	(3)	(2)	(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	3,194	3,112	3,396	3,566	3,551	14,115
<i>of which: net interest income</i>	1,946	2,344	2,402	2,414	2,408	9,416
Change in expected credit losses and other credit impairment charges	(246)	(182)	(66)	(91)	(29)	(266)
Total operating expenses	(1,502)	(1,563)	(1,608)	(1,534)	(1,536)	(6,164)
Share of profit in associates and joint ventures	(6)	(5)	3	5	23	44
Profit/(loss) before tax	1,440	1,362	1,725	1,946	2,009	7,729

Balance sheet - reported (\$m)

Balance sheet - reported (\$m)	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	181,905	178,524	181,649	179,249	176,522	181,649
Loans and advances to customers (net)	181,000	177,724	180,917	178,519	175,792	180,917
Total external assets	377,310	351,096	360,466	343,012	342,646	360,466
Customer accounts	412,834	402,816	398,212	384,992	385,357	398,212
Risk-weighted assets	77,923	76,396	75,915	(n/a)	(n/a)	75,915

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	181,000	180,400	180,123	180,281	175,587	180,917
Customer accounts	412,834	405,547	397,862	388,620	386,130	398,212

Asia - Commercial Banking

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,537	1,825	1,772	1,871	1,893	7,437
<i>of which: net interest income</i>	<i>1,118</i>	<i>1,327</i>	<i>1,399</i>	<i>1,425</i>	<i>1,457</i>	<i>5,693</i>
Change in expected credit losses and other credit impairment charges	(488)	(741)	(99)	(163)	(53)	(387)
Total operating expenses	(597)	(615)	(681)	(647)	(618)	(2,529)
<i>of which: staff expenses</i>	<i>(221)</i>	<i>(231)</i>	<i>(237)</i>	<i>(235)</i>	<i>(244)</i>	<i>(948)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	452	469	992	1,061	1,222	4,521
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	(1)	(3)
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	(9)	(9)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,537	1,815	1,767	1,867	1,883	7,440
<i>of which: net interest income</i>	<i>1,118</i>	<i>1,319</i>	<i>1,395</i>	<i>1,421</i>	<i>1,449</i>	<i>5,693</i>
Change in expected credit losses and other credit impairment charges	(488)	(727)	(98)	(163)	(53)	(387)
Total operating expenses	(597)	(611)	(677)	(644)	(602)	(2,520)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	452	477	992	1,060	1,228	4,533
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	160,814	163,806	160,960	161,068	164,520	160,960
Loans and advances to customers (net)	158,573	162,017	159,715	159,837	163,402	159,715
Total external assets	238,331	230,421	229,681	226,747	234,189	229,681
Customer accounts	173,342	158,802	172,701	160,543	165,323	172,701
Risk-weighted assets	136,586	135,833	134,588	(n/a)	(n/a)	134,588
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	158,573	163,689	158,907	160,949	162,734	159,715
Customer accounts	173,342	159,912	172,194	161,833	165,134	172,701

Asia - Global Banking and Markets

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,973	2,152	1,767	1,935	1,799	7,422
<i>of which: net interest income</i>	<i>754</i>	<i>829</i>	<i>843</i>	<i>863</i>	<i>890</i>	<i>3,454</i>
Change in expected credit losses and other credit impairment charges	(84)	(76)	(16)	(29)	(18)	(71)
Total operating expenses	(775)	(797)	(841)	(798)	(852)	(3,266)
<i>of which: staff expenses</i>	<i>(304)</i>	<i>(314)</i>	<i>(333)</i>	<i>(313)</i>	<i>(373)</i>	<i>(1,377)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	1,114	1,279	910	1,108	929	4,085
Reported Significant items - Totals (\$m)						
Revenue	(62)	88	(15)	18	(6)	(27)
ECL	—	—	—	—	—	—
Operating expenses	(1)	—	(12)	(6)	(17)	(40)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	2,035	2,044	1,761	1,896	1,775	7,449
<i>of which: net interest income</i>	<i>754</i>	<i>819</i>	<i>833</i>	<i>851</i>	<i>873</i>	<i>3,454</i>
Change in expected credit losses and other credit impairment charges	(84)	(76)	(16)	(29)	(18)	(71)
Total operating expenses	(774)	(791)	(822)	(786)	(823)	(3,226)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	1,177	1,177	923	1,081	934	4,152
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	135,097	141,674	137,168	139,641	134,485	137,168
Loans and advances to customers (net)	134,760	141,367	136,912	139,394	134,273	136,912
Total external assets	422,379	435,833	402,133	413,266	407,417	402,133
Customer accounts	136,835	129,475	126,392	126,959	126,552	126,392
Risk-weighted assets	112,695	114,744	109,832	(n/a)	(n/a)	109,832
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	134,760	142,934	135,940	140,301	133,412	136,912
Customer accounts	136,835	131,272	124,744	127,372	124,941	126,392

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Asia

Asia - Corporate Centre

Reported (\$m)

Net operating income before change in expected credit losses and other credit impairment charges

of which: net interest expense

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

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

of which: net interest expense

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	317	463	316	351	401	1,451
<i>of which: net interest expense</i>	<i>(127)</i>	<i>(377)</i>	<i>(428)</i>	<i>(486)</i>	<i>(568)</i>	<i>(1,953)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(272)	(300)	(363)	(316)	(338)	(1,331)
<i>of which: staff expenses</i>	<i>(505)</i>	<i>(584)</i>	<i>(534)</i>	<i>(544)</i>	<i>(615)</i>	<i>(2,298)</i>
Share of profit in associates and joint ventures	578	470	472	518	573	2,026
Profit/(loss) before tax	623	633	425	553	636	2,146
Reported Significant items - Totals (\$m)						
Revenue	(2)	10	—	2	(3)	1
ECL	—	—	—	—	—	—
Operating expenses	(16)	(1)	(38)	(19)	(11)	(70)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	319	439	299	327	373	1,450
<i>of which: net interest expense</i>	<i>(127)</i>	<i>(375)</i>	<i>(429)</i>	<i>(485)</i>	<i>(570)</i>	<i>(1,956)</i>
Change in expected credit losses and other credit impairment charges	—	1	(1)	1	—	—
Total operating expenses	(256)	(287)	(311)	(276)	(303)	(1,261)
Share of profit in associates and joint ventures	578	463	470	512	551	2,026
Profit/(loss) before tax	641	616	457	564	621	2,215
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	406	404	183	265	160	183
Loans and advances to customers (net)	406	404	183	265	160	183
Total external assets	98,594	93,139	91,381	89,031	95,723	91,381
Customer accounts	61	(176)	53	63	57	53
Risk-weighted assets	47,480	46,480	46,040	(n/a)	(n/a)	46,040
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	406	405	183	260	162	183
Customer accounts	61	(175)	53	64	56	53

SIGNIFICANT ITEMS

Asia - TOTAL

Revenue significant items (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(64)	98	(15)	20	(13)	(35)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	(1)	(2)	—	(4)
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	(17)	(1)	(52)	(25)	(40)	(123)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	1	1

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	—	—	—	—	(3)	(6)
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)	(2)	(3)	(8)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	1	1

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Asia

Asia - Commercial Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	(1)	(3)
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	—	—	—	—	(9)	(9)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	(62)	88	(15)	18	(6)	(27)
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)	—	(12)	(6)	(17)	(40)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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)	10	—	2	(3)	1
Restructuring and other related costs	—	—	—	—	—	—

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Asia

Reported cost significant items (\$m)

Costs of structural reform	—	—	(1)	(2)	—	(4)
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	(16)	(1)	(37)	(17)	(11)	(66)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

Asia - TOTAL

Revenue	(51)	(39)	(38)	(70)
ECL	16	—	1	2
Operating expenses	31	32	36	56
Share of profit in associates and joint ventures	(7)	(2)	(6)	(22)
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	(1)
Loans and advances to customers (net)	5,916	(2,574)	3,776	(1,732)
Customer accounts	5,639	(2,505)	5,332	(1,028)

Asia - Wealth and Personal Banking

Revenue	(7)	4	9	2
ECL	1	—	—	2
Operating expenses	9	7	6	14
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	2,676	(794)	1,762	(205)
Customer accounts	2,731	(350)	3,628	773

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Asia

Asia - Commercial Banking

Revenue	(10)	(5)	(4)	(11)
ECL	14	1	—	—
Operating expenses	4	4	3	6
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	(1)
Loans and advances to customers (net)	1,672	(808)	1,112	(668)
Customer accounts	1,110	(507)	1,290	(189)

Asia - Global Banking and Markets

Revenue	(20)	(21)	(21)	(30)
ECL	—	—	—	—
Operating expenses	6	7	6	12
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	1,567	(972)	907	(861)
Customer accounts	1,797	(1,648)	413	(1,611)

Asia - Corporate Centre

Revenue	(14)	(17)	(22)	(31)
ECL	1	(1)	1	—
Operating expenses	12	15	21	23
Share of profit in associates and joint ventures	(7)	(2)	(6)	(22)
Revenue significant items	—	—	—	—
Operating expense significant items	—	1	—	(1)
Loans and advances to customers (net)	1	—	(5)	2
Customer accounts	1	—	1	(1)

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

Reported (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Net interest income	2,365	2,771	2,850	2,882	2,848	11,238
Net fee income	858	968	851	929	936	3,670
Other operating income	1,111	1,002	881	1,086	1,129	4,504
Net operating income before change in expected credit losses and other credit impairment charges	4,334	4,741	4,582	4,897	4,913	19,412
Change in expected credit losses and other credit impairment charges	(383)	(133)	(118)	(207)	(34)	(459)
Total operating expenses	(1,702)	(1,758)	(1,852)	(1,678)	(1,733)	(6,935)
<i>of which: staff expenses</i>	<i>(737)</i>	<i>(800)</i>	<i>(792)</i>	<i>(717)</i>	<i>(812)</i>	<i>(3,153)</i>
Share of profit in associates and joint ventures	(4)	(3)	2	5	18	31
Profit/(loss) before tax	2,245	2,847	2,614	3,017	3,164	12,049

Reported Significant items - Totals (\$m)

Revenue	(45)	61	(9)	13	(8)	(26)
ECL	—	—	—	—	—	—
Operating expenses	(10)	—	(24)	(19)	(13)	(63)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	4,379	4,692	4,633	4,932	4,976	19,438
<i>of which: net interest income</i>	<i>2,365</i>	<i>2,778</i>	<i>2,877</i>	<i>2,911</i>	<i>2,881</i>	<i>11,238</i>
Change in expected credit losses and other credit impairment charges	(383)	(133)	(119)	(209)	(34)	(459)
Total operating expenses	(1,692)	(1,763)	(1,844)	(1,674)	(1,737)	(6,872)
Share of profit in associates and joint ventures	(4)	(3)	2	5	18	31
Profit/(loss) before tax	2,300	2,793	2,672	3,054	3,223	12,138

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	310,178	313,639	308,108	308,935	305,394	308,108
Loans and advances to customers (net)	308,798	312,462	306,963	307,828	304,428	306,963
Total external assets	729,458	711,640	696,067	698,558	695,397	696,067
Customer accounts	514,381	496,508	499,955	487,347	487,948	499,955
Risk-weighted assets	195,711	194,694	187,162	186,674	189,583	187,162

HSBC Hong Kong

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	308,798	312,540	308,496	311,347	306,730	306,963
Customer accounts	514,381	496,633	502,451	492,919	491,638	499,955

Hong Kong - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	2,439	2,377	2,593	2,769	2,747	10,905
<i>of which: net interest income</i>	1,466	1,818	1,860	1,875	1,875	7,288
Change in expected credit losses and other credit impairment charges	(113)	(90)	(45)	(72)	3	(157)
Total operating expenses	(885)	(927)	(952)	(865)	(886)	(3,549)
<i>of which: staff expenses</i>	(356)	(381)	(402)	(365)	(363)	(1,481)
Share of profit in associates and joint ventures	(6)	(5)	—	3	16	22
Profit/(loss) before tax	1,435	1,355	1,596	1,835	1,880	7,221

Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	(1)	(1)
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	2,439	2,384	2,619	2,798	2,781	10,906
<i>of which: net interest income</i>	1,466	1,822	1,878	1,893	1,896	7,288
Change in expected credit losses and other credit impairment charges	(113)	(90)	(45)	(73)	3	(157)
Total operating expenses	(885)	(930)	(961)	(874)	(897)	(3,549)
Share of profit in associates and joint ventures	(6)	(5)	—	3	16	22
Profit/(loss) before tax	1,435	1,359	1,613	1,854	1,903	7,222

Balance sheet - reported (\$m)

Balance sheet data - at most recent balance sheet date FX rates (\$m)	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	123,235	121,865	121,300	121,448	118,781	121,300
Loans and advances to customers (net)	122,838	121,477	120,945	121,099	118,460	120,945
Total external assets	289,777	267,371	272,820	260,336	259,264	272,820
Customer accounts	337,340	331,215	325,436	316,571	317,879	325,436
Risk-weighted assets	56,110	55,339	53,755	(n/a)	(n/a)	53,755

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	122,838	121,508	121,549	122,484	119,356	120,945
Customer accounts	337,340	331,298	327,061	320,190	320,283	325,436

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Hong Kong

Hong Kong - Commercial Banking

Reported (\$m)

Net operating income before change in expected credit losses and other credit impairment charges

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	923	1,167	1,147	1,225	1,245	4,856
<i>of which: net interest income</i>	676	852	917	940	968	3,741
Change in expected credit losses and other credit impairment charges	(239)	(19)	(46)	(115)	(28)	(233)
Total operating expenses	(334)	(325)	(381)	(359)	(323)	(1,381)
<i>of which: staff expenses</i>	(126)	(125)	(131)	(128)	(128)	(512)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	350	823	720	751	894	3,242
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	(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	923	1,170	1,159	1,239	1,261	4,856
<i>of which: net interest income</i>	676	854	926	950	979	3,741
Change in expected credit losses and other credit impairment charges	(239)	(19)	(47)	(116)	(28)	(233)
Total operating expenses	(334)	(326)	(385)	(364)	(322)	(1,377)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	350	825	727	759	911	3,246
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	104,013	104,849	103,727	103,837	107,076	103,727
Loans and advances to customers (net)	103,249	104,273	103,131	103,246	106,585	103,131
Total external assets	150,092	143,305	144,534	144,992	150,025	144,534
Customer accounts	121,474	111,996	123,372	116,541	119,383	123,372
Risk-weighted assets	73,696	73,351	71,855	(n/a)	(n/a)	71,855
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	103,249	104,299	103,646	104,427	107,390	103,131
Customer accounts	121,474	112,024	123,988	117,874	120,286	123,372

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Hong Kong - Global Banking and Markets

Reported (\$m)

Net operating income before change in expected credit losses and other credit impairment charges

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	915	1,034	815	880	794	3,400
<i>of which: net interest income</i>	335	372	392	371	387	1,531
Change in expected credit losses and other credit impairment charges	(31)	(24)	(27)	(20)	(9)	(69)
Total operating expenses	(380)	(395)	(431)	(374)	(409)	(1,602)
<i>of which: staff expenses</i>	(155)	(154)	(186)	(134)	(179)	(678)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	504	615	357	486	376	1,729
Reported Significant items - Totals (\$m)						
Revenue	(45)	61	(9)	13	(3)	(15)
ECL	—	—	—	—	—	—
Operating expenses	(1)	—	(10)	(2)	(7)	(24)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	960	976	832	877	806	3,415
<i>of which: net interest income</i>	335	373	396	375	392	1,531
Change in expected credit losses and other credit impairment charges	(31)	(24)	(27)	(20)	(9)	(69)
Total operating expenses	(379)	(396)	(425)	(376)	(407)	(1,578)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	550	556	380	481	390	1,768
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	82,562	86,558	82,937	83,509	79,392	82,937
Loans and advances to customers (net)	82,343	86,345	82,743	83,342	79,238	82,743
Total external assets	232,282	245,096	226,880	241,428	228,953	226,880
Customer accounts	55,546	53,508	51,127	54,211	50,662	51,127
Risk-weighted assets	55,600	55,814	51,499	(n/a)	(n/a)	51,499
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	82,343	86,367	83,158	84,295	79,837	82,743
Customer accounts	55,546	53,521	51,382	54,831	51,045	51,127

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Hong Kong

Hong Kong - Corporate Centre

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	57	163	27	23	127	251
<i>of which: net interest expense</i>	<i>(112)</i>	<i>(271)</i>	<i>(319)</i>	<i>(304)</i>	<i>(382)</i>	<i>(1,322)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(103)	(111)	(88)	(80)	(115)	(403)
<i>of which: staff expenses</i>	<i>(100)</i>	<i>(140)</i>	<i>(73)</i>	<i>(90)</i>	<i>(142)</i>	<i>(482)</i>
Share of profit in associates and joint ventures	2	2	2	2	2	9
Profit/(loss) before tax	(44)	54	(59)	(55)	14	(143)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	(4)	(10)
ECL	—	—	—	—	—	—
Operating expenses	(9)	—	(14)	(16)	(3)	(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	57	162	23	18	128	261
<i>of which: net interest expense</i>	<i>(112)</i>	<i>(271)</i>	<i>(323)</i>	<i>(307)</i>	<i>(386)</i>	<i>(1,322)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(94)	(111)	(73)	(60)	(111)	(368)
Share of profit in associates and joint ventures	2	2	2	2	2	9
Profit/(loss) before tax	(35)	53	(48)	(40)	19	(98)
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	368	367	144	141	145	144
Loans and advances to customers (net)	368	367	144	141	145	144
Total external assets	57,307	55,868	51,833	51,802	57,155	51,833
Customer accounts	21	(211)	20	24	24	20
Risk-weighted assets	10,305	10,190	10,053	(n/a)	(n/a)	10,053
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	368	366	143	141	147	144
Customer accounts	21	(210)	20	24	24	20

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Hong Kong

SIGNIFICANT ITEMS

Hong Kong - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(45)	61	(9)	13	(8)	(26)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	(1)	(2)	—	(4)
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)	—	(23)	(17)	(14)	(60)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	1	1

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	—	—	—	—	(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	—	—	—	(1)	—	(1)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	1	1

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Hong Kong

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	—	—	—	—	—	—

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)	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	(45)	61	(9)	13	(3)	(15)
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)	—	(10)	(2)	(7)	(24)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	—	—	—	—	(4)	(10)
Restructuring and other related costs	—	—	—	—	—	—

HSBC
Hong Kong

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(2)	—	(3)
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)	—	(14)	(14)	(3)	(32)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

Hong Kong - TOTAL

Revenue	12	42	48	54
ECL	—	(1)	(2)	—
Operating expenses	(5)	(16)	(15)	(17)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	(1)
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	78	1,533	3,519	2,302
Customer accounts	125	2,496	5,572	3,690

Hong Kong - Wealth and Personal Banking

Revenue	7	26	29	33
ECL	—	—	(1)	—
Operating expenses	(3)	(9)	(10)	(10)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	31	604	1,385	896
Customer accounts	83	1,625	3,619	2,404

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Hong Kong - Commercial Banking

Revenue	3	12	14	16
ECL	—	(1)	(1)	—
Operating expenses	(1)	(4)	(5)	(3)
Share of profit in associates and joint ventures	—	—	—	—

Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—

Loans and advances to customers (net)	26	515	1,181	805
Customer accounts	28	616	1,333	903

Hong Kong - Global Banking and Markets

Revenue	3	8	10	9
ECL	—	—	—	—
Operating expenses	(1)	(4)	(4)	(5)
Share of profit in associates and joint ventures	—	—	—	—

Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—

Loans and advances to customers (net)	22	415	953	599
Customer accounts	13	255	620	383

Hong Kong - Corporate Centre

Revenue	(1)	(4)	(5)	(3)
ECL	—	—	—	—
Operating expenses	—	1	4	1
Share of profit in associates and joint ventures	—	—	—	—

Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—

Loans and advances to customers (net)	(1)	(1)	—	2
Customer accounts	1	—	—	—

HSBC
Mainland China

Mainland China - TOTAL

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net interest income	397	398	395	406	422	1,649
Net fee income	82	90	58	70	82	309
Other operating income	327	282	261	313	288	1,143
Net operating income before change in expected credit losses and other credit impairment charges	806	770	714	789	792	3,101
Change in expected credit losses and other credit impairment charges	(44)	(63)	(29)	(33)	(28)	(130)
Total operating expenses	(494)	(522)	(546)	(527)	(539)	(2,111)
<i>of which: staff expenses</i>	(280)	(324)	(317)	(323)	(323)	(1,274)
Share of profit in associates and joint ventures	576	468	470	516	570	2,017
Profit/(loss) before tax	844	653	609	745	795	2,877
Reported Significant items - Totals (\$m)						
Revenue	(2)	2	(1)	1	—	(1)
ECL	—	—	—	—	—	—
Operating expenses	(1)	—	(4)	—	(2)	(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	808	757	711	778	763	3,102
<i>of which: net interest income</i>	397	391	393	401	407	1,649
Change in expected credit losses and other credit impairment charges	(44)	(62)	(29)	(33)	(27)	(130)
Total operating expenses	(493)	(514)	(538)	(521)	(517)	(2,105)
Share of profit in associates and joint ventures	576	460	467	510	549	2,017
Profit/(loss) before tax	847	641	611	734	768	2,884
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	43,675	44,059	42,661	41,325	42,946	42,661
Loans and advances to customers (net)	43,338	43,735	42,380	41,024	42,657	42,380
Total external assets	115,597	113,710	110,715	104,140	107,783	110,715
Customer accounts	47,557	45,492	48,323	43,111	45,409	48,323
Risk-weighted assets	74,611	74,624	73,285	71,895	74,054	73,285

HSBC Mainland China

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	43,338	43,818	41,725	41,426	41,425	42,380
Customer accounts	47,557	45,578	47,576	43,534	44,098	48,323

Mainland China - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	196	163	161	159	178	704
<i>of which: net interest income</i>	<i>110</i>	<i>109</i>	<i>103</i>	<i>102</i>	<i>109</i>	<i>421</i>
Change in expected credit losses and other credit impairment charges	(23)	(25)	(10)	(12)	(14)	(48)
Total operating expenses	(163)	(174)	(186)	(188)	(180)	(729)
<i>of which: staff expenses</i>	<i>(66)</i>	<i>(76)</i>	<i>(75)</i>	<i>(78)</i>	<i>(74)</i>	<i>(301)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	10	(36)	(35)	(41)	(16)	(73)

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	196	160	161	157	171	704
<i>of which: net interest income</i>	<i>110</i>	<i>107</i>	<i>102</i>	<i>101</i>	<i>105</i>	<i>421</i>
Change in expected credit losses and other credit impairment charges	(23)	(25)	(10)	(12)	(13)	(48)
Total operating expenses	(163)	(171)	(184)	(185)	(174)	(729)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	10	(36)	(33)	(40)	(16)	(73)

Balance sheet - reported (\$m)

Balance sheet - reported (\$m)	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	10,006	9,960	10,157	9,835	9,998	10,157
Loans and advances to customers (net)	9,906	9,870	10,081	9,762	9,926	10,081
Total external assets	15,806	15,802	15,176	14,554	15,082	15,176
Customer accounts	11,869	11,815	11,842	10,957	11,131	11,842
Risk-weighted assets	4,974	4,937	4,998	(n/a)	(n/a)	4,998

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	9,906	9,888	9,925	9,858	9,639	10,081
Customer accounts	11,869	11,837	11,659	11,065	10,809	11,842

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Mainland China

Mainland China - Commercial Banking

Reported (\$m)

Net operating income before change in expected credit losses and other credit impairment charges

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	212	203	186	197	201	797
<i>of which: net interest income</i>	<i>154</i>	<i>158</i>	<i>155</i>	<i>158</i>	<i>170</i>	<i>653</i>
Change in expected credit losses and other credit impairment charges	(16)	(19)	(20)	(20)	(11)	(74)
Total operating expenses	(87)	(103)	(109)	(98)	(102)	(406)
<i>of which: staff expenses</i>	<i>(32)</i>	<i>(39)</i>	<i>(37)</i>	<i>(38)</i>	<i>(41)</i>	<i>(155)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	109	81	57	79	88	317
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	(2)	(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	212	200	185	195	194	797
<i>of which: net interest income</i>	<i>154</i>	<i>155</i>	<i>154</i>	<i>156</i>	<i>163</i>	<i>653</i>
Change in expected credit losses and other credit impairment charges	(16)	(19)	(19)	(20)	(10)	(74)
Total operating expenses	(87)	(101)	(109)	(97)	(97)	(404)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	109	80	57	78	87	319
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	18,662	18,578	17,389	17,513	18,725	17,389
Loans and advances to customers (net)	18,469	18,383	17,208	17,309	18,532	17,208
Total external assets	27,147	27,373	25,128	25,129	26,683	25,128
Customer accounts	15,263	14,276	15,283	13,440	13,942	15,283
Risk-weighted assets	21,423	21,279	20,274	(n/a)	(n/a)	20,274
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	18,469	18,418	16,942	17,478	17,997	17,208
Customer accounts	15,263	14,303	15,047	13,571	13,540	15,283

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Mainland China

Mainland China - Global Banking and Markets

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	224	226	226	253	212	923
<i>of which: net interest income</i>	<i>134</i>	<i>154</i>	<i>145</i>	<i>157</i>	<i>165</i>	<i>630</i>
Change in expected credit losses and other credit impairment charges	(4)	(19)	1	(1)	(3)	(8)
Total operating expenses	(94)	(101)	(102)	(100)	(103)	(403)
<i>of which: staff expenses</i>	<i>(30)</i>	<i>(38)</i>	<i>(35)</i>	<i>(40)</i>	<i>(40)</i>	<i>(155)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	126	106	125	152	106	512
Reported Significant items - Totals (\$m)						
Revenue	(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	226	221	225	249	204	923
<i>of which: net interest income</i>	<i>134</i>	<i>152</i>	<i>144</i>	<i>155</i>	<i>159</i>	<i>630</i>
Change in expected credit losses and other credit impairment charges	(4)	(19)	1	(1)	(3)	(8)
Total operating expenses	(94)	(100)	(101)	(99)	(99)	(403)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	128	102	125	149	102	512
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	14,983	15,496	15,091	13,977	14,223	15,091
Loans and advances to customers (net)	14,940	15,458	15,067	13,953	14,199	15,067
Total external assets	41,618	42,115	39,686	36,301	37,118	39,686
Customer accounts	20,391	19,370	21,170	18,687	20,307	21,170
Risk-weighted assets	16,118	17,138	17,006	(n/a)	(n/a)	17,006
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	14,940	15,488	14,834	14,090	13,789	15,067
Customer accounts	20,391	19,407	20,842	18,870	19,721	21,170

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Mainland China

Mainland China - Corporate Centre

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	174	178	141	180	201	677
<i>of which: net interest expense</i>	<i>(1)</i>	<i>(23)</i>	<i>(8)</i>	<i>(11)</i>	<i>(22)</i>	<i>(55)</i>
Change in expected credit losses and other credit impairment charges	(1)	—	—	—	—	—
Total operating expenses	(150)	(144)	(149)	(141)	(154)	(573)
<i>of which: staff expenses</i>	<i>(152)</i>	<i>(171)</i>	<i>(170)</i>	<i>(167)</i>	<i>(168)</i>	<i>(663)</i>
Share of profit in associates and joint ventures	576	468	470	516	570	2,017
Profit/(loss) before tax	599	502	462	555	617	2,121
Reported Significant items - Totals (\$m)						
Revenue	—	—	(1)	—	—	(1)
ECL	—	—	—	—	—	—
Operating expenses	(1)	—	(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	174	176	140	177	194	678
<i>of which: net interest expense</i>	<i>(1)</i>	<i>(23)</i>	<i>(7)</i>	<i>(11)</i>	<i>(20)</i>	<i>(55)</i>
Change in expected credit losses and other credit impairment charges	(1)	1	(1)	—	(1)	—
Total operating expenses	(149)	(142)	(144)	(140)	(147)	(569)
Share of profit in associates and joint ventures	576	460	467	510	549	2,017
Profit/(loss) before tax	600	495	462	547	595	2,126
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	24	25	24	—	—	24
Loans and advances to customers (net)	23	24	24	—	—	24
Total external assets	31,026	28,420	30,725	28,156	28,900	30,725
Customer accounts	34	31	28	27	29	28
Risk-weighted assets	32,096	31,270	31,007	(n/a)	(n/a)	31,007
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	23	24	24	—	—	24
Customer accounts	34	31	28	28	28	28

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Mainland China

SIGNIFICANT ITEMS

Mainland China - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(2)	2	(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	(1)	—	(4)	—	(2)	(6)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC Mainland China

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	—	—	—	—	(2)	(2)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	(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	—	—	—	—	—	—

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	—	—	(1)	—	—	(1)
Restructuring and other related costs	—	—	—	—	—	—

HSBC
Mainland China

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)	—	(4)	—	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—

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

Mainland China - TOTAL

Revenue	(11)	(4)	(10)	(29)
ECL	1	—	—	1
Operating expenses	8	4	6	20
Share of profit in associates and joint ventures	(8)	(3)	(6)	(21)
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	83	(655)	402	(1,232)
Customer accounts	86	(747)	423	(1,311)

Mainland China - Wealth and Personal Banking

Revenue	(3)	—	(2)	(7)
ECL	—	—	—	1
Operating expenses	3	2	3	6
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	18	(156)	96	(287)
Customer accounts	22	(183)	108	(322)

HSBC Mainland China

Mainland China - Commercial Banking

Revenue	(3)	(1)	(2)	(7)
ECL	—	1	—	1
Operating expenses	2	—	1	3
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	35	(266)	169	(535)
Customer accounts	27	(236)	131	(402)

Mainland China - Global Banking and Markets

Revenue	(3)	(1)	(3)	(8)
ECL	—	—	—	—
Operating expenses	1	1	1	4
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	30	(233)	137	(410)
Customer accounts	37	(328)	183	(586)

Mainland China - Corporate Centre

Revenue	(2)	(2)	(3)	(7)
ECL	1	(1)	—	(1)
Operating expenses	2	—	1	7
Share of profit in associates and joint ventures	(8)	(3)	(6)	(21)
Revenue significant items	—	—	—	—
Operating expense significant items	—	(1)	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	1	(1)

Middle East and North Africa - TOTAL

Reported (\$m)	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Net interest income	383	394	432	452	460	1,781
Net fee income	171	176	193	165	167	685
Other operating income	135	120	138	87	914	1,244
Net operating income before change in expected credit losses and other credit impairment charges	689	690	763	704	1,541	3,710
Change in expected credit losses and other credit impairment charges	(278)	(333)	(52)	(16)	(43)	(117)
Total operating expenses	(394)	(369)	(498)	(358)	(348)	(1,549)
<i>of which: staff expenses</i>	(180)	(193)	(201)	(188)	(196)	(781)
Share of profit/(loss) in associates and joint ventures	(87)	56	71	(24)	122	283
Profit/(loss) before tax	(70)	44	284	306	1,272	2,327
Reported Significant items - Totals (\$m)						
Revenue	—	1	—	—	828	828
ECL	—	—	—	—	—	—
Operating expenses	(41)	—	(104)	(3)	(4)	(112)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	689	679	753	694	710	2,882
<i>of which: net interest income</i>	383	388	423	445	455	1,781
Change in expected credit losses and other credit impairment charges	(278)	(332)	(49)	(17)	(43)	(117)
Total operating expenses	(353)	(363)	(385)	(349)	(339)	(1,437)
Share of profit/(loss) in associates and joint ventures	(87)	56	71	(24)	122	283
Profit/(loss) before tax	(29)	40	390	304	450	1,611
Balance sheet - reported (\$m)						
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	31,388	31,273	29,955	29,619	30,042	29,955
Loans and advances to customers (net)	29,615	29,651	28,556	28,090	28,509	28,556
Total external assets	64,583	63,810	61,862	58,511	59,011	61,862
Customer accounts	41,197	40,553	38,126	36,767	36,593	38,126
Risk-weighted assets ¹	58,585	59,114	57,492	57,468	57,530	57,492

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Middle East and North Africa

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	29,615	29,499	28,158	27,605	28,133	28,556
Customer accounts	41,197	40,276	37,540	36,120	36,148	38,126

Middle East and North Africa - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	219	249	249	249	251	985
<i>of which: net interest income</i>	154	157	163	169	169	665
Change in expected credit losses and other credit impairment charges	(102)	(50)	(7)	(13)	(4)	(43)
Total operating expenses	(207)	(172)	(194)	(174)	(161)	(687)
<i>of which: staff expenses</i>	(56)	(61)	(65)	(57)	(59)	(238)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(90)	27	48	62	86	255

Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(41)	—	(2)	(1)	(1)	(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	219	245	245	243	249	985
<i>of which: net interest income</i>	154	156	162	168	169	665
Change in expected credit losses and other credit impairment charges	(102)	(50)	(7)	(14)	(3)	(43)
Total operating expenses	(166)	(169)	(186)	(170)	(156)	(683)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(49)	26	52	59	90	259

Balance sheet - reported (\$m)

Balance sheet data - at most recent balance sheet date FX rates (\$m)	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	5,762	6,099	6,217	6,180	6,184	6,217
Loans and advances to customers (net)	5,370	5,777	5,918	5,807	5,808	5,918
Total external assets	15,674	15,423	16,363	14,897	14,788	16,363
Customer accounts	19,757	18,967	18,467	18,340	18,180	18,467
Risk-weighted assets	7,404	7,617	7,680	(n/a)	(n/a)	7,680

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	5,370	5,754	5,852	5,716	5,736	5,918
Customer accounts	19,757	18,795	18,118	17,914	17,893	18,467

Middle East and North Africa - Commercial Banking

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	152	176	169	179	176	714
<i>of which: net interest income</i>	<i>99</i>	<i>113</i>	<i>116</i>	<i>121</i>	<i>117</i>	<i>482</i>
Change in expected credit losses and other credit impairment charges	(147)	(143)	(43)	1	(40)	(68)
Total operating expenses	(79)	(81)	(192)	(88)	(74)	(434)
<i>of which: staff expenses</i>	<i>(30)</i>	<i>(31)</i>	<i>(34)</i>	<i>(31)</i>	<i>(32)</i>	<i>(129)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(74)	(48)	(66)	92	62	212
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	(99)	—	—	(99)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	152	173	165	176	174	714
<i>of which: net interest income</i>	<i>99</i>	<i>110</i>	<i>113</i>	<i>118</i>	<i>116</i>	<i>482</i>
Change in expected credit losses and other credit impairment charges	(147)	(142)	(40)	1	(41)	(68)
Total operating expenses	(79)	(79)	(91)	(86)	(73)	(335)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(74)	(48)	34	91	60	311
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	12,608	12,400	11,829	11,916	11,933	11,829
Loans and advances to customers (net)	11,449	11,349	10,860	10,874	10,893	10,860
Total external assets	17,873	17,792	17,358	16,800	16,940	17,358
Customer accounts	9,079	8,986	8,863	8,074	8,013	8,863
Risk-weighted assets	16,343	16,180	15,303	(n/a)	(n/a)	15,303
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	11,449	11,256	10,616	10,611	10,685	10,860
Customer accounts	9,079	8,938	8,751	7,969	7,942	8,863

Middle East and North Africa - Global Banking and Markets

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	315	264	299	275	281	1,141
<i>of which: net interest income</i>	<i>129</i>	<i>133</i>	<i>134</i>	<i>156</i>	<i>153</i>	<i>603</i>
Change in expected credit losses and other credit impairment charges	(29)	(140)	(2)	(4)	1	(6)
Total operating expenses	(101)	(101)	(108)	(92)	(87)	(374)
<i>of which: staff expenses</i>	<i>(32)</i>	<i>(31)</i>	<i>(32)</i>	<i>(30)</i>	<i>(34)</i>	<i>(128)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	185	23	189	179	195	761
Reported Significant items - Totals (\$m)						
Revenue	—	1	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	(1)	—	(1)	(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	315	261	296	273	282	1,141
<i>of which: net interest income</i>	<i>129</i>	<i>131</i>	<i>133</i>	<i>155</i>	<i>154</i>	<i>603</i>
Change in expected credit losses and other credit impairment charges	(29)	(140)	(2)	(4)	1	(6)
Total operating expenses	(101)	(100)	(106)	(90)	(85)	(371)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	185	21	188	179	198	764
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	13,018	12,774	11,909	11,523	11,925	11,909
Loans and advances to customers (net)	12,796	12,525	11,778	11,409	11,808	11,778
Total external assets	24,740	24,047	21,913	20,731	21,077	21,913
Customer accounts	12,361	12,599	10,795	10,353	10,400	10,795
Risk-weighted assets	15,019	15,408	14,900	(n/a)	(n/a)	14,900
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	12,796	12,489	11,690	11,278	11,712	11,778
Customer accounts	12,361	12,543	10,670	10,237	10,313	10,795

Middle East and North Africa - Corporate Centre

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	3	1	46	1	833	870
<i>of which: net interest income/(expense)</i>	<i>1</i>	<i>(9)</i>	<i>19</i>	<i>6</i>	<i>21</i>	<i>31</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(7)	(15)	(4)	(4)	(26)	(54)
<i>of which: staff expenses</i>	<i>(62)</i>	<i>(70)</i>	<i>(70)</i>	<i>(70)</i>	<i>(71)</i>	<i>(286)</i>
Share of profit/(loss) in associates and joint ventures	(87)	56	71	(24)	122	283
Profit/(loss) before tax	(91)	42	113	(27)	929	1,099
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	828	828
ECL	—	—	—	—	—	—
Operating expenses	—	—	(2)	(2)	(2)	(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	3	—	47	2	5	42
<i>of which: net interest income/(expense)</i>	<i>1</i>	<i>(9)</i>	<i>15</i>	<i>4</i>	<i>16</i>	<i>31</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(7)	(15)	(2)	(3)	(25)	(48)
Share of profit/(loss) in associates and joint ventures	(87)	56	71	(24)	122	283
Profit/(loss) before tax	(91)	41	116	(25)	102	277
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	6,296	6,548	6,228	6,083	6,206	6,228
Customer accounts	—	1	1	—	—	1
Risk-weighted assets	19,819	19,909	19,609	(n/a)	(n/a)	19,609
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	1	—	—	1

SIGNIFICANT ITEMS

Middle East and North Africa - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	828	828
Fair value movements on financial instruments	—	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	(41)	—	(97)	—	—	(97)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	(7)	(3)	(4)	(15)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Middle East and North Africa - Wealth and Private 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	(41)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	(2)	(1)	(1)	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Middle East and North Africa

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	—	—	(97)	—	—	(97)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	(2)	—	—	(2)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	—	—	—	—
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)	(3)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Middle East and North Africa - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	828	828
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

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Middle East and North Africa

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)	(2)	(2)	(6)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

Middle East and North Africa - TOTAL

Revenue	(10)	(10)	(10)	(4)
ECL	1	3	(1)	—
Operating expenses	6	10	5	5
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	(1)
Operating expense significant items	—	1	(1)	—
Loans and advances to customers (net)	(152)	(398)	(485)	(376)
Customer accounts	(277)	(586)	(647)	(445)

Middle East and North Africa - Wealth and Personal Banking

Revenue	(4)	(4)	(6)	(2)
ECL	—	—	(1)	1
Operating expenses	3	6	3	4
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	(23)	(66)	(91)	(72)
Customer accounts	(172)	(349)	(426)	(287)

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Middle East and North Africa

Middle East and North Africa - Commercial Banking

Revenue	(3)	(4)	(3)	(2)
ECL	1	3	—	(1)
Operating expenses	2	2	2	1
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	(93)	(244)	(263)	(208)
Customer accounts	(48)	(112)	(105)	(71)

Middle East and North Africa - Global Banking and Markets

Revenue	(2)	(3)	(2)	1
ECL	—	—	—	—
Operating expenses	1	1	2	1
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	(36)	(88)	(131)	(96)
Customer accounts	(56)	(125)	(116)	(87)

Middle East and North Africa - Corporate Centre

Revenue	(1)	1	1	(1)
ECL	—	—	—	—
Operating expenses	—	—	(2)	(1)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	(1)
Operating expense significant items	—	—	(1)	—
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.

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North America - TOTAL

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net interest income	706	777	782	775	832	3,241
Net fee income	458	452	458	443	479	1,804
Other operating income	537	475	366	399	377	1,542
Net operating income before change in expected credit losses and other credit impairment charges	1,701	1,704	1,606	1,617	1,688	6,587
Change in expected credit losses and other credit impairment charges	(379)	(508)	(97)	(80)	(57)	(237)
Total operating expenses	(1,189)	(1,306)	(1,784)	(1,240)	(1,265)	(5,583)
<i>of which: staff expenses</i>	<i>(596)</i>	<i>(652)</i>	<i>(608)</i>	<i>(622)</i>	<i>(673)</i>	<i>(2,598)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	133	(110)	(275)	297	366	767
Reported Significant items - Totals (\$m)						
Revenue	(21)	15	(56)	(4)	(4)	(68)
ECL	—	—	—	—	—	—
Operating expenses	(68)	(116)	(493)	(17)	(30)	(545)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,722	1,677	1,639	1,603	1,679	6,655
<i>of which: net interest income</i>	<i>706</i>	<i>770</i>	<i>768</i>	<i>765</i>	<i>824</i>	<i>3,241</i>
Change in expected credit losses and other credit impairment charges	(379)	(505)	(96)	(79)	(56)	(237)
Total operating expenses	(1,121)	(1,182)	(1,282)	(1,211)	(1,226)	(5,038)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	222	(10)	261	313	397	1,380
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	117,033	123,815	114,074	112,504	113,198	114,074
Loans and advances to customers (net)	115,813	122,858	113,474	111,963	112,693	113,474
Total external assets	409,428	435,846	348,035	384,310	400,731	348,035
Customer accounts	180,489	153,893	146,676	142,781	135,400	146,676
Risk-weighted assets ¹	130,580	133,161	121,953	131,101	133,448	121,953

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Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	115,813	124,726	111,092	110,627	110,897	113,474
Customer accounts	180,489	155,813	144,259	141,369	133,488	146,676

North America - Wealth and Private Banking

Reported (\$m)	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	460	501	454	536	564	2,096
<i>of which: net interest income</i>	294	350	348	372	388	1,501
Change in expected credit losses and other credit impairment charges	(44)	(162)	(38)	(56)	(22)	(138)
Total operating expenses	(478)	(501)	(949)	(511)	(536)	(2,532)
<i>of which: staff expenses</i>	(167)	(188)	(177)	(178)	(191)	(730)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(62)	(162)	(533)	(31)	6	(574)

Reported Significant items - Totals (\$m)

Revenue	(1)	(6)	(48)	(4)	(1)	(53)
ECL	—	—	—	—	—	—
Operating expenses	(3)	(9)	(437)	(3)	(7)	(447)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	461	503	495	533	558	2,149
<i>of which: net interest income</i>	294	347	344	367	385	1,501
Change in expected credit losses and other credit impairment charges	(44)	(162)	(38)	(55)	(21)	(138)
Total operating expenses	(475)	(488)	(506)	(501)	(524)	(2,085)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(58)	(147)	(49)	(23)	13	(74)

Balance sheet - reported (\$m)

Balance sheet data - at most recent balance sheet date FX rates (\$m)	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	47,667	46,328	47,997	46,822	46,029	47,997
Loans and advances to customers (net)	47,211	45,882	47,684	46,528	45,769	47,684
Total external assets	95,899	88,291	81,587	83,638	81,474	81,587
Customer accounts	79,799	74,030	72,232	70,935	69,170	72,232
Risk-weighted assets	22,295	21,829	21,660	(n/a)	(n/a)	21,660

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	47,211	46,754	46,548	45,858	44,875	47,684
Customer accounts	79,799	75,096	70,887	70,137	68,092	72,232

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North America

North America - Commercial Banking

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	433	481	464	494	478	1,912
<i>of which: net interest income</i>	<i>301</i>	<i>333</i>	<i>325</i>	<i>344</i>	<i>335</i>	<i>1,340</i>
Change in expected credit losses and other credit impairment charges	(291)	(220)	(41)	(25)	(27)	(90)
Total operating expenses	(227)	(238)	(246)	(238)	(237)	(967)
<i>of which: staff expenses</i>	<i>(88)</i>	<i>(100)</i>	<i>(98)</i>	<i>(98)</i>	<i>(100)</i>	<i>(396)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(85)	23	177	231	214	855
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(2)	—	(2)	(1)	(1)	(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	433	475	455	484	472	1,912
<i>of which: net interest income</i>	<i>301</i>	<i>330</i>	<i>320</i>	<i>339</i>	<i>331</i>	<i>1,340</i>
Change in expected credit losses and other credit impairment charges	(291)	(218)	(40)	(25)	(27)	(90)
Total operating expenses	(225)	(236)	(242)	(233)	(233)	(962)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(83)	21	173	226	212	860
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	49,178	51,591	46,968	45,743	44,961	46,968
Loans and advances to customers (net)	48,603	51,208	46,743	45,549	44,772	46,743
Total external assets	74,105	73,664	65,564	67,755	66,442	65,564
Customer accounts	57,986	49,438	49,043	43,836	41,930	49,043
Risk-weighted assets	53,380	52,820	49,003	(n/a)	(n/a)	49,003
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	48,603	52,056	45,657	44,974	43,996	46,743
Customer accounts	57,986	50,101	48,208	43,353	41,281	49,043

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North America

North America - Global Banking and Markets

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	708	729	605	560	609	2,400
<i>of which: net interest income</i>	<i>143</i>	<i>124</i>	<i>129</i>	<i>88</i>	<i>139</i>	<i>516</i>
Change in expected credit losses and other credit impairment charges	(45)	(126)	(19)	1	(8)	(10)
Total operating expenses	(386)	(371)	(417)	(394)	(411)	(1,660)
<i>of which: staff expenses</i>	<i>(144)</i>	<i>(148)</i>	<i>(138)</i>	<i>(141)</i>	<i>(160)</i>	<i>(610)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	277	232	169	167	190	730
Reported Significant items - Totals (\$m)						
Revenue	(20)	13	(1)	2	(3)	(6)
ECL	—	—	—	—	—	—
Operating expenses	(22)	(4)	(6)	(5)	(4)	(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	728	714	603	555	610	2,406
<i>of which: net interest income</i>	<i>143</i>	<i>123</i>	<i>128</i>	<i>87</i>	<i>138</i>	<i>516</i>
Change in expected credit losses and other credit impairment charges	(45)	(126)	(19)	1	(8)	(10)
Total operating expenses	(364)	(366)	(409)	(388)	(406)	(1,642)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	319	222	175	168	196	754
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	20,188	25,896	19,109	19,939	22,208	19,109
Loans and advances to customers (net)	19,999	25,768	19,047	19,886	22,152	19,047
Total external assets	233,737	268,209	194,774	226,707	246,600	194,774
Customer accounts	42,704	30,425	25,401	28,010	24,293	25,401
Risk-weighted assets	49,779	53,238	46,109	(n/a)	(n/a)	46,109
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	19,999	25,916	18,887	19,795	22,026	19,047
Customer accounts	42,704	30,616	25,164	27,879	24,108	25,401

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North America

North America - Corporate Centre

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	100	(7)	83	27	37	179
<i>of which: net interest expense</i>	<i>(32)</i>	<i>(30)</i>	<i>(20)</i>	<i>(29)</i>	<i>(30)</i>	<i>(116)</i>
Change in expected credit losses and other credit impairment charges	1	—	1	—	—	1
Total operating expenses	(98)	(196)	(172)	(97)	(81)	(424)
<i>of which: staff expenses</i>	<i>(197)</i>	<i>(216)</i>	<i>(195)</i>	<i>(205)</i>	<i>(222)</i>	<i>(862)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	3	(203)	(88)	(70)	(44)	(244)
Reported Significant items - Totals (\$m)						
Revenue	—	8	(7)	(2)	—	(9)
ECL	—	—	—	—	—	—
Operating expenses	(41)	(103)	(48)	(8)	(18)	(75)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	100	(15)	86	31	39	188
<i>of which: net interest expense</i>	<i>(32)</i>	<i>(30)</i>	<i>(24)</i>	<i>(28)</i>	<i>(30)</i>	<i>(116)</i>
Change in expected credit losses and other credit impairment charges	1	1	1	—	—	1
Total operating expenses	(57)	(92)	(125)	(89)	(63)	(349)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	44	(106)	(38)	(58)	(24)	(160)
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	5,687	5,682	6,110	6,210	6,215	6,110
Customer accounts	—	—	—	—	7	—
Risk-weighted assets	5,126	5,274	5,181	(n/a)	(n/a)	5,181
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	7	—

HSBC
North America

SIGNIFICANT ITEMS

North America - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	(7)	(55)	(4)	—	(59)
Fair value movements on financial instruments	(10)	13	(1)	—	(4)	(9)
Restructuring and other related costs	(10)	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	—	—	(431)	—	—	(431)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(68)	(116)	(62)	(17)	(30)	(114)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

North America - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	(6)	(48)	(4)	—	(52)
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	—	—	(431)	—	—	(431)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(3)	(9)	(6)	(3)	(7)	(16)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC

North America

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	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(2)	—	(2)	(1)	(1)	(5)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	(10)	13	(1)	2	(3)	(6)
Restructuring and other related costs	(10)	—	—	—	—	—

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	(22)	(4)	(6)	(5)	(4)	(18)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

North America - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	(1)	(7)	—	—	(7)
Fair value movements on financial instruments	—	—	—	(2)	—	(2)
Restructuring and other related costs	—	9	—	—	—	—

HSBC

North America

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	(41)	(103)	(48)	(8)	(18)	(75)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

North America - TOTAL

Revenue	(12)	(24)	(18)	(14)
ECL	3	1	1	1
Operating expenses	8	8	11	9
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	(1)	—	(1)
Operating expense significant items	—	(1)	(1)	—
Loans and advances to customers (net)	1,868	(2,382)	(1,336)	(1,796)
Customer accounts	1,920	(2,417)	(1,412)	(1,912)

North America - Wealth and Personal Banking

Revenue	(4)	(7)	(7)	(7)
ECL	—	—	1	1
Operating expenses	13	6	7	5
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	9	—	—	—
Loans and advances to customers (net)	872	(1,136)	(670)	(894)
Customer accounts	1,066	(1,345)	(798)	(1,078)

HSBC North America

North America - Commercial Banking

Revenue	(6)	(9)	(10)	(6)
ECL	2	1	—	—
Operating expenses	2	2	4	3
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	848	(1,086)	(575)	(776)
Customer accounts	663	(835)	(483)	(649)

North America - Global Banking and Markets

Revenue	(2)	(3)	(3)	(3)
ECL	—	—	—	—
Operating expenses	1	2	1	1
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	(1)
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	148	(160)	(91)	(126)
Customer accounts	191	(237)	(131)	(185)

North America - Corporate Centre

Revenue	1	(4)	2	2
ECL	1	—	—	—
Operating expenses	1	(2)	—	—
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	1	—	—	—
Operating expense significant items	—	(1)	—	—
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
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net interest income	502	495	496	482	546	2,087
Net fee income	319	307	311	301	334	1,238
Other operating income	445	424	299	353	324	1,313
Net operating income before change in expected credit losses and other credit impairment charges	1,266	1,226	1,106	1,136	1,204	4,638
Change in expected credit losses and other credit impairment charges	(237)	(378)	(68)	(66)	(25)	(169)
Total operating expenses	(932)	(1,025)	(1,078)	(966)	(978)	(4,033)
<i>of which: staff expenses</i>	(463)	(495)	(474)	(467)	(515)	(1,988)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	97	(177)	(40)	104	201	436
Reported Significant items - Totals (\$m)						
Revenue	(19)	13	(55)	(5)	(3)	(66)
ECL	—	—	—	—	—	—
Operating expenses	(65)	(112)	(54)	(13)	(23)	(93)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,285	1,213	1,159	1,142	1,208	4,704
<i>of which: net interest income</i>	502	495	495	482	546	2,087
Change in expected credit losses and other credit impairment charges	(237)	(378)	(68)	(66)	(25)	(169)
Total operating expenses	(867)	(913)	(1,025)	(953)	(955)	(3,940)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	181	(78)	66	123	228	595
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	68,751	76,560	63,874	66,243	67,266	63,874
Loans and advances to customers (net)	68,036	75,994	63,588	65,985	67,041	63,588
Total external assets	317,121	346,561	261,923	296,790	312,152	261,923
Customer accounts	120,236	99,714	90,834	89,742	82,260	90,834
Risk-weighted assets	97,347	101,298	89,420	97,718	99,306	89,420

**HSBC
US**

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	68,036	75,993	63,588	65,985	67,041	63,588
Customer accounts	120,236	99,714	90,834	89,742	82,260	90,834

HSBC US - Wealth and Private Banking

Reported (\$m)	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	295	311	265	349	374	1,347
<i>of which: net interest income</i>	191	228	222	248	262	1,000
Change in expected credit losses and other credit impairment charges	(37)	(139)	(30)	(51)	(14)	(116)
Total operating expenses	(345)	(359)	(373)	(366)	(385)	(1,510)
<i>of which: staff expenses</i>	(119)	(133)	(126)	(125)	(140)	(522)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(87)	(187)	(138)	(68)	(25)	(279)

Reported Significant items - Totals (\$m)

Revenue	(1)	(7)	(48)	(4)	—	(52)
ECL	—	—	—	—	—	—
Operating expenses	(3)	(9)	(4)	(3)	(7)	(14)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	296	317	313	354	374	1,399
<i>of which: net interest income</i>	191	227	222	248	262	1,000
Change in expected credit losses and other credit impairment charges	(37)	(140)	(30)	(50)	(14)	(116)
Total operating expenses	(342)	(349)	(371)	(362)	(378)	(1,496)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(83)	(172)	(88)	(58)	(18)	(213)

Balance sheet - reported (\$m)

Balance sheet - reported (\$m)	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	24,034	24,033	23,827	23,408	22,952	23,827
Loans and advances to customers (net)	23,739	23,746	23,658	23,253	22,828	23,658
Total external assets	60,033	56,425	48,715	50,302	48,452	48,715
Customer accounts	48,484	46,139	43,027	42,576	40,902	43,027
Risk-weighted assets	16,525	16,452	15,897	(n/a)	(n/a)	15,897

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	23,739	23,746	23,658	23,253	22,828	23,658
Customer accounts	48,484	46,139	43,028	42,576	40,902	43,027

HSBC US - Commercial Banking

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	246	261	245	275	263	1,043
<i>of which: net interest income</i>	<i>194</i>	<i>200</i>	<i>193</i>	<i>208</i>	<i>202</i>	<i>801</i>
Change in expected credit losses and other credit impairment charges	(181)	(123)	(21)	(17)	(9)	(53)
Total operating expenses	(144)	(148)	(157)	(147)	(145)	(604)
<i>of which: staff expenses</i>	<i>(58)</i>	<i>(65)</i>	<i>(66)</i>	<i>(62)</i>	<i>(66)</i>	<i>(258)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(79)	(10)	67	111	109	386
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(2)	—	—	—	(1)	(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	246	261	245	275	263	1,043
<i>of which: net interest income</i>	<i>194</i>	<i>202</i>	<i>193</i>	<i>208</i>	<i>202</i>	<i>801</i>
Change in expected credit losses and other credit impairment charges	(181)	(123)	(21)	(18)	(9)	(53)
Total operating expenses	(142)	(148)	(157)	(147)	(144)	(602)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(77)	(10)	67	110	110	388
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	28,210	30,480	24,473	26,196	25,501	24,473
Loans and advances to customers (net)	27,947	30,315	24,406	26,130	25,439	24,406
Total external assets	41,032	42,201	33,726	36,469	35,015	33,726
Customer accounts	37,091	30,173	28,998	25,334	23,458	28,998
Risk-weighted assets	32,654	33,782	29,276	(n/a)	(n/a)	29,276
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	27,947	30,315	24,406	26,130	25,439	24,406
Customer accounts	37,091	30,173	28,998	25,334	23,458	28,998

HSBC US - Global Banking and Markets

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	623	663	517	485	532	2,074
<i>of which: net interest income</i>	<i>135</i>	<i>88</i>	<i>97</i>	<i>49</i>	<i>108</i>	<i>382</i>
Change in expected credit losses and other credit impairment charges	(19)	(116)	(18)	2	(2)	(1)
Total operating expenses	(354)	(334)	(387)	(358)	(376)	(1,525)
<i>of which: staff expenses</i>	<i>(134)</i>	<i>(133)</i>	<i>(130)</i>	<i>(127)</i>	<i>(146)</i>	<i>(559)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	250	213	112	129	154	548
Reported Significant items - Totals (\$m)						
Revenue	(18)	10	(1)	1	(3)	(6)
ECL	—	—	—	—	—	—
Operating expenses	(19)	(1)	(6)	(5)	(2)	(14)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	641	653	518	483	535	2,080
<i>of which: net interest income</i>	<i>135</i>	<i>88</i>	<i>97</i>	<i>49</i>	<i>108</i>	<i>382</i>
Change in expected credit losses and other credit impairment charges	(19)	(116)	(18)	2	(2)	(1)
Total operating expenses	(335)	(333)	(381)	(353)	(374)	(1,511)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	287	204	119	132	159	568
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	16,508	22,047	15,574	16,639	18,813	15,574
Loans and advances to customers (net)	16,351	21,933	15,524	16,602	18,774	15,524
Total external assets	210,734	242,533	174,376	204,787	223,509	174,376
Customer accounts	34,660	23,402	18,809	21,832	17,900	18,809
Risk-weighted assets	43,285	46,126	39,415	(n/a)	(n/a)	39,415
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	16,351	21,932	15,524	16,602	18,774	15,524
Customer accounts	34,660	23,402	18,808	21,832	17,900	18,809

HSBC US - Corporate Centre

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	102	(9)	79	27	35	174
<i>of which: net interest expense</i>	<i>(18)</i>	<i>(21)</i>	<i>(16)</i>	<i>(23)</i>	<i>(26)</i>	<i>(96)</i>
Change in expected credit losses and other credit impairment charges	—	—	1	—	—	1
Total operating expenses	(89)	(184)	(161)	(95)	(72)	(394)
<i>of which: staff expenses</i>	<i>(152)</i>	<i>(164)</i>	<i>(152)</i>	<i>(153)</i>	<i>(163)</i>	<i>(649)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	13	(193)	(81)	(68)	(37)	(219)
Reported Significant items - Totals (\$m)						
Revenue	—	10	(6)	(2)	—	(8)
ECL	—	—	—	—	—	—
Operating expenses	(41)	(102)	(44)	(5)	(13)	(63)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	102	(18)	83	30	36	182
<i>of which: net interest expense</i>	<i>(18)</i>	<i>(22)</i>	<i>(17)</i>	<i>(23)</i>	<i>(26)</i>	<i>(96)</i>
Change in expected credit losses and other credit impairment charges	—	1	1	—	—	1
Total operating expenses	(48)	(83)	(116)	(91)	(59)	(331)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	54	(100)	(32)	(61)	(23)	(148)
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	(1)	—	—	—	—	—
Loans and advances to customers (net)	(1)	—	—	—	—	—
Total external assets	5,322	5,402	5,106	5,232	5,176	5,106
Customer accounts	1	—	—	—	—	—
Risk-weighted assets	4,883	4,938	4,832	(n/a)	(n/a)	4,832
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	(1)	—	—	—	—	—
Customer accounts	1	—	—	—	—	—

HSBC
US

SIGNIFICANT ITEMS

HSBC US - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	(7)	(54)	(4)	—	(58)
Fair value movements on financial instruments	(7)	10	(1)	(1)	(3)	(8)
Restructuring and other related costs	(11)	10	—	—	—	—

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	(65)	(112)	(54)	(13)	(23)	(93)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC US - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	(7)	(48)	(4)	—	(52)
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)	(9)	(4)	(3)	(7)	(14)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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US

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	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(2)	—	—	—	(1)	(2)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	(8)	10	(1)	1	(3)	(6)
Restructuring and other related costs	(10)	—	—	—	—	—

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	(19)	(1)	(6)	(5)	(2)	(14)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC US - Corporate Centre

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	(6)	—	—	(6)
Fair value movements on financial instruments	—	—	—	(2)	—	(2)
Restructuring and other related costs	—	10	—	—	—	—

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US**

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	(41)	(102)	(44)	(5)	(13)	(63)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

HSBC US - TOTAL

Revenue	1	(2)	1	1
ECL	—	—	—	—
Operating expenses	—	(1)	—	—
Share of profit in associates and joint ventures	—	—	—	—

Revenue significant items	1	—	—	—
Operating expense significant items	—	—	—	—

Loans and advances to customers (net)	(1)	—	—	—
Customer accounts	—	—	—	—

HSBC US - Wealth and Personal Banking

Revenue	(1)	—	1	—
ECL	(1)	—	1	—
Operating expenses	1	(2)	1	—
Share of profit in associates and joint ventures	—	—	—	—

Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—

Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	1	—	—

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US**

HSBC US - Commercial Banking

Revenue	—	—	—	—
ECL	—	—	(1)	—
Operating expenses	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—

Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—

Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	—	—

HSBC US - Global Banking and Markets

Revenue	—	—	(1)	—
ECL	—	—	—	—
Operating expenses	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—

Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—

Loans and advances to customers (net)	(1)	—	—	—
Customer accounts	—	(1)	—	—

HSBC US - Corporate Centre

Revenue	2	(2)	1	1
ECL	1	—	—	—
Operating expenses	(1)	1	(1)	—
Share of profit in associates and joint ventures	—	—	—	—

Revenue significant items	1	—	—	—
Operating expense significant items	—	—	—	—

Loans and advances to customers (net)	—	—	—	—
Customer accounts	—	—	—	—

HSBC
Latin America

Latin America - TOTAL

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net interest income	450	513	514	470	568	2,061
Net fee income	104	126	143	137	137	540
Other operating income ¹	160	224	282	70	224	915
Net operating income before change in expected credit losses and other credit impairment charges	714	863	939	677	929	3,516
Change in expected credit losses and other credit impairment charges	(340)	(317)	(275)	(231)	(119)	(740)
Total operating expenses	(430)	(480)	(935)	(445)	(530)	(2,389)
<i>of which: staff expenses</i>	<i>(147)</i>	<i>(189)</i>	<i>(195)</i>	<i>(190)</i>	<i>(203)</i>	<i>(783)</i>
Share of profit in associates and joint ventures	1	1	2	2	9	13
Profit/(loss) before tax	(55)	67	(269)	3	289	400
Reported Significant items - Totals (\$m)						
Revenue	(7)	16	(2)	2	(3)	(10)
ECL	—	—	—	—	—	—
Operating expenses	(11)	—	(359)	(4)	(9)	(375)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	721	739	786	520	724	3,526
<i>of which: net interest income</i>	<i>450</i>	<i>447</i>	<i>431</i>	<i>358</i>	<i>439</i>	<i>2,061</i>
Change in expected credit losses and other credit impairment charges	(340)	(275)	(232)	(180)	(95)	(740)
Total operating expenses	(419)	(421)	(490)	(339)	(405)	(2,014)
Share of profit in associates and joint ventures	1	1	2	2	9	13
Profit/(loss) before tax	(37)	44	66	3	233	785
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	20,855	20,895	24,021	23,442	24,289	24,021
Loans and advances to customers (net)	19,785	20,040	23,136	22,611	23,433	23,136
Total external assets	45,451	44,670	49,905	47,944	51,321	49,905
Customer accounts	25,117	23,174	28,237	24,760	26,456	28,237
Risk-weighted assets ²	33,278	32,895	38,460	40,762	40,254	38,460

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Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	19,785	20,259	18,970	19,219	18,899	23,136
Customer accounts	25,117	23,287	23,243	21,013	20,914	28,237

Latin America - Wealth and Personal Banking

Reported (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	420	500	550	427	569	2,179
<i>of which: net interest income</i>	306	385	396	369	407	1,552
Change in expected credit losses and other credit impairment charges	(207)	(234)	(230)	(163)	(97)	(590)
Total operating expenses	(280)	(324)	(365)	(295)	(357)	(1,338)
<i>of which: staff expenses</i>	(78)	(97)	(110)	(97)	(100)	(403)
Share of profit in associates and joint ventures	1	1	2	2	7	11
Profit/(loss) before tax	(66)	(57)	(43)	(29)	122	262

Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(1)	—	(16)	(2)	(3)	(22)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	420	434	459	335	446	2,179
<i>of which: net interest income</i>	306	334	330	291	318	1,552
Change in expected credit losses and other credit impairment charges	(207)	(204)	(195)	(129)	(77)	(590)
Total operating expenses	(279)	(283)	(293)	(226)	(277)	(1,316)
Share of profit in associates and joint ventures	1	1	1	2	6	11
Profit/(loss) before tax	(65)	(52)	(28)	(18)	98	284

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	6,994	6,914	8,457	7,794	7,817	8,457
Loans and advances to customers (net)	6,324	6,355	7,838	7,236	7,252	7,838
Total external assets	14,238	13,794	16,043	16,489	17,590	16,043
Customer accounts	11,560	10,819	13,614	12,190	13,923	13,614
Risk-weighted assets	9,875	9,290	11,335	(n/a)	(n/a)	11,335

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	6,324	6,438	6,415	6,154	5,884	7,838
Customer accounts	11,560	10,881	11,171	10,342	10,979	13,614

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Latin America

Latin America - Commercial Banking

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	145	164	194	145	191	718
<i>of which: net interest income</i>	122	135	160	127	158	582
Change in expected credit losses and other credit impairment charges	(71)	(53)	(37)	(48)	(25)	(125)
Total operating expenses	(78)	(88)	(444)	(74)	(93)	(696)
<i>of which: staff expenses</i>	(17)	(22)	(23)	(22)	(22)	(88)
Share of profit in associates and joint ventures	(1)	—	—	—	1	1
Profit/(loss) before tax	(5)	23	(287)	23	74	(102)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	(337)	—	—	(337)
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	144	164	106	146	718
<i>of which: net interest income</i>	122	118	136	94	120	582
Change in expected credit losses and other credit impairment charges	(71)	(45)	(32)	(36)	(20)	(125)
Total operating expenses	(78)	(78)	(89)	(54)	(70)	(359)
Share of profit in associates and joint ventures	(1)	—	—	—	1	1
Profit/(loss) before tax	(5)	21	43	16	57	235
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	6,614	6,636	7,739	7,527	7,487	7,739
Loans and advances to customers (net)	6,314	6,398	7,506	7,290	7,228	7,506
Total external assets	9,531	9,516	10,971	11,304	11,556	10,971
Customer accounts	8,086	7,580	8,261	7,690	8,217	8,261
Risk-weighted assets	9,549	9,325	10,720	(n/a)	(n/a)	10,720
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	6,314	6,459	6,169	6,191	5,766	7,506
Customer accounts	8,086	7,646	6,786	6,530	6,572	8,261

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Latin America

Latin America - Global Banking and Markets

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	151	155	189	107	171	619
<i>of which: net interest income</i>	<i>68</i>	<i>78</i>	<i>94</i>	<i>66</i>	<i>80</i>	<i>324</i>
Change in expected credit losses and other credit impairment charges	(58)	(30)	(5)	(20)	3	(22)
Total operating expenses	(53)	(63)	(74)	(61)	(69)	(269)
<i>of which: staff expenses</i>	<i>(12)</i>	<i>(16)</i>	<i>(15)</i>	<i>(17)</i>	<i>(18)</i>	<i>(68)</i>
Share of profit in associates and joint ventures	—	—	—	—	1	1
Profit/(loss) before tax	40	62	110	26	106	329
Reported Significant items - Totals (\$m)						
Revenue	(7)	15	(3)	2	(2)	(10)
ECL	—	—	—	—	—	—
Operating expenses	—	—	(1)	—	(1)	(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	158	124	162	79	131	629
<i>of which: net interest income</i>	<i>68</i>	<i>69</i>	<i>80</i>	<i>46</i>	<i>59</i>	<i>324</i>
Change in expected credit losses and other credit impairment charges	(58)	(26)	(5)	(15)	3	(22)
Total operating expenses	(53)	(55)	(63)	(46)	(52)	(266)
Share of profit in associates and joint ventures	—	—	—	—	—	1
Profit/(loss) before tax	47	43	94	18	82	342
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	7,247	7,345	7,825	8,121	8,985	7,825
Loans and advances to customers (net)	7,147	7,287	7,792	8,085	8,953	7,792
Total external assets	21,406	21,133	22,376	19,685	21,688	22,376
Customer accounts	5,471	4,775	6,362	4,880	4,316	6,362
Risk-weighted assets	13,046	13,483	15,779	(n/a)	(n/a)	15,779
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	7,147	7,362	6,386	6,874	7,249	7,792
Customer accounts	5,471	4,760	5,286	4,141	3,363	6,362

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Latin America - Corporate Centre

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(2)	44	6	(2)	(2)	—
<i>of which: net interest expense</i>	<i>(46)</i>	<i>(85)</i>	<i>(136)</i>	<i>(92)</i>	<i>(77)</i>	<i>(397)</i>
Change in expected credit losses and other credit impairment charges	(4)	—	(3)	—	—	(3)
Total operating expenses	(19)	(5)	(52)	(15)	(11)	(86)
<i>of which: staff expenses</i>	<i>(40)</i>	<i>(54)</i>	<i>(47)</i>	<i>(54)</i>	<i>(63)</i>	<i>(224)</i>
Share of profit in associates and joint ventures	1	—	—	—	—	—
Profit/(loss) before tax	(24)	39	(49)	(17)	(13)	(89)
Reported Significant items - Totals (\$m)						
Revenue	—	1	1	—	(1)	—
ECL	—	—	—	—	—	—
Operating expenses	(10)	—	(5)	(2)	(5)	(13)
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)	37	2	—	1	—
<i>of which: net interest expense</i>	<i>(46)</i>	<i>(74)</i>	<i>(115)</i>	<i>(73)</i>	<i>(58)</i>	<i>(397)</i>
Change in expected credit losses and other credit impairment charges	(4)	—	(2)	—	(1)	(3)
Total operating expenses	(9)	(5)	(46)	(11)	(6)	(73)
Share of profit in associates and joint ventures	1	—	—	—	—	—
Profit/(loss) before tax	(14)	32	(46)	(11)	(6)	(76)
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	276	227	515	466	487	515
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	808	797	626	(n/a)	(n/a)	626
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
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	(1)	(1)
Fair value movements on financial instruments	(7)	16	(2)	2	(2)	(9)
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	—	—	(337)	—	—	(337)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(11)	—	(22)	(4)	(9)	(38)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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)	—	(16)	(2)	(3)	(22)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Latin America

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	—	—	(337)	—	—	(337)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	(7)	15	(3)	2	(2)	(10)
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)	(3)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Latin 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	—	1	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

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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)	(5)	(13)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

Latin America - TOTAL

Revenue	(111)	(154)	(155)	(208)
ECL	42	43	51	24
Operating expenses	59	90	103	118
Share of profit in associates and joint ventures	—	—	—	—

Revenue significant items	(3)	1	—	—
Operating expense significant items	—	4	1	2

Loans and advances to customers (net)	219	(4,166)	(3,392)	(4,534)
Customer accounts	113	(4,994)	(3,747)	(5,542)

Latin America - Wealth and Personal Banking

Revenue	(66)	(91)	(92)	(123)
ECL	30	35	34	20
Operating expenses	41	59	68	78
Share of profit in associates and joint ventures	—	(1)	—	(1)

Revenue significant items	—	—	—	—
Operating expense significant items	—	3	1	1

Loans and advances to customers (net)	83	(1,423)	(1,082)	(1,368)
Customer accounts	62	(2,443)	(1,848)	(2,944)

HSBC Latin America

Latin America - Commercial Banking

Revenue	(20)	(30)	(39)	(45)
ECL	8	5	12	5
Operating expenses	10	18	20	23
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	61	(1,337)	(1,099)	(1,462)
Customer accounts	66	(1,475)	(1,160)	(1,645)

Latin America - Global Banking and Markets

Revenue	(18)	(29)	(26)	(42)
ECL	4	—	5	—
Operating expenses	8	11	15	17
Share of profit in associates and joint ventures	—	—	—	(1)
Revenue significant items	(2)	1	—	—
Operating expense significant items	—	1	—	1
Loans and advances to customers (net)	75	(1,406)	(1,211)	(1,704)
Customer accounts	(15)	(1,076)	(739)	(953)

Latin America - Corporate Centre

Revenue	(6)	(3)	2	2
ECL	—	1	—	(1)
Operating expenses	—	2	3	1
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	1	1	1
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 \$22m, comprising a decrease in revenue of \$29m, an decrease in ECL of \$2m and an decrease in operating expenses of \$5m.

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

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Mexico - TOTAL						
Reported (\$m)						
Net interest income	313	376	366	356	366	1,463
Net fee income	87	102	116	124	106	441
Other operating income	101	160	155	167	142	651
Net operating income before change in expected credit losses and other credit impairment charges	501	638	637	647	614	2,555
Change in expected credit losses and other credit impairment charges	(315)	(259)	(145)	(148)	(100)	(491)
Total operating expenses	(304)	(343)	(362)	(342)	(352)	(1,390)
<i>of which: staff expenses</i>	(102)	(133)	(145)	(131)	(139)	(551)
Share of profit in associates and joint ventures	1	1	2	2	9	13
Profit/(loss) before tax	(117)	37	132	159	171	687
Reported Significant items - Totals (\$m)						
Revenue	(6)	12	(2)	2	(2)	(7)
ECL	—	—	—	—	—	—
Operating expenses	(2)	—	(11)	(3)	(3)	(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	507	538	528	538	506	2,562
<i>of which: net interest income</i>	313	323	302	297	300	1,463
Change in expected credit losses and other credit impairment charges	(315)	(223)	(119)	(124)	(82)	(491)
Total operating expenses	(302)	(295)	(289)	(283)	(287)	(1,371)
Share of profit in associates and joint ventures	1	1	1	2	7	13
Profit/(loss) before tax	(109)	21	121	133	144	713
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	18,130	18,108	21,172	20,543	20,852	21,172
Loans and advances to customers (net)	17,220	17,395	20,426	19,853	20,128	20,426
Total external assets	35,043	34,731	40,907	39,723	41,242	40,907
Customer accounts	19,759	18,046	23,051	19,938	20,437	23,051
Risk-weighted assets	24,773	24,159	28,960	29,353	29,341	28,960

HSBC
Mexico

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	17,220	17,732	16,631	16,910	16,680	20,426
Customer accounts	19,759	18,394	18,769	16,982	16,936	23,051

Mexico - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	342	429	431	444	421	1,735
<i>of which: net interest income</i>	247	318	325	308	297	1,227
Change in expected credit losses and other credit impairment charges	(199)	(183)	(137)	(123)	(84)	(437)
Total operating expenses	(213)	(247)	(253)	(245)	(258)	(998)
<i>of which: staff expenses</i>	(54)	(70)	(78)	(68)	(70)	(286)
Share of profit in associates and joint ventures	1	1	2	2	7	11
Profit/(loss) before tax	(69)	—	43	78	86	311

Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	(9)	(1)	—	(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	342	369	356	370	346	1,735
<i>of which: net interest income</i>	247	273	269	257	244	1,227
Change in expected credit losses and other credit impairment charges	(199)	(157)	(113)	(103)	(69)	(437)
Total operating expenses	(213)	(212)	(201)	(203)	(212)	(988)
Share of profit in associates and joint ventures	1	1	1	2	6	11
Profit/(loss) before tax	(69)	1	43	66	71	321

Balance sheet - reported (\$m)

Balance sheet - reported (\$m)	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Loans and advances to customers (gross)	6,357	6,261	7,736	7,101	6,982	7,736
Loans and advances to customers (net)	5,728	5,736	7,154	6,579	6,467	7,154
Total external assets	11,207	11,159	13,659	14,199	14,134	13,659
Customer accounts	9,316	8,815	11,665	10,197	11,003	11,665
Risk-weighted assets	7,763	7,196	9,079	(n/a)	(n/a)	9,079

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)	5,728	5,847	5,824	5,604	5,359	7,154
Customer accounts	9,316	8,985	9,498	8,685	9,118	11,665

Mexico - Commercial Banking

Reported (\$m)

Net operating income before change in expected credit losses and other credit impairment charges

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit/(loss) in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	85	101	102	101	111	441
<i>of which: net interest income</i>	<i>72</i>	<i>80</i>	<i>85</i>	<i>82</i>	<i>90</i>	<i>340</i>
Change in expected credit losses and other credit impairment charges	(64)	(49)	(12)	(19)	(18)	(55)
Total operating expenses	(49)	(55)	(58)	(51)	(51)	(211)
<i>of which: staff expenses</i>	<i>(10)</i>	<i>(13)</i>	<i>(14)</i>	<i>(13)</i>	<i>(13)</i>	<i>(53)</i>
Share of profit in associates and joint ventures	(1)	—	—	—	1	1
Profit/(loss) before tax	(29)	(3)	32	31	43	176
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	85	87	84	84	91	441
<i>of which: net interest income</i>	<i>72</i>	<i>69</i>	<i>70</i>	<i>68</i>	<i>74</i>	<i>340</i>
Change in expected credit losses and other credit impairment charges	(64)	(42)	(10)	(15)	(14)	(55)
Total operating expenses	(49)	(47)	(48)	(42)	(42)	(211)
Share of profit/(loss) in associates and joint ventures	(1)	—	—	—	1	1
Profit/(loss) before tax	(29)	(2)	26	27	36	176
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	5,332	5,435	6,480	6,178	5,953	6,480
Loans and advances to customers (net)	5,129	5,289	6,341	6,038	5,773	6,341
Total external assets	7,201	7,514	9,343	9,305	9,102	9,343
Customer accounts	6,747	6,262	7,032	6,398	6,750	7,032
Risk-weighted assets	6,976	6,974	8,251	(n/a)	(n/a)	8,251
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	5,129	5,392	5,163	5,143	4,784	6,341
Customer accounts	6,747	6,383	5,726	5,449	5,594	7,032

Mexico - Global Banking and Markets

Reported (\$m)

Net operating income before change in expected credit losses and other credit impairment charges

of which: net interest income

Change in expected credit losses and other credit impairment (charges)/recoveries

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

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

of which: net interest income

Change in expected credit losses and other credit impairment (charges)/recoveries

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	75	62	98	98	82	365
<i>of which: net interest income</i>	<i>36</i>	<i>23</i>	<i>19</i>	<i>21</i>	<i>25</i>	<i>113</i>
Change in expected credit losses and other credit impairment (charges)/recoveries	(51)	(27)	4	(6)	2	1
Total operating expenses	(29)	(34)	(34)	(35)	(35)	(138)
<i>of which: staff expenses</i>	<i>(6)</i>	<i>(7)</i>	<i>(6)</i>	<i>(7)</i>	<i>(8)</i>	<i>(30)</i>
Share of profit in associates and joint ventures	—	—	—	—	1	1
Profit/(loss) before tax	(5)	1	68	57	50	229
Reported Significant items - Totals (\$m)						
Revenue	(6)	11	(2)	2	(2)	(7)
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	(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	81	44	83	81	69	372
<i>of which: net interest income</i>	<i>36</i>	<i>20</i>	<i>16</i>	<i>18</i>	<i>21</i>	<i>113</i>
Change in expected credit losses and other credit impairment (charges)/recoveries	(51)	(24)	4	(6)	2	1
Total operating expenses	(29)	(29)	(28)	(29)	(28)	(137)
Share of profit in associates and joint ventures	—	—	—	—	—	1
Profit/(loss) before tax	1	(9)	59	46	43	237
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	6,441	6,412	6,956	7,264	7,917	6,956
Loans and advances to customers (net)	6,363	6,370	6,931	7,236	7,888	6,931
Total external assets	16,509	15,915	17,723	16,030	17,830	17,723
Customer accounts	3,696	2,969	4,354	3,343	2,684	4,354
Risk-weighted assets	9,767	9,633	11,294	(n/a)	(n/a)	11,294
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	6,363	6,493	5,644	6,163	6,537	6,931
Customer accounts	3,696	3,026	3,545	2,848	2,224	4,354

Mexico - Corporate Centre

Reported (\$m)

Net operating income before change in expected credit losses and other credit impairment charges

of which: net interest expense

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

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

of which: net interest expense

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

Balance sheet data - at most recent balance sheet date FX rates (\$m)

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	—	46	6	4	—	14
<i>of which: net interest expense</i>	(42)	(45)	(63)	(55)	(46)	(217)
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(14)	(7)	(17)	(11)	(8)	(43)
<i>of which: staff expenses</i>	(32)	(43)	(47)	(43)	(48)	(182)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(14)	39	(11)	(7)	(8)	(29)
Reported Significant items - Totals (\$m)						
Revenue	—	1	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(2)	—	(2)	(2)	(3)	(8)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	—	38	5	3	—	14
<i>of which: net interest expense</i>	(42)	(39)	(53)	(46)	(39)	(217)
Change in expected credit losses and other credit impairment charges	—	3	—	—	(1)	—
Total operating expenses	(12)	(7)	(12)	(9)	(5)	(35)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(12)	34	(7)	(6)	(6)	(21)
	Balance sheet date					Balance sheet date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	126	143	182	189	176	182
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	267	356	336	(n/a)	(n/a)	336
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

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Mexico

SIGNIFICANT ITEMS

Mexico - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	30-Jun-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(6)	12	(2)	2	(2)	(7)
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)	—	(11)	(3)	(3)	(19)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	—	—	(9)	(1)	—	(10)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC
Mexico

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	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	(6)	11	(2)	2	(2)	(7)
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)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

HSBC
Mexico

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)	—	(2)	(2)	(3)	(8)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

Mexico - TOTAL

Revenue	(90)	(111)	(108)	(110)
ECL	36	26	24	18
Operating expenses	48	64	57	63
Share of profit in associates and joint ventures	—	(1)	—	(2)
Revenue significant items	(2)	—	(1)	—
Operating expense significant items	—	2	1	1
Loans and advances to customers (net)	337	(3,795)	(2,943)	(3,448)
Customer accounts	348	(4,282)	(2,956)	(3,501)
Mexico - Wealth and Personal Banking				
Revenue	(60)	(75)	(74)	(75)
ECL	26	24	20	15
Operating expenses	35	42	41	46
Share of profit in associates and joint ventures	—	(1)	—	(1)
Revenue significant items	—	—	—	—
Operating expense significant items	—	(1)	—	—
Loans and advances to customers (net)	111	(1,330)	(975)	(1,108)
Customer accounts	170	(2,167)	(1,512)	(1,885)

HSBC Mexico

Mexico - Commercial Banking

Revenue	(14)	(18)	(17)	(20)
ECL	7	2	4	4
Operating expenses	8	10	9	9
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	103	(1,178)	(895)	(989)
Customer accounts	121	(1,306)	(949)	(1,156)

Mexico - Global Banking and Markets

Revenue	(8)	(17)	(16)	(15)
ECL	3	—	—	—
Operating expenses	5	6	6	7
Share of profit in associates and joint ventures	—	—	—	(1)
Revenue significant items	(1)	—	(1)	—
Operating expense significant items	—	—	—	—
Loans and advances to customers (net)	123	(1,287)	(1,073)	(1,351)
Customer accounts	57	(809)	(495)	(460)

Mexico - Corporate Centre

Revenue	(7)	(1)	(1)	—
ECL	3	—	—	(1)
Operating expenses	—	4	1	1
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	1	1	1
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 30 June 2020

	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	852,678	161,795	17,139	296	1,031,908	(1,906)	(4,553)	(6,669)	—	(13,227)	0.2%	2.8%	38.9%	33.4%	1.3%
– personal	390,032	27,031	5,121	—	422,184	(897)	(2,115)	(1,389)	—	(4,401)	0.2%	7.8%	27.1%	—%	1.0%
– corporate and commercial	406,194	122,319	11,499	296	540,308	(966)	(2,306)	(5,166)	(99)	(8,537)	0.2%	1.9%	44.9%	33.4%	1.6%
– non-bank financial institutions	56,452	12,445	519	—	69,416	(43)	(132)	(114)	—	(289)	0.1%	1.1%	22.0%	—%	0.4%
Loans and advances to banks at amortised cost	71,693	5,367	9	—	77,069	(26)	(23)	(5)	—	(54)	—%	0.4%	55.6%	—%	0.1%
Other financial assets measured at amortised cost	744,724	6,915	232	1	751,872	(96)	(63)	(84)	—	(243)	—%	0.9%	36.2%	—%	—%
Loans and other credit-related commitments	594,400	52,698	1,055	3	648,156	(193)	(339)	(90)	—	(622)	—%	0.6%	8.5%	—%	0.1%
– personal	228,688	2,430	218	—	231,336	(26)	(2)	—	—	(28)	—%	0.1%	—%	—%	—%
– corporate and commercial	232,598	44,942	807	3	278,350	(159)	(316)	(87)	—	(562)	0.1%	0.7%	10.8%	—%	0.2%
– financial	133,114	5,326	30	—	138,470	(8)	(21)	(3)	—	(32)	—%	0.4%	10.0%	—%	—%
Financial guarantees	13,129	4,903	295	1	18,328	(28)	(73)	(18)	—	(119)	0.2%	1.5%	6.1%	—%	0.6%
– personal	743	5	2	—	750	—	(1)	—	—	(1)	—%	20.0%	—%	—%	0.1%
– corporate and commercial	8,976	4,222	285	1	13,484	(66)	(17)	—	—	(110)	0.3%	1.6%	6.0%	—%	0.8%
– financial	3,410	676	8	—	4,094	(1)	(6)	(1)	—	(8)	—%	0.9%	12.5%	—%	0.2%
At 30 Jun 2020	2,276,624	231,678	18,730	301	2,527,333	(2,249)	(5,051)	(6,866)	(99)	(14,265)	0.1%	2.2%	36.7%	32.9%	0.6%

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 30 June 2020

	Gross carrying amount			Allowance for ECL			ECL coverage %		
	Stage 2 \$m	Of which: 1 to 29 DPD ¹ \$m	Of which: 30 and > DPD ¹ \$m	Stage 2 \$m	Of which: 1 to 29 DPD ¹ \$m	Of which: 30 and > DPD ¹ \$m	Stage 2 %	Of which: 1 to 29 DPD ¹ %	Of which: 30 and > DPD ¹ %
Loans and advances to customers at amortised cost	161,795	3,068	2,152	(4,553)	(271)	(422)	2.8%	8.8%	19.6%
– personal	27,031	1,556	1,650	(2,115)	(210)	(340)	7.8%	13.5%	20.6%
– corporate and commercial	122,319	1,402	477	(2,306)	(60)	(82)	1.9%	4.3%	17.2%
– non-bank financial institutions	12,445	110	25	(132)	(1)	—	1.1%	0.9%	—%
Loans and advances to banks at amortised cost	5,367	—	—	(23)	—	—	0.4%	—%	—%
Other financial assets measured at amortised cost	6,915	6	(2)	(63)	—	—	0.9%	—%	—%

1 Days past due ('DPD'). Up-to-date accounts in stage 2 are not shown in amounts.

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	299,392	15,648	3,045	318,085	(102)	(298)	(406)	(806)
– of which:								
– interest only (including offset)	28,428	1,383	348	30,159	(8)	(17)	(81)	(106)
– affordability (including US adjustable rate mortgages)	12,667	2,590	534	15,791	(6)	(6)	(5)	(17)
Other personal lending	90,640	11,383	2,076	104,099	(795)	(1,817)	(983)	(3,595)
– other	72,069	6,794	1,287	80,150	(358)	(735)	(599)	(1,692)
– credit cards	16,449	4,441	726	21,616	(428)	(1,063)	(366)	(1,857)
– second lien residential mortgages	673	84	53	810	(2)	(11)	(11)	(23)
– motor vehicle finance	1,449	64	10	1,523	(7)	(9)	(7)	(23)
At 30 Jun 2020	390,032	27,031	5,121	422,184	(897)	(2,115)	(1,389)	(4,401)
By geography								
Europe	174,021	9,683	2,416	186,120	(245)	(1,081)	(733)	(2,059)
– of which: UK	140,171	8,421	1,640	150,232	(230)	(1,048)	(469)	(1,747)
Asia	167,690	11,313	853	179,856	(284)	(412)	(210)	(906)
– of which: Hong Kong	116,657	4,504	224	121,385	(101)	(234)	(59)	(394)
MENA	5,005	480	278	5,763	(63)	(148)	(182)	(393)
North America	37,788	4,749	1,337	43,874	(138)	(171)	(145)	(454)
Latin America	5,528	806	237	6,571	(167)	(303)	(119)	(589)
At 30 Jun 2020	390,032	27,031	5,121	422,184	(897)	(2,115)	(1,389)	(4,401)

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 \$m	Stage 2 \$m	Stage 3 \$m	POCI \$m	Total \$m	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI \$m	Total \$m
Corporate and commercial	406,194	122,319	11,499	296	540,308	(966)	(2,306)	(5,166)	(99)	(8,537)
– agriculture, forestry and fishing	5,620	782	293	2	6,697	(13)	(31)	(142)	(1)	(187)
– mining and quarrying	10,811	2,719	1,308	12	14,850	(52)	(134)	(371)	(11)	(568)
– manufacturing	72,719	27,694	1,589	123	102,125	(153)	(435)	(869)	(46)	(1,503)
supply	11,987	3,144	175	1	15,307	(30)	(40)	(24)	–	(94)
and remediation	2,291	966	29	–	3,286	(7)	(15)	(17)	–	(39)
– construction	8,982	5,136	723	31	14,872	(40)	(142)	(396)	(30)	(608)
vehicles and motorcycles	64,461	25,558	2,972	10	93,001	(150)	(311)	(1,749)	(2)	(2,212)
– transportation and storage	18,293	7,733	664	12	26,702	(77)	(145)	(235)	–	(457)
– accommodation and food	14,723	10,109	330	1	25,163	(59)	(196)	(82)	(1)	(338)
– publishing, audiovisual and broadcasting	16,635	3,860	66	29	20,590	(41)	(98)	(16)	(5)	(160)
– real estate	110,646	14,737	1,426	1	126,810	(150)	(302)	(525)	–	(977)
– professional, scientific and technical activities	18,842	6,786	517	–	26,145	(48)	(100)	(170)	–	(318)
– administrative and support services	19,959	7,312	682	74	28,027	(50)	(163)	(260)	(3)	(476)
social security	2,405	565	3	–	2,973	(3)	(8)	(1)	–	(12)
– education	1,781	661	13	–	2,455	(8)	(25)	(6)	–	(39)
– health and care	4,064	1,497	244	–	5,805	(13)	(42)	(118)	–	(173)
– arts, entertainment and recreation	1,692	980	42	–	2,714	(8)	(38)	(10)	–	(56)
– other services	11,445	1,134	422	–	13,001	(53)	(60)	(174)	–	(287)
– activities of households	707	244	–	–	951	–	(1)	–	–	(1)
activities	9	–	–	–	9	–	–	–	–	–
– government	7,484	689	1	–	8,174	(11)	(8)	(1)	–	(20)
– asset-backed securities	638	13	–	–	651	–	(12)	–	–	(12)
Non-bank financial institutions	56,452	12,445	519	–	69,416	(43)	(132)	(114)	–	(289)
Loans and advances to banks	71,693	5,367	9	–	77,069	(26)	(23)	(5)	–	(54)
At 30 Jun 2020	534,339	140,131	12,027	296	686,793	(1,035)	(2,461)	(5,285)	(99)	(8,880)
By geography										
Europe	165,295	38,744	6,229	132	210,400	(444)	(1,188)	(1,980)	(48)	(3,660)
– of which: UK	110,296	28,906	4,262	74	143,538	(376)	(1,042)	(1,267)	(35)	(2,720)
Asia	276,436	71,147	2,541	117	350,241	(273)	(578)	(1,695)	(34)	(2,580)
– of which: Hong Kong	165,429	43,919	874	47	210,269	(153)	(314)	(496)	(24)	(987)
MENA	22,959	7,450	1,879	17	32,305	(83)	(195)	(1,093)	(12)	(1,383)
North America	57,321	18,484	1,005	–	76,810	(119)	(342)	(306)	–	(767)
Latin America	12,328	4,306	373	30	17,037	(116)	(158)	(211)	(5)	(490)
At 30 Jun 2020	534,339	140,131	12,027	296	686,793	(1,035)	(2,461)	(5,285)	(99)	(8,880)
Corporate and commercial										
Europe	134,514	33,226	5,742	132	173,614	(416)	(1,087)	(1,881)	(48)	(3,432)
– of which: UK	93,479	24,303	3,836	73	121,691	(358)	(955)	(1,222)	(36)	(2,571)
Asia	200,836	61,615	2,537	117	265,105	(250)	(541)	(1,695)	(34)	(2,520)
– of which: Hong Kong	128,361	38,680	871	48	167,960	(141)	(296)	(495)	(24)	(956)
MENA	16,436	7,010	1,847	18	25,311	(80)	(191)	(1,080)	(12)	(1,363)
North America	44,630	17,667	999	–	63,296	(116)	(335)	(299)	–	(750)
Latin America	9,778	2,801	374	29	12,982	(104)	(152)	(211)	(5)	(472)
At 30 Jun 2020	406,194	122,319	11,499	296	540,308	(966)	(2,306)	(5,166)	(99)	(8,537)

HSBC Holdings plc

8 Canada Square

London E14 5HQ

United Kingdom

Telephone: 44 020 7991 8888

www.hsbc.com

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