

HSBC HOLDINGS PLC

Data Pack

1Q 2019

The financial information on which this supplement is based is unaudited and has been prepared in accordance with HSBC's significant accounting policies as described in the *Annual Report and Accounts 2018*. The financial information does not constitute financial statements prepared in accordance with International Financial Reporting Standards ('IFRSs'), is not complete and should be read in conjunction with the *Annual Report and Accounts 2018*, the *Earnings Release 1Q19*, and other reports and financial information published by HSBC.

All information is on a reported basis.

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Income Statement

	Quarter ended					Year to date
	31 Mar 2019 \$m	31 Dec 2018 \$m	30 Sep 2018 \$m	30 Jun 2018 \$m	31 Mar 2018 \$m	31 Dec 2018 \$m
Net interest income	7,468	7,709	7,680	7,644	7,456	30,489
Net fee income	3,026	2,827	3,026	3,260	3,507	12,620
Net income from financial instruments held for trading or managed on a fair value basis	2,881	2,046	2,602	2,499	2,384	9,531
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	1,710	(1,444)	178	(67)	(155)	(1,488)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	270	154	196	228	117	695
Other income/(expense)	(927)	1,403	116	13	401	1,933
Net operating income before change in expected credit losses and other credit impairment charges¹	14,428	12,695	13,798	13,577	13,710	53,780
Change in expected credit losses and other credit impairment charges	(585)	(853)	(507)	(237)	(170)	(1,767)
Net operating income	13,843	11,842	13,291	13,340	13,540	52,013
Total operating expenses ¹	(8,222)	(9,144)	(7,966)	(8,166)	(9,383)	(34,659)
of which: staff expenses	(4,577)	(4,245)	(4,292)	(4,325)	(4,511)	(17,373)
Operating profit	5,621	2,698	5,325	5,174	4,157	17,354
Share of profit in associates and joint ventures	592	558	597	783	598	2,536
Profit before tax	6,213	3,256	5,922	5,957	4,755	19,890
Tax expense	(1,303)	(1,163)	(1,406)	(1,279)	(1,017)	(4,865)
Profit after tax	4,910	2,093	4,516	4,678	3,738	15,025
Profit attributable to shareholders of the parent company	4,566	1,794	4,185	4,352	3,396	13,727
Profit attributable to non-controlling interests	344	299	331	326	342	1,298
Profit/(loss) attributable to the ordinary shareholders of the parent company	4,134	1,537	3,898	4,087	3,086	12,608
Significant items - Totals						
Revenue	22	131	(43)	(108)	(140)	(160)
ECL	—	—	—	—	—	—
Operating expenses	(159)	(262)	(228)	(41)	(1,138)	(1,669)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Income statement Metrics - Reported						
Return on equity	10.2%	3.8%	9.6%	10.0%	7.5%	7.7%
Return on tangible equity	10.6%	3.9%	10.9%	11.0%	8.4%	8.6%
Cost efficiency ratio	57.0%	72.0%	57.7%	60.1%	68.4%	64.4%
Income statement Metrics - Adjusted as originally reported						
Adjusted Cost efficiency ratio	56.0%	70.7%	55.9%	59.4%	59.5%	61.2%
Revenue						
Significant items						
Customer redress programmes	—	7	—	46	—	53
Disposals, acquisitions and investment in new businesses	—	29	—	(30)	(112)	(113)
Fair value movements on financial instruments	22	95	(43)	(124)	(28)	(100)
Operating expenses						
Significant items						
Costs of structural reform	(53)	(61)	(89)	(85)	(126)	(361)
Customer redress programmes	(56)	16	(62)	(7)	(93)	(146)
Disposals, acquisitions and investment in new businesses	—	2	(51)	(1)	(2)	(52)
Past service costs of guaranteed minimum pension benefits equalisation	—	(228)	—	—	—	(228)
Restructuring and other related costs	(50)	(15)	(27)	(4)	(20)	(66)
Settlements and provisions in connection with legal and regulatory matters	—	24	1	56	(897)	(816)

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

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

HSBC
HSBC Holdings plc

Balance sheet data

	At				
	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018
	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	1,013,830	990,321	989,942	982,178	990,523
Loans and advances to customers (net)	1,005,279	981,696	981,460	973,443	981,165
Total assets	2,658,996	2,558,124	2,603,035	2,607,314	2,652,123
Customer accounts	1,356,511	1,362,643	1,345,375	1,356,307	1,379,679
Financial Data Reported					
Total shareholders equity	188,362	186,253	185,351	183,607	195,924
AT1 capital	(22,367)	(22,367)	(22,400)	(20,549)	(20,549)
Preference shares	(1,405)	(1,405)	(1,405)	(1,405)	(1,405)
Perpetual capital securities	—	—	—	—	(5,851)
NAV	164,590	162,481	161,546	161,653	168,119
Goodwill, PVIF and Other Intangibles (net of tax)	(22,942)	(22,425)	(22,172)	(21,899)	(22,286)
TNAV	141,648	140,056	139,374	139,754	145,833
Total regulatory capital					
CRD IV transitional					
Common equity tier 1 capital	125,802	121,022	123,136	122,757	129,646
Additional tier 1 capital	26,046	26,120	26,163	24,328	27,429
Tier 2 capital	25,952	26,096	28,849	29,525	28,116
Total regulatory capital	177,800	173,238	178,148	176,610	185,191
CRD IV end point					
Common equity tier 1 capital	125,802	121,022	123,136	122,757	129,646
Additional tier 1 capital	22,531	22,525	22,549	20,704	20,699
Tier 2 capital	24,313	24,511	27,149	27,731	16,131
Total regulatory capital	172,646	168,058	172,834	171,192	166,476
Capital ratios					
CRD IV transitional					
Common equity tier 1 ratio	14.3%	14.0%	14.3%	14.2%	14.5%
Tier 1 ratio	17.3%	17.0%	17.3%	17.0%	17.6%
Total capital ratio	20.2%	20.0%	20.7%	20.4%	20.7%
CRD IV end point					
Common equity tier 1 ratio	14.3%	14.0%	14.3%	14.2%	14.5%
Tier 1 ratio	16.9%	16.6%	16.9%	16.6%	16.8%
Total capital ratio	19.6%	19.4%	20.0%	19.8%	18.6%
Leverage Ratio	5.4%	5.5%	5.4%	5.4%	5.6%
Earnings Metrics					
Number of \$0.50 ordinary shares in issue (millions)	20,420	20,361	20,253	20,317	20,378
Basic number of \$0.50 ordinary shares outstanding (millions)	20,082	19,981	19,876	19,963	20,013
Earnings per share	\$0.21	\$0.07	\$0.19	\$0.21	\$0.15
Dividend per ordinary share	\$0.10	\$0.21	\$0.10	\$0.10	\$0.10
NAV / share (\$) at the end of the period	\$8.20	\$8.13	\$8.13	\$8.10	\$8.40
TNAV / share (\$) at the end of the period	\$7.05	\$7.01	\$7.01	\$7.00	\$7.29

HSBC
HSBC Holdings plc

Net Interest Margin

	Year to date				
	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar
	2019	2018	2018	2018	2018
	\$m	\$m	\$m	\$m	\$m
Average balances during period					
Short-term funds and loans and advances to banks	217,530	233,637	230,176	240,804	229,271
Loans and advances to customers	1,004,960	972,963	970,145	966,481	961,259
Reverse repurchase agreements – non-trading	234,455	205,427	197,069	198,154	188,903
Financial investments	407,325	386,230	384,671	385,907	388,395
Other interest-earning assets	38,642	41,089	45,276	48,257	44,366
Total interest-earning assets	1,902,912	1,839,346	1,827,337	1,839,603	1,812,194
Interest income during period					
Short-term funds and loans and advances to banks	658	2,475	1,755	1,116	587
Loans and advances to customers	8,763	33,285	24,581	16,036	7,818
Reverse repurchase agreements – non-trading	1,307	3,739	2,552	1,589	692
Financial investments	2,612	9,166	6,584	4,220	2,122
Other interest-earning assets	204	944	634	461	168
Total	13,544	49,609	36,106	23,422	11,386
Average balances during period					
Deposits by banks	51,663	44,530	45,015	45,142	49,479
Customer accounts	1,132,345	1,138,620	1,139,241	1,138,617	1,136,295
Repurchase agreements – non-trading	171,473	161,204	156,652	159,293	152,676
Debt securities in issue – non-trading	191,204	183,434	184,145	179,903	173,456
Other interest-bearing liabilities	59,671	53,731	49,628	48,649	50,043
Total interest-bearing liabilities	1,606,356	1,581,519	1,574,681	1,571,604	1,561,949
Non-interest bearing current accounts	231,918	211,815	212,019	211,839	212,717
Interest expense during period					
Deposits by banks	187	506	360	226	98
Customer accounts	2,780	8,287	5,653	3,463	1,613
Repurchase agreements – non-trading	1,138	3,409	2,373	1,488	676
Debt securities in issue – non-trading	1,576	5,675	4,105	2,654	1,308
Other interest-bearing liabilities	395	1,243	835	491	235
Total	6,076	19,120	13,326	8,322	3,930
Net interest margin	1.59%	1.66%	1.67%	1.66%	1.67%

HSBC
Retail Banking and Wealth Management

	Quarter ended					Year to date	
	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	31 Dec 2018	31 Dec 2018
	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	3,965	4,058	4,103	3,862	3,799	15,822	
Net fee income	1,206	1,160	1,243	1,298	1,497	5,198	
Net income from financial instruments held for trading or managed on a fair value basis	78	77	191	179	116	563	
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	1,712	(1,429)	209	(100)	(143)	(1,463)	
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	157	(49)	10	89	(59)	(9)	
Other income/(expense)	(1,147)	1,293	4	61	459	1,817	
Net operating income before change in expected credit losses and other credit impairment charges	5,971	5,110	5,760	5,389	5,669	21,928	
Change in expected credit losses and other credit impairment charges	(302)	(339)	(295)	(240)	(303)	(1,177)	
Net operating income	5,669	4,771	5,465	5,149	5,366	20,751	
Total operating expenses	(3,508)	(3,445)	(3,437)	(3,447)	(3,573)	(13,902)	
of which: staff expenses	(1,253)	(1,187)	(1,200)	(1,231)	(1,188)	(4,806)	
Operating profit	2,161	1,326	2,028	1,702	1,793	6,849	
Share of profit in associates and joint ventures	13	12	4	14	3	33	
Profit before tax	2,174	1,338	2,032	1,716	1,796	6,882	
Significant items - Totals							
Revenue	—	—	—	(7)	—	(7)	
ECL	—	—	—	—	—	—	
Operating expenses	(57)	(16)	(64)	(1)	(110)	(191)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Balance sheet data							
	At					At	
	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	31 Dec 2018	31 Dec 2018
Loans and advances to customers (gross)	372,142	364,794	359,327	354,025	359,934	364,794	
Loans and advances to customers (net)	369,178	361,872	356,453	351,114	356,733	361,872	
Total external assets	487,971	476,784	476,403	474,507	483,682	476,784	
Customer accounts	653,969	640,924	636,603	635,598	656,759	640,924	
Income statement Metrics - Reported							
Cost efficiency ratio	58.8%	67.4%	59.7%	64.0%	63.0%	63.4%	
Income Statement Data - Adjusted as originally reported							
Adjusted cost efficiency ratio	57.8%	67.1%	58.6%	63.9%	61.1%	62.5%	
Management View of Adjusted Revenue - as originally reported							
Retail Banking	3,870	3,916	3,933	3,760	3,653	15,262	
Current Accounts, saving and deposits	2,197	2,318	2,327	2,032	1,857	8,534	
Personal lending	1,673	1,598	1,606	1,728	1,796	6,728	
Mortgages	433	415	427	516	579	1,937	
Credit cards	789	718	711	726	725	2,880	
Other personal lending	451	465	468	486	492	1,911	
Wealth Management	1,907	1,129	1,595	1,551	1,829	6,104	
Investment distribution	855	672	804	863	1,044	3,383	
Life insurance manufacturing	793	208	529	416	503	1,656	
Asset management	259	249	262	272	282	1,065	
Other	194	65	232	85	187	569	
Total	5,971	5,110	5,760	5,396	5,669	21,935	
Revenue							
Significant items							
Customer redress programmes	—	—	—	—	—	—	
Disposals, acquisitions and investment in new businesses	—	—	—	(7)	—	(7)	
Fair value movement on financial instruments	—	—	—	—	—	—	
Operating expenses							
Significant items							
Costs of structural reform	—	1	(2)	—	(1)	(2)	
Customer redress programmes	(56)	(17)	(62)	(1)	(93)	(173)	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	
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	—	—	—	—	(16)	(16)	

	Quarter ended					Year to date
	31 Mar 2019 \$m	31 Dec 2018 \$m	30 Sep 2018 \$m	30 Jun 2018 \$m	31 Mar 2018 \$m	31 Dec 2018 \$m
Net interest income	2,800	2,781	2,703	2,718	2,517	10,719
Net fee income	898	829	852	922	952	3,555
Net income from financial instruments held for trading or managed on a fair value basis	113	96	129	84	148	457
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	(15)	(2)	5	(12)	(24)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	21	(32)	28	17	4	17
Other income	89	44	40	40	90	214
Net operating income before change in expected credit losses and other credit impairment charges	3,921	3,703	3,750	3,786	3,699	14,938
Change in expected credit losses and other credit impairment charges	(247)	(444)	(240)	(119)	64	(739)
Net operating income	3,674	3,259	3,510	3,667	3,763	14,199
Total operating expenses	(1,662)	(1,574)	(1,625)	(1,628)	(1,653)	(6,480)
of which: staff expenses	(618)	(579)	(584)	(573)	(591)	(2,327)
Operating profit	2,012	1,685	1,885	2,039	2,110	7,719
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit before tax	2,012	1,685	1,885	2,039	2,110	7,719
Significant items - Totals						
Revenue	—	7	—	46	—	53
ECL	—	—	—	—	—	—
Operating expenses	(4)	8	(3)	(7)	(1)	(3)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Balance sheet data						
	At					At
	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	31 Dec 2018
Loans and advances to customers (gross)	344,198	337,660	337,144	333,767	334,332	337,660
Loans and advances to customers (net)	339,729	333,162	332,649	329,300	329,801	333,162
Total external assets	368,591	360,216	364,154	363,939	365,349	360,216
Customer accounts	349,352	357,596	352,477	355,650	359,146	357,596
Income statement Metrics - Reported						
Cost efficiency ratio	42.4%	42.5%	43.3%	43.0%	44.7%	43.4%
Income statement Metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	42.3%	42.8%	43.3%	43.3%	44.7%	43.5%
Management View of Adjusted Revenue - as originally reported						
Global Trade and Receivables Finance	473	454	468	477	466	1,865
Credit and Lending	1,360	1,335	1,335	1,347	1,325	5,342
Global Liquidity and Cash Management	1,508	1,525	1,484	1,442	1,351	5,802
Markets products, Insurance and Investments and other	580	382	463	474	557	1,876
Total	3,921	3,696	3,750	3,740	3,699	14,885
Revenue						
Significant items						
Customer redress programmes	—	7	—	46	—	53
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movement on financial instruments	—	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	(2)	(3)	(3)	(1)	(1)	(8)
Customer redress programmes	—	11	—	(6)	—	5
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(2)	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

	Quarter ended					Year to date	
	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	31 Dec 2018	
Net interest income	1,422	1,432	1,338	1,308	1,181	5,259	
Net fee income	757	657	827	882	863	3,229	
Net income from financial instruments held for trading or managed on a fair value basis	1,518	480	1,857	1,593	2,107	6,037	
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	65	225	151	94	112	582	
Other income/(expense)	253	318	19	275	(85)	527	
Net operating income before change in expected credit losses and other credit impairment charges	4,015	3,112	4,192	4,152	4,178	15,634	
Change in expected credit losses and other credit impairment charges	(40)	(64)	(7)	119	(22)	26	
Net operating income	3,975	3,048	4,185	4,271	4,156	15,660	
Total operating expenses	(2,440)	(2,271)	(2,375)	(2,315)	(2,387)	(9,348)	
of which: staff expenses	(1,038)	(900)	(945)	(965)	(955)	(3,765)	
Operating profit	1,535	777	1,810	1,956	1,769	6,312	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Profit before tax	1,535	777	1,810	1,956	1,769	6,312	
Significant items - Totals							
Revenue	(53)	49	8	35	30	122	
ECL	—	—	—	—	—	—	
Operating expenses	(51)	29	(9)	66	26	112	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Balance sheet data							
	At					At	
	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	31 Dec 2018	
Loans and advances to customers (gross)	253,185	246,070	251,699	251,280	249,909	246,070	
Loans and advances to customers (net)	252,180	244,978	250,674	250,058	248,432	244,978	
Total external assets	1,077,505	1,012,272	1,062,700	1,054,181	1,085,340	1,012,272	
Customer accounts	281,462	290,914	285,525	291,711	290,233	290,914	
Income statement Metrics - Reported							
Cost efficiency ratio	60.8%	73.0%	56.7%	55.8%	57.1%	59.8%	
Income Statement Data - Adjusted as originally reported							
Adjusted cost efficiency ratio	58.7%	75.1%	56.5%	57.8%	58.2%	61.0%	
Management View of Adjusted Revenue - as originally reported							
Global Markets	1,741	1,101	1,801	1,668	1,920	6,490	
- FICC	1,364	885	1,513	1,384	1,489	5,271	
Foreign Exchange	698	603	841	825	753	3,022	
Rates	490	208	415	382	477	1,482	
Credit	176	74	257	177	259	767	
- Equities	377	216	288	284	431	1,219	
Securities Services	478	484	502	502	485	1,973	
Global Banking	935	939	982	1,120	1,074	4,115	
Global Liquidity and Cash Management	687	678	683	644	640	2,645	
Global Trade and Receivables Finance	211	198	215	198	198	809	
Principal Investments	84	(60)	111	102	71	224	
Credit and Funding Valuation Adjustment	47	(178)	38	22	(65)	(183)	
Other Revenue	(115)	(99)	(148)	(139)	(175)	(561)	
Total	4,068	3,063	4,184	4,117	4,148	15,512	
Revenue							
Significant items							
Customer redress programmes	—	—	—	—	—	—	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	
Fair value movement on financial instruments	(53)	49	8	35	30	122	
Operating expenses							
Significant items							
Costs of structural reform	(13)	(14)	(11)	(9)	(7)	(41)	
Customer redress programmes	—	22	—	—	—	22	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	
Restructuring and other related costs	(38)	—	—	—	—	—	
Settlements and provisions in connection with legal and regulatory matters	—	21	2	75	33	131	

	Quarter ended					Year to date
	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec
	2019	2018	2018	2018	2018	2018
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	215	220	222	223	223	888
Net fee income	181	179	174	182	207	742
Net income from financial instruments held for trading or managed on a fair value basis	50	26	34	39	48	147
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(3)	(3)	(2)	(2)	—	(7)
Other income	7	7	4	5	4	20
Net operating income before change in expected credit losses and other credit impairment charges	450	429	432	447	482	1,790
Change in expected credit losses and other credit impairment charges	(2)	(8)	12	1	3	8
Net operating income	448	421	444	448	485	1,798
Total operating expenses	(352)	(355)	(408)	(372)	(415)	(1,550)
<i>of which: staff expenses</i>	<i>(169)</i>	<i>(146)</i>	<i>(154)</i>	<i>(157)</i>	<i>(170)</i>	<i>(627)</i>
Operating profit	96	66	36	76	70	248
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit before tax	96	66	36	76	70	248
Significant items - Totals						
Revenue	—	5	—	—	—	5
ECL	—	—	—	—	—	—
Operating expenses	(2)	2	(59)	(1)	(43)	(101)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Balance sheet data						
	At					At
	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec
	2019	2018	2018	2018	2018	2018
Loans and advances to customers (gross)	42,597	39,314	39,296	41,000	41,185	39,314
Loans and advances to customers (net)	42,497	39,217	39,210	40,902	41,071	39,217
Total external assets	47,901	43,790	44,298	46,133	46,281	43,790
Customer accounts	64,489	64,658	63,717	63,593	63,069	64,658
Income statement metrics- Reported						
Cost efficiency ratio	78.2%	82.8%	94.4%	83.2%	86.1%	86.6%
Income statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	77.8%	84.2%	80.8%	83.0%	77.2%	81.2%
Management View of Adjusted Revenue - as originally reported						
Investment	184	162	169	176	210	717
Lending	97	93	98	97	103	391
Deposit	121	126	127	122	122	497
Other	48	43	38	52	47	180
Total	450	424	432	447	482	1,785
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	5	—	—	—	5
Fair value movement on financial instruments	—	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	2	(51)	(1)	(2)	(52)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(2)	—	(7)	—	—	(7)
Settlements and provisions in connection with legal and regulatory matters	—	—	(1)	—	(41)	(42)

	Quarter ended					Year to date	
	31 Mar 2019 \$m	31 Dec 2018 \$m	30 Sep 2018 \$m	30 Jun 2018 \$m	31 Mar 2018 \$m	31 Dec 2018 \$m	
Net interest income/(expense)	(934)	(783)	(686)	(467)	(264)	(2,200)	
Net fee income/(expense)	(16)	4	(70)	(24)	(12)	(102)	
Net income from financial instruments held for trading or managed on a fair value basis	1,122	1,367	391	604	(35)	2,327	
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(2)	—	(29)	28	—	(1)	
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	30	15	9	30	60	114	
Other income/(expense)	(129)	(262)	49	(368)	(67)	(648)	
Net operating income before change in expected credit losses and other credit impairment charges	71	341	(336)	(197)	(318)	(510)	
Change in expected credit losses and other credit impairment (charges)/recoveries	6	2	23	2	88	115	
Net operating income/(expense)	77	343	(313)	(195)	(230)	(395)	
Total operating expenses	(260)	(1,499)	(121)	(404)	(1,355)	(3,379)	
<i>of which: staff expenses</i>	<i>(1,499)</i>	<i>(1,434)</i>	<i>(1,409)</i>	<i>(1,397)</i>	<i>(1,608)</i>	<i>(5,848)</i>	
Operating profit/(loss)	(183)	(1,156)	(434)	(599)	(1,585)	(3,774)	
Share of profit in associates and joint ventures	579	546	593	769	595	2,503	
Profit/(loss) before tax	396	(610)	159	170	(990)	(1,271)	
Significant items - Totals							
Revenue	75	70	(51)	(182)	(170)	(333)	
ECL	—	—	—	—	—	—	
Operating expenses	(45)	(285)	(93)	(98)	(1,010)	(1,486)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	
Balance sheet data							
		At	At	At	At	At	
	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	31 Dec 2018	
Loans and advances to customers (gross)	1,708	2,483	2,476	2,105	5,163	2,483	
Loans and advances to customers (net)	1,695	2,467	2,474	2,069	5,128	2,467	
Total external assets	677,028	665,062	656,635	668,554	671,147	665,062	
Customer accounts	7,239	8,551	7,053	9,755	10,472	8,551	
Income statement Metrics - Reported							
Cost efficiency ratio	366.2%	439.6%	(36.0)%	(205.1)%	(426.1)%	(662.5)%	
Income statement Metrics - Adjusted as originally reported							
Adjusted cost efficiency ratio	(5,375.0)%	448.0%	(9.8)%	(2,040.0)%	(233.1)%	(1,069.5)%	
Management View of Adjusted Revenue - as originally reported							
Central Treasury	326	303	111	245	3	662	
Of which:							
Balance Sheet Management	623	635	535	696	592	2,458	
Holdings interest expense ¹	(317)	(340)	(340)	(288)	(299)	(1,267)	
Valuation differences on long-term debt and associated swaps	50	67	(15)	(124)	(241)	(313)	
Other central treasury	(30)	(59)	(69)	(39)	(49)	(216)	
Legacy Credit²	(71)	(12)	27	(115)	7	(93)	
Other^{1,2}	(259)	(20)	(423)	(145)	(158)	(746)	
Of which Argentina hyperinflation	(56)	73	(304)	—	—	(231)	
Total³	(4)	271	(285)	(15)	(148)	(177)	
Revenue							
Significant items							
Customer redress programmes	—	—	—	—	—	—	
Disposals, acquisitions and investment in new businesses	—	24	—	(23)	(112)	(111)	
Fair value movement on financial instruments	75	46	(51)	(159)	(58)	(222)	
Operating expenses							
Significant items							
Costs of structural reform	(38)	(45)	(73)	(75)	(117)	(310)	
Customer redress programmes	—	—	—	—	—	—	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	
Past service costs of guaranteed minimum pension benefits equalisation	—	(228)	—	—	—	(228)	
Restructuring and other related costs	(7)	(15)	(20)	(4)	(20)	(59)	
Settlements and provisions in connection with legal and regulatory matters	—	3	—	(19)	(873)	(889)	

¹ From 3Q18, 'Holdings interest expense' within 'Central Treasury' was re-presented to include only the cost of debt retained by HSBC Holdings plc. Other amounts previously included in 'Holdings interest expense' are now within 'Other'.

² From 3Q18, revenue from our US run-off portfolio (CML) was moved from 'Legacy portfolios' to 'Other'.

³ All quarters have been re-presented for both of these changes.

Quarter ended 31 Mar 2019							Quarter ended 31 Dec 2018						
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	
\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	
Net interest income/(expense)	1,103	878	231	90	(777)	1,525	1,121	873	258	92	(715)	1,629	
Net fee income/(expense)	334	348	162	78	(11)	911	386	346	112	78	(12)	910	
Net income from financial instruments held for trading or managed on a fair value basis	(23)	14	588	8	620	1,207	25	4	(101)	9	957	894	
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	747	—	—	—	—	747	(752)	—	—	—	—	(752)	
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	105	19	100	—	67	291	(60)	(32)	244	—	(247)	(95)	
Other income/(expense)	(591)	25	318	4	168	(76)	837	67	370	3	134	1,411	
Net operating income before change in expected credit losses and other credit impairment charges	1,675	1,284	1,399	180	67	4,605	1,557	1,258	883	182	117	3,997	
Change in expected credit losses and other credit impairment charges	(83)	(176)	(48)	(3)	7	(303)	(157)	(217)	(56)	(6)	13	(423)	
Net operating income	1,592	1,108	1,351	177	74	4,302	1,400	1,041	827	176	130	3,574	
Total operating expenses	(1,505)	(696)	(1,324)	(179)	(614)	(4,318)	(1,433)	(649)	(1,240)	(186)	(1,629)	(5,137)	
of which: staff expenses	(422)	(236)	(462)	(78)	(508)	(1,706)	(396)	(224)	(427)	(74)	(608)	(1,729)	
Operating profit/(loss)	87	412	27	(2)	(540)	(16)	(33)	392	(413)	(10)	(1,499)	(1,563)	
Share of profit in associates and joint ventures	—	—	—	—	2	2	—	—	—	—	4	4	
Profit/(loss) before tax	87	412	27	(2)	(538)	(14)	(33)	392	(413)	(10)	(1,495)	(1,559)	
Significant items - Totals													
Revenue	—	—	(21)	—	81	60	—	7	22	5	68	102	
ECL	—	—	—	—	—	—	—	—	—	—	—	—	
Operating expenses	(56)	(3)	(42)	(2)	(40)	(143)	(15)	8	29	1	(272)	(249)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—	
At 31 Mar 2019							At 31 Dec 2018						
Loans and advances to customers (gross)	169,024	122,552	76,286	18,398	1,485	387,745	165,063	119,478	71,632	18,197	2,301	376,671	
Loans and advances to customers (net)	168,041	120,583	75,732	18,302	1,471	384,129	164,112	117,544	71,031	18,103	2,286	373,076	
Total external assets	206,728	125,626	536,617	21,630	229,999	1,120,600	201,790	122,802	499,112	21,313	215,878	1,060,895	
Customer accounts	207,681	136,920	127,205	31,687	3,966	507,459	202,207	134,905	130,033	31,408	4,601	503,154	
Income statement Metrics - Reported													
Cost efficiency ratio	89.9%	54.2%	94.6%	99.4%	916.4%	93.8%	92.0%	51.6%	140.4%	102.2%	1,392.3%	128.5%	
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	86.5%	54.0%	90.3%	98.3%	(4,100.0)%	91.9%	91.1%	52.5%	147.4%	105.6%	2,769.4%	125.5%	
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—	—	7	—	—	—	7	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	5	—	5	
Fair value movements on financial instruments	—	—	(21)	—	81	60	—	—	22	—	68	90	
Operating expenses													
Significant items													
Costs of structural reform	—	(2)	(13)	—	(37)	(52)	1	(3)	(14)	—	(41)	(57)	
Customer redress programmes	(56)	—	—	—	—	(56)	(16)	11	21	—	—	16	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	2	—	2	
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	(228)	(228)	
Restructuring and other related costs	—	(1)	(28)	(2)	(4)	(35)	—	—	—	—	(6)	(6)	
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	22	(1)	3	24	

	Quarter ended 30 Sep 2018						Quarter ended 30 Jun 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,123	857	176	93	(564)	1,685	1,070	951	265	95	(593)	1,788
Net fee income/(expense)	387	339	205	75	(30)	976	362	384	207	77	(7)	1,023
Net income from financial instruments held for trading or managed on a fair value basis	9	16	1,124	10	(37)	1,122	9	1	702	12	47	771
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	107	(2)	—	—	—	105	84	2	—	—	—	86
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	32	25	156	—	59	272	86	17	101	—	65	269
Other income/(expense)	145	60	15	2	455	677	78	(9)	278	1	116	464
Net operating income before change in expected credit losses and other credit impairment charges	1,803	1,295	1,676	180	(117)	4,837	1,689	1,346	1,553	185	(372)	4,401
Change in expected credit losses and other credit impairment charges	(52)	19	17	11	5	—	(38)	(63)	(27)	2	1	(125)
Net operating income	1,751	1,314	1,693	191	(112)	4,837	1,651	1,283	1,526	187	(371)	4,276
Total operating expenses	(1,464)	(676)	(1,232)	(242)	(592)	(4,206)	(1,429)	(683)	(1,159)	(197)	(687)	(4,155)
<i>of which: staff expenses</i>	<i>(414)</i>	<i>(224)</i>	<i>(403)</i>	<i>(72)</i>	<i>(478)</i>	<i>(1,592)</i>	<i>(419)</i>	<i>(223)</i>	<i>(428)</i>	<i>(80)</i>	<i>(460)</i>	<i>(1,610)</i>
Operating profit/(loss)	287	638	461	(51)	(704)	631	222	600	367	(10)	(1,058)	121
Share of profit in associates and joint ventures	—	—	—	—	3	3	—	—	—	—	7	7
Profit/(loss) before tax	287	638	461	(51)	(701)	634	222	600	367	(10)	(1,051)	128
Significant items - Totals												
Revenue	—	—	6	—	(65)	(59)	—	46	18	—	(159)	(95)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(64)	(3)	(9)	(57)	(82)	(215)	(1)	(7)	66	(1)	(75)	(18)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
At 30 Sep 2018												
Loans and advances to customers (gross)	163,351	119,925	79,814	18,472	2,284	383,846	160,517	118,748	78,321	18,563	1,866	378,015
Loans and advances to customers (net)	162,481	118,081	79,263	18,388	2,283	380,496	159,629	116,805	77,534	18,467	1,829	374,264
Total external assets	202,544	123,340	534,795	21,633	223,927	1,106,239	204,660	126,547	528,629	22,068	230,907	1,112,810
Customer accounts	203,762	132,240	132,097	31,563	2,707	502,369	202,707	131,459	136,962	32,929	3,009	507,066
Income statement Metrics - Reported												
Cost efficiency ratio	81.2%	52.2%	73.5%	134.4%	(506.0)%	87.0%	84.6%	50.7%	74.6%	106.5%	(184.7)%	94.4%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	77.6%	52.0%	73.2%	102.8%	(980.8)%	81.5%	84.5%	52.0%	79.8%	105.9%	(287.3)%	92.0%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	46	—	—	—	46
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	6	—	(65)	(59)	—	—	18	—	(159)	(141)
Operating expenses												
Significant items												
Costs of structural reform	(2)	(3)	(11)	—	(70)	(86)	—	(1)	(9)	—	(74)	(84)
Customer redress programmes	(62)	—	—	—	—	(62)	(1)	(6)	—	—	—	(7)
Disposals, acquisitions and investment in new businesses	—	—	—	(51)	—	(51)	—	—	—	(1)	—	(1)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	(7)	(12)	(19)	—	—	—	—	(1)	(1)
Settlements and provisions in connection with legal and regulatory matters	—	—	2	1	—	3	—	—	75	—	—	75

	Quarter ended 31 Mar 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,111	853	192	96	(513)	1,739	4,425	3,534	891	376	(2,385)	6,841
Net fee income/(expense)	395	389	195	89	19	1,087	1,530	1,458	719	319	(30)	3,996
Net income from financial instruments held for trading or managed on a fair value basis	17	22	1,231	13	(128)	1,155	60	43	2,956	44	839	3,942
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(227)	—	—	—	—	(227)	(788)	—	—	—	—	(788)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(67)	2	98	—	122	155	(9)	12	599	—	(1)	601
Other income/(expense)	441	44	(117)	—	193	561	1,501	162	546	6	898	3,113
Net operating income before change in expected credit losses and other credit impairment charges	1,670	1,310	1,599	198	(307)	4,470	6,719	5,209	5,711	745	(679)	17,705
Change in expected credit losses and other credit impairment charges	(108)	40	(83)	(1)	90	(62)	(355)	(221)	(149)	6	109	(610)
Net operating income	1,562	1,350	1,516	197	(217)	4,408	6,364	4,988	5,562	751	(570)	17,095
Total operating expenses	(1,599)	(689)	(1,241)	(248)	(660)	(4,437)	(5,925)	(2,697)	(4,872)	(873)	(3,568)	(17,935)
of which: staff expenses	(428)	(231)	(424)	(80)	(591)	(1,754)	(1,657)	(902)	(1,682)	(306)	(2,137)	(6,684)
Operating profit/(loss)	(37)	661	275	(51)	(877)	(29)	439	2,291	690	(122)	(4,138)	(840)
Share of profit in associates and joint ventures	—	—	—	—	11	11	—	—	—	—	25	25
Profit/(loss) before tax	(37)	661	275	(51)	(866)	(18)	439	2,291	690	(122)	(4,113)	(815)
Significant items - Totals												
Revenue	—	—	9	—	(55)	(46)	—	53	55	5	(211)	(98)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(94)	(1)	81	(45)	(136)	(195)	(174)	(3)	167	(102)	(565)	(677)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Mar 2018						At 31 Dec 2018					
Loans and advances to customers (gross)	168,150	121,805	79,633	19,352	4,889	393,829	165,063	119,478	71,632	18,197	2,301	376,671
Loans and advances to customers (net)	167,039	119,903	78,753	19,241	4,856	389,792	164,112	117,544	71,031	18,103	2,286	373,076
Total external assets	215,872	130,472	547,805	22,734	243,625	1,160,507	201,790	122,802	499,112	21,313	215,878	1,060,895
Customer accounts	215,660	140,643	139,638	32,010	3,074	531,025	202,207	134,905	130,033	31,408	4,601	503,154
Income statement Metrics - Reported												
Cost efficiency ratio	95.7%	52.6%	77.6%	125.3%	(215.0)%	99.3%	88.2%	51.8%	85.3%	117.2%	(525.5)%	101.3%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	90.1%	52.5%	83.1%	102.5%	(207.9)%	93.9%	85.6%	52.2%	89.1%	104.2%	(641.7)%	96.9%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	53	—	—	—	53
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	5	—	5
Fair value movements on financial instruments	—	—	9	—	(55)	(46)	—	—	55	—	(211)	(156)
Operating expenses												
Significant items												
Costs of structural reform	(1)	(1)	(7)	—	(116)	(125)	(2)	(8)	(41)	—	(301)	(352)
Customer redress programmes	(93)	—	—	—	—	(93)	(172)	5	21	—	—	(146)
Disposals, acquisitions and investment in new businesses	—	—	—	(2)	—	(2)	—	—	—	(52)	—	(52)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	(228)	(228)
Restructuring and other related costs	—	—	—	—	(20)	(20)	—	—	—	(7)	(39)	(46)
Settlements and provisions in connection with legal and regulatory matters	—	—	88	(43)	—	45	—	—	187	(43)	3	147

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	894	643	—	35	16	1,588	900	645	(3)	35	9	1,586
Net fee income/(expense)	182	226	(61)	10	(2)	355	224	240	(65)	9	12	420
Net income from financial instruments held for trading or managed on a fair value basis	9	1	123	1	3	137	6	1	116	1	(4)	120
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	1	—	—	—	1	1	(2)	—	—	—	(1)
Other income	1	8	—	5	24	38	(6)	22	—	3	12	31
Net operating income before change in expected credit losses and other credit impairment charges	1,086	879	62	51	41	2,119	1,125	906	48	48	29	2,156
Change in expected credit losses and other credit impairment charges	(87)	(156)	—	(2)	—	(245)	(152)	(183)	—	(7)	—	(342)
Net operating income	999	723	62	49	41	1,874	973	723	48	41	29	1,814
Total operating expenses	(799)	(346)	(45)	(41)	—	(1,231)	(746)	(327)	(48)	(34)	(205)	(1,360)
of which: staff expenses	(199)	(115)	(4)	(16)	48	(286)	(192)	(108)	(4)	(12)	(186)	(502)
Operating profit	200	377	17	8	41	643	227	396	—	7	—	454
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit before tax	200	377	17	8	41	643	227	396	—	7	(176)	454
Significant items - Totals												
Revenue	—	—	—	—	—	—	—	6	—	—	—	6
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(56)	—	—	—	(1)	(57)	(15)	10	—	—	(235)	(240)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	141,068	85,693	—	5,574	918	233,253	136,814	81,602	—	5,506	1,135	225,057
Loans and advances to customers (net)	140,325	84,507	—	5,517	918	231,267	136,119	80,489	—	5,451	1,135	223,194
Total external assets	144,146	87,419	80	6,075	78,297	316,017	139,741	83,174	179	5,979	74,374	303,447
Customer accounts	168,841	90,406	—	7,173	48	266,468	163,952	90,583	—	6,816	184	261,535
Income Statement Metrics												
Cost efficiency ratio	73.6%	39.4%	72.6%	80.4%	—%	58.1%	66.3%	36.1%	100.0%	70.8%	706.9%	63.1%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	68.4%	39.4%	72.6%	80.4%	(2.4)%	55.4%	65.0%	37.4%	100.0%	70.8%	(103.4)%	52.1%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	6	—	—	—	6
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(1)	(1)	1	(1)	—	—	(3)	(3)
Customer redress programmes	(56)	—	—	—	—	(56)	(16)	11	—	—	—	(5)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	(232)	(232)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 30 Sep 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	901	629	(1)	38	27	1,594	1,801	1,274	(4)	73	36	3,180
Net fee income/(expense)	219	249	(60)	8	5	421	443	489	(125)	17	17	841
Net income from financial instruments held for trading or managed on a fair value basis	21	8	107	1	(2)	135	27	9	223	2	(6)	255
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	1	—	—	—	—	1	2	(2)	—	—	—	—
Other income	21	(1)	—	6	14	40	15	21	—	9	26	71
Net operating income before change in expected credit losses and other credit impairment charges	1,163	885	46	53	44	2,191	2,288	1,791	94	101	73	4,347
Change in expected credit losses and other credit impairment charges	(60)	(4)	—	12	—	(52)	(212)	(187)	—	5	—	(394)
Net operating income	1,103	881	46	65	44	2,139	2,076	1,604	94	106	73	3,953
Total operating expenses	(791)	(344)	(42)	(35)	(2)	(1,214)	(1,537)	(671)	(90)	(69)	(207)	(2,574)
of which: staff expenses	(203)	(110)	(3)	(14)	41	(289)	(395)	(218)	(7)	(26)	(145)	(791)
Operating profit	312	537	4	30	42	925	539	933	4	37	(134)	1,379
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit before tax	312	537	4	30	42	925	539	933	4	37	(134)	1,379
Significant items - Totals												
Revenue	—	—	—	—	—	—	—	6	—	—	—	6
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(65)	5	—	—	(11)	(71)	(80)	15	—	—	(246)	(311)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	At 30 Sep 2018						At 31 Dec 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	135,097	82,596	—	5,745	1,133	224,571	136,814	81,602	—	5,506	1,135	225,057
Loans and advances to customers (net)	134,490	81,586	—	5,695	1,133	222,904	136,119	80,489	—	5,451	1,135	223,194
Total external assets	138,324	84,773	247	6,245	74,554	304,143	139,741	83,174	179	5,979	74,374	303,447
Customer accounts	165,800	89,476	43	7,135	96	262,550	163,952	90,583	—	6,816	184	261,535
Income Statement Metrics												
Cost efficiency ratio	68.0%	38.9%	91.3%	66.0%	4.5%	55.4%	67.2%	37.5%	95.7%	68.3%	283.6%	59.2%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	62.4%	39.4%	91.3%	66.0%	(20.5)%	52.2%	63.7%	38.4%	95.7%	68.3%	(53.4)%	52.1%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	6	—	—	—	6
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	(3)	(1)	—	—	(11)	(15)	(2)	(2)	—	—	(14)	(18)
Customer redress programmes	(62)	6	—	—	—	(56)	(78)	17	—	—	—	(61)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	(232)	(232)
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

HSBC
HSBC Bank
Non ring-fenced bank

Quarter ended 31 Mar 2019					
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	212	236	229	23	369
Net fee income	89	122	222	32	465
Net income from financial instruments held for trading or managed on a fair value basis	(33)	13	668	2	268
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	747	—	—	—	747
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	82	18	100	—	200
Other income/(expense)	(772)	2	143	(3)	(664)
Net operating income before change in expected credit losses and other credit impairment charges	325	391	1,362	54	2,035
Change in expected credit losses and other credit impairment charges	5	(21)	(48)	—	(56)
Net operating income/(expense)	330	370	1,314	54	1,979
Total operating expenses	(343)	(219)	(1,177)	(47)	(1,892)
of which: staff expenses	(116)	(78)	(375)	(16)	(735)
Operating profit/(loss)	(13)	151	137	7	87
Share of profit in associates and joint ventures	—	—	—	2	2
Profit/(loss) before tax	(13)	151	137	7	89
Significant items - Totals					
Revenue	—	—	(21)	—	(21)
ECL	—	—	—	—	—
Operating expenses	—	(3)	(39)	—	(73)
Share of profit in associates and joint ventures	—	—	—	—	—

Balance sheet data					
	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	27,956	36,859	76,286	4,706	146,374
Loans and advances to customers (net)	27,716	36,076	75,732	4,690	144,768
Total external assets	60,863	37,945	535,121	5,155	781,399
Customer accounts	38,840	46,514	127,205	11,522	227,919

Income Statement Metrics						
Cost efficiency ratio	105.5%	56.0%	86.4%	87.0%	(109.3)%	93.0%

Income Statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	105.5%	55.2%	82.3%	87.0%	(77.3)%	88.5%

Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(21)	—	—	(21)

Operating expenses						
Significant items						
Costs of structural reform	—	(2)	(11)	—	(31)	(44)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	(1)	(28)	—	(1)	(30)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Quarter ended 31 Dec 2018					
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	224	227	258	26	414
Net fee income	93	106	285	31	501
Net income from financial instruments held for trading or managed on a fair value basis	16	3	(65)	2	266
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(723)	—	—	—	(723)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(60)	(30)	244	—	150
Other income/(expense)	693	32	154	(4)	893
Net operating income before change in expected credit losses and other credit impairment charges	243	338	876	55	1,501
Change in expected credit losses and other credit impairment charges	(5)	(34)	(56)	(1)	(82)
Net operating income/(expense)	238	304	820	54	1,419
Total operating expenses	(304)	(199)	(1,107)	(42)	(1,766)
of which: staff expenses	(113)	(77)	(347)	(15)	(722)
Operating profit/(loss)	(66)	105	(287)	12	(347)
Share of profit in associates and joint ventures	—	—	—	4	4
Profit/(loss) before tax	(66)	105	(287)	12	(343)
Significant items - Totals					
Revenue	—	—	21	—	20
ECL	—	—	—	—	—
Operating expenses	—	(2)	31	—	5
Share of profit in associates and joint ventures	—	—	—	—	—

At 31 Dec 2018					
	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	28,250	37,876	71,632	4,538	143,461
Loans and advances to customers (net)	27,993	37,055	71,031	4,522	141,751
Total external assets	60,239	39,357	497,425	5,000	780,093
Customer accounts	38,255	44,322	130,033	8,297	225,243

Income Statement Metrics						
Cost efficiency ratio	125.1%	58.9%	126.4%	76.4%	(1,036.4)%	117.7%

Income Statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	125.1%	58.3%	133.1%	76.4%	(900.0)%	119.6%

Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	21	—	(1)	20

Operating expenses						
Significant items						
Costs of structural reform	—	(2)	(11)	—	(23)	(36)
Customer redress programmes	—	—	22	—	—	22
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	3	3
Restructuring and other related costs	—	—	—	—	(7)	(7)
Settlements and provisions in connection with legal and regulatory matters	—	—	20	—	3	23

HSBC
HSBC Bank
Non ring-fenced bank

	Quarter ended 30 Sep 2018						Quarter ended 30 Jun 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	224	229	166	23	(207)	435	1,073	951	265	63	(256)	2,096
Net fee income	103	91	158	30	(8)	374	295	383	207	40	(10)	916
Net income from financial instruments held for trading or managed on a fair value basis	(6)	8	1,038	1	111	1,152	8	1	701	4	278	992
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	105	(2)	—	—	—	103	85	2	—	—	—	87
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	23	26	156	—	(22)	183	92	16	102	—	4	214
Other income/(expense)	(46)	46	141	—	67	208	(96)	(22)	292	(5)	(139)	28
Net operating income before change in expected credit losses and other credit impairment charges	403	398	1,659	54	(59)	2,455	1,457	1,331	1,567	102	(123)	4,333
Change in expected credit losses and other credit impairment charges	8	23	17	3	4	55	(39)	(63)	(28)	1	3	(126)
Net operating income/(expense)	411	421	1,676	57	(55)	2,510	1,418	1,268	1,539	103	(120)	4,207
Total operating expenses	(293)	(196)	(1,096)	(46)	(98)	(1,729)	(1,043)	(580)	(1,114)	(71)	(239)	(3,047)
of which: staff expenses	(107)	(73)	(323)	(15)	(140)	(658)	(321)	(184)	(354)	(31)	(108)	(998)
Operating profit/(loss)	118	225	580	11	(153)	781	375	688	425	32	(359)	1,160
Share of profit in associates and joint ventures	—	—	—	—	4	4	—	—	—	—	4	4
Profit/(loss) before tax	118	225	580	11	(149)	785	375	688	425	32	(355)	1,164
Significant items - Totals												
Revenue	—	—	6	—	(2)	5	—	46	20	—	(1)	65
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	(2)	(4)	—	(52)	(58)	(1)	(8)	6	—	(56)	(59)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	28,253	37,329	79,814	3,975	1,152	150,523	160,517	118,748	78,321	9,734	1,866	369,186
Loans and advances to customers (net)	27,990	36,495	79,262	3,959	1,151	148,858	159,628	116,805	77,532	9,651	1,832	365,448
Total external assets	62,366	38,289	533,025	4,442	137,820	775,942	202,802	126,265	527,104	10,903	217,921	1,084,994
Customer accounts	37,962	42,764	132,054	9,638	2,526	224,943	202,706	131,459	136,961	16,839	2,928	490,893
Income Statement Metrics												
Cost efficiency ratio	72.7%	49.2%	66.1%	85.2%	(166.1)%	70.4%	71.6%	43.6%	71.1%	69.6%	(194.3)%	70.3%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	72.7%	48.7%	66.1%	85.2%	(80.7)%	68.2%	71.5%	44.5%	72.4%	69.6%	(150.0)%	70.0%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	46	—	—	—	46
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	6	—	(2)	5	—	—	20	—	(1)	19
Operating expenses												
Significant items												
Costs of structural reform	—	(2)	(7)	—	(40)	(49)	—	(1)	(8)	—	(54)	(63)
Customer redress programmes	—	—	—	—	—	—	(1)	(6)	—	—	—	(8)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(12)	(12)	—	—	—	—	(1)	(1)
Settlements and provisions in connection with legal and regulatory matters	—	—	3	—	—	3	—	—	14	—	—	14

	Quarter ended 31 Mar 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,114	853	192	67	(209)	2,016	2,635	2,260	881	179	(993)	4,961
Net fee income	319	389	197	44	17	966	810	969	847	145	(15)	2,757
Net income from financial instruments held for trading or managed on a fair value basis	15	22	1,126	4	101	1,269	33	34	2,800	11	800	3,679
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(228)	—	—	—	—	(228)	(761)	—	—	—	—	(761)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(65)	2	98	—	100	135	(10)	14	600	—	78	682
Other income/(expense)	282	31	(26)	9	70	365	833	87	561	—	16	1,494
Net operating income before change in expected credit losses and other credit impairment charges	1,437	1,297	1,587	124	79	4,523	3,540	3,364	5,689	335	(114)	12,812
Change in expected credit losses and other credit impairment charges	(107)	40	(83)	(2)	89	(63)	(143)	(83)	(150)	1	110	(216)
Net operating income/(expense)	1,330	1,338	1,504	122	166	4,460	3,397	3,331	5,539	336	(6)	12,596
Total operating expenses	(1,216)	(571)	(1,132)	(95)	(340)	(3,355)	(2,856)	(1,546)	(4,449)	(254)	(791)	(9,897)
of which: staff expenses	(334)	(192)	(347)	(33)	(130)	(1,036)	(875)	(526)	(1,371)	(94)	(528)	(3,394)
Operating profit/(loss)	114	767	372	27	(174)	1,105	541	1,785	1,090	82	(797)	2,699
Share of profit in associates and joint ventures	—	—	—	—	10	10	—	—	—	—	22	22
Profit/(loss) before tax	114	767	372	27	(164)	1,115	541	1,785	1,090	82	(775)	2,721
Significant Items - Totals												
Revenue	—	—	9	—	—	9	—	46	56	—	(4)	99
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(94)	(1)	43	—	(112)	(165)	(95)	(13)	76	—	(244)	(277)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	At 31 Mar 2018						At 31 Dec 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	168,150	121,805	79,633	10,385	4,889	384,862	28,250	37,876	71,632	4,538	1,165	143,461
Loans and advances to customers (net)	167,039	119,903	78,753	10,288	4,856	380,839	27,993	37,055	71,031	4,522	1,151	141,751
Total external assets	213,770	130,154	546,190	11,410	229,767	1,131,290	60,239	39,357	497,425	5,000	128,071	730,093
Customer accounts	215,660	140,643	139,638	16,069	2,990	514,999	38,255	44,322	130,033	8,297	4,337	225,243
Income Statement Metrics												
Cost efficiency ratio	84.6%	44.0%	71.3%	76.6%	430.4%	74.2%	80.7%	46.0%	78.2%	75.8%	(693.9)%	77.2%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	78.1%	43.9%	74.5%	76.6%	288.6%	70.7%	78.0%	46.2%	80.3%	75.8%	(497.3)%	75.7%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	46	—	—	—	46
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	9	—	—	9	—	—	56	—	(4)	53
Operating expenses												
Significant items												
Costs of structural reform	(1)	(1)	(8)	—	(93)	(103)	(1)	(6)	(34)	—	(210)	(251)
Customer redress programmes	(93)	—	—	—	—	(93)	(94)	(6)	22	—	—	(79)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	3	3
Restructuring and other related costs	—	—	—	—	(20)	(20)	—	—	—	—	(40)	(40)
Settlements and provisions in connection with legal and regulatory matters	—	—	51	—	—	51	—	—	88	—	3	91

	Quarter ended 31 Mar 2019					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	(3)	—	2	32	(464)	(433)
Net fee income/(expense)	64	—	—	36	(9)	91
Net income from financial instruments held for trading or managed on a fair value basis	—	—	(203)	5	350	152
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	23	—	—	—	67	90
Other income	181	16	175	1	176	549
Net operating income before change in expected credit losses and other credit impairment charges	265	16	(26)	74	120	449
Change in expected credit losses and other credit impairment charges	—	—	—	(1)	—	(1)
Net operating income/(expense)	265	16	(26)	73	120	448
Total operating expenses	(363)	(130)	(102)	(90)	(508)	(1,193)
of which: staff expenses	(106)	(43)	(84)	(47)	(404)	(684)
Operating profit/(loss)	(98)	(114)	(128)	(17)	(388)	(745)
Share of profit in associates and joint ventures	—	—	—	—	1	1
Profit/(loss) before tax	(98)	(114)	(128)	(17)	(387)	(744)
Significant items - Totals						
Revenue	—	—	—	—	80	80
ECL	—	—	—	—	—	—
Operating expenses	—	—	(3)	(2)	(7)	(12)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Balance sheet data						
	At 31 Mar 2019					
	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	—	—	—	8,117	—	8,117
Loans and advances to customers (net)	—	—	—	8,095	—	8,095
Total external assets	1,718	262	1,416	10,400	9,389	23,185
Customer accounts	—	—	—	12,992	82	13,074
Income Statement Metrics						
Cost efficiency ratio	137.0%	812.5%	(392.3)%	121.6%	423.3%	265.7%
Income Statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	137.0%	812.5%	(380.8)%	118.9%	1,252.5%	320.1%
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	80	80
Operating expenses						
Significant items						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	(2)	(2)	(4)
Restructuring and other related costs	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	(3)	(2)	(7)	(12)

	Quarter ended 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	(3)	—	3	32	(401)	(369)
Net fee income/(expense)	68	—	—	38	(9)	97
Net income from financial instruments held for trading or managed on a fair value basis	2	—	(260)	6	652	400
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(28)	—	—	—	—	(28)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(1)	—	—	—	(243)	(244)
Other income	153	13	215	4	98	483
Net operating income before change in expected credit losses and other credit impairment charges	191	13	(42)	80	97	339
Change in expected credit losses and other credit impairment charges	—	—	—	1	(1)	—
Net operating income/(expense)	191	13	(42)	81	96	339
Total operating expenses	(382)	(123)	(85)	(110)	(1,310)	(2,010)
of which: staff expenses	(91)	(39)	(76)	(47)	(272)	(525)
Operating profit/(loss)	(191)	(110)	(127)	(29)	(1,214)	(1,671)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(191)	(110)	(127)	(29)	(1,214)	(1,671)
Significant items - Totals						
Revenue	—	—	—	5	69	74
ECL	—	—	—	—	—	—
Operating expenses	—	—	(3)	—	(15)	(18)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Balance sheet data						
	At 31 Dec 2018					
	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	—	—	—	8,153	—	8,153
Loans and advances to customers (net)	—	—	—	8,131	—	8,131
Total external assets	1,810	271	1,508	10,333	13,433	27,355
Customer accounts	—	—	—	16,294	81	16,375
Income Statement Metrics						
Cost efficiency ratio	200.0%	946.2%	(202.4)%	137.5%	1,350.5%	592.9%
Income Statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	200.0%	946.2%	(195.2)%	146.7%	4,625.0%	751.7%
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	5	—	5
Fair value movements on financial instruments	—	—	—	—	69	69
Operating expenses						
Significant items						
Costs of structural reform	—	—	(3)	—	(15)	(18)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC
Europe - other

	Quarter ended 30 Sep 2018						Quarter ended 30 Jun 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	(3)	—	10	32	(385)	(346)	(3)	—	—	31	(334)	(306)
Net fee income/(expense)	65	—	—	37	(29)	73	66	—	(1)	37	5	107
Net income from financial instruments held for trading or managed on a fair value basis	(4)	—	86	8	(147)	(57)	(1)	—	—	8	(231)	(224)
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	7	—	—	—	81	88	(6)	—	—	60	—	55
Other income	170	13	(125)	(5)	379	432	177	14	(15)	6	255	435
Net operating income before change in expected credit losses and other credit impairment charges	235	13	(29)	72	(101)	190	233	14	(16)	82	(245)	67
Change in expected credit losses and other credit impairment charges	—	—	—	(5)	—	(5)	—	—	—	1	—	3
Net operating income/(expense)	235	13	(29)	67	(101)	185	233	14	(16)	83	(245)	70
Total operating expenses	(381)	(137)	(94)	(161)	(490)	(1,263)	(385)	(102)	(44)	(127)	(453)	(1,108)
of which: staff expenses	(102)	(42)	(77)	(43)	(379)	(643)	(97)	(40)	(74)	(49)	(351)	(611)
Operating profit/(loss)	(146)	(124)	(123)	(94)	(591)	(1,078)	(152)	(88)	(60)	(44)	(698)	(1,038)
Share of profit in associates and joint ventures	—	—	—	—	(1)	(1)	—	—	—	3	—	3
Profit/(loss) before tax	(146)	(124)	(123)	(94)	(592)	(1,079)	(152)	(88)	(60)	(44)	(695)	(1,035)
Significant items - Totals												
Revenue	—	—	—	—	(64)	(64)	—	—	—	—	(159)	(159)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	(6)	(3)	(58)	(21)	(88)	—	(1)	59	(1)	(19)	38
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	—	—	—	8,752	—	8,752	—	—	8,829	—	8,829	8,829
Loans and advances to customers (net)	—	—	—	8,733	—	8,733	—	—	8,816	—	8,816	8,816
Total external assets	1,853	278	1,523	10,946	11,554	26,154	1,858	282	1,526	11,165	12,986	27,816
Customer accounts	—	—	—	14,791	84	14,875	—	—	—	16,090	83	16,173
Income Statement Metrics												
Cost efficiency ratio	162.1%	1,053.8%	(324.1)%	223.6%	(485.1)%	664.7%	165.2%	728.6%	(275.0)%	154.9%	(184.9)%	1,653.7%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	162.1%	1,007.7%	(313.8)%	143.1%	(1,267.6)%	462.6%	165.2%	721.4%	(643.8)%	153.7%	(504.7)%	507.1%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	(64)	(64)	—	—	—	—	(159)	(159)
Operating expenses												
Significant items												
Costs of structural reform	—	—	(3)	—	(21)	(24)	—	—	(1)	—	(19)	(20)
Customer redress programmes	—	(6)	—	—	—	(6)	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	(51)	—	(51)	—	—	—	(1)	—	(1)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	(7)	—	(7)	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	60	—	—	60

HSBC
Europe - other

	Quarter ended 31 Mar 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	(2)	—	—	29	(306)	(279)	(11)	—	13	124	(1,426)	(1,300)
Net fee income/(expense)	76	—	(1)	44	1	120	275	—	(2)	156	(32)	397
Net income from financial instruments held for trading or managed on a fair value basis	3	—	106	9	(230)	(113)	—	—	(68)	31	44	6
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	1	—	—	—	—	1	(27)	—	—	—	—	(27)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(3)	—	—	—	23	20	(3)	—	—	(79)	(81)	(81)
Other income	159	13	(92)	(9)	125	197	659	53	(17)	(4)	857	1,547
Net operating income before change in expected credit losses and other credit impairment charges	234	13	13	73	(387)	(54)	893	53	(74)	307	(636)	542
Change in expected credit losses and other credit impairment charges	—	—	—	1	—	1	—	—	(2)	(1)	(1)	(1)
Net operating income/(expense)	234	13	13	74	(386)	(52)	893	53	(74)	305	(636)	542
Total operating expenses	(384)	(118)	(110)	(152)	(318)	(1,082)	(1,532)	(480)	(333)	(550)	(2,571)	(5,463)
of which: staff expenses	(94)	(39)	(78)	(47)	(461)	(719)	(384)	(160)	(305)	(186)	(1,463)	(2,498)
Operating profit/(loss)	(150)	(105)	(97)	(78)	(704)	(1,134)	(639)	(427)	(407)	(245)	(3,207)	(4,921)
Share of profit in associates and joint ventures	—	—	—	—	2	2	—	—	—	4	4	4
Profit/(loss) before tax	(150)	(105)	(97)	(78)	(702)	(1,132)	(639)	(427)	(407)	(245)	(3,203)	(4,917)
Significant items - Totals												
Revenue	—	—	—	—	(56)	(56)	—	—	—	5	(210)	(205)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	38	(44)	(23)	(29)	—	(7)	91	(103)	(78)	(97)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	—	—	—	8,967	—	8,967	—	—	—	8,153	—	8,153
Loans and advances to customers (net)	—	—	—	8,952	—	8,952	—	—	—	8,131	—	8,131
Total external assets	2,102	318	1,615	11,324	13,840	29,199	1,810	271	1,508	10,333	13,433	27,355
Customer accounts	—	—	—	15,942	84	16,026	—	—	—	16,294	81	16,375
Income Statement Metrics												
Cost efficiency ratio	164.1%	907.7%	846.2%	208.2%	(82.2)%	(2,003.7)%	171.6%	905.7%	(450.0)%	179.2%	(404.2)%	1,007.9%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	164.1%	907.7%	1,138.5%	147.9%	(89.1)%	52,650.0%	171.6%	892.5%	(573.0)%	148.0%	(585.2)%	718.3%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	5	—	5
Fair value movements on financial instruments	—	—	—	—	(56)	(56)	—	—	—	—	(210)	(210)
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(23)	(22)	—	—	(7)	—	(78)	(84)
Customer redress programmes	—	—	—	—	—	—	—	(6)	—	—	—	(6)
Disposals, acquisitions and investment in new businesses	—	—	—	—	(2)	(2)	—	—	—	(54)	—	(54)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	(7)	—	(7)
Settlements and provisions in connection with legal and regulatory matters	—	—	38	(42)	—	(4)	—	—	98	(42)	—	56

Quarter ended 31 Mar 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	2,008	1,340	785	89	(226)	3,996
Net fee income	643	358	321	84	3	1,409
Net income from financial instruments held for trading or managed on a fair value basis	21	67	603	41	477	1,209
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	949	(2)	—	—	—	947
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	4	—	7	(3)	—	8
Other income/(expense)	(348)	62	120	2	414	250
Net operating income before change in expected credit losses and other credit impairment charges	3,277	1,825	1,836	213	668	7,819
Change in expected credit losses and other credit impairment charges	(78)	(71)	(7)	—	(2)	(158)
Net operating income	3,199	1,754	1,829	213	666	7,661
Total operating expenses	(1,334)	(579)	(767)	(116)	(335)	(3,131)
of which: staff expenses	(521)	(230)	(357)	(65)	(612)	(1,785)
Operating profit	1,865	1,175	1,062	97	331	4,530
Share of profit in associates and joint ventures	13	—	—	—	463	476
Profit before tax	1,878	1,175	1,062	97	794	5,006
Significant items - Totals						
Revenue	—	—	(23)	—	(4)	(27)
ECL	—	—	—	—	—	—
Operating expenses	—	—	(5)	—	(2)	(7)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Balance sheet data						
	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	150,032	160,643	134,043	18,668	220	463,606
Loans and advances to customers (net)	149,268	159,562	133,792	18,667	219	461,508
Total external assets	222,041	174,520	318,745	20,836	310,258	1,046,400
Customer accounts	355,698	157,706	117,479	25,272	411	656,566
Income statement Metrics - Reported						
Cost efficiency ratio	40.7%	31.7%	41.8%	54.5%	50.1%	40.0%
Income Statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	40.7%	31.7%	41.0%	54.5%	49.6%	39.8%
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(23)	—	(4)	(27)
Operating expenses						
Significant items						
Costs of structural reform	—	—	—	—	(1)	(1)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	(5)	—	(1)	(6)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Quarter ended 31 Dec 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	2,087	1,340	790	88	(173)	4,132
Net fee income	555	294	270	79	1	1,199
Net income from financial instruments held for trading or managed on a fair value basis	50	70	420	16	508	1,064
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(689)	(15)	—	—	1	(703)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	4	—	(1)	(3)	—	—
Other income/(expense)	685	12	138	3	353	1,191
Net operating income before change in expected credit losses and other credit impairment charges	2,692	1,701	1,617	183	690	6,883
Change in expected credit losses and other credit impairment charges	(31)	(147)	(18)	(2)	1	(197)
Net operating income	2,661	1,554	1,599	181	691	6,686
Total operating expenses	(1,348)	(572)	(732)	(111)	(440)	(3,203)
of which: staff expenses	(501)	(212)	(301)	(51)	(478)	(1,543)
Operating profit	1,313	982	867	70	251	3,483
Share of profit in associates and joint ventures	10	—	—	—	458	468
Profit before tax	1,323	982	867	70	709	3,951
Significant items - Totals						
Revenue	—	—	20	—	(19)	1
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	(8)	(8)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Balance sheet data						
	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	147,159	157,372	132,500	15,449	179	452,659
Loans and advances to customers (net)	146,407	156,278	132,234	15,447	179	450,545
Total external assets	216,597	170,961	308,065	16,924	316,275	1,028,822
Customer accounts	351,128	166,846	121,270	25,078	502	664,824
Income statement Metrics - Reported						
Cost efficiency ratio	50.1%	33.6%	45.3%	60.7%	63.8%	46.5%
Income Statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	50.1%	33.6%	45.8%	60.7%	60.9%	46.4%
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	20	—	(19)	1
Operating expenses						
Significant items						
Costs of structural reform	—	—	—	—	(4)	(4)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(4)	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

	Quarter ended 30 Sep 2018						Quarter ended 30 Jun 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	2,129	1,284	750	88	(96)	4,155	1,954	1,217	690	85	44	3,990
Net fee income	617	330	308	80	3	1,338	692	348	335	82	4	1,461
Net income from financial instruments held for trading or managed on a fair value basis	34	70	514	23	448	1,089	31	38	471	25	460	1,025
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	94	(1)	—	—	(28)	65	(178)	2	—	—	27	(149)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(32)	—	(1)	(2)	25	(10)	1	1	(5)	(2)	23	18
Other income/(expense)	200	21	117	1	413	752	363	83	226	(5)	193	860
Net operating income before change in expected credit losses and other credit impairment charges	3,042	1,704	1,688	190	765	7,389	2,863	1,689	1,717	185	751	7,205
Change in expected credit losses and other credit impairment charges	(89)	(153)	(47)	—	—	(289)	(68)	(18)	1	—	1	(84)
Net operating income	2,953	1,551	1,641	190	765	7,100	2,795	1,671	1,718	185	752	7,121
Total operating expenses	(1,307)	(573)	(752)	(105)	(416)	(3,153)	(1,348)	(574)	(781)	(109)	(312)	(3,124)
of which: staff expenses	(487)	(219)	(337)	(57)	(560)	(1,660)	(507)	(209)	(330)	(51)	(560)	(1,657)
Operating profit	1,646	978	889	85	349	3,947	1,447	1,097	937	76	440	3,997
Share of profit in associates and joint ventures	4	—	—	—	508	512	14	—	—	—	601	615
Profit before tax	1,650	978	889	85	857	4,459	1,461	1,097	937	76	1,041	4,612
Significant items - Totals												
Revenue	—	—	3	—	14	17	—	—	8	—	—	8
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	(2)	(6)	(8)	—	—	—	—	(1)	(1)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	142,557	156,528	131,841	15,210	187	446,323	141,090	156,320	133,589	16,452	237	447,688
Loans and advances to customers (net)	141,770	155,399	131,602	15,210	187	444,168	140,326	155,282	133,396	16,452	236	445,692
Total external assets	211,685	170,983	308,702	17,173	305,515	1,014,058	209,490	170,148	306,432	18,243	305,810	1,010,123
Customer accounts	345,719	165,519	115,558	24,002	974	651,772	345,525	167,550	116,536	22,567	4,442	656,620
Income statement Metrics - Reported												
Cost efficiency ratio	43.0%	33.6%	44.5%	55.3%	54.4%	42.7%	47.1%	34.0%	45.5%	58.9%	41.5%	43.4%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	43.0%	33.6%	44.6%	54.2%	54.6%	42.7%	47.1%	34.0%	45.7%	58.9%	41.4%	43.4%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	3	—	14	17	—	—	8	—	—	8
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(3)	(3)	—	—	—	—	(1)	(1)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(3)	(3)	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	(2)	—	(2)	—	—	—	—	—	—

	Quarter ended 31 Mar 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,847	1,136	652	81	115	3,831	8,017	4,977	2,882	342	(110)	16,108
Net fee income	847	380	352	95	4	1,678	2,711	1,352	1,265	336	12	5,676
Net income from financial instruments held for trading or managed on a fair value basis	44	98	708	34	72	956	159	276	2,113	98	1,488	4,134
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	83	(13)	—	—	—	70	(690)	(27)	—	—	—	(717)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	1	—	(3)	—	(32)	(34)	(26)	1	(10)	(7)	16	(26)
Other income/(expense)	209	66	97	2	432	806	1,457	182	578	1	1,391	3,609
Net operating income before change in expected credit losses and other credit impairment charges	3,031	1,667	1,806	212	591	7,307	11,628	6,761	6,828	770	2,797	28,784
Change in expected credit losses and other credit impairment charges	(70)	23	14	—	1	(32)	(258)	(295)	(50)	(2)	3	(602)
Net operating income	2,961	1,690	1,820	212	592	7,275	11,370	6,466	6,778	768	2,800	28,182
Total operating expenses	(1,207)	(571)	(739)	(105)	(364)	(2,986)	(5,210)	(2,290)	(3,004)	(430)	(1,532)	(12,466)
of which: staff expenses	(442)	(213)	(322)	(62)	(606)	(1,645)	(1,937)	(853)	(1,290)	(221)	(2,204)	(6,505)
Operating profit	1,754	1,119	1,081	107	228	4,289	6,160	4,176	3,774	338	1,268	15,716
Share of profit in associates and joint ventures	3	—	—	—	476	479	31	—	—	—	2,043	2,074
Profit before tax	1,757	1,119	1,081	107	704	4,768	6,191	4,176	3,774	338	3,311	17,790
Significant items - Totals												
Revenue	—	—	17	—	(5)	12	—	—	48	—	(10)	38
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	2	(1)	1	—	—	—	—	(16)	(16)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	138,497	153,582	129,886	15,750	266	437,981	147,159	157,372	132,500	15,449	179	452,659
Loans and advances to customers (net)	137,729	152,503	129,690	15,748	265	435,935	146,407	156,278	132,234	15,447	179	450,545
Total external assets	206,194	167,527	308,775	17,444	301,098	1,001,038	216,597	170,961	308,065	16,924	316,275	1,028,822
Customer accounts	349,905	162,203	112,914	23,096	4,652	652,770	351,128	166,846	121,270	25,078	502	664,824
Income statement Metrics - Reported												
Cost efficiency ratio	39.8%	34.3%	40.9%	49.5%	61.6%	40.9%	44.8%	33.9%	44.0%	55.8%	54.8%	43.3%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	39.8%	34.3%	41.3%	50.5%	60.9%	40.9%	44.8%	33.9%	44.3%	55.8%	54.0%	43.3%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	17	—	(5)	12	—	—	48	—	(10)	38
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(1)	(1)	—	—	—	—	(9)	(9)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	(7)	(7)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	2	—	2	—	—	—	—	—	—

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,530	884	367	74	(197)	2,658	1,609	895	359	73	(157)	2,779
Net fee income	490	237	153	66	8	954	433	200	115	67	5	820
Net income from financial instruments held for trading or managed on a fair value basis	33	42	344	35	290	744	51	47	216	15	331	660
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	819	(2)	—	—	—	817	(601)	(15)	—	—	—	(616)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	4	—	7	(3)	4	12	4	—	(1)	(3)	4	4
Other income/(expense)	(350)	34	19	1	131	(165)	537	(6)	33	—	150	714
Net operating income before change in expected credit losses and other credit impairment charges	2,526	1,195	890	173	236	5,020	2,033	1,121	722	152	333	4,361
Change in expected credit losses and other credit impairment charges	(43)	(44)	(13)	—	—	(100)	(8)	(95)	—	—	1	(102)
Net operating income	2,483	1,151	877	173	236	4,920	2,025	1,026	722	152	334	4,259
Total operating expenses	(759)	(314)	(386)	(80)	(133)	(1,672)	(765)	(307)	(358)	(79)	(199)	(1,708)
of which: staff expenses	(304)	(124)	(178)	(45)	(181)	(832)	(293)	(112)	(147)	(35)	(80)	(667)
Operating profit	1,724	837	491	93	103	3,248	1,260	719	364	73	135	2,551
Share of profit in associates and joint ventures	3	—	—	—	3	6	7	—	—	—	3	10
Profit before tax	1,727	837	491	93	106	3,254	1,267	719	364	73	138	2,561
Significant items - Totals												
Revenue	—	—	(16)	—	(6)	(22)	—	—	12	—	(6)	6
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	(5)	—	(2)	(7)	—	—	—	—	(8)	(8)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	98,718	103,170	80,391	13,808	205	296,292	97,215	102,494	80,261	11,344	164	291,477
Loans and advances to customers (net)	98,367	102,697	80,245	13,808	205	295,322	96,869	102,045	80,124	11,344	164	290,546
Total external assets	163,778	113,402	205,434	15,727	173,438	671,779	159,624	112,677	199,647	12,655	183,191	667,794
Customer accounts	295,533	114,786	46,775	18,477	192	475,763	292,481	123,298	50,577	18,237	304	484,897
Income statement Metrics - Reported												
Cost efficiency ratio	30.0%	26.3%	43.4%	46.2%	56.4%	33.3%	37.6%	27.4%	49.6%	52.0%	59.8%	39.2%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	30.0%	26.3%	42.1%	46.2%	54.1%	33.0%	37.6%	27.4%	50.4%	52.0%	56.3%	39.0%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(16)	—	(6)	(22)	—	—	12	—	(6)	6
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(1)	(1)	—	—	—	—	(4)	(4)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	(5)	—	(1)	(6)	—	—	—	—	(4)	(4)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 30 Sep 2018						Quarter ended 30 Jun 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,660	854	336	71	(160)	2,761	1,483	804	290	70	(81)	2,566
Net fee income	499	223	135	64	10	931	553	230	157	66	7	1,013
Net income from financial instruments held for trading or managed on a fair value basis	37	47	286	18	258	646	49	40	322	22	129	562
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	96	(1)	—	—	(27)	68	(149)	2	—	—	27	(120)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(33)	—	(1)	(2)	29	(7)	(5)	1	(5)	(2)	26	15
Other income/(expense)	143	(9)	21	2	159	316	228	28	31	(11)	176	452
Net operating income before change in expected credit losses and other credit impairment charges	2,402	1,114	777	153	269	4,715	2,159	1,105	795	145	284	4,488
Change in expected credit losses and other credit impairment charges	(40)	(38)	(13)	—	(1)	(92)	(15)	2	5	—	2	(6)
Net operating income	2,362	1,076	764	153	268	4,623	2,144	1,107	800	145	286	4,482
Total operating expenses	(748)	(302)	(373)	(71)	(158)	(1,652)	(744)	(303)	(388)	(79)	(155)	(1,669)
of which: staff expenses	(279)	(113)	(163)	(39)	(134)	(728)	(301)	(106)	(166)	(35)	(138)	(746)
Operating profit	1,614	774	391	82	110	2,971	1,400	804	412	66	131	2,813
Share of profit in associates and joint ventures	3	—	—	—	3	6	13	—	—	—	1	14
Profit before tax	1,617	774	391	82	113	2,977	1,413	804	412	66	132	2,827
Significant items - Totals												
Revenue	—	—	1	—	(5)	(4)	—	—	2	—	(8)	(6)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	(1)	(6)	(7)	—	—	—	—	(1)	(1)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	93,228	102,350	79,023	11,179	153	285,933	91,554	102,222	77,756	12,491	152	284,175
Loans and advances to customers (net)	92,857	101,880	78,887	11,179	153	284,956	91,196	101,788	77,638	12,491	152	283,265
Total external assets	154,863	112,755	196,932	12,886	175,451	654,887	152,437	112,535	192,755	14,064	173,508	645,298
Customer accounts	288,920	123,380	47,852	17,600	462	478,214	288,578	123,555	48,942	16,352	302	477,728
Income statement Metrics - Reported												
Cost efficiency ratio	31.1%	27.1%	48.0%	46.4%	58.7%	35.0%	34.5%	27.4%	48.8%	54.5%	54.6%	37.2%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	31.1%	27.1%	48.1%	45.8%	55.5%	34.9%	34.5%	27.4%	48.9%	54.5%	52.7%	37.1%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	1	—	(5)	(4)	—	—	2	—	(8)	(6)
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(3)	(3)	—	—	—	—	(1)	(1)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(3)	(3)	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	(1)	—	(1)	—	—	—	—	—	—

	Quarter ended 31 Mar 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,388	748	250	64	(64)	2,386	6,140	3,301	1,235	278	(462)	10,492
Net fee income	678	256	179	77	8	1,198	2,163	909	586	274	30	3,962
Net income from financial instruments held for trading or managed on a fair value basis	27	56	407	27	157	674	164	190	1,231	82	875	2,542
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	108	(13)	—	—	—	95	(546)	(27)	—	—	—	(573)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	8	—	(3)	—	(28)	(23)	(26)	1	(10)	(7)	31	(11)
Other income/(expense)	113	61	22	1	140	337	1,021	74	107	(8)	625	1,819
Net operating income before change in expected credit losses and other credit impairment charges	2,322	1,108	855	169	213	4,667	8,916	4,448	3,149	619	1,099	18,231
Change in expected credit losses and other credit impairment charges	(43)	15	14	—	—	(14)	(106)	(116)	6	—	2	(214)
Net operating income	2,279	1,123	869	169	213	4,653	8,810	4,332	3,155	619	1,101	18,017
Total operating expenses	(628)	(306)	(366)	(73)	(137)	(1,510)	(2,885)	(1,218)	(1,485)	(302)	(649)	(6,539)
of which: staff expenses	(236)	(112)	(153)	(44)	(188)	(733)	(1,109)	(443)	(629)	(153)	(540)	(2,874)
Operating profit	1,651	817	503	96	76	3,143	5,925	3,114	1,670	317	452	11,478
Share of profit in associates and joint ventures	3	—	—	—	3	6	26	—	—	—	10	36
Profit before tax	1,654	817	503	96	79	3,149	5,951	3,114	1,670	317	462	11,514
Significant items - Totals												
Revenue	—	—	7	—	(8)	(1)	—	—	22	—	(27)	(5)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	1	(1)	—	—	—	—	—	(16)	(16)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	88,362	98,325	74,832	11,868	182	273,569	97,215	102,494	80,261	11,344	164	291,477
Loans and advances to customers (net)	87,989	97,873	74,711	11,867	182	272,621	96,869	102,045	80,124	11,344	164	290,546
Total external assets	148,272	108,750	200,272	13,326	164,806	635,426	159,624	112,677	199,647	12,655	183,191	667,794
Customer accounts	291,107	119,932	43,635	16,667	247	471,587	292,481	123,298	50,577	18,237	304	484,897
Income statement Metrics - Reported												
Cost efficiency ratio	27.0%	27.6%	42.8%	43.2%	64.3%	32.4%	32.4%	27.4%	47.2%	48.8%	59.1%	35.9%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	27.0%	27.6%	43.2%	43.8%	61.5%	32.3%	32.4%	27.4%	47.5%	48.8%	56.2%	35.8%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	7	—	(8)	(1)	—	—	22	—	(27)	(5)
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(1)	(1)	—	—	—	—	(9)	(9)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	(7)	(7)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	1	—	1	—	—	—	—	—	—

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	101	157	149	—	19	426	96	157	160	—	12	425
Net fee income	43	43	13	—	99	—	16	24	14	—	(1)	53
Net income from financial instruments held for trading or managed on a fair value basis	(7)	(13)	11	—	41	32	(9)	(11)	(5)	—	60	35
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	45	—	—	—	—	45	(25)	—	—	—	—	(25)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Other income	22	22	54	—	106	204	42	20	55	—	55	172
Net operating income before change in expected credit losses and other credit impairment charges	204	209	227	—	166	806	120	190	224	—	126	660
Change in expected credit losses and other credit impairment charges	(12)	(24)	(4)	—	—	(40)	(27)	(26)	(5)	—	1	(57)
Net operating income	192	185	223	—	166	766	93	164	219	—	127	603
Total operating expenses	(174)	(95)	(96)	(1)	(133)	(499)	(184)	(94)	(90)	(1)	(124)	(493)
of which: staff expenses	(73)	(39)	(40)	—	(159)	(311)	(72)	(36)	(38)	—	(145)	(291)
Operating profit/(loss)	18	90	127	(1)	33	267	(91)	70	129	(1)	3	110
Share of profit in associates and joint ventures	—	—	—	—	461	461	—	—	—	—	455	455
Profit/(loss) before tax	18	90	127	(1)	494	728	(91)	70	129	(1)	458	565
Significant items - Totals												
Revenue	—	—	(1)	—	—	(1)	—	—	1	—	—	1
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Mar 2019						At 31 Dec 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	10,075	18,135	13,695	12	—	41,917	9,834	16,143	13,227	12	—	39,216
Loans and advances to customers (net)	10,008	17,951	13,672	12	—	41,643	9,775	15,985	13,207	12	—	38,979
Total external assets	11,647	20,467	26,071	12	47,873	106,070	11,218	18,400	23,849	12	49,760	103,239
Customer accounts	11,006	12,918	17,833	21	30	41,808	10,815	13,866	20,982	21	28	45,712
Income statement Metrics - Reported												
Cost efficiency ratio	85.3%	45.5%	42.3%	—%	80.1%	61.9%	153.3%	49.5%	40.2%	—%	98.4%	74.7%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	85.3%	45.5%	42.1%	—%	80.1%	61.8%	153.3%	49.5%	40.4%	—%	98.4%	74.8%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(1)	—	—	(1)	—	—	1	—	—	1
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

HSBC
Mainland China

	Quarter ended 30 Sep 2018						Quarter ended 30 Jun 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	88	145	145	—	71	449	82	138	145	—	115	480
Net fee income	28	29	13	—	70	140	32	34	17	—	—	83
Net income from financial instruments held for trading or managed on a fair value basis	(11)	(12)	12	—	72	61	(30)	(39)	(66)	—	205	70
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(6)	—	—	—	—	(6)	(26)	—	—	—	—	(26)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—	7	—	—	—	—	7
Other income	36	23	66	—	70	195	76	51	138	—	(66)	199
Net operating income before change in expected credit losses and other credit impairment charges	135	185	236	—	213	769	141	184	234	—	254	813
Change in expected credit losses and other credit impairment charges	(7)	(42)	(3)	—	—	(52)	(16)	(9)	(1)	—	—	(26)
Net operating income	128	143	233	—	213	717	125	175	233	—	254	787
Total operating expenses	(168)	(95)	(96)	(1)	(120)	(480)	(178)	(102)	(93)	(1)	(120)	(494)
<i>of which: staff expenses</i>	(65)	(37)	(37)	—	(150)	(289)	(65)	(40)	(35)	—	(150)	(290)
Operating profit/(loss)	(40)	48	137	(1)	93	237	(53)	73	140	(1)	134	293
Share of profit in associates and joint ventures	—	—	—	—	505	505	—	—	—	—	599	599
Profit/(loss) before tax	(40)	48	137	(1)	598	742	(53)	73	140	(1)	733	892
Significant items - Totals												
Revenue	—	—	—	—	—	—	—	—	—	—	—	—
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 30 Sep 2018						At 30 Jun 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Balance sheet data												
Loans and advances to customers (gross)	9,817	16,400	13,740	16	20	39,993	10,109	16,757	14,442	16	15	41,339
Loans and advances to customers (net)	9,780	16,237	13,726	16	20	39,779	10,075	16,594	14,428	16	15	41,128
Total external assets	11,764	19,242	24,639	16	46,849	102,510	12,090	19,207	24,805	16	49,002	105,120
Customer accounts	10,078	12,567	18,752	19	73	41,489	10,025	12,988	19,031	25	31	42,100
Income statement Metrics - Reported												
Cost efficiency ratio	124.4%	51.4%	40.7%	—%	56.3%	62.4%	126.2%	55.4%	39.7%	—%	47.2%	60.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	124.4%	51.4%	40.7%	—%	56.3%	62.4%	126.2%	55.4%	39.7%	—%	47.2%	60.8%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

HSBC
Mainland China

	Quarter ended 31 Mar 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	74	123	154	—	120	471	340	563	604	—	318	1,825
Net fee income	44	42	13	—	—	99	120	129	57	—	(1)	305
Net income from financial instruments held for trading or managed on a fair value basis	5	3	64	—	(152)	(80)	(45)	(59)	5	—	185	86
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	(57)	—	—	—	—	(57)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(7)	—	—	—	—	(7)	—	—	—	—	—	—
Other income	38	4	12	—	108	162	192	98	271	—	167	728
Net operating income before change in expected credit losses and other credit impairment charges	154	172	243	—	76	645	550	731	937	—	669	2,887
Change in expected credit losses and other credit impairment charges	(3)	(7)	1	—	1	(8)	(53)	(84)	(8)	—	2	(143)
Net operating income	151	165	244	—	77	637	497	647	929	—	671	2,744
Total operating expenses	(166)	(95)	(85)	(1)	(107)	(454)	(696)	(386)	(364)	(4)	(471)	(1,921)
<i>of which: staff expenses</i>	(66)	(37)	(35)	—	(145)	(283)	(268)	(150)	(145)	—	(590)	(1,153)
Operating profit/(loss)	(15)	70	159	(1)	(30)	183	(199)	261	565	(4)	200	823
Share of profit in associates and joint ventures	—	—	—	—	473	473	—	—	—	—	2,032	2,032
Profit/(loss) before tax	(15)	70	159	(1)	443	656	(199)	261	565	(4)	2,232	2,855
Significant items - Totals												
Revenue	—	—	1	—	—	1	—	—	2	—	—	2
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Mar 2018						At 31 Dec 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Balance sheet data												
Loans and advances to customers (gross)	10,453	18,673	15,095	16	—	44,237	9,834	16,143	13,227	12	—	39,216
Loans and advances to customers (net)	10,434	18,491	15,081	16	—	44,022	9,775	15,985	13,207	12	—	38,979
Total external assets	12,582	20,917	24,654	16	47,493	105,662	11,218	18,400	23,849	12	49,760	103,239
Customer accounts	10,194	13,599	18,671	30	78	42,572	10,815	13,866	20,982	21	28	45,712
Income statement Metrics - Reported												
Cost efficiency ratio	107.8%	55.2%	35.0%	—%	140.8%	70.4%	126.5%	52.8%	38.8%	—%	70.4%	66.5%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	107.8%	55.2%	35.1%	—%	140.8%	70.5%	126.5%	52.8%	38.9%	—%	70.4%	66.6%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	1	—	—	1	—	—	2	—	—	2
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

HSBC
Middle East and North Africa

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	151	123	153	—	10	437	150	108	155	—	18	431
Net fee income/(expense)	48	46	63	4	(1)	160	46	39	57	4	(2)	144
Net income from financial instruments held for trading or managed on a fair value basis	14	11	61	—	18	104	11	9	48	—	20	88
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	(2)	—	1	(1)	—	—	(2)	—	(1)	(3)
Other income/(expense)	3	—	—	—	(1)	2	2	—	(1)	—	7	8
Net operating income before change in expected credit losses and other credit impairment charges	216	180	275	4	27	702	209	156	257	4	42	668
Change in expected credit losses and other credit impairment charges	(19)	14	—	—	(1)	(6)	17	(29)	5	—	1	(6)
Net operating income	197	194	275	4	26	696	226	127	262	4	43	662
Total operating expenses	(156)	(79)	(85)	(3)	(22)	(345)	(161)	(87)	(81)	(2)	(17)	(348)
of which: staff expenses	(54)	(31)	(32)	(3)	(76)	(196)	(51)	(33)	(25)	(3)	(68)	(180)
Operating profit	41	115	190	1	4	351	65	40	181	2	26	314
Share of profit in associates and joint ventures	—	—	—	—	114	114	—	—	—	—	85	85
Profit before tax	41	115	190	1	118	465	65	40	181	2	111	399
Significant items - Totals												
Revenue	—	—	—	—	—	—	—	—	—	—	—	—
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	(1)	—	—	(1)	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	6,190	10,955	12,191	—	—	29,336	6,311	10,811	13,271	—	—	30,393
Loans and advances to customers (net)	5,798	9,948	12,077	—	—	27,823	5,918	9,764	13,148	—	—	28,830
Total external assets	5,933	10,929	16,277	3	21,944	55,086	6,073	10,650	16,627	3	20,756	54,109
Customer accounts	18,219	7,756	9,966	—	—	35,941	17,649	7,765	9,944	—	50	35,408
Income statement Metrics - Reported												
Cost efficiency ratio	72.2%	43.9%	30.9%	75.0%	81.5%	49.1%	77.0%	55.8%	31.5%	50.0%	40.5%	52.1%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	72.2%	43.9%	30.5%	75.0%	81.5%	49.0%	77.0%	55.8%	31.5%	50.0%	40.5%	52.1%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	(1)	—	—	(1)	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

HSBC
Middle East and North Africa

	Quarter ended 30 Sep 2018						Quarter ended 30 Jun 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	156	105	175	—	32	468	152	109	135	—	7	403
Net fee income/(expense)	45	36	59	4	(1)	143	49	40	71	4	(1)	163
Net income from financial instruments held for trading or managed on a fair value basis	13	11	21	—	5	50	14	10	51	—	30	105
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	1	—	2	3	—	—	(6)	—	—	(6)
Other income/(expense)	3	—	(4)	—	—	(1)	3	1	5	—	6	15
Net operating income before change in expected credit losses and other credit impairment charges	217	152	252	4	38	663	218	160	256	4	42	680
Change in expected credit losses and other credit impairment charges	(26)	(76)	2	—	—	(100)	(33)	(70)	4	—	—	(99)
Net operating income	191	76	254	4	38	563	185	90	260	4	42	581
Total operating expenses	(144)	(78)	(79)	(3)	(19)	(323)	(167)	(77)	(84)	(2)	(13)	(343)
of which: staff expenses	(50)	(30)	(32)	(2)	(69)	(183)	(50)	(29)	(31)	(2)	(74)	(186)
Operating profit	47	(2)	175	1	19	240	18	13	176	2	29	238
Share of profit in associates and joint ventures	—	—	—	—	82	82	—	—	—	—	161	161
Profit before tax	47	(2)	175	1	101	322	18	13	176	2	190	399
Significant Items - Totals												
Revenue	—	—	(1)	—	—	(1)	—	—	2	—	—	2
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 30 Sep 2018						At 30 Jun 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	6,262	11,390	12,940	—	—	30,592	6,456	11,381	12,914	—	—	30,751
Loans and advances to customers (net)	5,850	10,298	12,820	—	—	28,968	6,005	10,297	12,804	—	—	29,106
Total external assets	6,005	11,157	16,787	—	20,737	54,686	6,137	11,113	16,921	2	19,558	53,731
Customer accounts	17,141	7,810	11,044	—	2	35,997	17,558	7,723	8,924	—	2	34,207
Income statement Metrics - Reported												
Cost efficiency ratio	66.4%	51.3%	31.3%	75.0%	50.0%	48.7%	76.6%	48.1%	32.8%	50.0%	31.0%	50.4%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	66.4%	51.3%	31.2%	75.0%	50.0%	48.6%	76.6%	48.1%	33.1%	50.0%	31.0%	50.6%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	(1)	—	(1)	—	—	2	—	—	2
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

HSBC
Middle East and North Africa

	Quarter ended 31 Mar 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	149	106	119	—	87	461	607	428	584	—	144	1,763
Net fee income/(expense)	50	42	62	4	(1)	157	190	157	249	16	(5)	607
Net income from financial instruments held for trading or managed on a fair value basis	13	10	69	—	(50)	42	51	40	189	—	5	285
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	5	—	—	5	—	—	(2)	—	1	(1)
Other income/(expense)	2	—	7	—	2	11	10	1	7	—	15	33
Net operating income before change in expected credit losses and other credit impairment charges	214	158	262	4	38	676	858	626	1,027	16	160	2,687
Change in expected credit losses and other credit impairment charges	(3)	(21)	19	—	1	(4)	(45)	(196)	30	—	2	(209)
Net operating income	211	137	281	4	39	672	813	430	1,057	16	162	2,478
Total operating expenses	(158)	(80)	(80)	(2)	(23)	(343)	(630)	(322)	(324)	(9)	(72)	(1,357)
of which: staff expenses	52	29	33	2	75	191	(99)	(63)	(55)	(5)	(136)	(358)
Operating profit	53	57	201	2	16	329	183	108	733	7	90	1,121
Share of profit in associates and joint ventures	—	—	—	—	108	108	—	—	—	—	436	436
Profit before tax	53	57	201	2	124	437	183	108	733	7	526	1,557
Significant items - Totals												
Revenue	—	—	—	—	—	—	—	—	1	—	—	1
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	At 31 Mar 2018						At 31 Dec 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	6,650	11,419	13,409	—	—	31,478	6,311	10,811	13,271	—	—	30,393
Loans and advances to customers (net)	6,170	10,354	13,296	—	—	29,820	5,918	9,764	13,148	—	—	28,830
Total external assets	6,299	10,961	17,342	—	21,247	55,849	6,073	10,650	16,627	3	20,756	54,109
Customer accounts	17,924	7,481	9,865	—	201	35,471	17,649	7,765	9,944	—	50	35,408
Income statement Metrics - Reported												
Cost efficiency ratio	73.8%	50.6%	30.5%	50.0%	60.5%	50.7%	73.4%	51.4%	31.5%	56.3%	45.0%	50.5%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	73.8%	50.6%	30.5%	50.0%	60.5%	50.7%	73.4%	51.4%	31.6%	56.3%	45.0%	50.5%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	2	(1)	—	1
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

Quarter ended 31 Mar 2019						
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	
\$m	\$m	\$m	\$m	\$m	\$m	
Net interest income	335	323	131	36	27	852
Net fee income/(expense)	98	121	195	15	(5)	424
Net income from financial instruments held for trading or managed on a fair value basis	8	8	209	1	(7)	219
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	(2)	—	4	2
Other income	13	5	48	1	112	179
Net operating income before change in expected credit losses and other credit impairment charges	454	457	581	53	131	1,676
Change in expected credit losses and other credit impairment charges	(22)	3	16	1	(1)	(3)
Net operating income	432	460	597	54	130	1,673
Total operating expenses	(478)	(244)	(433)	(54)	(85)	(1,294)
of which: staff expenses	(161)	(100)	(169)	(23)	(242)	(695)
Operating profit/(loss)	(46)	216	164	—	45	379
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(46)	216	164	—	45	379

Significant items - Totals

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

Balance sheet data

	At 31 Mar 2019					
	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	39,502	42,794	22,574	5,531	—	110,401
Loans and advances to customers (net)	39,246	42,621	22,527	5,529	—	109,923
Total external assets	41,214	48,034	186,946	6,731	102,738	385,663
Customer accounts	59,439	39,482	21,152	7,530	2,331	129,934

Income statement Metrics - Reported

Cost efficiency ratio	105.3%	53.4%	74.5%	101.9%	64.9%	77.2%
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Income Statement metrics - Adjusted as originally reported

Adjusted cost efficiency ratio	105.3%	53.2%	73.6%	101.9%	63.6%	76.7%
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Revenue

Significant items

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(3)	—	(1)	(4)

Operating expenses

Significant items

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

Quarter ended 31 Dec 2018						
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	
\$m	\$m	\$m	\$m	\$m	\$m	
Net interest income	343	335	116	39	56	889
Net fee income/(expense)	100	124	210	18	126	578
Net income from financial instruments held for trading or managed on a fair value basis	8	9	56	2	2	77
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(1)	(1)	3	—	5	6
Other income	13	7	43	1	(41)	23
Net operating income before change in expected credit losses and other credit impairment charges	463	474	428	60	148	1,573
Change in expected credit losses and other credit impairment charges	(31)	(17)	7	—	—	(41)
Net operating income	432	457	435	60	148	1,532
Total operating expenses	(468)	(222)	(388)	(56)	(108)	(1,242)
of which: staff expenses	(145)	(88)	(132)	(19)	(232)	(616)
Operating profit/(loss)	(36)	235	47	4	40	290
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(36)	235	47	4	40	290

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

Balance sheet data

	At 31 Dec 2018					
	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	39,156	42,747	21,079	5,669	—	108,651
Loans and advances to customers (net)	38,904	42,561	21,016	5,666	—	108,147
Total external assets	40,939	46,237	169,792	6,850	101,814	365,632
Customer accounts	57,048	41,130	24,658	8,173	2,282	133,291

Income statement Metrics - Reported

Cost efficiency ratio	101.1%	46.8%	90.7%	93.3%	73.0%	79.0%
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Income Statement metrics - Adjusted as originally reported

Adjusted cost efficiency ratio	101.1%	46.8%	91.3%	93.3%	68.7%	78.7%
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Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	3	—	(2)	1

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

	Quarter ended 30 Sep 2018						Quarter ended 30 Jun 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	343	333	133	41	35	885	342	321	137	43	34	877
Net fee income/(expense)	107	121	240	16	(17)	467	113	122	252	19	(20)	486
Net income from financial instruments held for trading or managed on a fair value basis	11	7	143	—	34	195	3	8	199	2	32	244
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	7	—	4	11	—	—	3	—	6	9
Other income	16	5	54	2	105	182	17	7	54	8	85	171
Net operating income before change in expected credit losses and other credit impairment charges	477	466	577	59	161	1,740	475	458	645	72	137	1,787
Change in expected credit losses and other credit impairment charges	(9)	8	30	1	—	30	2	47	140	(1)	(1)	187
Net operating income	468	474	607	60	161	1,770	477	505	785	71	136	1,974
Total operating expenses	(475)	(244)	(406)	(58)	(120)	(1,303)	(505)	(233)	(418)	(63)	(117)	(1,336)
of which: staff expenses	(155)	(92)	(159)	(23)	(244)	(673)	(156)	(91)	(158)	(24)	(243)	(672)
Operating profit/(loss)	(7)	230	201	2	41	467	(28)	272	367	8	19	638
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(7)	230	201	2	41	467	(28)	272	367	8	19	638
Significant items - Totals												
Revenue	—	—	—	—	—	—	(7)	—	2	—	(1)	(6)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	(5)	(5)	—	—	—	—	(22)	(22)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 30 Sep 2018						At 30 Jun 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	40,081	42,006	19,330	5,615	—	107,032	39,125	40,062	19,742	5,986	—	104,914
Loans and advances to customers (net)	39,839	41,814	19,257	5,612	—	106,522	38,880	39,853	19,645	5,983	—	104,361
Total external assets	42,185	46,997	183,513	6,790	102,288	381,773	41,047	44,921	184,690	7,119	108,060	385,837
Customer accounts	57,665	40,011	22,751	8,152	2,499	131,078	57,526	42,467	25,393	8,097	2,253	135,736
Income statement Metrics - Reported												
Cost efficiency ratio	99.6%	52.4%	70.4%	98.3%	74.5%	74.9%	106.3%	50.9%	64.8%	87.5%	85.4%	74.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	99.6%	52.4%	70.4%	98.3%	71.4%	74.6%	104.8%	50.9%	65.0%	87.5%	68.8%	73.3%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	(7)	—	—	—	(1)	(8)
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	2	—	—	2
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(5)	(5)	—	—	—	—	(3)	(3)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	(19)	(19)

	Quarter ended 31 Mar 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	327	306	153	46	38	870	1,355	1,295	539	169	163	3,521
Net fee income/(expense)	111	114	234	19	(34)	444	431	481	936	72	55	1,975
Net income from financial instruments held for trading or managed on a fair value basis	8	10	144	1	49	212	30	34	542	5	117	728
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	10	—	—	10	(1)	(1)	23	—	15	36
Other income	32	5	42	2	8	89	78	24	193	13	157	465
Net operating income before change in expected credit losses and other credit impairment charges	478	435	583	68	61	1,625	1,893	1,833	2,233	259	507	6,725
Change in expected credit losses and other credit impairment charges	(12)	41	17	4	(3)	47	(50)	79	194	4	(4)	223
Net operating income	466	476	600	72	58	1,672	1,843	1,912	2,427	263	503	6,948
Total operating expenses	(492)	(245)	(477)	(60)	(994)	(2,268)	(1,940)	(944)	(1,689)	(237)	(1,339)	(6,149)
of which: staff expenses	(158)	(96)	(158)	(26)	(265)	(703)	(614)	(367)	(607)	(92)	(984)	(2,664)
Operating profit/(loss)	(26)	231	123	12	(936)	(596)	(97)	968	738	26	(836)	799
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(26)	231	123	12	(936)	(596)	(97)	968	738	26	(836)	799
Significant items - Totals												
Revenue	—	—	3	—	(93)	(90)	(7)	—	8	—	(96)	(95)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(16)	—	(55)	—	(873)	(944)	(16)	—	(55)	—	(905)	(976)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	At 31 Mar 2018						At 31 Dec 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	39,169	40,022	19,769	6,084	—	105,044	39,156	42,747	21,079	5,669	—	108,651
Loans and advances to customers (net)	38,924	39,776	19,514	6,082	—	104,296	38,904	42,561	21,016	5,666	—	108,147
Total external assets	40,902	44,604	191,696	7,401	100,751	385,354	40,939	46,237	169,792	6,850	101,814	365,632
Customer accounts	60,028	42,006	24,168	7,963	2,472	136,637	57,048	41,130	24,658	8,173	2,282	133,291
Income statement Metrics - Reported												
Cost efficiency ratio	102.9%	56.3%	81.8%	88.2%	1,629.5%	139.6%	102.5%	51.5%	75.6%	91.5%	264.1%	91.4%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	99.6%	56.3%	72.8%	88.2%	78.6%	77.2%	101.3%	51.5%	73.4%	91.5%	72.0%	75.9%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	(95)	(95)	(7)	—	—	—	(96)	(103)
Fair value movements on financial instruments	—	—	3	—	2	5	—	—	8	—	—	8
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	(13)	(13)
Settlements and provisions in connection with legal and regulatory matters	(16)	—	(55)	—	(873)	(944)	(16)	—	(55)	—	(892)	(963)

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	
Net interest income	218	193	106	36	10	563	221	204	88	39	34	586	
Net fee income/(expense)	53	56	173	15	(5)	292	56	59	182	18	4	319	
Net income from financial instruments held for trading or managed on a fair value basis	2	1	180	1	(9)	175	1	1	43	1	3	49	
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—	
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	(2)	—	4	2	—	—	3	—	5	8	
Other income	11	2	47	1	99	160	9	4	42	2	68	125	
Net operating income before change in expected credit losses and other credit impairment charges	284	252	504	53	99	1,192	287	268	358	60	114	1,087	
Change in expected credit losses and other credit impairment charges	(22)	(6)	17	1	—	(10)	(21)	(7)	7	—	—	(21)	
Net operating income	262	246	521	54	99	1,182	266	261	365	60	114	1,066	
Total operating expenses	(328)	(154)	(400)	(54)	(75)	(1,011)	(320)	(139)	(357)	(55)	(97)	(968)	
of which: staff expenses	(108)	(64)	(155)	(23)	(182)	(532)	(99)	(57)	(121)	(20)	(186)	(483)	
Operating profit/(loss)	(66)	92	121	—	24	171	(54)	122	8	5	17	98	
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—	
Profit/(loss) before tax	(66)	92	121	—	24	171	(54)	122	8	5	17	98	
Significant Items - Totals													
Revenue	—	—	(2)	—	(1)	(3)	—	—	2	—	(2)	—	
ECL	—	—	—	—	—	—	—	—	—	—	—	—	
Operating expenses	—	(1)	(1)	—	(1)	(3)	—	—	—	—	(4)	(4)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—	
Balance sheet data													
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	
Loans and advances to customers (gross)	16,997	24,439	19,162	5,531	—	66,129	17,032	23,874	17,659	5,669	—	64,234	
Loans and advances to customers (net)	16,876	24,384	19,127	5,529	—	65,916	16,915	23,823	17,605	5,666	—	64,009	
Total external assets	17,997	25,641	173,320	6,663	77,578	301,199	18,264	25,072	158,252	6,781	77,638	286,007	
Customer accounts	33,455	22,229	15,586	7,530	150	78,950	32,604	23,404	17,992	8,173	350	82,523	
Income Statement Metrics													
Cost efficiency ratio	115.5%	61.1%	79.4%	101.9%	75.8%	84.8%	111.5%	51.9%	99.7%	91.7%	85.1%	89.1%	
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	115.5%	60.7%	78.9%	101.9%	74.0%	84.4%	111.5%	51.9%	100.3%	91.7%	80.2%	88.7%	
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—	
Fair value movements on financial instruments	—	—	(2)	—	(1)	(3)	—	—	2	—	(2)	—	
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—	
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—	
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—	
Restructuring and other related costs	—	(1)	(1)	—	(1)	(3)	—	—	—	—	(4)	(4)	
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—	

	Quarter ended 30 Sep 2018						Quarter ended 30 Jun 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	221	201	105	41	12	580	224	192	112	43	9	580
Net fee income/(expense)	57	57	206	16	(16)	320	63	57	215	18	(19)	334
Net income from financial instruments held for trading or managed on a fair value basis	5	—	124	1	33	163	(4)	—	180	2	28	206
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	7	—	4	11	—	—	3	—	7	10
Other income	14	1	55	1	86	157	14	3	52	(2)	88	155
Net operating income before change in expected credit losses and other credit impairment charges	297	259	497	59	119	1,231	297	252	562	61	113	1,285
Change in expected credit losses and other credit impairment charges	(11)	4	30	1	—	24	(2)	36	143	—	(1)	176
Net operating income	286	263	527	60	119	1,255	295	288	705	61	112	1,461
Total operating expenses	(336)	(152)	(371)	(59)	(111)	(1,029)	(358)	(142)	(384)	(63)	(102)	(1,049)
of which: staff expenses	(106)	(58)	(146)	(23)	(189)	(522)	(107)	(57)	(146)	(24)	(183)	(517)
Operating profit/(loss)	(50)	111	156	1	8	226	(63)	146	321	(2)	10	412
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(50)	111	156	1	8	226	(63)	146	321	(2)	10	412
Significant items - Totals												
Revenue	—	—	—	—	—	—	(7)	—	2	—	(1)	(6)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	(4)	(4)	—	—	—	—	(23)	(23)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 30 Sep 2018						At 30 Jun 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	16,922	24,088	16,221	5,615	—	62,846	16,798	22,894	16,635	5,986	—	62,313
Loans and advances to customers (net)	16,812	24,037	16,156	5,612	—	62,617	16,688	22,839	16,547	5,983	—	62,057
Total external assets	18,241	25,336	171,948	6,721	77,946	300,192	17,962	23,911	171,553	7,051	84,667	305,144
Customer accounts	32,044	22,296	16,618	8,152	589	79,699	32,667	23,506	19,736	8,097	535	84,541
Income Statement Metrics												
Cost efficiency ratio	113.1%	58.7%	74.6%	100.0%	93.3%	83.6%	120.5%	56.3%	68.3%	103.3%	90.3%	81.6%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	113.1%	58.7%	74.6%	100.0%	89.9%	83.3%	117.8%	56.3%	68.6%	103.3%	69.3%	79.5%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	(7)	—	—	—	(1)	(8)
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	2	—	—	2
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(4)	(4)	—	—	—	—	(3)	(3)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	(20)	(20)

	Quarter ended 31 Mar 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	214	182	129	46	7	578	880	779	434	169	62	2,324
Net fee income/(expense)	62	52	209	18	(34)	307	238	225	812	70	(65)	1,280
Net income from financial instruments held for trading or managed on a fair value basis	2	1	124	1	48	176	4	2	471	5	112	594
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	10	—	—	10	—	—	23	—	16	39
Other income	30	2	42	14	(23)	65	67	10	191	15	219	502
Net operating income before change in expected credit losses and other credit impairment charges	308	237	514	79	(2)	1,136	1,189	1,016	1,931	259	344	4,739
Change in expected credit losses and other credit impairment charges	(3)	10	14	4	(3)	22	(37)	43	194	5	(4)	201
Net operating income	305	247	528	83	(5)	1,158	1,152	1,059	2,125	264	340	4,940
Total operating expenses	(344)	(152)	(388)	(63)	(991)	(1,938)	(1,358)	(585)	(1,500)	(240)	(1,301)	(4,984)
of which: staff expenses	(109)	(61)	(146)	(26)	(202)	(544)	(421)	(233)	(559)	(93)	(760)	(2,066)
Operating profit/(loss)	(39)	95	140	20	(996)	(780)	(206)	474	625	24	(961)	(44)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(39)	95	140	20	(996)	(780)	(206)	474	625	24	(961)	(44)
Significant items - Totals												
Revenue	—	—	3	—	(94)	(91)	(7)	—	7	—	(97)	(97)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	(16)	—	—	—	(873)	(889)	(16)	—	—	—	(904)	(920)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	At 31 Mar 2018						At 31 Dec 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	16,738	23,385	16,870	6,084	—	63,077	17,032	23,874	17,659	5,669	—	64,234
Loans and advances to customers (net)	16,624	23,313	16,637	6,081	—	62,655	16,915	23,823	17,605	5,666	—	64,009
Total external assets	17,801	24,459	178,801	7,333	76,528	304,922	18,264	25,072	158,252	6,781	77,638	286,007
Customer accounts	34,817	23,506	19,029	7,962	729	86,043	32,604	23,404	17,992	8,173	350	82,523
Income Statement Metrics												
Cost efficiency ratio	111.7%	64.1%	75.5%	79.7%	(49,550.0)%	170.6%	114.2%	57.6%	77.7%	92.7%	378.2%	105.2%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	106.5%	64.1%	75.9%	79.7%	128.3%	85.5%	112.2%	57.6%	78.0%	92.7%	90.0%	84.0%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	(95)	(95)	(7)	—	—	—	(96)	(103)
Fair value movements on financial instruments	—	—	3	—	2	5	—	—	7	—	—	7
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	(11)	(11)
Settlements and provisions in connection with legal and regulatory matters	(16)	—	—	—	(873)	(889)	(16)	—	—	—	(893)	(909)

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	
Net interest income/(expense)	368	135	83	—	(77)	509	362	128	94	—	(14)	570	
Net fee income/(expense)	83	25	17	—	(2)	123	83	25	8	—	12	128	
Net income from financial instruments held for trading or managed on a fair value basis	58	13	58	—	86	215	(15)	3	57	—	168	213	
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	15	2	—	—	(2)	15	11	1	—	—	—	12	
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	48	1	—	—	(2)	47	7	—	(2)	—	10	15	
Other income/(expense) ¹	66	19	2	—	(25)	62	36	6	6	—	(43)	5	
Net operating income before change in expected credit losses and other credit impairment charges	638	195	160	—	(22)	971	484	163	163	—	133	943	
Change in expected credit losses and other credit impairment charges	(100)	(16)	—	—	1	(115)	(139)	(34)	(1)	—	(13)	(187)	
Net operating income/(expense)	538	179	160	—	(21)	856	345	129	162	—	120	756	
Total operating expenses	(324)	(86)	(65)	—	(4)	(479)	(329)	(91)	(65)	(1)	(97)	(583)	
<i>of which: staff expenses</i>	<i>(96)</i>	<i>(21)</i>	<i>(17)</i>	—	<i>(6)</i>	<i>(195)</i>	<i>(95)</i>	<i>(21)</i>	<i>(15)</i>	—	<i>(49)</i>	<i>(180)</i>	
Operating profit/(loss)	214	93	95	—	(25)	377	16	38	97	(1)	23	173	
Share of profit in associates and joint ventures	—	—	—	—	—	—	2	—	—	—	—	2	
Profit/(loss) before tax	214	93	95	—	(25)	377	18	38	97	(1)	23	175	
Significant items - Totals													
Revenue	—	—	(7)	—	—	(7)	—	—	4	—	23	27	
ECL	—	—	—	—	—	—	—	—	—	—	—	—	
Operating expenses	(1)	—	(1)	—	(1)	(3)	—	—	—	—	—	—	
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—	
	At 31 Mar 2019						At 31 Dec 2018						
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	
Loans and advances to customers (gross)	7,395	7,253	8,091	—	3	22,742	7,104	7,252	7,588	—	4	21,948	
Loans and advances to customers (net)	6,826	7,014	8,053	—	3	21,896	6,534	7,015	7,546	—	3	21,098	
Total external assets	12,565	9,848	18,498	—	9,561	50,472	11,905	9,944	18,541	—	8,862	49,252	
Customer accounts	12,932	7,490	5,661	—	528	26,611	12,892	6,949	5,009	—	1,116	25,966	
Income statement Metrics - Reported													
Cost efficiency ratio	50.8%	44.1%	40.6%	—%	(18.2)%	49.3%	68.0%	55.8%	39.9%	—%	72.9%	61.8%	
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	50.6%	44.1%	38.3%	—%	(13.6)%	48.7%	68.0%	55.8%	40.9%	—%	88.2%	63.6%	
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	24	24	
Fair value movements on financial instruments	—	—	(7)	—	—	(7)	—	—	4	—	(1)	3	
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—	
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—	
Restructuring and other related costs	(1)	—	(1)	—	(1)	(3)	—	—	—	—	—	—	
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—	
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—	
Other Items													
Loss on net monetary position ¹	—	—	—	—	(34)	(34)	—	—	—	—	(42)	(42)	

¹ Losses due to the impacts of hyperinflation on monetary items in Argentina. The total impact of applying IAS 29 and the hyperinflation provisions of IAS 21 in the current year is a decrease in the Group's profit before tax of \$50m, comprising a decrease in revenue of \$56m, a decrease in ECL of \$1m and a decrease in operating expenses of \$5m.

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	Quarter ended 30 Sep 2018						Quarter ended 30 Jun 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	352	124	92	—	(157)	411	345	119	83	—	—	511
Net fee income/(expense)	88	26	15	—	(27)	102	81	29	17	—	—	127
Net income from financial instruments held for trading or managed on a fair value basis	121	26	56	—	(64)	139	124	24	70	—	—	263
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	9	—	—	—	(1)	8	(5)	1	—	—	—	(4)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	10	3	1	—	(7)	7	1	1	—	—	—	2
Other income/(expense) ¹	(98)	(19)	(2)	—	(25)	(144)	(77)	(11)	3	—	(15)	(100)
Net operating income before change in expected credit losses and other credit impairment charges	482	160	162	—	(281)	523	469	163	173	—	(6)	799
Change in expected credit losses and other credit impairment charges	(119)	(38)	(10)	—	19	(148)	(102)	(15)	3	—	(2)	(116)
Net operating income/(expense)	363	122	152	—	(262)	375	367	148	176	—	(8)	683
Total operating expenses	(307)	(81)	(69)	—	122	(335)	(324)	(91)	(67)	—	(21)	(503)
of which: staff expenses	(94)	(20)	(15)	—	(57)	(186)	(99)	(21)	(18)	—	(62)	(200)
Operating profit/(loss)	56	41	83	—	(140)	40	43	57	109	—	(29)	180
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	56	41	83	—	(140)	40	43	57	109	—	(29)	180
Significant items - Totals												
Revenue	—	—	—	—	—	—	—	—	5	—	(22)	(17)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	7,076	7,295	7,774	—	4	22,149	6,835	7,257	6,713	—	4	20,809
Loans and advances to customers (net)	6,513	7,057	7,732	—	4	21,306	6,274	7,063	6,679	—	4	20,020
Total external assets	14,512	12,060	18,725	—	2,081	47,378	13,703	11,595	17,357	1	2,427	45,083
Customer accounts	12,316	6,897	4,075	—	871	24,159	12,282	6,451	3,896	—	49	22,678
Income statement Metrics - Reported												
Cost efficiency ratio	63.7%	50.6%	42.6%	—%	43.4%	64.1%	69.1%	55.8%	38.7%	—%	(350.0)%	63.0%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	63.7%	50.6%	42.6%	—%	43.4%	64.1%	69.1%	55.8%	39.9%	—%	131.3%	61.6%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	(22)	(22)
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	5	—	—	5
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—
Other Items												
Loss on net monetary position ¹	—	—	—	—	(94)	(94)	—	—	—	—	—	—

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 year is a decrease in the Group's profit before tax of \$50m, comprising a decrease in revenue of \$56m, a decrease in ECL of \$1m and a decrease in operating expenses of \$5m.

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	Quarter ended 31 Mar 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	364	116	65	—	(17)	528	1,423	487	334	—	(224)	498
Net fee income/(expense)	94	27	20	—	—	141	346	107	60	—	(15)	498
Net income from financial instruments held for trading or managed on a fair value basis	32	10	54	—	24	121	262	63	237	—	173	736
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	1	1	—	—	—	2	16	3	—	—	(1)	18
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	7	1	—	—	—	8	25	5	(1)	—	3	32
Other income/(expense) ¹	1	(2)	6	—	(8)	(3)	(138)	(26)	13	—	(91)	(242)
Net operating income before change in expected credit losses and other credit impairment charges	499	153	145	—	(1)	797	1,934	639	643	—	(155)	3,062
Change in expected credit losses and other credit impairment charges	(110)	(19)	9	—	1	(119)	(470)	(106)	1	—	5	(570)
Net operating income/(expense)	389	134	154	—	1	678	1,464	533	644	—	(149)	2,492
Total operating expenses	(340)	(92)	(65)	—	(17)	(514)	(1,300)	(355)	(266)	(1)	(13)	(1,935)
of which: staff expenses	(108)	(22)	(17)	—	(70)	(217)	(396)	(84)	(65)	—	(238)	(783)
Operating profit/(loss)	49	42	89	—	(16)	164	164	178	(1)	(1)	(162)	557
Share of profit in associates and joint ventures	—	—	—	—	—	—	2	—	—	—	—	2
Profit/(loss) before tax	49	42	89	—	(16)	164	166	178	(1)	(1)	(162)	559
Significant items - Totals												
Revenue	—	—	1	—	(17)	(16)	—	—	10	—	(16)	(6)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
Loans and advances to customers (gross)	7,468	7,505	7,210	—	8	22,191	7,104	7,252	7,588	—	4	21,948
Loans and advances to customers (net)	6,871	7,265	7,178	—	8	21,322	6,534	7,015	7,546	—	3	21,098
Total external assets	14,978	12,200	19,056	1	2,271	48,506	11,905	9,944	18,541	—	8,862	49,252
Customer accounts	13,242	6,813	3,648	—	73	23,776	12,892	6,949	5,009	—	1,116	25,966
Income statement Metrics - Reported												
Cost efficiency ratio	68.1%	60.1%	44.8%	—%	(1,700.0)%	64.5%	67.2%	55.6%	41.4%	—%	(8.4)%	63.2%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	68.1%	60.1%	45.1%	—%	106.3%	63.2%	67.2%	55.6%	42.0%	—%	(9.4)%	63.1%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	(17)	(17)	—	—	—	—	(15)	(15)
Fair value movements on financial instruments	—	—	1	—	—	1	—	—	10	—	(1)	9
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—
Other Items												
Loss on net monetary position ¹	—	—	—	—	—	—	—	—	—	—	(136)	(136)

¹ Losses due to the impacts of hyperinflation on monetary items in Argentina. The total impact of applying IAS 29 and the hyperinflation provisions of IAS 21 in the current year is a decrease in the Group's profit before tax of \$50m, comprising a decrease in revenue of \$56m, a decrease in ECL of \$1m and a decrease in operating expenses of \$5m.

	Quarter ended 31 Mar 2019						Quarter ended 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	293	82	46	—	(46)	375	289	82	53	—	(36)	388
Net fee income	68	13	14	—	—	95	72	15	7	—	—	94
Net income from financial instruments held for trading or managed on a fair value basis	6	2	24	—	48	80	4	4	28	—	44	80
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Other income	67	27	1	—	12	107	21	1	1	—	11	34
Net operating income before change in expected credit losses and other credit impairment charges	434	124	85	—	14	657	386	102	89	—	19	596
Change in expected credit losses and other credit impairment charges	(93)	(6)	1	—	—	(98)	(121)	(11)	(2)	—	—	(134)
Net operating income	341	118	86	—	14	559	265	91	87	—	19	462
Total operating expenses	(241)	(51)	(34)	—	(8)	(334)	(241)	(55)	(32)	—	(16)	(344)
of which: staff expenses	(69)	(13)	(9)	—	(45)	(136)	(66)	(14)	(7)	—	(35)	(122)
Operating profit	100	67	52	—	6	225	24	36	55	—	3	118
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit before tax	100	67	52	—	6	225	24	36	55	—	3	118
Significant items - Totals												
Revenue	—	—	(5)	—	—	(5)	—	—	4	—	(1)	3
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	(1)	—	(1)	(2)	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	6,558	5,838	7,158	—	—	19,554	6,188	5,711	6,709	—	—	18,608
Loans and advances to customers (net)	6,036	5,673	7,123	—	—	18,832	5,674	5,537	6,679	—	—	17,890
Total external assets	10,095	7,859	16,215	—	6,666	40,835	9,353	7,653	15,772	—	6,533	39,311
Customer accounts	10,216	6,123	4,050	—	442	20,831	10,155	5,483	3,458	—	840	19,936
Income Statement Metrics												
Cost efficiency ratio	55.5%	41.1%	40.0%	—%	57.1%	50.8%	62.4%	53.9%	36.0%	—%	84.2%	57.7%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	55.5%	41.1%	36.7%	—%	50.0%	50.2%	62.4%	53.9%	37.6%	—%	80.0%	58.0%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(5)	—	—	(5)	—	—	4	—	(1)	3
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	(1)	—	(1)	(2)	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 30 Sep 2018						Quarter ended 30 Jun 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	286	80	50	—	(23)	393	266	74	45	—	(15)	370
Net fee income	74	14	9	—	(1)	96	63	15	10	—	—	88
Net income from financial instruments held for trading or managed on a fair value basis	5	3	21	—	31	60	4	3	29	—	22	58
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Other income	25	1	—	—	14	40	20	1	—	—	13	34
Net operating income before change in expected credit losses and other credit impairment charges	390	98	80	—	21	589	353	93	84	—	20	550
Change in expected credit losses and other credit impairment charges	(99)	(27)	(8)	—	(1)	(135)	(82)	(8)	2	—	—	(88)
Net operating income	291	71	72	—	20	454	271	85	86	—	20	462
Total operating expenses	(223)	(48)	(34)	—	(8)	(313)	(219)	(52)	(34)	—	(16)	(321)
of which: staff expenses	(68)	(13)	(8)	—	(42)	(131)	(66)	(12)	(8)	—	(43)	(129)
Operating profit	68	23	38	—	12	141	52	33	52	—	4	141
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit before tax	68	23	38	—	12	141	52	33	52	—	4	141
Significant items - Totals												
Revenue	—	—	(1)	—	—	(1)	—	—	3	—	—	3
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	6,200	5,683	7,009	—	—	18,892	5,677	5,371	5,777	—	—	16,825
Loans and advances to customers (net)	5,682	5,486	6,979	—	—	18,147	5,176	5,203	5,755	—	—	16,134
Total external assets	12,283	9,807	16,676	—	—	38,766	11,185	9,085	15,592	—	—	35,862
Customer accounts	9,931	5,524	2,790	—	799	19,044	9,502	5,203	3,079	—	—	17,784
Income Statement Metrics												
Cost efficiency ratio	57.2%	49.0%	42.5%	—%	38.1%	53.1%	62.0%	55.9%	40.5%	—%	80.0%	58.4%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	57.2%	49.0%	42.0%	—%	38.1%	53.1%	62.0%	55.9%	42.0%	—%	80.0%	58.7%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(1)	—	—	(1)	—	—	3	—	—	3
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

	Quarter ended 31 Mar 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	281	71	33	—	(9)	376	1,122	307	181	—	(83)	1,527
Net fee income	73	13	12	—	—	98	282	57	38	—	(1)	376
Net income from financial instruments held for trading or managed on a fair value basis	3	2	24	—	15	44	16	12	102	—	112	242
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Other income	23	1	4	—	12	40	89	4	5	—	50	148
Net operating income before change in expected credit losses and other credit impairment charges	380	87	73	—	18	558	1,509	380	326	—	78	2,293
Change in expected credit losses and other credit impairment charges	(100)	(15)	8	—	—	(107)	(402)	(61)	—	—	(1)	(464)
Net operating income	280	72	81	—	18	451	1,107	319	326	—	77	1,829
Total operating expenses	(230)	(49)	(31)	—	(14)	(324)	(913)	(204)	(131)	—	(54)	(1,302)
of which: staff expenses	(70)	(12)	(8)	—	(41)	(131)	(270)	(51)	(31)	—	(161)	(513)
Operating profit	50	23	50	—	4	127	194	115	195	—	23	527
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit before tax	50	23	50	—	4	127	194	115	195	—	23	527
Significant items - Totals												
Revenue	—	—	1	—	—	1	—	—	7	—	(1)	6
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Balance sheet data												
	At 31 Mar 2018						At 31 Dec 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	5,963	5,275	6,117	—	—	17,355	6,188	5,711	6,709	—	—	18,608
Loans and advances to customers (net)	5,402	5,101	6,092	—	—	16,595	5,674	5,537	6,679	—	—	17,890
Total external assets	12,020	9,373	16,905	—	—	38,298	9,353	7,653	15,772	—	6,533	39,311
Customer accounts	9,991	5,316	2,583	—	—	17,890	10,155	5,483	3,458	—	840	19,936
Income Statement Metrics												
Cost efficiency ratio	60.5%	56.3%	42.5%	—%	77.8%	58.1%	60.5%	53.7%	40.2%	—%	69.2%	56.8%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	60.5%	56.3%	43.1%	—%	77.8%	58.2%	60.5%	53.7%	41.1%	—%	68.4%	56.9%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	1	—	—	1	—	—	7	—	(1)	6
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

HSBC

Risk-weighted assets

Risk-weighted assets by global business¹

	Quarter ended				
	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar
	2019	2018	2018	2018	2018
	\$bn	\$bn	\$bn	\$bn	\$bn
Retail Banking and Wealth Management	126.5	126.9	125.0	124.1	125.8
Commercial Banking	325.4	321.2	317.1	315.1	314.0
Global Banking and Markets	285.5	281.0	277.5	284.5	304.3
Global Private Banking	16.8	16.8	16.3	17.0	16.9
Corporate Centre	125.3	119.4	126.8	124.8	133.4
Total	879.5	865.3	862.7	865.5	894.4

Risk-weighted assets by geographical regions^{1,2}

	Quarter ended				
	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar
	2019	2018	2018	2018	2018
	\$bn	\$bn	\$bn	\$bn	\$bn
Total	879.5	865.3	862.7	865.5	894.4
Europe	306.3	298.1	297.7	301.3	318.8
Asia	366.8	363.9	360.8	364.0	367.7
Middle East and North Africa	56.3	56.7	57.4	58.0	59.8
North America	133.8	131.6	132.1	133.0	133.3
Latin America	39.5	38.3	38.9	37.0	38.6
Hong Kong	187.1	190.1	186.5	186.5	186.7
United Kingdom	225.5	221.7	220.4	224.6	240.2
Mainland China	72.7	69.4	70.8	72.0	74.1
United States	100.5	99.5	99.2	100.4	101.3
Mexico	28.7	27.5	27.7	25.4	26.0
HSBC UK Bank plc consolidated ³	121.2	117.3	116.4	N/A	N/A
HSBC Bank plc consolidated ³	187.5	183.7	185.4	N/A	N/A

¹ Figures are calculated using the EU's regulatory transitional arrangements for IFRS 9 in article 473a of the Capital Requirements Regulation.

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

³ RWAs are non-additive across legal entities due to intra-Group RWAs.