

HSBC HOLDINGS PLC

Data Pack

3Q 2020

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

Unless stated otherwise, all information is on a reported basis. Where disclosed, adjusted performance information is computed by adjusting reported results for the effects of foreign currency translation differences and significant items, which both distort period-on-period comparisons. We consider adjusted performance provides useful information for investors by aligning internal and external reporting, identifying and quantifying items management believes to be significant, and providing insight into how management assesses period-on-period performance.

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

The quarterly comparatives are translated at average 3Q20 exchange rates for the income statement or at the prevailing rates of exchange on 30 September 2020 for the balance sheet. The yearly comparatives are translated at average FY19 exchange rates for the income statement or at the prevailing rates of exchange on 31 December 2019 for the balance sheet.

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HSBC

HSBC Holdings plc consolidated

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net interest income	6,450	6,897	7,612	7,654	7,568	30,462
Net fee income	2,981	2,803	3,123	2,938	2,961	12,023
Other operating income	2,496	3,359	2,951	2,779	2,826	13,613
Net operating income before change in expected credit losses and other credit impairment charges¹	11,927	13,059	13,686	13,371	13,355	56,098
Change in expected credit losses and other credit impairment charges	(785)	(3,832)	(3,026)	(733)	(883)	(2,756)
Total operating expenses ¹	(8,041)	(8,675)	(7,852)	(17,053)	(8,147)	(42,349)
<i>of which: staff expenses</i>	<i>(4,483)</i>	<i>(4,206)</i>	<i>(4,308)</i>	<i>(4,545)</i>	<i>(4,202)</i>	<i>(18,002)</i>
Share of profit in associates and joint ventures	(27)	537	421	518	512	2,354
Profit/(loss) before tax	3,074	1,089	3,229	(3,897)	4,837	13,347
Tax expense	(1,035)	(472)	(721)	(1,127)	(1,042)	(4,639)
Profit/(loss) after tax	2,039	617	2,508	(5,024)	3,795	8,708
Profit/(loss) attributable to:						
- ordinary shareholders of the parent company ("PAOS")	1,359	192	1,785	(5,509)	2,971	5,969
- preference shareholders of the parent company	22	23	22	23	22	90
- other equity holders of the parent company	449	176	441	176	484	1,324
- non-controlling interests	209	226	260	286	318	1,325
(Increase)/decrease in present value of in-force insurance business ("PVIF") (net of tax)	(252)	(56)	(254)	42	(652)	(1,248)
Impairment of goodwill and other intangible assets (net of tax)	2	1,154	—	7,349	—	7,349
PAOS net of PVIF and goodwill impairment	1,109	1,290	1,531	1,882	2,319	12,070
Reported significant items - Totals (\$m)						
Revenue	(138)	(91)	359	(276)	88	689
ECL	—	—	—	—	—	—
Operating expenses	(630)	(1,413)	(172)	(7,969)	(599)	(9,554)
Share of profit in associates and joint ventures	(462)	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges¹	12,065	13,433	13,323	13,592	13,347	55,409
<i>of which: net interest income</i>	<i>6,497</i>	<i>7,007</i>	<i>7,609</i>	<i>7,656</i>	<i>7,691</i>	<i>30,619</i>
<i>of which: net fee income</i>	<i>2,982</i>	<i>2,863</i>	<i>3,149</i>	<i>2,952</i>	<i>2,988</i>	<i>12,023</i>
Change in expected credit losses and other credit impairment charges	(785)	(3,950)	(3,017)	(691)	(843)	(2,756)
Total operating expenses ¹	(7,411)	(7,440)	(7,711)	(9,055)	(7,605)	(32,795)
Share of profit in associates and joint ventures	435	553	424	526	519	2,354
Profit/(loss) before tax	4,304	2,596	3,019	4,372	5,418	22,212

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HSBC Holdings plc consolidated

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Earnings metrics						
Return on equity (annualised)	3.2 %	0.5 %	4.4 %	(13.3)%	7.0 %	3.6 %
Return on tangible equity (annualised)	2.9 %	3.5 %	4.2 %	5.2 %	6.4 %	8.4 %
Earnings per share (\$)	0.07	0.01	0.09	(0.27)	0.15	0.30
Adjusted ECL / average gross loans (annualised) ²	0.30 %	1.49 %	1.15 %	0.26 %	0.32 %	0.27 %
Dividends						
Dividends per share - declared in respect of the period (\$) ³	—	—	—	—	0.10	0.30
Dividends paid during the period, net of scrip (\$m)	—	—	—	1,672	2,864	7,582
Value of scrip issued during period (\$m)	—	—	—	357	1,170	2,687
Revenue significant items (\$m)						
Customer redress programmes	(48)	26	—	(45)	(118)	(163)
Disposals, acquisitions and investment in new businesses	—	(1)	(7)	(55)	(4)	768
Fair value movements on financial instruments	11	(58)	357	(176)	210	84
Restructuring and other related costs	(101)	(58)	9	—	—	—
Cost significant items (\$m)						
Costs of structural reform	—	—	—	(32)	(35)	(158)
Customer redress programmes	(3)	(49)	(1)	(183)	(488)	(1,281)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(57)	(1,025)	—	(7,349)	—	(7,349)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(567)	(335)	(170)	(400)	(140)	(827)
Settlements and provisions in connection with legal and regulatory matters	(3)	(4)	(1)	(5)	64	61
Share of profit in associates and joint ventures significant items (\$m)						
Impairment of goodwill	(462)	—	—	—	—	—
Reconciling items - Currency translation on reported items- Totals (\$m)						
Revenue		279	(3)	(54)	76	
ECL		(118)	9	42	40	
Operating expenses		(226)	(32)	12	(78)	
Share of profit in associates and joint ventures		16	3	8	7	
Currency translation on revenue significant items		(4)	1	1	(4)	
Currency translation on operating expense significant items		(48)	(1)	(17)	(21)	
Currency translation on share of profit in associates and joint ventures significant items		—	—	—	—	

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

2 These figures correct those originally published in the 3Q 2020 Data Pack for HSBC Holdings plc on 27 October 2020 and align with those published in the HSBC Holdings plc Earnings Release 3Q20 for the 3Q20, 2Q20 and 3Q19 periods.

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

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HSBC Holdings plc consolidated

	Balance sheet date					Balance sheet date	
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19	
Assets - reported (\$m)							
Cash and balances at central banks	285,508	249,673	187,386	154,099	151,184	154,099	
Items in the course of collection from other banks	6,165	6,289	4,649	4,956	7,288	4,956	
Hong Kong Government certificates of indebtedness	40,086	39,519	38,704	38,380	36,306	38,380	
Trading assets	222,355	208,964	215,634	254,271	243,905	254,271	
Financial assets designated and otherwise mandatorily measured at fair value through profit or loss	44,253	41,785	40,650	43,627	41,410	43,627	
Derivatives	294,678	313,781	371,283	242,995	283,945	242,995	
Loans and advances to banks	83,854	77,015	84,547	69,203	70,799	69,203	
Loans and advances to customers (net)	1,041,340	1,018,681	1,040,282	1,036,743	1,017,833	1,036,743	
Reverse repurchase agreements – non-trading	221,179	226,345	222,774	240,862	214,837	240,862	
Financial investments	475,302	494,109	446,668	443,312	429,501	443,312	
Prepayments, accrued income and other assets	191,040	197,425	216,224	136,680	176,278	136,680	
Current tax assets	734	821	740	755	771	755	
Interests in associates and joint ventures	25,087	24,800	24,547	24,474	23,560	24,474	
Goodwill and intangible assets	20,162	19,438	20,146	20,163	26,362	20,163	
Deferred tax assets	4,192	4,153	3,576	4,632	4,368	4,632	
Total assets	2,955,935	2,922,798	2,917,810	2,715,152	2,728,347	2,715,152	
Liabilities - reported (\$m)							
Hong Kong currency notes in circulation	40,086	39,519	38,704	38,380	36,306	38,380	
Deposits by banks	91,739	82,715	75,504	59,022	63,439	59,022	
Customer accounts	1,568,714	1,532,380	1,440,529	1,439,115	1,373,741	1,439,115	
Repurchase agreements - non-trading	118,844	112,799	150,243	140,344	135,581	140,344	
Items in the course of transmission to other banks	14,389	6,296	4,710	4,817	6,929	4,817	
Trading liabilities	80,338	79,612	74,410	83,170	89,378	83,170	
Financial liabilities designated at fair value	156,459	156,608	155,184	164,466	164,698	164,466	
Derivatives	285,239	303,059	356,616	239,497	278,374	239,497	
Debt securities in issue	102,406	110,114	99,410	104,555	98,486	104,555	
Accruals, deferred income and other liabilities	163,912	173,181	196,244	118,156	157,083	118,156	
Current tax liabilities	1,274	1,141	914	2,150	1,958	2,150	
Liabilities under insurance contracts	102,708	98,832	94,979	97,439	94,867	97,439	
Provisions	3,297	3,209	3,190	3,398	3,418	3,398	
Deferred tax liabilities	4,490	4,491	5,262	3,375	3,298	3,375	
Subordinated liabilities	21,779	23,621	23,640	24,600	23,004	24,600	
Total liabilities	2,755,674	2,727,577	2,719,539	2,522,484	2,530,560	2,522,484	

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HSBC Holdings plc consolidated

Equity -- reported (\$m)

Called up share capital	10,346	10,346	10,345	10,319	10,292	10,319
Share premium account	14,274	14,268	14,263	13,959	13,931	13,959
Other equity instruments	20,914	20,914	20,914	20,871	22,367	20,871
Other reserves	3,622	(301)	(2,250)	2,128	(151)	2,128
Retained earnings	142,748	141,809	146,499	136,678	143,078	136,678
Total shareholders' equity	191,904	187,036	189,771	183,955	189,517	183,955
Non-controlling interests	8,357	8,185	8,500	8,713	8,270	8,713
Total equity	200,261	195,221	198,271	192,668	197,787	192,668
Total liabilities and equity	2,955,935	2,922,798	2,917,810	2,715,152	2,728,347	2,715,152

Other balance sheet data - reported (\$m)

Loans and advances to customers (gross)	1,055,043	1,031,908	1,050,667	1,045,475	1,026,414	1,045,475
Risk-weighted assets ¹	857,024	854,552	857,078	843,395	865,238	843,395
Total shareholders' equity	191,904	187,036	189,771	183,955	189,517	183,955
AT1 capital	(20,914)	(20,914)	(20,914)	(20,871)	(22,367)	(20,871)
Preference shares	(1,405)	(1,405)	(1,405)	(1,405)	(1,405)	(1,405)
Perpetual capital securities	—	—	—	—	—	—
Ordinary shareholders' equity ("NAV")	169,585	164,717	167,452	161,679	165,745	161,679
Goodwill, PVIF and other intangibles (net of deferred tax)	(17,325)	(16,838)	(17,433)	(17,535)	(23,913)	(17,535)
Tangible equity ("TNAV")	152,260	147,879	150,019	144,144	141,832	144,144

	Year to date					Year ended
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Average TNAV	148,700	148,015	147,082	142,847	142,763	142,847
Fair value of own debt, DVA and other adjustments	(260)	(852)	(373)	1,032	529	1,032
Average TNAV excluding fair value of own debt, DVA and other adjustments (RoTE TNAV)	148,440	147,163	146,709	143,879	143,292	143,879

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HSBC Holdings plc consolidated

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

	Balance sheet date				Balance sheet date	
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (net)	1,041,340	1,041,984	1,071,522	1,029,686	1,042,313	1,036,743
Customer accounts	1,568,714	1,565,072	1,477,893	1,428,898	1,404,929	1,439,115
Risk-weighted assets ¹	857,024	868,752	875,677	834,980	873,313	843,395
Regulatory capital - Transitional basis (\$m)						
Common equity tier 1 capital	133,383	128,446	125,218	123,966	123,791	123,966
Additional tier 1 capital	24,027	24,031	24,026	24,393	25,886	24,393
Tier 2 capital	24,424	24,765	24,713	23,791	25,446	23,791
Total regulatory capital	181,834	177,242	173,957	172,150	175,123	172,150
Regulatory capital - end-point basis (\$m)						
Common equity tier 1 capital	133,383	128,446	125,218	123,966	123,791	123,966
Additional tier 1 capital	20,910	20,914	20,909	20,870	22,363	20,870
Tier 2 capital	14,861	15,021	15,001	14,473	15,984	14,473
Total regulatory capital	169,154	164,381	161,128	159,309	162,138	159,309
Capital ratios - transitional basis						
Common equity tier 1 ratio	15.6 %	15.0 %	14.6 %	14.7 %	14.3 %	14.7 %
Tier 1 ratio	18.4 %	17.8 %	17.4 %	17.6 %	17.3 %	17.6 %
Total capital ratio	21.2 %	20.7 %	20.3 %	20.4 %	20.2 %	20.4 %
Capital ratios - end-point basis						
Common equity tier 1 ratio	15.6 %	15.0 %	14.6 %	14.7 %	14.3 %	14.7 %
Tier 1 ratio	18.0 %	17.5 %	17.0 %	17.2 %	16.9 %	17.2 %
Total capital ratio	19.7 %	19.2 %	18.8 %	18.9 %	18.7 %	18.9 %
Leverage exposures (\$m)	2,857,360	2,801,386	2,782,705	2,726,543	2,708,219	2,726,543
Leverage Ratio	5.4 %	5.3 %	5.3 %	5.3 %	5.4 %	5.3 %

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HSBC Holdings plc consolidated

Balance sheet metrics

NAV / share (\$) at the end of the period	\$8.41	\$8.17	\$8.30	\$8.00	\$8.21	\$8.00
TNAV / share (\$) at the end of the period	\$7.55	\$7.34	\$7.44	\$7.13	\$7.02	\$7.13

Ordinary \$0.50 shares

Basic number of ordinary shares in issue (m)	20,173	20,162	20,172	20,206	20,191	20,206
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	Quarter ended					Year ended
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Ordinary shares issued during the period (m)	1	1	52	55	156	413
<i>of which scrip</i>	—	—	—	46	155	342
Shares bought back during the period (m)	—	—	—	—	(136)	(136)
Other movements in basic number of ordinary shares during the period	3	(11)	(86)	(40)	(50)	(52)
Average basic number of ordinary shares outstanding during the period (m)	20,166	20,190	20,161	20,433	20,201	20,158

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

Risk-weighted assets - disposals	—	—	—	—	(814)	—
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Balance sheet data - currency translation on reported items- Totals (\$m)

Loans and advances to customers (net)		23,303	31,240	(7,057)	24,480	
Customer accounts		32,692	37,364	(10,217)	31,188	
Risk-weighted assets ¹		14,200	18,599	(8,415)	8,889	

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

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HSBC Holdings plc

Net Interest Margin

Average balances during period (\$m)

Short-term funds and loans and advances to banks	
Loans and advances to customers	
Reverse repurchase agreements – non-trading	
Financial investments	
Other interest-earning assets	
Total interest-earning assets	

Interest income during period (\$m)

Short-term funds and loans and advances to banks	
Loans and advances to customers	
Reverse repurchase agreements – non-trading	
Financial investments	
Other interest-earning assets	
Total	

Average balances during period (\$m)

Deposits by banks	
Customer accounts	
Repurchase agreements – non-trading	
Debt securities in issue – non-trading	
Other interest-bearing liabilities	
Total interest-bearing liabilities	
Non-interest bearing current accounts	

Interest expense during period (\$m)

Deposits by banks	
Customer accounts	
Repurchase agreements – non-trading	
Debt securities in issue – non-trading	
Other interest-bearing liabilities	
Total	

Net interest margin (%)

	Quarter to date					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Average balances during period (\$m)						
Short-term funds and loans and advances to banks	332,291	286,614	224,505	216,741	200,141	212,920
Loans and advances to customers	1,051,522	1,047,307	1,036,554	1,038,625	1,023,422	1,021,554
Reverse repurchase agreements – non-trading	217,516	211,848	232,455	216,353	221,009	224,942
Financial investments	481,113	467,079	435,609	426,054	428,057	417,939
Other interest-earning assets	59,012	65,330	62,579	47,823	47,326	45,467
Total interest-earning assets	2,141,454	2,078,178	1,991,702	1,945,596	1,919,955	1,922,822
Interest income during period (\$m)						
Short-term funds and loans and advances to banks	257	277	483	524	602	2,411
Loans and advances to customers	6,750	7,444	8,534	8,697	9,048	35,578
Reverse repurchase agreements – non-trading	256	384	908	835	1,220	4,690
Financial investments	1,895	2,048	2,403	2,500	2,823	10,705
Other interest-earning assets	297	219	300	673	23	1,311
Total	9,455	10,372	12,628	13,229	13,716	54,695
Average balances during period (\$m)						
Deposits by banks	64,908	66,641	56,890	53,930	53,687	52,515
Customer accounts	1,289,726	1,228,367	1,178,914	1,175,998	1,145,175	1,149,483
Repurchase agreements – non-trading	115,148	122,228	156,767	135,341	167,684	160,850
Debt securities in issue – non-trading	221,507	224,735	221,774	219,806	214,531	211,229
Other interest-bearing liabilities	76,861	80,124	74,389	63,644	57,725	59,980
Total interest-bearing liabilities	1,768,150	1,722,095	1,688,734	1,648,719	1,638,802	1,634,057
Non-interest bearing current accounts	272,658	266,841	237,514	229,763	223,823	227,651
Interest expense during period (\$m)						
Deposits by banks	47	92	134	123	209	702
Customer accounts	1,292	1,670	2,400	2,722	2,879	11,238
Repurchase agreements – non-trading	103	130	624	600	1,103	4,023
Debt securities in issue – non-trading	1,182	1,257	1,462	1,548	1,613	6,522
Other interest-bearing liabilities	381	326	396	582	344	1,748
Total	3,005	3,475	5,016	5,575	6,148	24,233
Net interest margin (%)	1.20 %	1.33 %	1.54 %	1.56 %	1.56 %	1.58 %

Reported (\$m)

Net interest income	3,478	3,689	4,368	4,392	4,315	17,423
Net fee income	1,391	1,224	1,467	1,351	1,414	5,635
Other operating income/(expense)	540	743	(221)	571	355	2,494
Net operating income before change in expected credit losses and other credit impairment charges	5,409	5,656	5,614	6,314	6,084	25,552
Change in expected credit losses and other credit impairment charges	(343)	(1,094)	(1,108)	(425)	(451)	(1,437)
Total operating expenses	(3,871)	(3,745)	(3,824)	(4,682)	(4,241)	(17,351)
of which: staff expenses	(1,438)	(1,322)	(1,453)	(1,552)	(1,423)	(5,882)
Share of profit in associates and joint ventures	10	(4)	(4)	5	7	55
Profit/(loss) before tax	1,205	813	678	1,212	1,399	6,819

Reported Significant items - Totals (\$m)

Revenue	(32)	26	(7)	(95)	(112)	(214)
ECL	—	—	—	—	—	—
Operating expenses	(189)	(215)	(8)	(718)	(417)	(1,806)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	5,441	5,743	5,609	6,387	6,230	25,766
of which: net interest income	3,509	3,736	4,361	4,410	4,430	17,574
of which: net fee income	1,391	1,247	1,472	1,355	1,424	5,635
Change in expected credit losses and other credit impairment charges	(343)	(1,128)	(1,093)	(389)	(427)	(1,437)
Total operating expenses	(3,682)	(3,617)	(3,822)	(3,942)	(3,837)	(15,545)
Share of profit in associates and joint ventures	10	(4)	(4)	4	7	55
Profit/(loss) before tax	1,426	994	690	2,060	1,973	8,839

Earnings metrics - adjusted

Return on tangible equity (annualised, YTD) ¹	7.6 %	6.0 %	2.1 %	19.7 %	17.9 %	19.7 %
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Balance sheet - reported (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	464,193	434,000	429,462	446,269	425,609	446,269
Loans and advances to customers (net)	459,516	429,487	425,692	443,025	422,503	443,025
Total external assets	851,093	814,719	760,446	772,139	735,410	772,139
Customer accounts	793,612	775,870	749,294	753,769	718,643	753,769
Risk-weighted assets	173,160	161,744	161,095	162,627	161,543	162,627

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

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (net)	459,516	440,648	439,920	439,979	434,597	443,025
Customer accounts	793,612	790,217	765,980	748,897	733,838	753,769
Risk-weighted assets	173,160	164,469	164,428	160,466	162,643	162,627

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

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Retail Banking	2,999	3,063	3,831	3,989	3,981	15,840
Net interest income	2,686	2,818	3,482	3,570	3,571	14,107
Non-interest income	313	245	349	419	410	1,733
Wealth Management	2,160	2,183	1,423	2,107	1,948	8,594
- Investment distribution	872	719	883	720	839	3,269
- Life insurance manufacturing	601	793	(206)	677	395	2,455
- Private Banking	418	410	511	452	472	1,848
Net interest income	142	159	213	217	220	878
Non-interest income	276	251	298	235	252	970
- Asset management	269	261	235	258	242	1,022
Other	93	139	126	208	171	814
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	189	245	241	105	96	518
Net operating income	5,441	5,630	5,621	6,409	6,196	25,766

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

Retail Banking	2,999	3,133	3,820	3,956	3,990	15,840
Net interest income	2,686	2,882	3,475	3,546	3,585	14,107
Non-interest income	313	251	345	410	405	1,733
Wealth Management	2,160	2,214	1,425	2,126	1,983	8,594
- Investment distribution	872	726	885	721	844	3,269
- Life insurance manufacturing	601	800	(217)	681	408	2,455
- Private Banking	418	420	520	463	485	1,848
Net interest income	142	163	217	221	227	878
Non-interest income	276	257	303	242	258	970
- Asset management	269	268	237	261	246	1,022
Other	93	148	126	204	171	814
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	189	248	238	101	86	518
Net operating income	5,441	5,743	5,609	6,387	6,230	25,766

HSBC

Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	(31)	26	—	(47)	(108)	(155)
Disposals, acquisitions and investment in new businesses	(1)	—	(7)	(48)	(4)	(52)
Fair value movement on financial instruments	—	—	—	—	—	(7)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	4	(48)	(1)	(180)	(469)	(1,264)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(224)	(85)	—	(431)	—	(431)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	31	(82)	(7)	(110)	(13)	(180)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	3	65	69

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

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

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

Revenue		113	(12)	(22)	29	
ECL		(34)	15	36	24	
Operating expenses		(95)	(6)	20	(29)	
Share of profit in associates and joint ventures		—	—	(1)	—	
Currency translation on revenue significant items		—	—	—	(5)	
Currency translation on operating expense significant items		(8)	—	(2)	(16)	
Currency translation on share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		11,161	14,228	(3,046)	12,094	
Customer accounts		14,347	16,686	(4,872)	15,195	
Risk-weighted assets		2,725	3,333	(2,161)	1,100	

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

HSBC
Commercial Banking

Reported (\$m)

Net interest income	2,208	2,287	2,596	2,722	2,735	11,050
Net fee income	787	734	896	790	827	3,390
Other operating income	153	246	241	168	202	816
Net operating income before change in expected credit losses and other credit impairment charges	3,148	3,267	3,733	3,680	3,764	15,256
Change in expected credit losses and other credit impairment charges	(354)	(2,151)	(1,375)	(286)	(410)	(1,192)
Total operating expenses	(1,587)	(1,698)	(1,699)	(4,766)	(1,771)	(9,905)
of which: staff expenses	(619)	(577)	(621)	(646)	(624)	(2,531)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	1,207	(582)	659	(1,372)	1,583	4,159

Reported Significant items - Totals (\$m)

Revenue	(17)	—	—	2	(9)	(11)
ECL	—	—	—	—	—	—
Operating expenses	48	(105)	(2)	(2,982)	(20)	(3,028)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	3,165	3,343	3,743	3,668	3,800	15,267
of which: net interest income	2,224	2,335	2,595	2,707	2,753	11,055
of which: net fee income	787	753	904	794	838	3,390
Change in expected credit losses and other credit impairment charges	(354)	(2,212)	(1,380)	(281)	(401)	(1,192)
Total operating expenses	(1,635)	(1,633)	(1,703)	(1,780)	(1,768)	(6,877)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	1,176	(502)	660	1,607	1,631	7,198

Earnings metrics - adjusted

Return on tangible equity (annualised, YTD) ¹	1.1 %	(1.6)%	2.7 %	13.0 %	14.0 %	13.0 %
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Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	350,947	351,687	356,015	350,648	345,968	350,648
Loans and advances to customers (net)	343,702	344,567	350,638	346,105	341,396	346,105
Total external assets	555,635	549,530	518,904	511,474	503,242	511,474
Customer accounts	431,021	418,263	379,842	388,723	355,293	388,723
Risk-weighted assets	332,378	330,887	326,654	325,872	328,030	325,872

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

Loans and advances to customers (net)	343,702	351,843	360,481	343,413	348,592	346,105
Customer accounts	431,021	427,905	390,348	385,821	363,305	388,723
Risk-weighted assets	332,378	337,930	335,842	322,344	333,541	325,872

HSBC

Commercial Banking

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

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Global Trade and Receivables Finance	429	423	469	432	464	1,833
Credit and Lending	1,442	1,359	1,382	1,328	1,367	5,441
Global Liquidity and Cash Management	936	1,014	1,333	1,425	1,506	5,978
Markets products, Insurance and Investments and other	341	413	478	501	454	2,040
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	17	58	71	(8)	(18)	(25)
Net operating income	3,165	3,267	3,733	3,678	3,773	15,267

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

Global Trade and Receivables Finance	429	432	470	433	467	1,833
Credit and Lending	1,442	1,394	1,390	1,330	1,387	5,441
Global Liquidity and Cash Management	936	1,034	1,333	1,421	1,510	5,978
Markets products, Insurance and Investments and other	341	421	478	496	460	2,040
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	17	62	72	(12)	(24)	(25)
Net operating income	3,165	3,343	3,743	3,668	3,800	15,267

Reported Revenue significant items (\$m)

Customer redress programmes	(17)	—	—	2	(9)	(7)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movement on financial instruments	—	—	—	—	—	(4)
Restructuring and other related costs	—	—	—	—	—	—

Reported Cost significant items (\$m)

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

HSBC
Commercial Banking

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

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

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

Revenue	76	10	(9)	26
ECL	(61)	(5)	5	9
Operating expenses	(47)	(6)	(8)	(17)
Share of profit in associates and joint ventures	—	—	—	—
Currency translation on revenue significant items	—	—	1	(1)
Currency translation on operating expense significant items	(7)	—	(12)	—
Currency translation on share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	7,276	9,843	(2,692)	7,196
Customer accounts	9,642	10,506	(2,902)	8,012
Risk-weighted assets	7,043	9,188	(3,528)	5,511

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

HSBC
Global Banking and Markets

Reported (\$m)

Net interest income	1,040	1,123	1,249	1,291	1,284	5,317
Net fee income	818	843	765	812	738	3,039
Other operating income	1,652	2,274	1,931	1,568	1,505	6,538
Net operating income before change in expected credit losses and other credit impairment charges	3,510	4,240	3,945	3,671	3,527	14,894
Change in expected credit losses and other credit impairment charges	(100)	(573)	(545)	(38)	(26)	(162)
Total operating expenses ¹	(2,412)	(2,801)	(2,352)	(6,523)	(2,279)	(13,790)
of which: staff expenses	(999)	(853)	(942)	(1,008)	(876)	(4,005)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	998	866	1,048	(2,890)	1,222	942

Reported Significant items - Totals (\$m)

Revenue	(104)	(179)	186	(44)	37	(84)
ECL	—	—	—	—	—	—
Operating expenses	(130)	(625)	(16)	(4,056)	(46)	(4,223)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	3,614	4,523	3,772	3,704	3,515	14,978
of which: net interest income	1,040	1,141	1,243	1,276	1,267	5,317
of which: net fee income	818	862	779	819	744	3,038
Change in expected credit losses and other credit impairment charges	(100)	(595)	(546)	(37)	(20)	(162)
Total operating expenses	(2,282)	(2,244)	(2,362)	(2,473)	(2,272)	(9,567)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	1,232	1,684	864	1,194	1,223	5,249

Earnings metrics - adjusted

Return on tangible equity (annualised, YTD) ²	6.9 %	7.7 %	6.3 %	9.8 %	10.0 %	9.8 %
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Balance sheet - reported (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	238,670	244,937	263,888	247,423	253,604	247,423
Loans and advances to customers (net)	236,902	243,355	262,670	246,492	252,713	246,492
Total external assets	1,380,766	1,390,006	1,474,089	1,272,875	1,335,032	1,272,875
Customer accounts	343,365	337,573	310,977	295,880	299,109	295,880
Risk-weighted assets	267,162	277,633	285,377	273,430	294,611	273,430

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

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (net)	236,902	248,179	269,800	245,181	257,854	246,492
Customer accounts	343,365	346,247	321,118	293,439	307,053	295,880
Risk-weighted assets	267,162	281,579	290,791	270,873	296,367	273,430

HSBC

Global Banking and Markets

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

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Global Markets	1,588	2,139	2,133	1,247	1,352	5,763
- FICC	1,296	2,069	1,844	1,073	1,145	4,770
- Foreign Exchange	766	788	1,129	669	713	2,690
- Rates	232	676	675	276	300	1,465
- Credit	298	605	40	128	132	615
- Equities	292	70	289	174	207	993
Securities Services	409	434	510	518	509	2,030
Global Banking	953	1,002	942	986	989	3,905
Global Liquidity and Cash Management	457	487	608	674	692	2,753
Global Trade and Receivables Finance	192	199	193	198	202	808
Principal Investments	52	223	(235)	45	93	260
Credit and Funding Valuation Adjustment	32	(9)	(346)	191	(160)	44
Other	(153)	(159)	(142)	(119)	(207)	(647)
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	84	103	96	(25)	20	62
Net operating income	3,614	4,419	3,759	3,715	3,490	14,978

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

Global Markets	1,588	2,177	2,139	1,244	1,373	5,763
- FICC	1,296	2,107	1,845	1,068	1,163	4,770
- Foreign Exchange	766	803	1,132	666	720	2,690
- Rates	232	685	672	272	311	1,465
- Credit	298	619	41	130	132	615
- Equities	292	70	294	176	210	993
Securities Services	409	444	515	520	516	2,030
Global Banking	953	1,024	947	984	990	3,905
Global Liquidity and Cash Management	457	494	605	668	690	2,753
Global Trade and Receivables Finance	192	204	194	197	202	808
Principal Investments	52	226	(237)	46	94	260
Credit and Funding Valuation Adjustment	32	(9)	(346)	190	(167)	44
Other	(153)	(145)	(142)	(120)	(201)	(647)
Balance Sheet Management, Holdings interest expense and Argentina hyperinflation	84	108	97	(25)	18	62
Net operating income	3,614	4,523	3,772	3,704	3,515	14,978

HSBC

Global Banking and Markets

Reported Revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movement on financial instruments	(3)	(121)	186	(44)	37	(84)
Restructuring and other related costs	(101)	(58)	—	—	—	—

Reported Cost significant items (\$m)

Costs of structural reform	—	—	—	(6)	(7)	(42)
Customer redress programmes	—	—	—	—	(4)	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(11)	(567)	—	(3,962)	—	(3,962)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(119)	(58)	(14)	(86)	(35)	(217)
Settlements and provisions in connection with legal and regulatory matters	—	—	(2)	(2)	—	(2)

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

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

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

Revenue	—	98	15	(11)	26	—
ECL	—	(22)	(1)	1	6	—
Operating expenses	—	(93)	(26)	(7)	(40)	—
Share of profit in associates and joint ventures	—	—	—	—	—	—
Currency translation on revenue significant items	—	(6)	2	—	1	—
Currency translation on operating expense significant items	—	(25)	—	(1)	(1)	—
Currency translation on share of profit in associates and joint ventures significant items	—	—	—	—	—	—
Loans and advances to customers (net)	—	4,824	7,130	(1,311)	5,141	—
Customer accounts	—	8,674	10,141	(2,441)	7,944	—
Risk-weighted assets	—	3,946	5,414	(2,557)	1,756	—

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

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

HSBC
Corporate Centre

Reported (\$m)

Net interest income	(276)	(202)	(601)	(751)	(766)	(3,328)
Net fee income	(15)	2	(5)	(15)	(18)	(41)
Other operating income	151	96	1,000	472	764	3,765
Net operating income before change in expected credit losses and other credit impairment charges	(140)	(104)	394	(294)	(20)	396
Change in expected credit losses and other credit impairment charges	12	(14)	2	16	4	35
Total operating expenses	(171)	(431)	23	(1,082)	144	(1,303)
of which: staff expenses	(1,427)	(1,454)	(1,292)	(1,339)	(1,279)	(5,584)
Share of profit in associates and joint ventures	(37)	541	425	513	505	2,299
Profit/(loss) before tax	(336)	(8)	844	(847)	633	1,427

Reported Significant items - Totals (\$m)

Revenue	15	62	180	(139)	172	998
ECL	—	—	—	—	—	—
Operating expenses	(359)	(468)	(146)	(213)	(116)	(497)
Share of profit in associates and joint ventures	(462)	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	(155)	(176)	199	(167)	(198)	(602)
of which: net interest expense	(276)	(205)	(590)	(736)	(759)	(3,328)
of which: net fee income/(expense)	(14)	2	(5)	(15)	(18)	(40)
Change in expected credit losses and other credit impairment charges	12	(15)	2	16	5	35
Total operating expenses	188	54	176	(860)	272	(806)
Share of profit in associates and joint ventures	425	557	428	522	512	2,299
Profit/(loss) before tax	470	420	805	(489)	591	926

Earnings metrics - adjusted

Return on tangible equity (annualised, YTD) ¹	4.6 %	4.7 %	4.8 %	0.8 %	1.3 %	0.8 %
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Balance sheet - reported (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	1,233	1,284	1,302	1,135	1,233	1,135
Loans and advances to customers (net)	1,220	1,272	1,282	1,121	1,221	1,121
Total external assets	168,441	168,543	164,371	158,664	154,663	158,664
Customer accounts	716	674	416	743	696	743
Risk-weighted assets	84,324	84,288	83,952	81,466	81,054	81,466

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

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (net)	1,220	1,313	1,323	1,113	1,270	1,121
Customer accounts	716	703	446	742	733	743
Risk-weighted assets	84,324	84,774	84,616	81,297	80,762	81,466

HSBC Corporate Centre

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

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Central Treasury	(32)	(64)	265	(51)	90	169
Legacy Credit	28	43	(91)	13	(40)	(111)
Other	(151)	(145)	40	(117)	(242)	(660)
Net operating income	(155)	(166)	214	(155)	(192)	(602)

Memo

Balance sheet management previously reported in Corporate Centre - now allocated to global businesses	671	772	756	348	544	2,015
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Management View of Adjusted Revenue - at most recent period average FX rates (\$m)

Central Treasury	(32)	(64)	265	(47)	88	169
Legacy Credit	28	43	(92)	13	(41)	(111)
Other	(151)	(155)	26	(133)	(245)	(660)
Net operating income	(155)	(176)	199	(167)	(198)	(602)

Memo

Balance sheet management previously reported in Corporate Centre - now allocated to global businesses	671	783	760	374	551	2,015
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Reported Revenue significant items (\$m)

Customer redress programmes	—	—	—	—	(1)	(1)
Disposals, acquisitions and investment in new businesses	1	(1)	—	(7)	—	820
Fair value movement on financial instruments	14	63	171	(132)	173	179
Restructuring and other related costs	—	—	9	—	—	—

Reported Cost significant items (\$m)

Costs of structural reform	—	—	—	(26)	(27)	(112)
Customer redress programmes	(7)	—	—	(1)	1	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	181	(332)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(530)	(132)	(147)	(180)	(89)	(379)
Settlements and provisions in connection with legal and regulatory matters	(3)	(4)	1	(6)	(1)	(6)

HSBC Corporate Centre

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

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

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

Revenue		(8)	(16)	(12)	(5)	
ECL		(1)	—	—	1	
Operating expenses		9	6	7	8	
Share of profit in associates and joint ventures		16	3	9	7	
Currency translation on revenue significant items		2	(1)	—	1	
Currency translation on operating expense significant items		(8)	(1)	(2)	(4)	
Currency translation on share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		41	41	(8)	49	
Customer accounts		29	30	(1)	37	
Risk-weighted assets		486	664	(169)	522	

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

HSBC Europe

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

Loans and advances to customers (net)	398,181	396,182	403,486	390,492	397,237	393,849
Customer accounts	593,172	588,400	555,550	522,731	522,524	528,718

Europe - Wealth and Personal Banking

Reported (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	1,608	1,621	1,507	2,237	1,718	7,752
<i>of which: net interest income</i>	<i>1,011</i>	<i>989</i>	<i>1,127</i>	<i>1,084</i>	<i>995</i>	<i>4,286</i>
Change in expected credit losses and other credit impairment charges	(114)	(497)	(478)	(83)	(128)	(401)
Total operating expenses	(1,357)	(1,534)	(1,517)	(2,126)	(2,120)	(8,192)
<i>of which: staff expenses</i>	<i>(482)</i>	<i>(433)</i>	<i>(481)</i>	<i>(556)</i>	<i>(472)</i>	<i>(2,046)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	137	(410)	(488)	28	(530)	(841)

Reported Significant items - Totals (\$m)

Revenue	(31)	26	—	(46)	(109)	(156)
ECL	—	—	—	—	—	—
Operating expenses	56	(168)	1	(261)	(409)	(1,326)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	1,639	1,668	1,532	2,319	1,910	7,908
<i>of which: net interest income</i>	<i>1,042</i>	<i>1,007</i>	<i>1,147</i>	<i>1,140</i>	<i>1,160</i>	<i>4,438</i>
Change in expected credit losses and other credit impairment charges	(114)	(517)	(486)	(83)	(134)	(401)
Total operating expenses	(1,413)	(1,424)	(1,549)	(1,888)	(1,778)	(6,866)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	112	(273)	(503)	348	(2)	641

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	206,497	191,671	191,599	201,949	185,562	201,949
Loans and advances to customers (net)	204,244	189,581	189,955	200,670	184,413	200,670
Total external assets	334,722	313,304	293,536	299,385	279,165	299,385
Customer accounts	267,190	251,921	242,663	251,243	232,187	251,243
Risk-weighted assets	48,065	45,066	46,510	(46544)	(n/a)	46,544

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

Loans and advances to customers (net)	204,244	198,322	198,154	198,647	194,242	200,670
Customer accounts	267,190	263,552	253,012	248,245	244,317	251,243

HSBC Europe

Europe - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,134	1,072	1,166	1,404	1,216	5,025
<i>of which: net interest income</i>	<i>701</i>	<i>646</i>	<i>689</i>	<i>721</i>	<i>718</i>	<i>2,952</i>
Change in expected credit losses and other credit impairment charges	(233)	(1,154)	(219)	(67)	(173)	(519)
Total operating expenses	(638)	(788)	(755)	(3,525)	(866)	(5,829)
<i>of which: staff expenses</i>	<i>(241)</i>	<i>(221)</i>	<i>(236)</i>	<i>(254)</i>	<i>(239)</i>	<i>(971)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	263	(870)	192	(2,188)	177	(1,323)
Reported Significant items - Totals (\$m)						
Revenue	(16)	—	—	2	(9)	(8)
ECL	—	—	—	—	—	—
Operating expenses	55	(103)	(2)	(2,543)	(18)	(2,576)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,150	1,125	1,191	1,418	1,284	5,033
<i>of which: net interest income</i>	<i>717</i>	<i>679</i>	<i>703</i>	<i>728</i>	<i>766</i>	<i>2,958</i>
Change in expected credit losses and other credit impairment charges	(233)	(1,202)	(224)	(71)	(179)	(519)
Total operating expenses	(693)	(713)	(768)	(991)	(880)	(3,253)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	224	(790)	199	356	225	1,261
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	126,195	122,473	121,582	123,152	119,715	123,152
Loans and advances to customers (net)	123,250	119,628	119,668	121,280	117,846	121,280
Total external assets	219,598	210,014	187,824	188,223	180,987	188,223
Customer accounts	181,865	169,771	155,036	149,854	135,150	149,854
Risk-weighted assets	118,664	115,515	112,848	116,617	(n/a)	116,617
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	123,250	125,147	125,126	120,302	124,109	121,280
Customer accounts	181,865	177,578	162,068	148,231	142,083	149,854

HSBC Europe

Europe - Global Banking and Markets

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,168	1,353	907	1,113	890	4,333
<i>of which: net interest income</i>	<i>56</i>	<i>(1)</i>	<i>61</i>	<i>57</i>	<i>75</i>	<i>272</i>
Change in expected credit losses and other credit impairment charges	(18)	(357)	(173)	4	25	(54)
Total operating expenses	(1,289)	(1,746)	(1,282)	(1,420)	(1,172)	(5,275)
<i>of which: staff expenses</i>	<i>(511)</i>	<i>(362)</i>	<i>(433)</i>	<i>(489)</i>	<i>(375)</i>	<i>(1,821)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(139)	(750)	(548)	(303)	(257)	(996)
Reported Significant items - Totals (\$m)						
Revenue	(58)	(92)	70	(25)	16	(41)
ECL	—	—	—	—	—	—
Operating expenses	(115)	(604)	(12)	(75)	(34)	(197)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,226	1,517	862	1,153	919	4,374
<i>of which: net interest income</i>	<i>56</i>	<i>6</i>	<i>66</i>	<i>60</i>	<i>81</i>	<i>272</i>
Change in expected credit losses and other credit impairment charges	(18)	(373)	(178)	4	26	(54)
Total operating expenses	(1,174)	(1,199)	(1,300)	(1,362)	(1,189)	(5,078)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	34	(55)	(616)	(205)	(244)	(758)
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	70,721	69,387	76,198	71,412	74,380	71,412
Loans and advances to customers (net)	69,888	68,652	75,722	70,962	73,938	70,962
Total external assets	699,711	685,382	726,591	634,752	653,408	634,752
Customer accounts	143,456	140,202	133,703	126,930	128,905	126,930
Risk-weighted assets	103,219	106,312	109,687	107,559	(n/a)	107,559
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	69,888	71,806	79,290	70,613	77,879	70,962
Customer accounts	143,456	146,630	139,851	125,568	135,457	126,930

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Europe - Corporate Centre

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	579	510	840	(181)	405	946
<i>of which: net interest income/(expense)</i>	<i>(376)</i>	<i>(297)</i>	<i>(431)</i>	<i>(513)</i>	<i>(846)</i>	<i>(1,909)</i>
Change in expected credit losses and other credit impairment charges	13	(9)	2	18	4	36
Total operating expenses	(775)	(1,071)	(408)	(1,052)	(233)	(2,462)
<i>of which: staff expenses</i>	<i>(613)</i>	<i>(650)</i>	<i>(367)</i>	<i>(494)</i>	<i>(405)</i>	<i>(1,912)</i>
Share of profit in associates and joint ventures	5	50	(100)	(30)	11	(12)
Profit/(loss) before tax	(178)	(520)	334	(1,245)	187	(1,492)
Reported Significant items - Totals (\$m)						
Revenue	15	66	160	(133)	173	181
ECL	—	—	—	—	—	—
Operating expenses	(218)	(401)	(42)	(120)	(86)	(337)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	564	449	677	(46)	243	765
<i>of which: net interest expense</i>	<i>(376)</i>	<i>(297)</i>	<i>(429)</i>	<i>(513)</i>	<i>(849)</i>	<i>(1,910)</i>
Change in expected credit losses and other credit impairment charges	13	(10)	2	17	5	36
Total operating expenses	(557)	(669)	(366)	(931)	(154)	(2,125)
Share of profit in associates and joint ventures	5	53	(101)	(30)	11	(12)
Profit/(loss) before tax	25	(177)	212	(990)	105	(1,336)
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	811	879	898	951	968	951
Loans and advances to customers (net)	799	868	877	937	955	937
Total external assets	53,704	53,965	56,282	51,766	51,047	51,766
Customer accounts	661	611	590	691	632	691
Risk-weighted assets	11,275	11,607	11,496	10,263	(n/a)	10,263
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	799	907	916	930	1,008	937
Customer accounts	661	639	619	688	667	691

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SIGNIFICANT ITEMS

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Europe - TOTAL						
Reported revenue significant items (\$m)						
Customer redress programmes	(48)	26	—	(44)	(118)	(162)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	12	22	230	(158)	189	138
Restructuring and other related costs	(54)	(48)	—	—	—	—
Reported cost significant items (\$m)						
Costs of structural reform	—	—	—	(31)	(32)	(154)
Customer redress programmes	(3)	(49)	(1)	(182)	(489)	(1,281)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	184	(984)	—	(2,521)	—	(2,521)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(399)	(242)	(53)	(260)	(89)	(539)
Settlements and provisions in connection with legal and regulatory matters	(6)	(1)	(1)	(5)	63	59
Share of profit in associates and joint ventures significant items (\$m)						
Impairment of goodwill	—	—	—	—	—	—
Europe - Wealth and Personal Banking						
Reported revenue significant items (\$m)						
Customer redress programmes	(31)	26	—	(46)	(109)	(155)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	(1)
Restructuring and other related costs	—	—	—	—	—	—
Reported cost significant items (\$m)						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	3	(47)	(1)	(180)	(469)	(1,264)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1)	(44)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	54	(77)	2	(84)	(5)	(130)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	3	65	68

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

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

Reported revenue significant items (\$m)

Customer redress programmes	(16)	—	—	2	(9)	(7)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	(1)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(1)	(4)
Customer redress programmes	—	(1)	—	(2)	(16)	(17)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(41)	—	(2,521)	—	(2,521)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	55	(61)	(2)	(20)	(1)	(34)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(3)	(44)	70	(25)	16	(41)
Restructuring and other related costs	(55)	(48)	—	—	—	—

HSBC Europe

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(6)	(7)	(42)
Customer redress programmes	—	—	—	—	(4)	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(6)	(567)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(109)	(37)	(10)	(67)	(23)	(153)
Settlements and provisions in connection with legal and regulatory matters	—	—	(2)	(2)	—	(2)

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	15	66	160	(133)	173	181
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(25)	(24)	(107)
Customer redress programmes	(5)	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	191	(332)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(400)	(65)	(43)	(89)	(60)	(223)
Settlements and provisions in connection with legal and regulatory matters	(4)	(4)	1	(6)	(2)	(7)

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

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

Europe - TOTAL

Revenue	—	200	76	69	193	—
ECL	—	(84)	(18)	(5)	(10)	—
Operating expenses	—	(191)	(77)	(69)	(179)	—
Share of profit in associates and joint ventures	—	3	(1)	—	—	—

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Europe

Revenue significant items	(1)	2	—	(5)
Operating expense significant items	(50)	(1)	(21)	(22)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	17,453	17,264	(3,357)	20,085
Customer accounts	25,895	23,558	(5,987)	25,650
Europe - Wealth and Personal Banking				
Revenue	73	25	35	78
ECL	(20)	(8)	—	(6)
Operating expenses	(67)	(32)	(28)	(84)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	(1)	(5)
Operating expense significant items	(9)	(1)	(5)	(17)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	8,741	8,199	(2,023)	9,829
Customer accounts	11,631	10,349	(2,998)	12,130
Europe - Commercial Banking				
Revenue	53	25	17	58
ECL	(48)	(5)	(4)	(6)
Operating expenses	(35)	(15)	(22)	(33)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	1	(1)
Operating expense significant items	(7)	—	(13)	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	5,519	5,458	(978)	6,263
Customer accounts	7,807	7,032	(1,623)	6,933

HSBC Europe

Europe - Global Banking and Markets

Revenue	69	28	15	45
ECL	(16)	(5)	—	1
Operating expenses	(82)	(30)	(17)	(53)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(3)	3	—	—
Operating expense significant items	(25)	—	—	(2)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	3,154	3,568	(349)	3,941
Customer accounts	6,428	6,148	(1,362)	6,552

Europe - Corporate Centre

Revenue	6	(3)	2	12
ECL	(1)	—	(1)	1
Operating expenses	(8)	—	(2)	(10)
Share of profit in associates and joint ventures	3	(1)	—	—
Revenue significant items	1	—	—	1
Operating expense significant items	(9)	—	(3)	(3)
Share of profit in associates and joint ventures significant items	0	0	0	0
Loans and advances to customers (net)	39	39	(7)	53
Customer accounts	28	29	(3)	35

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

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HSBC UK
UK ring-fenced bank

HSBC UK - TOTAL

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net interest income	1,433	1,369	1,534	1,510	1,405	6,067
Net fee income	290	278	391	383	386	1,568
Other operating income	134	106	207	169	136	639
Net operating income before change in expected credit losses and other credit impairment charges	1,857	1,753	2,132	2,062	1,927	8,274
Change in expected credit losses and other credit impairment charges	(160)	(1,450)	(569)	(102)	(249)	(780)
Total operating expenses	(1,170)	(1,160)	(1,194)	(1,434)	(1,701)	(6,191)
<i>of which: staff expenses</i>	(292)	(271)	(292)	(315)	(270)	(1,193)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	527	(857)	369	526	(23)	1,303
Reported Significant items - Totals (\$m)						
Revenue	(47)	26	—	(42)	(118)	(160)
ECL	—	—	—	—	—	—
Operating expenses	(33)	(55)	(8)	(251)	(500)	(1,423)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,904	1,795	2,153	2,115	2,143	8,434
<i>of which: net interest income</i>	1,480	1,396	1,549	1,555	1,595	6,225
Change in expected credit losses and other credit impairment charges	(160)	(1,510)	(574)	(102)	(261)	(780)
Total operating expenses	(1,137)	(1,149)	(1,197)	(1,187)	(1,258)	(4,768)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	607	(864)	382	826	624	2,886
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	249,187	232,333	232,714	244,237	226,806	244,237
Loans and advances to customers (net)	245,312	228,617	230,181	242,018	224,730	242,018
Total external assets	376,763	352,756	328,350	338,642	313,244	338,642
Customer accounts	319,899	297,598	275,930	285,855	262,126	285,855
Risk-weighted assets	115,539	108,863	109,378	113,543	109,200	113,543

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UK ring-fenced bank

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

Loans and advances to customers (net)	245,312	239,370	238,877	236,343	235,434	242,018
Customer accounts	319,899	311,596	286,355	279,153	274,611	285,855

HSBC UK - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	987	945	1,205	1,150	1,051	4,555
<i>of which: net interest income</i>	833	812	943	896	802	3,553
Change in expected credit losses and other credit impairment charges	(45)	(485)	(406)	(83)	(121)	(399)
Total operating expenses	(740)	(770)	(764)	(1,005)	(1,249)	(4,487)
<i>of which: staff expenses</i>	(205)	(194)	(210)	(254)	(202)	(915)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	202	(310)	35	62	(319)	(331)

Reported Significant items - Totals (\$m)

Revenue	(31)	26	—	(45)	(109)	(154)
ECL	—	—	—	—	—	—
Operating expenses	—	(49)	1	(227)	(467)	(1,337)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	1,018	955	1,216	1,198	1,215	4,709
<i>of which: net interest income</i>	864	817	952	941	954	3,704
Change in expected credit losses and other credit impairment charges	(45)	(504)	(410)	(83)	(127)	(399)
Total operating expenses	(740)	(749)	(771)	(781)	(819)	(3,150)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	233	(298)	35	334	269	1,160

Balance sheet -- reported (\$m)

Balance sheet data - at most recent balance sheet date FX rates (\$m)	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	159,399	147,285	147,806	157,058	143,633	157,058
Loans and advances to customers (net)	157,568	145,530	146,488	156,042	142,747	156,042
Total external assets	216,493	201,081	188,626	195,255	177,811	195,255
Customer accounts	197,377	184,439	178,048	185,963	171,518	185,963
Risk-weighted assets	32,624	30,358	31,149	32,097	(n/a)	32,097

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

Loans and advances to customers (net)	157,568	152,375	152,022	152,383	149,546	156,042
Customer accounts	197,377	193,114	184,775	181,603	179,688	185,963

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UK ring-fenced bank

HSBC UK - Commercial Banking

Reported (\$m)

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Reported Significant items - Totals (\$m)

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

Adjusted (\$m)

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

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

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	822	771	874	865	830	3,515
<i>of which: net interest income</i>	<i>603</i>	<i>556</i>	<i>595</i>	<i>619</i>	<i>599</i>	<i>2,517</i>
Change in expected credit losses and other credit impairment charges	(115)	(967)	(163)	(19)	(128)	(381)
Total operating expenses	(390)	(376)	(381)	(416)	(422)	(1,579)
<i>of which: staff expenses</i>	<i>(117)</i>	<i>(108)</i>	<i>(114)</i>	<i>(115)</i>	<i>(112)</i>	<i>(465)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	317	(572)	330	430	280	1,555
Reported Significant items - Totals (\$m)						
Revenue	(16)	—	—	3	(9)	(6)
ECL	—	—	—	—	—	—
Operating expenses	—	(1)	—	(5)	(15)	(31)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	838	801	882	865	880	3,521
<i>of which: net interest income</i>	<i>619</i>	<i>578</i>	<i>601</i>	<i>618</i>	<i>637</i>	<i>2,523</i>
Change in expected credit losses and other credit impairment charges	(115)	(1,005)	(164)	(19)	(134)	(381)
Total operating expenses	(390)	(390)	(385)	(413)	(425)	(1,548)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	333	(594)	333	433	321	1,592
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	89,228	84,416	84,267	86,475	82,492	86,475
Loans and advances to customers (net)	87,183	82,454	83,052	85,273	81,302	85,273
Total external assets	146,776	138,449	124,794	127,237	118,589	127,237
Customer accounts	122,270	112,829	97,577	99,544	90,334	99,544
Risk-weighted assets	81,081	76,769	76,277	79,522	(n/a)	79,522
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	87,183	86,332	86,190	83,273	85,175	85,273
Customer accounts	122,270	118,136	101,263	97,210	94,636	99,544

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UK ring-fenced bank

HSBC UK - Global Banking and Markets

Reported (\$m)

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Reported Significant items - Totals (\$m)

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

Adjusted (\$m)

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

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

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	50	42	52	57	51	224
<i>of which: net interest income</i>	—	—	—	(4)	2	—
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(26)	(16)	(39)	(35)	(38)	(154)
<i>of which: staff expenses</i>	(3)	(3)	(3)	(5)	(2)	(14)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	24	26	13	22	13	70
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	50	44	53	58	54	224
<i>of which: net interest income</i>	—	—	—	(4)	3	1
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(26)	(18)	(39)	(35)	(40)	(154)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	24	26	14	23	14	70
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	50	34	95	65	29	65
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	409	414	361	481	(n/a)	481
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

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UK ring-fenced bank

HSBC UK - Corporate Centre

Reported (\$m)

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

of which: net interest income/(expense)

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Reported Significant items - Totals (\$m)

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

Adjusted (\$m)

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

of which: net interest income/(expense)

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

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

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(2)	(5)	1	(10)	(5)	(20)
<i>of which: net interest income/(expense)</i>	<i>(3)</i>	<i>1</i>	<i>(4)</i>	<i>(1)</i>	<i>2</i>	<i>(3)</i>
Change in expected credit losses and other credit impairment charges	—	2	—	—	—	—
Total operating expenses	(13)	2	(10)	22	8	29
<i>of which: staff expenses</i>	<i>33</i>	<i>34</i>	<i>35</i>	<i>59</i>	<i>46</i>	<i>201</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(15)	(1)	(9)	12	3	9
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(32)	(5)	(9)	(19)	(18)	(55)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(2)	(5)	2	(5)	(5)	(20)
<i>of which: net interest income/(expense)</i>	<i>(3)</i>	—	<i>(4)</i>	—	<i>2</i>	<i>(3)</i>
Change in expected credit losses and other credit impairment charges	—	(1)	—	—	—	—
Total operating expenses	19	7	—	42	26	84
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	17	1	2	37	21	64
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	561	632	641	704	681	704
Loans and advances to customers (net)	561	633	641	703	681	703
Total external assets	13,445	13,192	14,835	16,085	16,815	16,085
Customer accounts	252	330	305	348	274	348
Risk-weighted assets	1,425	1,322	1,591	1,443	(n/a)	1,443
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	561	662	665	687	713	703
Customer accounts	252	346	317	340	287	348

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UK ring-fenced bank

SIGNIFICANT ITEMS

HSBC UK - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	(47)	26	—	(42)	(118)	(160)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	(1)
Customer redress programmes	(3)	(49)	(1)	(182)	(484)	(1,281)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(30)	(6)	(7)	(69)	(16)	(141)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

Customer redress programmes	(31)	26	—	(45)	(109)	(154)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	3	(47)	(1)	(180)	(469)	(1,265)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(3)	(2)	2	(47)	2	(72)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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UK ring-fenced bank

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

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

Reported revenue significant items (\$m)

Customer redress programmes	(16)	—	—	3	(9)	(6)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	(1)	—	(2)	(15)	(17)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	(3)	—	(14)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

HSBC

HSBC UK

UK ring-fenced bank

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	(1)
Customer redress programmes	(5)	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(27)	(5)	(9)	(19)	(18)	(54)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

HSBC UK - TOTAL

Revenue	69	21	10	92
ECL	(60)	(5)	—	(12)
Operating expenses	(46)	(11)	(5)	(81)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	1	—	(1)	(6)
Operating expense significant items	(2)	—	(1)	(24)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	10,753	8,696	(5,675)	10,704
Customer accounts	13,998	10,425	(6,702)	12,485

HSBC

HSBC UK

UK ring-fenced bank

HSBC UK - Wealth and Personal Banking

Revenue	37	11	3	50
ECL	(19)	(4)	—	(6)
Operating expenses	(30)	(7)	(3)	(60)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	1	—	—	(5)
Operating expense significant items	(2)	(1)	—	(23)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	6,845	5,534	(3,659)	6,799
Customer accounts	8,675	6,727	(4,360)	8,170

HSBC UK - Commercial Banking

Revenue	30	8	3	40
ECL	(38)	(1)	—	(6)
Operating expenses	(15)	(4)	(2)	(19)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	(1)
Operating expense significant items	—	—	—	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	3,878	3,138	(2,000)	3,873
Customer accounts	5,307	3,686	(2,334)	4,302

HSBC UK - Global Banking and Markets

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

HSBC
HSBC UK
UK ring-fenced bank
HSBC UK - Corporate Centre

Revenue		—	1	5	—
ECL		(3)	—	—	—
Operating expenses		1	1	—	—
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		—	—	—	—
Operating expense significant items		1	—	(1)	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		29	24	(16)	32
Customer accounts		16	12	(8)	13

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - TOTAL

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net interest income	621	606	548	501	521	1,888
Net fee income	442	438	440	444	396	1,718
Other operating income	919	1,176	418	1,150	659	4,127
Net operating income before change in expected credit losses and other credit impairment charges	1,982	2,220	1,406	2,095	1,576	7,733
Change in expected credit losses and other credit impairment charges	9	(565)	(251)	(28)	(23)	(160)
Total operating expenses	(1,920)	(2,594)	(1,782)	(1,809)	(1,622)	(7,194)
<i>of which: staff expenses</i>	(746)	(593)	(685)	(753)	(614)	(2,843)
Share of profit in associates and joint ventures	4	50	(100)	(29)	10	(13)
Profit/(loss) before tax	75	(889)	(727)	229	(59)	366
Reported significant items - Totals (\$m)						
Revenue	(58)	(92)	72	(24)	15	(34)
ECL	—	—	—	—	—	—
Operating expenses	(258)	(988)	(15)	(159)	(65)	(379)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	2,040	2,412	1,382	2,173	1,623	7,767
<i>of which: net interest income</i>	621	638	574	523	545	1,888
Change in expected credit losses and other credit impairment charges	9	(592)	(260)	(32)	(21)	(160)
Total operating expenses	(1,662)	(1,683)	(1,822)	(1,687)	(1,629)	(6,815)
Share of profit in associates and joint ventures	4	52	(101)	(29)	10	(13)
Profit/(loss) before tax	391	189	(801)	425	(17)	779
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	145,681	143,289	148,773	144,148	145,506	144,148
Loans and advances to customers (net)	143,790	141,397	147,323	142,776	144,132	142,776
Total external assets	891,935	869,877	895,705	799,892	814,417	799,892
Customer accounts	257,986	250,312	242,276	229,360	223,691	229,360
Risk-weighted assets	166,744	170,634	172,062	165,809	182,399	165,809

HSBC
HSBC Bank
Non ring-fenced bank

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

Loans and advances to customers (net)	143,790	147,810	155,458	144,651	152,840	142,776
Customer accounts	257,986	261,672	254,632	229,447	235,989	229,360

HSBC Bank - Wealth and Personal Banking

Reported (\$m)

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

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	393	448	80	572	283	1,736
<i>of which: net interest income</i>	213	211	217	229	236	952
Change in expected credit losses and other credit impairment charges	(8)	(13)	(23)	(1)	(7)	(3)
Total operating expenses	(276)	(443)	(355)	(317)	(344)	(1,399)
<i>of which: staff expenses</i>	(118)	(114)	(127)	(132)	(128)	(518)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	109	(8)	(298)	254	(68)	334

Reported significant items - Totals (\$m)

Revenue	—	—	—	(1)	—	(2)
ECL	—	—	—	—	—	—
Operating expenses	72	(114)	—	(20)	(2)	(25)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

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

Net operating income before change in expected credit losses and other credit impairment charges	393	470	86	596	296	1,738
<i>of which: net interest income</i>	213	223	226	239	247	952
Change in expected credit losses and other credit impairment charges	(8)	(14)	(24)	(1)	(7)	(3)
Total operating expenses	(348)	(349)	(373)	(312)	(359)	(1,374)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	37	107	(311)	283	(70)	361

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	37,742	35,598	35,002	35,812	33,617	35,812
Loans and advances to customers (net)	37,456	35,336	34,749	35,573	33,375	35,573
Total external assets	94,102	88,566	81,577	84,776	81,464	84,776
Customer accounts	54,526	52,887	50,892	51,848	49,679	51,848
Risk-weighted assets	12,646	12,123	12,353	12,078	(n/a)	12,078

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

Loans and advances to customers (net)	37,456	36,945	36,979	36,767	35,733	35,573
Customer accounts	54,526	55,307	53,739	52,579	52,776	51,848

HSBC

HSBC Bank

Non ring-fenced bank

HSBC Bank - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	367	375	353	378	372	1,547
<i>of which: net interest income</i>	223	215	220	229	247	969
Change in expected credit losses and other credit impairment charges	(17)	(187)	(57)	(48)	(45)	(138)
Total operating expenses	(145)	(308)	(218)	(202)	(208)	(838)
<i>of which: staff expenses</i>	(75)	(66)	(74)	(73)	(76)	(303)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	205	(120)	78	128	119	571
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	(1)
ECL	—	—	—	—	—	—
Operating expenses	57	(101)	—	(6)	—	(11)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	367	395	369	391	388	1,548
<i>of which: net interest income</i>	223	227	229	237	257	969
Change in expected credit losses and other credit impairment charges	(17)	(196)	(60)	(51)	(45)	(138)
Total operating expenses	(202)	(218)	(228)	(204)	(217)	(827)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	148	(19)	81	136	126	583
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	36,967	38,057	37,315	36,676	37,222	36,676
Loans and advances to customers (net)	36,167	37,174	36,615	36,007	36,544	36,007
Total external assets	74,487	73,060	64,539	63,244	62,155	63,244
Customer accounts	59,595	56,942	57,459	50,310	44,816	50,310
Risk-weighted assets	38,446	39,526	37,504	38,171	(n/a)	38,171
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	36,167	38,814	38,936	37,029	38,934	36,007
Customer accounts	59,595	59,442	60,805	51,020	47,446	50,310

HSBC

HSBC Bank

Non ring-fenced bank

HSBC Bank - Global Banking and Markets

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,272	1,452	1,014	1,200	1,006	4,787
<i>of which: net interest income</i>	<i>195</i>	<i>139</i>	<i>208</i>	<i>221</i>	<i>244</i>	<i>982</i>
Change in expected credit losses and other credit impairment charges	22	(357)	(173)	4	25	(54)
Total operating expenses	(1,216)	(1,682)	(1,166)	(1,203)	(1,058)	(4,698)
<i>of which: staff expenses</i>	<i>(417)</i>	<i>(286)</i>	<i>(349)</i>	<i>(386)</i>	<i>(297)</i>	<i>(1,459)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	78	(587)	(325)	1	(27)	35
Reported Significant items - Totals (\$m)						
Revenue	(58)	(92)	70	(25)	15	(41)
ECL	—	—	—	—	—	—
Operating expenses	(108)	(604)	(12)	(71)	(38)	(188)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,330	1,605	967	1,240	1,028	4,828
<i>of which: net interest income</i>	<i>195</i>	<i>147</i>	<i>213</i>	<i>224</i>	<i>253</i>	<i>982</i>
Change in expected credit losses and other credit impairment charges	22	(373)	(178)	4	26	(54)
Total operating expenses	(1,108)	(1,126)	(1,182)	(1,147)	(1,067)	(4,510)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	244	106	(393)	97	(13)	264
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	70,721	69,387	76,198	71,412	74,380	71,412
Loans and advances to customers (net)	69,928	68,652	75,722	70,962	73,938	70,962
Total external assets	700,817	686,410	725,077	633,272	651,964	633,272
Customer accounts	143,456	140,202	133,639	126,861	128,838	126,861
Risk-weighted assets	105,318	107,964	111,804	107,558	(n/a)	107,558
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	69,928	71,806	79,290	70,613	77,879	70,962
Customer accounts	143,456	146,629	139,785	125,500	135,386	126,861

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - Corporate Centre

Reported (\$m)

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

of which: net interest income/(expense)

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Reported Significant items - Totals (\$m)

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

Adjusted (\$m)

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

of which: net interest income/(expense)

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

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

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(50)	(55)	(41)	(55)	(85)	(337)
<i>of which: net interest income/(expense)</i>	<i>(10)</i>	<i>41</i>	<i>(97)</i>	<i>(178)</i>	<i>(206)</i>	<i>(1,015)</i>
Change in expected credit losses and other credit impairment charges	12	(8)	2	17	4	35
Total operating expenses	(283)	(161)	(43)	(87)	(12)	(259)
<i>of which: staff expenses</i>	<i>(136)</i>	<i>(127)</i>	<i>(135)</i>	<i>(162)</i>	<i>(113)</i>	<i>(563)</i>
Share of profit in associates and joint ventures	4	50	(100)	(29)	10	(13)
Profit/(loss) before tax	(317)	(174)	(182)	(154)	(83)	(574)
Reported Significant items - Totals (\$m)						
Revenue	(1)	—	2	2	—	10
ECL	—	—	—	—	—	—
Operating expenses	(278)	(169)	(3)	(62)	(25)	(155)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(49)	(57)	(43)	(54)	(89)	(347)
<i>of which: net interest income/(expense)</i>	<i>(10)</i>	<i>41</i>	<i>(94)</i>	<i>(178)</i>	<i>(212)</i>	<i>(1,015)</i>
Change in expected credit losses and other credit impairment charges	12	(9)	2	17	5	35
Total operating expenses	(5)	8	(40)	(26)	14	(104)
Share of profit in associates and joint ventures	4	52	(101)	(29)	10	(13)
Profit/(loss) before tax	(38)	(6)	(182)	(92)	(60)	(429)
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	251	247	258	248	287	248
Loans and advances to customers (net)	238	235	237	234	275	234
Total external assets	22,529	21,841	24,512	18,600	18,834	18,600
Customer accounts	409	281	286	341	358	341
Risk-weighted assets	10,334	11,021	10,401	8,002	(n/a)	8,002
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	238	245	252	243	295	234
Customer accounts	409	294	302	348	381	341

HSBC

HSBC Bank

Non ring-fenced bank

SIGNIFICANT ITEMS

HSBC Bank - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	(1)	—	(1)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(3)	(43)	72	(23)	15	(33)
Restructuring and other related costs	(55)	(49)	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(15)	(21)	(110)
Customer redress programmes	—	—	—	(1)	(3)	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(16)	(784)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(238)	(200)	(14)	(136)	(39)	(261)
Settlements and provisions in connection with legal and regulatory matters	(4)	(4)	(1)	(7)	(2)	(8)

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	(1)	—	(1)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1)	(44)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	73	(70)	—	(19)	(2)	(24)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC

HSBC Bank

Non ring-fenced bank

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

Impairment of goodwill	—	—	—	—	—	—
HSBC Bank - Commercial Banking						
Reported revenue significant items (\$m)						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	(1)
Restructuring and other related costs	—	—	—	—	—	—
Reported cost significant items (\$m)						
Costs of structural reform	—	—	—	—	(1)	(4)
Customer redress programmes	—	—	—	—	1	1
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(41)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	57	(60)	—	(6)	—	(8)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—
Share of profit in associates and joint ventures significant items (\$m)						
Impairment of goodwill	—	—	—	—	—	—
HSBC Bank - Global Banking and Markets						
Reported revenue significant items (\$m)						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(3)	(44)	70	(25)	15	(41)
Restructuring and other related costs	(55)	(48)	—	—	—	—
Reported cost significant items (\$m)						
Costs of structural reform	—	—	—	(4)	(10)	(37)
Customer redress programmes	—	—	—	—	(4)	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(6)	(567)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(102)	(37)	(10)	(65)	(24)	(149)
Settlements and provisions in connection with legal and regulatory matters	—	—	(2)	(2)	—	(2)

HSBC

HSBC Bank

Non ring-fenced bank

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(11)	(11)	(70)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(9)	(132)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(265)	(33)	(4)	(45)	(13)	(79)
Settlements and provisions in connection with legal and regulatory matters	(4)	(4)	1	(6)	(1)	(6)

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

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

HSBC Bank - TOTAL

Revenue		98	49	53	63	
ECL		(27)	(9)	(4)	2	
Operating expenses		(123)	(56)	(57)	(75)	
Share of profit in associates and joint ventures		2	(1)	—	—	
Revenue significant items		(2)	1	(1)	1	
Operating expense significant items		(46)	(1)	(20)	(3)	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		6,413	8,135	1,875	8,708	
Customer accounts		11,360	12,356	87	12,298	

HSBC

HSBC Bank

Non ring-fenced bank

HSBC Bank - Wealth and Personal Banking

Revenue	22	6	23	13
ECL	(1)	(1)	—	—
Operating expenses	(26)	(18)	(18)	(17)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	(6)	—	(3)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,609	2,230	1,194	2,358
Customer accounts	2,420	2,847	731	3,097

HSBC Bank - Commercial Banking

Revenue	20	16	13	16
ECL	(9)	(3)	(3)	—
Operating expenses	(17)	(10)	(20)	(9)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	(6)	—	(12)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,640	2,321	1,022	2,390
Customer accounts	2,500	3,346	710	2,630

HSBC Bank - Global Banking and Markets

Revenue	58	26	15	38
ECL	(16)	(5)	—	1
Operating expenses	(73)	(28)	(16)	(48)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(3)	3	—	1
Operating expense significant items	(25)	—	(1)	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	3,154	3,568	(349)	3,941
Customer accounts	6,427	6,146	(1,361)	6,548

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - Corporate Centre

Revenue		(2)	—	3	(4)
ECL		(1)	—	—	1
Operating expenses		(8)	(1)	(4)	(1)
Share of profit in associates and joint ventures		2	(1)	—	—
Revenue significant items		—	—	—	—
Operating expense significant items		(8)	(1)	(3)	(2)
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		10	15	9	20
Customer accounts		13	16	7	23

HSBC
Europe - Other

Europe - Other - TOTAL

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Net interest income/(expense)	(663)	(638)	(636)	(663)	(983)	(2,355)
Net fee income	95	95	105	96	94	382
Other operating income	1,218	1,126	1,413	983	1,617	4,022
Net operating income before change in expected credit losses and other credit impairment charges	650	583	882	416	728	2,049
Change in expected credit losses and other credit impairment charges	(202)	(2)	(48)	1	—	2
Total operating expenses	(968)	(1,385)	(986)	(4,882)	(1,070)	(8,375)
<i>of which: staff expenses</i>	<i>(810)</i>	<i>(802)</i>	<i>(540)</i>	<i>(725)</i>	<i>(607)</i>	<i>(2,713)</i>
Share of profit in associates and joint ventures	2	—	—	(2)	1	1
Profit/(loss) before tax	(518)	(804)	(152)	(4,467)	(341)	(6,323)
Reported Significant items - Totals (\$m)						
Revenue	15	66	157	(135)	174	170
ECL	—	—	—	—	—	—
Operating expenses	67	(233)	(32)	(2,588)	19	(2,635)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	635	595	749	567	654	1,879
<i>of which: net interest income/(expense)</i>	<i>(663)</i>	<i>(640)</i>	<i>(636)</i>	<i>(663)</i>	<i>(985)</i>	<i>(2,356)</i>
Change in expected credit losses and other credit impairment charges	(202)	1	(52)	1	—	2
Total operating expenses	(1,035)	(1,216)	(984)	(2,308)	(1,180)	(5,740)
Share of profit in associates and joint ventures	2	1	—	(2)	1	1
Profit/(loss) before tax	(600)	(619)	(287)	(1,742)	(525)	(3,858)
Balance sheet - reported (\$m)						
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	9,356	8,788	8,790	9,079	8,313	9,079
Loans and advances to customers (net)	9,079	8,715	8,717	9,055	8,291	9,055
Total external assets	39,038	40,032	40,178	35,593	36,946	35,593
Customer accounts	15,287	14,595	13,786	13,502	11,056	13,502
Risk-weighted assets	(1,060)	(997)	(899)	1,631	3,328	1,631

HSBC

Europe - Other

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

Loans and advances to customers (net)	9,079	9,002	9,152	9,498	8,963	9,055
Customer accounts	15,287	15,132	14,563	14,131	11,924	13,502

HSBC Europe - Other - Wealth and Personal Banking

Reported (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	228	228	223	518	385	1,465
<i>of which: net interest income/(expense)</i>	<i>(35)</i>	<i>(34)</i>	<i>(33)</i>	<i>(37)</i>	<i>(37)</i>	<i>(194)</i>
Change in expected credit losses and other credit impairment charges	(61)	1	(48)	1	—	2
Total operating expenses	(341)	(321)	(399)	(805)	(529)	(2,309)
<i>of which: staff expenses</i>	<i>(159)</i>	<i>(125)</i>	<i>(143)</i>	<i>(170)</i>	<i>(142)</i>	<i>(614)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(174)	(92)	(224)	(286)	(144)	(842)

Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(16)	(5)	—	(14)	61	34
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	228	241	230	526	400	1,465
<i>of which: net interest income/(expense)</i>	<i>(35)</i>	<i>(36)</i>	<i>(28)</i>	<i>(35)</i>	<i>(36)</i>	<i>(195)</i>
Change in expected credit losses and other credit impairment charges	(61)	1	(52)	1	—	2
Total operating expenses	(325)	(326)	(406)	(797)	(602)	(2,343)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(158)	(84)	(228)	(270)	(202)	(876)

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	9,356	8,788	8,790	9,079	8,313	9,079
Loans and advances to customers (net)	9,220	8,715	8,717	9,055	8,291	9,055
Total external assets	24,127	23,657	23,333	19,354	19,891	19,354
Customer accounts	15,287	14,595	13,723	13,432	10,988	13,432
Risk-weighted assets	2,795	2,585	3,008	(2369)	(n/a)	2,369

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

Loans and advances to customers (net)	9,220	9,002	9,152	9,498	8,963	9,055
Customer accounts	15,287	15,131	14,498	14,063	11,853	13,432

HSBC

Europe - Other

HSBC Europe - Other - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(55)	(74)	(60)	163	15	(32)
<i>of which: net interest income/(expense)</i>	<i>(125)</i>	<i>(125)</i>	<i>(126)</i>	<i>(122)</i>	<i>(123)</i>	<i>(506)</i>
Change in expected credit losses and other credit impairment charges	(101)	—	—	—	—	—
Total operating expenses	(103)	(104)	(157)	(2,908)	(238)	(3,417)
<i>of which: staff expenses</i>	<i>(49)</i>	<i>(47)</i>	<i>(48)</i>	<i>(66)</i>	<i>(51)</i>	<i>(202)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(259)	(178)	(217)	(2,745)	(223)	(3,449)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(2)	(1)	(2)	(2,533)	(2)	(2,534)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(55)	(73)	(59)	163	18	(32)
<i>of which: net interest income/(expense)</i>	<i>(125)</i>	<i>(130)</i>	<i>(122)</i>	<i>(122)</i>	<i>(123)</i>	<i>(505)</i>
Change in expected credit losses and other credit impairment charges	(101)	—	—	—	—	—
Total operating expenses	(101)	(106)	(155)	(376)	(240)	(883)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(257)	(179)	(214)	(213)	(222)	(915)
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	(100)	—	—	—	—	—
Total external assets	(1,665)	(1,495)	(1,508)	(2,259)	244	(2,259)
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	(863)	(780)	(933)	(1,076)	(n/a)	(1,076)
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	(100)	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

HSBC

Europe - Other

HSBC Europe - Other - Global Banking and Markets

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(154)	(141)	(158)	(143)	(165)	(671)
<i>of which: net interest income/(expense)</i>	<i>(139)</i>	<i>(140)</i>	<i>(147)</i>	<i>(132)</i>	<i>(135)</i>	<i>(559)</i>
Change in expected credit losses and other credit impairment charges	(40)	—	—	—	—	—
Total operating expenses	(47)	(48)	(78)	(184)	(78)	(429)
<i>of which: staff expenses</i>	<i>(91)</i>	<i>(73)</i>	<i>(81)</i>	<i>(98)</i>	<i>(76)</i>	<i>(349)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(241)	(189)	(236)	(327)	(243)	(1,100)
Reported Significant items - Totals (\$m)						
Revenue	—	—	(1)	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(7)	—	—	(3)	3	(9)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(154)	(133)	(156)	(142)	(162)	(671)
<i>of which: net interest income/(expense)</i>	<i>(139)</i>	<i>(154)</i>	<i>(133)</i>	<i>(132)</i>	<i>(135)</i>	<i>(560)</i>
Change in expected credit losses and other credit impairment charges	(40)	—	—	—	—	—
Total operating expenses	(40)	(53)	(80)	(182)	(84)	(420)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(234)	(186)	(236)	(324)	(246)	(1,091)
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	(40)	—	—	—	—	—
Total external assets	(1,156)	(1,062)	1,420	1,416	1,415	1,416
Customer accounts	—	—	63	70	68	70
Risk-weighted assets	(2,508)	(2,066)	(2,478)	(480)	(n/a)	(480)
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	(40)	—	—	—	—	—
Customer accounts	—	1	66	68	71	70

HSBC

Europe - Other

HSBC Europe - Other - Corporate Centre

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	631	570	877	(122)	493	1,287
<i>of which: net interest income/(expense)</i>	<i>(363)</i>	<i>(339)</i>	<i>(330)</i>	<i>(372)</i>	<i>(688)</i>	<i>(1,096)</i>
Change in expected credit losses and other credit impairment charges	1	(3)	—	—	—	—
Total operating expenses	(479)	(912)	(352)	(985)	(225)	(2,220)
<i>of which: staff expenses</i>	<i>(510)</i>	<i>(557)</i>	<i>(268)</i>	<i>(391)</i>	<i>(338)</i>	<i>(1,548)</i>
Share of profit in associates and joint ventures	1	—	—	(2)	1	1
Profit/(loss) before tax	154	(345)	525	(1,109)	269	(932)
Reported Significant items - Totals (\$m)						
Revenue	16	66	158	(135)	174	170
ECL	—	—	—	—	—	—
Operating expenses	92	(227)	(30)	(38)	(43)	(126)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	615	561	733	21	398	1,117
<i>of which: net interest income/(expense)</i>	<i>(363)</i>	<i>(319)</i>	<i>(353)</i>	<i>(374)</i>	<i>(692)</i>	<i>(1,096)</i>
Change in expected credit losses and other credit impairment charges	1	—	—	—	—	—
Total operating expenses	(571)	(731)	(342)	(953)	(254)	(2,094)
Share of profit in associates and joint ventures	1	1	—	(2)	1	1
Profit/(loss) before tax	46	(169)	391	(934)	145	(976)
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	(1)	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	17,730	18,932	16,933	17,082	15,396	17,082
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	(484)	(736)	(496)	(818)	(n/a)	818
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

HSBC

Europe - Other

SIGNIFICANT ITEMS

HSBC Europe - Other - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	(1)	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	15	65	157	(135)	174	170
Restructuring and other related costs	1	1	—	—	—	—

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	(2)
Restructuring and other related costs	(16)	(5)	—	(17)	(4)	(30)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	3	65	66

HSBC

Europe - Other

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	(1)	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	(2,521)	—	(2,521)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(2)	(1)	(2)	(12)	(1)	(13)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(1)	3	(2)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(7)	—	—	(2)	—	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	(3)

HSBC

Europe - Other

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	16	66	158	(135)	174	170
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(14)	(14)	(33)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	200	(200)	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	(2)
Restructuring and other related costs	(108)	(27)	(30)	(24)	(29)	(84)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	(7)

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

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

HSBC Europe - Other - TOTAL

Revenue		78	26	16	100	
ECL		3	(4)	—	—	
Operating expenses		(67)	(30)	(15)	(87)	
Share of profit in associates and joint ventures		1	—	—	—	
Revenue significant items		—	2	—	—	
Operating expense significant items		(3)	—	(1)	4	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		287	435	443	672	
Customer accounts		537	777	629	868	

HSBC

Europe - Other

HSBC Europe - Other - Wealth and Personal Banking

Revenue	13	7	8	15
ECL	—	(4)	—	—
Operating expenses	(11)	(7)	(7)	(8)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	(1)	—	(1)	4
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	287	435	443	672
Customer accounts	536	775	631	865

HSBC Europe - Other - Commercial Banking

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

HSBC Europe - Other - Global Banking and Markets

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

HSBC

Europe - Other

HSBC Europe - Other - Corporate Centre

Revenue		57	15	8	79
ECL		3	—	—	—
Operating expenses		(48)	(20)	(6)	(73)
Share of profit in associates and joint ventures		1	—	—	—
Revenue significant items		—	1	—	—
Operating expense significant items		(2)	—	—	(1)
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		—	—	—	—
Customer accounts		—	—	—	—

HSBC
Asia

Asia - TOTAL

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net interest income	3,262	3,691	4,128	4,213	4,212	16,607
Net fee income	1,423	1,259	1,432	1,221	1,339	5,325
Other operating income/(expense)	1,639	2,071	1,999	1,813	2,163	8,487
Net operating income before change in expected credit losses and other credit impairment charges	6,324	7,021	7,559	7,247	7,714	30,419
Change in expected credit losses and other credit impairment charges	(144)	(818)	(1,000)	(181)	(283)	(724)
Total operating expenses	(3,343)	(3,146)	(3,284)	(3,503)	(3,303)	(13,297)
<i>of which: staff expenses</i>	<i>(1,688)</i>	<i>(1,618)</i>	<i>(1,757)</i>	<i>(1,748)</i>	<i>(1,711)</i>	<i>(7,090)</i>
Share of profit in associates and joint ventures	350	572	465	475	523	2,070
Profit/(loss) before tax	3,187	3,629	3,740	4,038	4,651	18,468
Reported Significant items - Totals (\$m)						
Revenue	2	(64)	98	(15)	20	(35)
ECL	—	—	—	—	—	—
Operating expenses	(30)	(17)	(1)	(53)	(27)	(126)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	6,322	7,157	7,486	7,293	7,731	30,454
<i>of which: net interest income</i>	<i>3,262</i>	<i>3,729</i>	<i>4,146</i>	<i>4,240</i>	<i>4,238</i>	<i>16,607</i>
Change in expected credit losses and other credit impairment charges	(144)	(831)	(1,007)	(182)	(284)	(724)
Total operating expenses	(3,313)	(3,170)	(3,292)	(3,460)	(3,282)	(13,171)
Share of profit in associates and joint ventures	350	586	469	484	530	2,070
Profit/(loss) before tax	3,215	3,742	3,656	4,135	4,695	18,629
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	487,599	478,222	484,408	479,960	480,223	479,960
Loans and advances to customers (net)	484,125	474,739	481,512	477,727	478,015	477,727
Total external assets	1,156,196	1,136,614	1,110,489	1,083,661	1,072,056	1,083,661
Customer accounts	732,367	723,072	690,917	697,358	672,557	697,358
Risk-weighted assets ¹	385,103	374,684	373,453	366,375	364,687	366,375

HSBC

Asia

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

Loans and advances to customers (net)	484,125	479,174	492,057	479,536	486,219	477,727
Customer accounts	732,367	728,364	701,597	699,734	682,558	697,358

Asia - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	2,946	3,194	3,119	3,392	3,557	14,109
<i>of which: net interest income</i>	<i>1,705</i>	<i>1,946</i>	<i>2,349</i>	<i>2,399</i>	<i>2,410</i>	<i>9,413</i>
Change in expected credit losses and other credit impairment charges	(79)	(246)	(183)	(66)	(91)	(266)
Total operating expenses	(1,621)	(1,502)	(1,572)	(1,618)	(1,542)	(6,171)
<i>of which: staff expenses</i>	<i>(634)</i>	<i>(588)</i>	<i>(628)</i>	<i>(644)</i>	<i>(619)</i>	<i>(2,467)</i>
Share of profit in associates and joint ventures	9	(6)	(5)	3	5	44
Profit/(loss) before tax	1,255	1,440	1,359	1,711	1,929	7,716

Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	(6)
ECL	—	—	—	—	—	—
Operating expenses	(3)	—	—	(3)	(2)	(7)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	2,946	3,217	3,136	3,421	3,591	14,115
<i>of which: net interest income</i>	<i>1,705</i>	<i>1,963</i>	<i>2,363</i>	<i>2,421</i>	<i>2,432</i>	<i>9,416</i>
Change in expected credit losses and other credit impairment charges	(79)	(249)	(186)	(67)	(91)	(266)
Total operating expenses	(1,618)	(1,521)	(1,582)	(1,628)	(1,554)	(6,164)
Share of profit in associates and joint ventures	9	(6)	(5)	3	5	44
Profit/(loss) before tax	1,258	1,441	1,363	1,729	1,951	7,729

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	196,103	181,905	178,524	181,649	179,249	181,649
Loans and advances to customers (net)	195,190	181,000	177,724	180,917	178,519	180,917
Total external assets	394,055	377,310	351,096	360,466	343,012	360,466
Customer accounts	416,402	412,834	402,816	398,212	384,992	398,212
Risk-weighted assets	86,076	77,923	76,396	75,915	(n/a)	75,915

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

Loans and advances to customers (net)	195,190	182,734	182,142	181,844	181,973	180,917
Customer accounts	416,402	414,843	407,524	399,756	390,442	398,212

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Asia

Asia - Commercial Banking

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	1,361	1,537	1,825	1,772	1,871	7,437
<i>of which: net interest income</i>	<i>997</i>	<i>1,118</i>	<i>1,327</i>	<i>1,399</i>	<i>1,425</i>	<i>5,693</i>
Change in expected credit losses and other credit impairment charges	(33)	(488)	(741)	(99)	(163)	(387)
Total operating expenses	(620)	(597)	(615)	(681)	(647)	(2,529)
<i>of which: staff expenses</i>	<i>(233)</i>	<i>(221)</i>	<i>(231)</i>	<i>(237)</i>	<i>(235)</i>	<i>(948)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	708	452	469	992	1,061	4,521
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	(3)
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	(9)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,361	1,554	1,832	1,783	1,883	7,440
<i>of which: net interest income</i>	<i>997</i>	<i>1,129</i>	<i>1,330</i>	<i>1,407</i>	<i>1,433</i>	<i>5,693</i>
Change in expected credit losses and other credit impairment charges	(33)	(494)	(746)	(99)	(164)	(387)
Total operating expenses	(620)	(604)	(619)	(685)	(652)	(2,520)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	708	456	467	999	1,067	4,533
Balance sheet - reported (\$m)						
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	159,391	160,814	163,806	160,960	161,068	160,960
Loans and advances to customers (net)	157,196	158,573	162,017	159,715	159,837	159,715
Total external assets	238,299	238,331	230,421	229,681	226,747	229,681
Customer accounts	174,484	173,342	158,802	172,701	160,543	172,701
Risk-weighted assets	137,605	136,586	135,833	134,588	(n/a)	134,588
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	157,196	159,871	165,065	160,164	162,234	159,715
Customer accounts	174,484	174,574	161,045	173,330	162,874	172,701

Asia - Global Banking and Markets

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,703	1,973	2,152	1,767	1,935	7,422
<i>of which: net interest income</i>	<i>683</i>	<i>754</i>	<i>829</i>	<i>843</i>	<i>863</i>	<i>3,454</i>
Change in expected credit losses and other credit impairment charges	(33)	(84)	(76)	(16)	(29)	(71)
Total operating expenses	(813)	(775)	(797)	(841)	(798)	(3,266)
<i>of which: staff expenses</i>	<i>(315)</i>	<i>(304)</i>	<i>(314)</i>	<i>(333)</i>	<i>(313)</i>	<i>(1,377)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	857	1,114	1,279	910	1,108	4,085
Reported Significant items - Totals (\$m)						
Revenue	3	(62)	88	(15)	18	(27)
ECL	—	—	—	—	—	—
Operating expenses	(4)	(1)	—	(12)	(6)	(40)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,700	2,063	2,073	1,787	1,924	7,449
<i>of which: net interest income</i>	<i>683</i>	<i>765</i>	<i>830</i>	<i>844</i>	<i>864</i>	<i>3,454</i>
Change in expected credit losses and other credit impairment charges	(33)	(86)	(75)	(16)	(29)	(71)
Total operating expenses	(809)	(785)	(801)	(833)	(798)	(3,226)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	858	1,192	1,197	938	1,097	4,152
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	131,684	135,097	141,674	137,168	139,641	137,168
Loans and advances to customers (net)	131,318	134,760	141,367	136,912	139,394	136,912
Total external assets	422,024	422,379	435,833	402,133	413,266	402,133
Customer accounts	141,425	136,835	129,475	126,392	126,959	126,392
Risk-weighted assets	112,652	112,695	114,744	109,832	(n/a)	109,832
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	131,318	136,162	144,444	137,344	141,750	136,912
Customer accounts	141,425	138,885	133,202	126,595	129,178	126,392

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Asia

Asia - Corporate Centre

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	314	317	463	316	351	1,451
<i>of which: net interest expense</i>	<i>(123)</i>	<i>(127)</i>	<i>(377)</i>	<i>(428)</i>	<i>(486)</i>	<i>(1,953)</i>
Change in expected credit losses and other credit impairment charges	1	—	—	—	—	—
Total operating expenses	(289)	(272)	(300)	(363)	(316)	(1,331)
<i>of which: staff expenses</i>	<i>(507)</i>	<i>(505)</i>	<i>(584)</i>	<i>(534)</i>	<i>(544)</i>	<i>(2,298)</i>
Share of profit in associates and joint ventures	341	578	470	472	518	2,026
Profit/(loss) before tax	367	623	633	425	553	2,146
Reported Significant items - Totals (\$m)						
Revenue	(2)	(2)	10	—	2	1
ECL	—	—	—	—	—	—
Operating expenses	(25)	(16)	(1)	(38)	(19)	(70)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	316	324	444	301	334	1,450
<i>of which: net interest expense</i>	<i>(123)</i>	<i>(127)</i>	<i>(378)</i>	<i>(432)</i>	<i>(491)</i>	<i>(1,956)</i>
Change in expected credit losses and other credit impairment charges	1	(1)	—	—	—	—
Total operating expenses	(264)	(261)	(290)	(314)	(278)	(1,261)
Share of profit in associates and joint ventures	341	592	474	481	525	2,026
Profit/(loss) before tax	394	654	628	468	581	2,215
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	421	406	404	183	265	183
Loans and advances to customers (net)	421	406	404	183	265	183
Total external assets	101,818	98,594	93,139	91,381	89,031	91,381
Customer accounts	56	61	(176)	53	63	53
Risk-weighted assets	48,770	47,480	46,480	46,040	(n/a)	46,040
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	421	406	406	183	262	183
Customer accounts	56	62	(174)	53	65	53

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Asia

SIGNIFICANT ITEMS

Asia - TOTAL

Revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	2	(64)	98	(15)	20	(35)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(1)	(2)	(4)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(30)	(17)	(1)	(52)	(25)	(123)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	1

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(3)	—	—	(3)	(2)	(8)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	1

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Asia

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	3	(62)	88	(15)	18	(27)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(4)	(1)	—	(12)	(6)	(40)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Asia

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(1)	(2)	(4)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(25)	(16)	(1)	(37)	(17)	(66)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Asia - TOTAL

Revenue		72	25	31	37	
ECL		(13)	(7)	(1)	(1)	
Operating expenses		(40)	(9)	(10)	(6)	
Share of profit in associates and joint ventures		14	4	9	7	
Revenue significant items		—	—	—	—	
Operating expense significant items		1	—	—	—	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		4,435	10,545	1,809	8,204	
Customer accounts		5,292	10,680	2,376	10,001	

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Asia

Asia - Wealth and Personal Banking

Revenue	23	17	29	34
ECL	(3)	(3)	(1)	—
Operating expenses	(19)	(10)	(13)	(14)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,734	4,418	927	3,454
Customer accounts	2,009	4,708	1,544	5,450

Asia - Commercial Banking

Revenue	17	7	11	12
ECL	(6)	(5)	—	(1)
Operating expenses	(7)	(4)	(4)	(5)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,298	3,048	449	2,397
Customer accounts	1,232	2,243	629	2,331

Asia - Global Banking and Markets

Revenue	28	10	5	7
ECL	(2)	1	—	—
Operating expenses	(11)	(4)	(4)	(6)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	1	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,402	3,077	432	2,356
Customer accounts	2,050	3,727	203	2,219

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Asia

Asia - Corporate Centre

Revenue		5	(9)	(14)	(16)
ECL		(1)	—	—	—
Operating expenses		(3)	9	11	18
Share of profit in associates and joint ventures		14	4	9	7
Revenue significant items		—	—	1	(1)
Operating expense significant items		2	—	—	(1)
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		—	2	—	(3)
Customer accounts		1	2	—	2

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

HSBC Hong Kong

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

Loans and advances to customers (net)	319,297	308,804	312,546	308,502	311,353	306,963
Customer accounts	517,582	514,391	496,642	502,461	492,928	499,955

Hong Kong - Wealth and Personal Banking

Reported (\$m)

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

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<i>of which: net interest income</i>	2,150	2,439	2,377	2,593	2,769	10,905
Change in expected credit losses and other credit impairment charges	1,230	1,466	1,818	1,860	1,875	7,288
Total operating expenses	(53)	(113)	(90)	(45)	(72)	(157)
<i>of which: staff expenses</i>	(957)	(885)	(927)	(952)	(865)	(3,549)
Share of profit in associates and joint ventures	(375)	(356)	(381)	(402)	(365)	(1,481)
Share of profit in associates and joint ventures	3	(6)	(5)	—	3	22
Profit/(loss) before tax	1,143	1,435	1,355	1,596	1,835	7,221

Reported Significant items - Totals (\$m)

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

Adjusted (\$m)

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

<i>of which: net interest income</i>	2,150	2,440	2,384	2,619	2,798	10,906
Change in expected credit losses and other credit impairment charges	1,230	1,466	1,823	1,878	1,893	7,288
Total operating expenses	(53)	(113)	(90)	(45)	(73)	(157)
Share of profit in associates and joint ventures	(955)	(885)	(930)	(961)	(874)	(3,549)
Share of profit in associates and joint ventures	3	(6)	(5)	—	3	22
Profit/(loss) before tax	1,145	1,436	1,359	1,613	1,854	7,222

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	135,323	123,235	121,865	121,300	121,448	121,300
Loans and advances to customers (net)	134,925	122,838	121,477	120,945	121,099	120,945
Total external assets	301,800	289,777	267,371	272,820	260,336	272,820
Customer accounts	338,414	337,340	331,215	325,436	316,571	325,436
Risk-weighted assets	63,938	56,110	55,339	53,755	(n/a)	53,755

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

Loans and advances to customers (net)	134,925	122,840	121,510	121,551	122,486	120,945
Customer accounts	338,414	337,346	331,305	327,067	320,196	325,436

HSBC Hong Kong

Hong Kong - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	798	923	1,167	1,147	1,225	4,856
<i>of which: net interest income</i>	<i>576</i>	<i>676</i>	<i>852</i>	<i>917</i>	<i>940</i>	<i>3,741</i>
Change in expected credit losses and other credit impairment charges	(14)	(239)	(19)	(46)	(115)	(233)
Total operating expenses	(342)	(334)	(325)	(381)	(359)	(1,381)
<i>of which: staff expenses</i>	<i>(128)</i>	<i>(126)</i>	<i>(125)</i>	<i>(131)</i>	<i>(128)</i>	<i>(512)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	442	350	823	720	751	3,242
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	(4)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	798	923	1,170	1,159	1,239	4,856
<i>of which: net interest income</i>	<i>576</i>	<i>676</i>	<i>854</i>	<i>926</i>	<i>950</i>	<i>3,741</i>
Change in expected credit losses and other credit impairment charges	(14)	(239)	(19)	(47)	(116)	(233)
Total operating expenses	(342)	(334)	(326)	(385)	(364)	(1,377)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	442	350	825	727	759	3,246
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	104,706	104,013	104,849	103,727	103,837	103,727
Loans and advances to customers (net)	103,943	103,249	104,273	103,131	103,246	103,131
Total external assets	150,252	150,092	143,305	144,534	144,992	144,534
Customer accounts	121,440	121,474	111,996	123,372	116,541	123,372
Risk-weighted assets	75,446	73,696	73,351	71,855	(n/a)	71,855
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	103,943	103,251	104,301	103,648	104,429	103,131
Customer accounts	121,440	121,476	112,026	123,991	117,876	123,372

HSBC Hong Kong

Hong Kong - Global Banking and Markets

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	742	915	1,034	815	880	3,400
<i>of which: net interest income</i>	<i>259</i>	<i>335</i>	<i>372</i>	<i>392</i>	<i>371</i>	<i>1,531</i>
Change in expected credit losses and other credit impairment charges	(22)	(31)	(24)	(27)	(20)	(69)
Total operating expenses	(398)	(380)	(395)	(431)	(374)	(1,602)
<i>of which: staff expenses</i>	<i>(154)</i>	<i>(155)</i>	<i>(154)</i>	<i>(186)</i>	<i>(134)</i>	<i>(678)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	322	504	615	357	486	1,729
Reported Significant items - Totals (\$m)						
Revenue	—	(45)	61	(9)	13	(15)
ECL	—	—	—	—	—	—
Operating expenses	(3)	(1)	—	(10)	(2)	(24)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	742	960	976	833	877	3,415
<i>of which: net interest income</i>	<i>259</i>	<i>335</i>	<i>373</i>	<i>396</i>	<i>375</i>	<i>1,531</i>
Change in expected credit losses and other credit impairment charges	(22)	(31)	(24)	(27)	(20)	(69)
Total operating expenses	(395)	(379)	(396)	(425)	(376)	(1,578)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	325	550	556	381	481	1,768
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	80,278	82,562	86,558	82,937	83,509	82,937
Loans and advances to customers (net)	80,047	82,343	86,345	82,743	83,342	82,743
Total external assets	230,783	232,282	245,096	226,880	241,428	226,880
Customer accounts	57,709	55,546	53,508	51,127	54,211	51,127
Risk-weighted assets	55,249	55,600	55,814	51,499	(n/a)	51,499
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	80,047	82,345	86,368	83,159	84,296	82,743
Customer accounts	57,709	55,547	53,522	51,383	54,832	51,127

HSBC Hong Kong

Hong Kong - Corporate Centre

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	100	57	163	27	23	251
<i>of which: net interest expense</i>	<i>(104)</i>	<i>(112)</i>	<i>(271)</i>	<i>(319)</i>	<i>(304)</i>	<i>(1,322)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(113)	(103)	(111)	(88)	(80)	(403)
<i>of which: staff expenses</i>	<i>(80)</i>	<i>(100)</i>	<i>(140)</i>	<i>(73)</i>	<i>(90)</i>	<i>(482)</i>
Share of profit in associates and joint ventures	2	2	2	2	2	9
Profit/(loss) before tax	(11)	(44)	54	(59)	(55)	(143)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	(10)
ECL	—	—	—	—	—	—
Operating expenses	(15)	(9)	—	(14)	(16)	(35)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	100	56	163	23	18	261
<i>of which: net interest expense</i>	<i>(104)</i>	<i>(112)</i>	<i>(271)</i>	<i>(323)</i>	<i>(307)</i>	<i>(1,322)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(98)	(94)	(111)	(72)	(60)	(368)
Share of profit in associates and joint ventures	2	2	2	2	2	9
Profit/(loss) before tax	4	(36)	54	(47)	(40)	(98)
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	382	368	367	144	141	144
Loans and advances to customers (net)	382	368	367	144	141	144
Total external assets	60,693	57,307	55,868	51,833	51,802	51,833
Customer accounts	19	21	(211)	20	24	20
Risk-weighted assets	10,153	10,305	10,190	10,053	(n/a)	10,053
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	382	368	367	144	142	144
Customer accounts	19	21	(211)	20	24	20

HSBC Hong Kong

SIGNIFICANT ITEMS

Hong Kong - TOTAL

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	(1)	(2)	(4)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(21)	(10)	—	(23)	(17)	(60)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	1

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

HSBC Hong Kong

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(45)	61	(9)	13	(15)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(3)	(1)	—	(10)	(2)	(24)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC Hong Kong

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(2)	(3)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(15)	(9)	—	(14)	(14)	(32)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Hong Kong - TOTAL

Revenue	—	12	42	48
ECL	—	—	(1)	(2)
Operating expenses	1	(5)	(17)	(16)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	(1)	—
Operating expense significant items	1	—	(1)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	6	84	1,539	3,525
Customer accounts	10	134	2,506	5,581

HSBC Hong Kong

Hong Kong - Wealth and Personal Banking

Revenue	1	7	26	29
ECL	—	—	—	(1)
Operating expenses	—	(3)	(10)	(10)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	(1)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	2	33	606	1,387
Customer accounts	6	90	1,631	3,625

Hong Kong - Commercial Banking

Revenue	—	3	12	14
ECL	—	—	(1)	(1)
Operating expenses	—	(1)	(4)	(5)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	2	28	517	1,183
Customer accounts	2	30	619	1,335

Hong Kong - Global Banking and Markets

Revenue	—	3	8	10
ECL	—	—	—	—
Operating expenses	—	(1)	(4)	(4)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	(1)	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	2	23	416	954
Customer accounts	1	14	256	621

HSBC Hong Kong

Hong Kong - Corporate Centre

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

HSBC
Mainland China

Mainland China - TOTAL

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net interest income	366	397	398	395	406	1,649
Net fee income	88	82	90	58	70	309
Other operating income	287	327	282	261	313	1,143
Net operating income before change in expected credit losses and other credit impairment charges	741	806	770	714	789	3,101
Change in expected credit losses and other credit impairment charges	(11)	(44)	(63)	(29)	(33)	(130)
Total operating expenses	(554)	(494)	(522)	(546)	(527)	(2,111)
<i>of which: staff expenses</i>	(322)	(280)	(324)	(317)	(323)	(1,274)
Share of profit in associates and joint ventures	339	576	468	470	516	2,017
Profit/(loss) before tax	515	844	653	609	745	2,877
Reported Significant items - Totals (\$m)						
Revenue	1	(2)	2	(1)	1	(1)
ECL	—	—	—	—	—	—
Operating expenses	(1)	(1)	—	(4)	—	(6)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	740	826	775	728	797	3,102
<i>of which: net interest income</i>	366	406	401	402	411	1,649
Change in expected credit losses and other credit impairment charges	(11)	(45)	(64)	(29)	(34)	(130)
Total operating expenses	(553)	(505)	(527)	(552)	(534)	(2,105)
Share of profit in associates and joint ventures	339	590	472	479	523	2,017
Profit/(loss) before tax	515	866	656	626	752	2,884
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	43,815	43,675	44,059	42,661	41,325	42,661
Loans and advances to customers (net)	43,535	43,338	43,735	42,380	41,024	42,380
Total external assets	119,696	115,597	113,710	110,715	104,140	110,715
Customer accounts	47,327	47,557	45,492	48,323	43,111	48,323
Risk-weighted assets	76,061	74,611	74,624	73,285	71,895	73,285

HSBC Mainland China

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

Loans and advances to customers (net)	43,535	45,027	45,525	43,350	43,040	42,380
Customer accounts	47,327	49,410	47,353	49,429	45,230	48,323

Mainland China - Wealth and Personal Banking

Reported (\$m)

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

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<i>of which: net interest income</i>	209	196	163	161	159	704
Change in expected credit losses and other credit impairment charges	103	110	109	103	102	421
Total operating expenses	7	(23)	(25)	(10)	(12)	(48)
<i>of which: staff expenses</i>	(187)	(163)	(174)	(186)	(188)	(729)
Share of profit in associates and joint ventures	(83)	(66)	(76)	(75)	(78)	(301)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	29	10	(36)	(35)	(41)	(73)

Reported Significant items - Totals (\$m)

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

Adjusted (\$m)

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

<i>of which: net interest income</i>	209	201	164	165	161	704
Change in expected credit losses and other credit impairment charges	103	113	110	105	104	421
Total operating expenses	7	(23)	(26)	(10)	(12)	(48)
Share of profit in associates and joint ventures	(187)	(167)	(175)	(189)	(190)	(729)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	29	11	(37)	(34)	(41)	(73)

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	10,413	10,006	9,960	10,157	9,835	10,157
Loans and advances to customers (net)	10,329	9,906	9,870	10,081	9,762	10,081
Total external assets	16,602	15,806	15,802	15,176	14,554	15,176
Customer accounts	12,148	11,869	11,815	11,842	10,957	11,842
Risk-weighted assets	5,178	4,974	4,937	4,998	(n/a)	4,998

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

Loans and advances to customers (net)	10,329	10,292	10,274	10,312	10,242	10,081
Customer accounts	12,148	12,332	12,298	12,113	11,496	11,842

HSBC Mainland China

Mainland China - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	172	212	203	186	197	797
<i>of which: net interest income</i>	<i>142</i>	<i>154</i>	<i>158</i>	<i>155</i>	<i>158</i>	<i>653</i>
Change in expected credit losses and other credit impairment charges	(16)	(16)	(19)	(20)	(20)	(74)
Total operating expenses	(96)	(87)	(103)	(109)	(98)	(406)
<i>of which: staff expenses</i>	<i>(37)</i>	<i>(32)</i>	<i>(39)</i>	<i>(37)</i>	<i>(38)</i>	<i>(155)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	60	109	81	57	79	317
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	(2)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	172	218	204	189	200	797
<i>of which: net interest income</i>	<i>142</i>	<i>158</i>	<i>159</i>	<i>158</i>	<i>160</i>	<i>653</i>
Change in expected credit losses and other credit impairment charges	(16)	(17)	(19)	(20)	(21)	(74)
Total operating expenses	(96)	(89)	(104)	(111)	(100)	(404)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	60	112	81	58	79	319
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	17,946	18,662	18,578	17,389	17,513	17,389
Loans and advances to customers (net)	17,800	18,469	18,383	17,208	17,309	17,208
Total external assets	26,881	27,147	27,373	25,128	25,129	25,128
Customer accounts	14,753	15,263	14,276	15,283	13,440	15,283
Risk-weighted assets	20,829	21,423	21,279	20,274	(n/a)	20,274
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	17,800	19,188	19,135	17,602	18,159	17,208
Customer accounts	14,753	15,858	14,860	15,633	14,100	15,283

HSBC Mainland China

Mainland China - Global Banking and Markets

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	223	224	226	226	253	923
<i>of which: net interest income</i>	<i>142</i>	<i>134</i>	<i>154</i>	<i>145</i>	<i>157</i>	<i>630</i>
Change in expected credit losses and other credit impairment charges	(2)	(4)	(19)	1	(1)	(8)
Total operating expenses	(100)	(94)	(101)	(102)	(100)	(403)
<i>of which: staff expenses</i>	<i>(34)</i>	<i>(30)</i>	<i>(38)</i>	<i>(35)</i>	<i>(40)</i>	<i>(155)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	121	126	106	125	152	512
Reported Significant items - Totals (\$m)						
Revenue	1	(2)	2	—	1	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	222	231	226	230	255	923
<i>of which: net interest income</i>	<i>142</i>	<i>137</i>	<i>155</i>	<i>148</i>	<i>159</i>	<i>630</i>
Change in expected credit losses and other credit impairment charges	(2)	(5)	(19)	1	(1)	(8)
Total operating expenses	(100)	(97)	(102)	(104)	(101)	(403)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	120	129	105	127	153	512
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	15,431	14,983	15,496	15,091	13,977	15,091
Loans and advances to customers (net)	15,382	14,940	15,458	15,067	13,953	15,067
Total external assets	43,218	41,618	42,115	39,686	36,301	39,686
Customer accounts	20,393	20,391	19,370	21,170	18,687	21,170
Risk-weighted assets	16,530	16,118	17,138	17,006	(n/a)	17,006
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	15,382	15,522	16,091	15,412	14,639	15,067
Customer accounts	20,393	21,185	20,163	21,654	19,605	21,170

HSBC Mainland China

Mainland China - Corporate Centre

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	137	174	178	141	180	677
<i>of which: net interest expense</i>	<i>(21)</i>	<i>(1)</i>	<i>(23)</i>	<i>(8)</i>	<i>(11)</i>	<i>(55)</i>
Change in expected credit losses and other credit impairment charges	—	(1)	—	—	—	—
Total operating expenses	(172)	(150)	(144)	(149)	(141)	(573)
<i>of which: staff expenses</i>	<i>(167)</i>	<i>(152)</i>	<i>(171)</i>	<i>(170)</i>	<i>(167)</i>	<i>(663)</i>
Share of profit in associates and joint ventures	339	576	468	470	516	2,017
Profit/(loss) before tax	304	599	502	462	555	2,121
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	(1)	—	(1)
ECL	—	—	—	—	—	—
Operating expenses	(1)	(1)	—	(4)	—	(4)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	137	176	181	143	182	678
<i>of which: net interest expense</i>	<i>(21)</i>	<i>(1)</i>	<i>(23)</i>	<i>(8)</i>	<i>(12)</i>	<i>(55)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(171)	(152)	(145)	(148)	(143)	(569)
Share of profit in associates and joint ventures	339	590	472	479	523	2,017
Profit/(loss) before tax	305	614	508	474	562	2,126
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	25	24	25	24	—	24
Loans and advances to customers (net)	25	23	24	24	—	24
Total external assets	32,994	31,026	28,420	30,725	28,156	30,725
Customer accounts	33	34	31	28	27	28
Risk-weighted assets	33,524	32,096	31,270	31,007	(n/a)	31,007
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	25	25	25	25	—	24
Customer accounts	33	35	32	29	29	28

HSBC Mainland China

SIGNIFICANT ITEMS

Mainland China - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	1	(2)	2	(1)	1	(1)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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Mainland China

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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Mainland China

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Mainland China - TOTAL

Revenue		19	7	14	9	
ECL		(1)	(1)	—	(1)	
Operating expenses		(12)	(5)	(10)	(7)	
Share of profit in associates and joint ventures		14	4	9	7	
Revenue significant items		1	—	1	—	
Operating expense significant items		—	—	—	—	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		1,689	1,790	970	2,016	
Customer accounts		1,853	1,861	1,106	2,119	

HSBC Mainland China

Mainland China - Wealth and Personal Banking

Revenue	5	1	4	2
ECL	—	(1)	—	—
Operating expenses	(4)	(1)	(3)	(2)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	386	404	231	480
Customer accounts	463	483	271	539

Mainland China - Commercial Banking

Revenue	6	1	3	3
ECL	(1)	—	—	(1)
Operating expenses	(2)	(1)	(2)	(2)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	719	752	394	850
Customer accounts	595	584	350	660

Mainland China - Global Banking and Markets

Revenue	6	2	4	3
ECL	(1)	—	—	—
Operating expenses	(3)	(1)	(2)	(1)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	1	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	582	633	345	686
Customer accounts	794	793	484	918

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Mainland China - Corporate Centre

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

Middle East and North Africa - TOTAL

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net interest income	352	383	394	432	452	1,781
Net fee income	169	171	176	193	165	685
Other operating income	102	135	120	138	87	1,244
Net operating income before change in expected credit losses and other credit impairment charges	623	689	690	763	704	3,710
Change in expected credit losses and other credit impairment charges	(110)	(278)	(333)	(52)	(16)	(117)
Total operating expenses	(429)	(394)	(369)	(498)	(358)	(1,549)
<i>of which: staff expenses</i>	<i>(192)</i>	<i>(180)</i>	<i>(193)</i>	<i>(201)</i>	<i>(188)</i>	<i>(781)</i>
Share of profit/(loss) in associates and joint ventures	(384)	(87)	56	71	(24)	283
Profit/(loss) before tax	(300)	(70)	44	284	306	2,327
Reported Significant items - Totals (\$m)						
Revenue	—	—	1	—	—	828
ECL	—	—	—	—	—	—
Operating expenses	(24)	(41)	—	(104)	(3)	(112)
Share of profit in associates and joint ventures	(462)	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	623	686	674	750	691	2,882
<i>of which: net interest income</i>	<i>352</i>	<i>381</i>	<i>386</i>	<i>421</i>	<i>442</i>	<i>1,781</i>
Change in expected credit losses and other credit impairment charges	(110)	(278)	(332)	(49)	(17)	(117)
Total operating expenses	(405)	(351)	(362)	(383)	(347)	(1,437)
Share of profit/(loss) in associates and joint ventures	78	(87)	56	71	(24)	283
Profit/(loss) before tax	186	(30)	36	389	303	1,611
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	31,126	31,388	31,273	29,955	29,619	29,955
Loans and advances to customers (net)	29,307	29,615	29,651	28,556	28,090	28,556
Total external assets	63,472	64,583	63,810	61,862	58,511	61,862
Customer accounts	40,815	41,197	40,553	38,126	36,767	38,126
Risk-weighted assets ¹	59,361	58,585	59,114	57,492	57,468	57,492

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Middle East and North Africa

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

Loans and advances to customers (net)	29,307	29,340	29,253	27,930	27,390	28,556
Customer accounts	40,815	40,875	39,946	37,261	35,872	38,126

Middle East and North Africa - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	202	219	249	249	249	985
<i>of which: net interest income</i>	<i>131</i>	<i>154</i>	<i>157</i>	<i>163</i>	<i>169</i>	<i>665</i>
Change in expected credit losses and other credit impairment charges	6	(102)	(50)	(7)	(13)	(43)
Total operating expenses	(196)	(207)	(172)	(194)	(174)	(687)
<i>of which: staff expenses</i>	<i>(59)</i>	<i>(56)</i>	<i>(61)</i>	<i>(65)</i>	<i>(57)</i>	<i>(238)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	12	(90)	27	48	62	255

Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(17)	(41)	—	(2)	(1)	(4)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	202	218	243	244	242	985
<i>of which: net interest income</i>	<i>131</i>	<i>154</i>	<i>156</i>	<i>162</i>	<i>167</i>	<i>665</i>
Change in expected credit losses and other credit impairment charges	6	(102)	(50)	(7)	(15)	(43)
Total operating expenses	(179)	(164)	(167)	(184)	(169)	(683)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	29	(48)	26	53	58	259

Balance sheet - reported (\$m)

Balance sheet - reported (\$m)	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	5,688	5,762	6,099	6,217	6,180	6,217
Loans and advances to customers (net)	5,346	5,370	5,777	5,918	5,807	5,918
Total external assets	15,823	15,674	15,423	16,363	14,897	16,363
Customer accounts	19,990	19,757	18,967	18,467	18,340	18,467
Risk-weighted assets	7,641	7,404	7,617	7,680	(n/a)	7,680

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

Loans and advances to customers (net)	5,346	5,333	5,714	5,811	5,671	5,918
Customer accounts	19,990	19,526	18,571	17,931	17,735	18,467

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Middle East and North Africa

Middle East and North Africa - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	141	152	176	169	179	714
<i>of which: net interest income</i>	<i>93</i>	<i>99</i>	<i>113</i>	<i>116</i>	<i>121</i>	<i>482</i>
Change in expected credit losses and other credit impairment charges	(68)	(147)	(143)	(43)	1	(68)
Total operating expenses	(92)	(79)	(81)	(192)	(88)	(434)
<i>of which: staff expenses</i>	<i>(31)</i>	<i>(30)</i>	<i>(31)</i>	<i>(34)</i>	<i>(31)</i>	<i>(129)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(19)	(74)	(48)	(66)	92	212
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(1)	—	—	(99)	—	(99)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	141	150	172	164	175	714
<i>of which: net interest income</i>	<i>93</i>	<i>99</i>	<i>109</i>	<i>113</i>	<i>118</i>	<i>482</i>
Change in expected credit losses and other credit impairment charges	(68)	(147)	(141)	(40)	1	(68)
Total operating expenses	(91)	(79)	(79)	(91)	(86)	(335)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(18)	(76)	(48)	33	90	311
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	12,377	12,608	12,400	11,829	11,916	11,829
Loans and advances to customers (net)	11,157	11,449	11,349	10,860	10,874	10,860
Total external assets	17,529	17,873	17,792	17,358	16,800	17,358
Customer accounts	8,505	9,079	8,986	8,863	8,074	8,863
Risk-weighted assets	15,893	16,343	16,180	15,303	(n/a)	15,303
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	11,157	11,290	11,111	10,477	10,498	10,860
Customer accounts	8,505	9,040	8,890	8,705	7,932	8,863

Middle East and North Africa - Global Banking and Markets

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	274	315	264	299	275	1,141
of which: net interest income	118	129	133	134	156	603
Change in expected credit losses and other credit impairment charges	(47)	(29)	(140)	(2)	(4)	(6)
Total operating expenses	(115)	(101)	(101)	(108)	(92)	(374)
of which: staff expenses	(33)	(32)	(31)	(32)	(30)	(128)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	112	185	23	189	179	761
Reported Significant items - Totals (\$m)						
Revenue	—	—	1	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	(1)	—	(3)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	274	314	257	296	272	1,141
of which: net interest income	118	129	131	133	155	603
Change in expected credit losses and other credit impairment charges	(47)	(29)	(140)	(2)	(4)	(6)
Total operating expenses	(115)	(101)	(100)	(106)	(90)	(371)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	112	184	17	188	178	764
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	13,061	13,018	12,774	11,909	11,523	11,909
Loans and advances to customers (net)	12,804	12,796	12,525	11,778	11,409	11,778
Total external assets	24,054	24,740	24,047	21,913	20,731	21,913
Customer accounts	12,318	12,361	12,599	10,795	10,353	10,795
Risk-weighted assets	15,929	15,019	15,408	14,900	(n/a)	14,900
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	12,804	12,717	12,429	11,642	11,220	11,778
Customer accounts	12,318	12,309	12,485	10,624	10,205	10,795

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Middle East and North Africa

Middle East and North Africa - Corporate Centre

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	6	3	1	46	1	870
<i>of which: net interest income/(expense)</i>	9	1	(9)	19	6	31
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(26)	(7)	(15)	(4)	(4)	(54)
<i>of which: staff expenses</i>	(69)	(62)	(70)	(70)	(70)	(286)
Share of profit/(loss) in associates and joint ventures	(384)	(87)	56	71	(24)	283
Profit/(loss) before tax	(404)	(91)	42	113	(27)	1,099
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	828
ECL	—	—	—	—	—	—
Operating expenses	(5)	—	—	(2)	(2)	(6)
Share of profit in associates and joint ventures	(462)	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	6	3	2	46	2	42
<i>of which: net interest income/(expense)</i>	9	—	(9)	13	3	31
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(21)	(8)	(15)	(2)	(2)	(48)
Share of profit/(loss) in associates and joint ventures	78	(87)	56	71	(24)	283
Profit/(loss) before tax	63	(92)	43	115	(24)	277
Balance sheet - reported (\$m)						
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	6,065	6,296	6,548	6,228	6,083	6,228
Customer accounts	—	—	1	1	—	1
Risk-weighted assets	19,898	19,819	19,909	19,609	(n/a)	19,609
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	1	1	—	1

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Middle East and North Africa

SIGNIFICANT ITEMS

Middle East and North Africa - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	828
Fair value movements on financial instruments	—	—	1	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(19)	(41)	—	(97)	—	(97)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(5)	—	—	(7)	(3)	(15)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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Middle East and North Africa

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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Middle East and North Africa

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(4)	—	—	(2)	(2)	(6)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Middle East and North Africa - TOTAL

Revenue		(3)	(15)	(13)	(13)	
ECL		—	1	3	(1)	
Operating expenses		2	7	11	8	
Share of profit in associates and joint ventures		—	—	—	—	
Revenue significant items		—	—	—	—	
Operating expense significant items		—	—	—	—	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		(275)	(398)	(626)	(700)	
Customer accounts		(322)	(607)	(865)	(895)	

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Middle East and North Africa

Middle East and North Africa - Wealth and Personal Banking

Revenue	(1)	(6)	(5)	(7)
ECL	—	—	—	(2)
Operating expenses	2	5	8	4
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(37)	(63)	(107)	(136)
Customer accounts	(231)	(396)	(536)	(605)

Middle East and North Africa - Commercial Banking

Revenue	(2)	(4)	(5)	(4)
ECL	—	2	3	—
Operating expenses	—	2	2	2
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(159)	(238)	(383)	(376)
Customer accounts	(39)	(96)	(158)	(142)

Middle East and North Africa - Global Banking and Markets

Revenue	(1)	(6)	(3)	(3)
ECL	—	—	—	—
Operating expenses	—	1	1	2
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(79)	(96)	(136)	(189)
Customer accounts	(52)	(114)	(171)	(148)

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Middle East and North Africa

Middle East and North Africa - Corporate Centre

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

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

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North America - TOTAL

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net interest income	652	706	777	782	775	3,241
Net fee income	441	458	452	458	443	1,804
Other operating income	389	537	475	366	399	1,542
Net operating income before change in expected credit losses and other credit impairment charges	1,482	1,701	1,704	1,606	1,617	6,587
Change in expected credit losses and other credit impairment charges	14	(379)	(508)	(97)	(80)	(237)
Total operating expenses	(1,503)	(1,189)	(1,306)	(1,784)	(1,240)	(5,583)
<i>of which: staff expenses</i>	(594)	(596)	(652)	(608)	(622)	(2,598)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(7)	133	(110)	(275)	297	767
Reported Significant items - Totals (\$m)						
Revenue	(49)	(21)	15	(56)	(4)	(68)
ECL	—	—	—	—	—	—
Operating expenses	(333)	(68)	(116)	(493)	(17)	(545)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,531	1,737	1,693	1,655	1,619	6,655
<i>of which: net interest income</i>	652	713	779	777	773	3,241
Change in expected credit losses and other credit impairment charges	14	(384)	(509)	(97)	(80)	(237)
Total operating expenses	(1,170)	(1,131)	(1,192)	(1,291)	(1,220)	(5,038)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	375	222	(8)	267	319	1,380
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	111,552	117,033	123,815	114,074	112,504	114,074
Loans and advances to customers (net)	110,394	115,813	122,858	113,474	111,963	113,474
Total external assets	383,130	409,428	435,846	348,035	384,310	348,035
Customer accounts	177,478	180,489	153,893	146,676	142,781	146,676
Risk-weighted assets ¹	122,952	130,580	133,161	121,953	131,101	121,953

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

Loans and advances to customers (net)	110,394	116,797	125,731	112,070	111,543	113,474
Customer accounts	177,478	181,621	156,847	145,251	142,338	146,676

North America - Wealth and Private Banking

Reported (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	486	460	501	454	536	2,096
<i>of which: net interest income</i>	<i>304</i>	<i>294</i>	<i>350</i>	<i>348</i>	<i>372</i>	<i>1,501</i>
Change in expected credit losses and other credit impairment charges	(21)	(44)	(162)	(38)	(56)	(138)
Total operating expenses	(684)	(478)	(501)	(949)	(511)	(2,532)
<i>of which: staff expenses</i>	<i>(173)</i>	<i>(167)</i>	<i>(188)</i>	<i>(177)</i>	<i>(178)</i>	<i>(730)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(219)	(62)	(162)	(533)	(31)	(574)

Reported Significant items - Totals (\$m)

Revenue	(1)	(1)	(6)	(48)	(4)	(53)
ECL	—	—	—	—	—	—
Operating expenses	(216)	(3)	(9)	(437)	(3)	(447)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	487	465	509	501	538	2,149
<i>of which: net interest income</i>	<i>304</i>	<i>297</i>	<i>351</i>	<i>347</i>	<i>371</i>	<i>1,501</i>
Change in expected credit losses and other credit impairment charges	(21)	(44)	(162)	(38)	(55)	(138)
Total operating expenses	(468)	(479)	(493)	(510)	(506)	(2,085)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(2)	(58)	(146)	(47)	(23)	(74)

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	48,573	47,667	46,328	47,997	46,822	47,997
Loans and advances to customers (net)	48,144	47,211	45,882	47,684	46,528	47,684
Total external assets	93,647	95,899	88,291	81,587	83,638	81,587
Customer accounts	78,399	79,799	74,030	72,232	70,935	72,232
Risk-weighted assets	21,677	22,295	21,829	21,660	(n/a)	21,660

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

Loans and advances to customers (net)	48,144	47,691	47,223	47,014	46,318	47,684
Customer accounts	78,399	80,422	75,669	71,439	70,684	72,232

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North America - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	443	433	481	464	494	1,912
<i>of which: net interest income</i>	<i>291</i>	<i>301</i>	<i>333</i>	<i>325</i>	<i>344</i>	<i>1,340</i>
Change in expected credit losses and other credit impairment charges	22	(291)	(220)	(41)	(25)	(90)
Total operating expenses	(238)	(227)	(238)	(246)	(238)	(967)
<i>of which: staff expenses</i>	<i>(96)</i>	<i>(88)</i>	<i>(100)</i>	<i>(98)</i>	<i>(98)</i>	<i>(396)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	227	(85)	23	177	231	855
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(4)	(2)	—	(2)	(1)	(5)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	443	439	483	462	492	1,912
<i>of which: net interest income</i>	<i>291</i>	<i>305</i>	<i>334</i>	<i>324</i>	<i>343</i>	<i>1,340</i>
Change in expected credit losses and other credit impairment charges	22	(295)	(221)	(41)	(25)	(90)
Total operating expenses	(234)	(228)	(239)	(245)	(236)	(962)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	231	(84)	23	176	231	860
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	46,534	49,178	51,591	46,968	45,743	46,968
Loans and advances to customers (net)	45,988	48,603	51,208	46,743	45,549	46,743
Total external assets	71,025	74,105	73,664	65,564	67,755	65,564
Customer accounts	58,387	57,986	49,438	49,043	43,836	49,043
Risk-weighted assets	51,229	53,380	52,820	49,003	(n/a)	49,003
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	45,988	49,034	52,512	46,103	45,368	46,743
Customer accounts	58,387	58,375	50,458	48,550	43,685	49,043

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North America - Global Banking and Markets

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	498	708	729	605	560	2,400
<i>of which: net interest income</i>	<i>91</i>	<i>143</i>	<i>124</i>	<i>129</i>	<i>88</i>	<i>516</i>
Change in expected credit losses and other credit impairment charges	13	(45)	(126)	(19)	1	(10)
Total operating expenses	(415)	(386)	(371)	(417)	(394)	(1,660)
<i>of which: staff expenses</i>	<i>(129)</i>	<i>(144)</i>	<i>(148)</i>	<i>(138)</i>	<i>(141)</i>	<i>(610)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	96	277	232	169	167	730
Reported Significant items - Totals (\$m)						
Revenue	(48)	(20)	13	(1)	2	(6)
ECL	—	—	—	—	—	—
Operating expenses	(11)	(22)	(4)	(6)	(5)	(18)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	546	730	717	606	557	2,406
<i>of which: net interest income</i>	<i>91</i>	<i>144</i>	<i>124</i>	<i>129</i>	<i>88</i>	<i>516</i>
Change in expected credit losses and other credit impairment charges	13	(45)	(126)	(19)	1	(10)
Total operating expenses	(404)	(368)	(367)	(410)	(389)	(1,642)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	155	317	224	177	169	754
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	16,445	20,188	25,896	19,109	19,939	19,109
Loans and advances to customers (net)	16,262	19,999	25,768	19,047	19,886	19,047
Total external assets	213,637	233,737	268,209	194,774	226,707	194,774
Customer accounts	40,692	42,704	30,425	25,401	28,010	25,401
Risk-weighted assets	45,239	49,779	53,238	46,109	(n/a)	46,109
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	16,262	20,071	25,996	18,952	19,857	19,047
Customer accounts	40,692	42,824	30,719	25,262	27,969	25,401

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North America - Corporate Centre

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	55	100	(7)	83	27	179
<i>of which: net interest expense</i>	<i>(33)</i>	<i>(32)</i>	<i>(30)</i>	<i>(20)</i>	<i>(29)</i>	<i>(116)</i>
Change in expected credit losses and other credit impairment charges	—	1	—	1	—	1
Total operating expenses	(167)	(98)	(196)	(172)	(97)	(424)
<i>of which: staff expenses</i>	<i>(194)</i>	<i>(197)</i>	<i>(216)</i>	<i>(195)</i>	<i>(205)</i>	<i>(862)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(112)	3	(203)	(88)	(70)	(244)
Reported Significant items - Totals (\$m)						
Revenue	—	—	8	(7)	(2)	(9)
ECL	—	—	—	—	—	—
Operating expenses	(103)	(41)	(103)	(48)	(8)	(75)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	55	103	(15)	85	32	188
<i>of which: net interest expense</i>	<i>(33)</i>	<i>(32)</i>	<i>(29)</i>	<i>(23)</i>	<i>(28)</i>	<i>(116)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	1	—	1
Total operating expenses	(64)	(57)	(93)	(126)	(90)	(349)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(9)	46	(108)	(40)	(58)	(160)
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	4,821	5,687	5,682	6,110	6,210	6,110
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	4,807	5,126	5,274	5,181	(n/a)	5,181
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

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SIGNIFICANT ITEMS

North America - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	(1)	(7)	(55)	(4)	(59)
Fair value movements on financial instruments	(2)	(10)	13	(1)	—	(9)
Restructuring and other related costs	(47)	(10)	9	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(222)	—	—	(431)	—	(431)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(111)	(68)	(116)	(62)	(17)	(114)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	(1)	(6)	(48)	(4)	(52)
Fair value movements on financial instruments	—	—	—	—	—	(1)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(207)	—	—	(431)	—	(431)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(9)	(3)	(9)	(6)	(3)	(16)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(2)	(10)	13	(1)	2	(6)
Restructuring and other related costs	(46)	(10)	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(4)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(7)	(22)	(4)	(6)	(5)	(18)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC

North America

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(10)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(93)	(41)	(103)	(48)	(8)	(75)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

North America - TOTAL

Revenue	—	15	4	(7)	(2)	—
ECL	—	(5)	(1)	—	—	—
Operating expenses	—	(9)	(3)	2	3	—
Share of profit in associates and joint ventures	—	—	—	—	—	—
Revenue significant items	—	—	—	—	—	—
Operating expense significant items	—	1	(1)	2	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—	—	—
Loans and advances to customers (net)	—	984	2,873	(1,404)	(420)	—
Customer accounts	—	1,132	2,954	(1,425)	(443)	—

HSBC North America

North America - Wealth and Personal Banking

Revenue	4	1	(1)	(2)
ECL	—	—	—	1
Operating expenses	(4)	(1)	2	1
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	(1)	—	—
Operating expense significant items	—	—	—	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	480	1,341	(670)	(210)
Customer accounts	623	1,639	(793)	(251)

North America - Commercial Banking

Revenue	6	2	(2)	(2)
ECL	(4)	(1)	—	—
Operating expenses	(3)	(1)	—	1
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	1	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	431	1,304	(640)	(181)
Customer accounts	389	1,020	(493)	(151)

North America - Global Banking and Markets

Revenue	2	1	—	(1)
ECL	—	—	—	—
Operating expenses	(1)	—	1	—
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	3	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	72	228	(95)	(29)
Customer accounts	120	294	(139)	(41)

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North America

North America - Corporate Centre

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

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

US - TOTAL

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net interest income	453	502	495	496	482	2,087
Net fee income	300	319	307	311	301	1,238
Other operating income	308	445	424	299	353	1,313
Net operating income before change in expected credit losses and other credit impairment charges	1,061	1,266	1,226	1,106	1,136	4,638
Change in expected credit losses and other credit impairment charges	15	(237)	(378)	(68)	(66)	(169)
Total operating expenses	(1,241)	(932)	(1,025)	(1,078)	(966)	(4,033)
<i>of which: staff expenses</i>	<i>(448)</i>	<i>(463)</i>	<i>(495)</i>	<i>(474)</i>	<i>(467)</i>	<i>(1,988)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(165)	97	(177)	(40)	104	436
Reported Significant items - Totals (\$m)						
Revenue	(49)	(19)	13	(55)	(5)	(66)
ECL	—	—	—	—	—	—
Operating expenses	(322)	(65)	(112)	(54)	(13)	(93)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,110	1,286	1,213	1,159	1,142	4,704
<i>of which: net interest income</i>	<i>453</i>	<i>502</i>	<i>495</i>	<i>495</i>	<i>482</i>	<i>2,087</i>
Change in expected credit losses and other credit impairment charges	15	(237)	(378)	(68)	(66)	(169)
Total operating expenses	(919)	(867)	(913)	(1,025)	(953)	(3,940)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	206	182	(78)	66	123	595
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	62,888	68,751	76,560	63,874	66,243	63,874
Loans and advances to customers (net)	62,242	68,036	75,994	63,588	65,985	63,588
Total external assets	288,538	317,121	346,561	261,923	296,790	261,923
Customer accounts	114,695	120,236	99,714	90,834	89,742	90,834
Risk-weighted assets	90,171	97,347	101,298	89,420	97,718	89,420

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US

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

Loans and advances to customers (net)	62,242	68,036	75,993	63,588	65,985	63,588
Customer accounts	114,695	120,236	99,714	90,834	89,742	90,834

HSBC US - Wealth and Private Banking

Reported (\$m)	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	309	295	311	265	349	1,347
<i>of which: net interest income</i>	195	191	228	222	248	1,000
Change in expected credit losses and other credit impairment charges	(11)	(37)	(139)	(30)	(51)	(116)
Total operating expenses	(542)	(345)	(359)	(373)	(366)	(1,510)
<i>of which: staff expenses</i>	(123)	(119)	(133)	(126)	(125)	(522)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(244)	(87)	(187)	(138)	(68)	(279)

Reported Significant items - Totals (\$m)

Revenue	(1)	(1)	(7)	(48)	(4)	(52)
ECL	—	—	—	—	—	—
Operating expenses	(215)	(3)	(9)	(4)	(3)	(14)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	310	296	317	313	354	1,399
<i>of which: net interest income</i>	195	191	227	222	248	1,000
Change in expected credit losses and other credit impairment charges	(11)	(37)	(140)	(30)	(50)	(116)
Total operating expenses	(327)	(342)	(349)	(372)	(362)	(1,496)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(28)	(83)	(172)	(89)	(58)	(213)

Balance sheet - reported (\$m)

Balance sheet - reported (\$m)	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	23,812	24,034	24,033	23,827	23,408	23,827
Loans and advances to customers (net)	23,550	23,739	23,746	23,658	23,253	23,658
Total external assets	56,260	60,033	56,425	48,715	50,302	48,715
Customer accounts	46,706	48,484	46,139	43,027	42,576	43,027
Risk-weighted assets	16,001	16,525	16,452	(15897)	(n/a)	15,897

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

Loans and advances to customers (net)	23,550	23,739	23,746	23,658	23,253	23,658
Customer accounts	46,706	48,484	46,139	43,028	42,576	43,027

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US

HSBC US - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	260	246	261	245	275	1,043
<i>of which: net interest income</i>	<i>195</i>	<i>194</i>	<i>200</i>	<i>193</i>	<i>208</i>	<i>801</i>
Change in expected credit losses and other credit impairment charges	21	(181)	(123)	(21)	(17)	(53)
Total operating expenses	(152)	(144)	(148)	(157)	(147)	(604)
<i>of which: staff expenses</i>	<i>(65)</i>	<i>(58)</i>	<i>(65)</i>	<i>(66)</i>	<i>(62)</i>	<i>(258)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	129	(79)	(10)	67	111	386
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(4)	(2)	—	—	—	(2)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	260	245	261	245	275	1,043
<i>of which: net interest income</i>	<i>195</i>	<i>194</i>	<i>202</i>	<i>193</i>	<i>208</i>	<i>801</i>
Change in expected credit losses and other credit impairment charges	21	(181)	(123)	(21)	(18)	(53)
Total operating expenses	(148)	(142)	(148)	(157)	(147)	(602)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	133	(78)	(10)	67	110	388
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	25,897	28,210	30,480	24,473	26,196	24,473
Loans and advances to customers (net)	25,670	27,947	30,315	24,406	26,130	24,406
Total external assets	37,905	41,032	42,201	33,726	36,469	33,726
Customer accounts	36,999	37,091	30,173	28,998	25,334	28,998
Risk-weighted assets	30,879	32,654	33,782	29,276	(n/a)	29,276
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	25,670	27,947	30,315	24,406	26,130	24,406
Customer accounts	36,999	37,091	30,173	28,998	25,334	28,998

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US**

HSBC US - Global Banking and Markets

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	433	623	663	517	485	2,074
<i>of which: net interest income</i>	<i>87</i>	<i>135</i>	<i>88</i>	<i>97</i>	<i>49</i>	<i>382</i>
Change in expected credit losses and other credit impairment charges	6	(19)	(116)	(18)	2	(1)
Total operating expenses	(398)	(354)	(334)	(387)	(358)	(1,525)
<i>of which: staff expenses</i>	<i>(120)</i>	<i>(134)</i>	<i>(133)</i>	<i>(130)</i>	<i>(127)</i>	<i>(559)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	41	250	213	112	129	548
Reported Significant items - Totals (\$m)						
Revenue	(48)	(18)	10	(1)	1	(6)
ECL	—	—	—	—	—	—
Operating expenses	(11)	(19)	(1)	(6)	(5)	(14)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	481	641	653	518	483	2,080
<i>of which: net interest income</i>	<i>87</i>	<i>135</i>	<i>88</i>	<i>97</i>	<i>49</i>	<i>382</i>
Change in expected credit losses and other credit impairment charges	6	(19)	(116)	(18)	2	(1)
Total operating expenses	(387)	(335)	(333)	(381)	(353)	(1,511)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	100	287	204	119	132	568
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	13,179	16,508	22,047	15,574	16,639	15,574
Loans and advances to customers (net)	13,021	16,351	21,933	15,524	16,602	15,524
Total external assets	189,909	210,734	242,533	174,376	204,787	174,376
Customer accounts	30,990	34,660	23,402	18,809	21,832	18,809
Risk-weighted assets	38,867	43,285	46,126	39,415	(n/a)	39,415
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	13,021	16,351	21,933	15,524	16,602	15,524
Customer accounts	30,990	34,660	23,402	18,809	21,832	18,809

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US**

HSBC US - Corporate Centre

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	58	102	(9)	79	27	174
<i>of which: net interest expense</i>	<i>(22)</i>	<i>(18)</i>	<i>(21)</i>	<i>(16)</i>	<i>(23)</i>	<i>(96)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	1	—	1
Total operating expenses	(149)	(89)	(184)	(161)	(95)	(394)
<i>of which: staff expenses</i>	<i>(141)</i>	<i>(152)</i>	<i>(164)</i>	<i>(152)</i>	<i>(153)</i>	<i>(649)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(91)	13	(193)	(81)	(68)	(219)
Reported Significant items - Totals (\$m)						
Revenue	—	—	10	(6)	(2)	(8)
ECL	—	—	—	—	—	—
Operating expenses	(91)	(41)	(102)	(44)	(5)	(63)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	58	103	(17)	82	30	182
<i>of which: net interest expense</i>	<i>(22)</i>	<i>(19)</i>	<i>(22)</i>	<i>(16)</i>	<i>(23)</i>	<i>(96)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	1	—	1
Total operating expenses	(58)	(47)	(82)	(117)	(92)	(331)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	—	56	(99)	(34)	(62)	(148)
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	(1)	—	—	—	—
Loans and advances to customers (net)	—	(1)	—	—	—	—
Total external assets	4,463	5,322	5,402	5,106	5,232	5,106
Customer accounts	—	1	—	—	—	—
Risk-weighted assets	4,424	4,883	4,938	4,832	(n/a)	4,832
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

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SIGNIFICANT ITEMS

HSBC US - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	(1)	(7)	(54)	(4)	(58)
Fair value movements on financial instruments	(2)	(7)	10	(1)	(1)	(8)
Restructuring and other related costs	(46)	(11)	10	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(222)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(100)	(65)	(112)	(54)	(13)	(93)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	(1)	(7)	(48)	(4)	(52)
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(207)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(8)	(3)	(9)	(4)	(3)	(14)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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US

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(2)	(8)	10	(1)	1	(6)
Restructuring and other related costs	(46)	(10)	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(4)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(7)	(19)	(1)	(6)	(5)	(14)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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US

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(10)	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(81)	(41)	(102)	(44)	(5)	(63)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

HSBC US - TOTAL

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

HSBC US

HSBC US - Wealth and Personal Banking

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

HSBC US - Commercial Banking

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

HSBC US - Global Banking and Markets

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

HSBC
US

HSBC US - Corporate Centre

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

HSBC
Latin America

Latin America - TOTAL

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net interest income	484	450	513	514	470	2,061
Net fee income	121	104	126	143	137	540
Other operating income ¹	141	160	224	282	70	915
Net operating income before change in expected credit losses and other credit impairment charges	746	714	863	939	677	3,516
Change in expected credit losses and other credit impairment charges	(192)	(340)	(317)	(275)	(231)	(740)
Total operating expenses	(445)	(430)	(480)	(935)	(445)	(2,389)
of which: staff expenses	(161)	(147)	(189)	(195)	(190)	(783)
Share of profit in associates and joint ventures	1	1	1	2	2	13
Profit/(loss) before tax	110	(55)	67	(269)	3	400
Reported Significant items - Totals (\$m)						
Revenue	(1)	(7)	16	(2)	2	(10)
ECL	—	—	—	—	—	—
Operating expenses	(19)	(11)	—	(359)	(4)	(375)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	747	737	756	796	542	3,526
of which: net interest income	484	457	457	438	364	2,061
Change in expected credit losses and other credit impairment charges	(192)	(356)	(283)	(230)	(181)	(740)
Total operating expenses	(426)	(426)	(431)	(495)	(346)	(2,014)
Share of profit in associates and joint ventures	1	1	1	1	2	13
Profit/(loss) before tax	130	(44)	43	72	17	785
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	20,542	20,855	20,895	24,021	23,442	24,021
Loans and advances to customers (net)	19,333	19,785	20,040	23,136	22,611	23,136
Total external assets	43,516	45,451	44,670	49,905	47,944	49,905
Customer accounts	24,882	25,117	23,174	28,237	24,760	28,237
Risk-weighted assets ²	32,897	33,278	32,895	38,460	40,762	38,460

HSBC Latin America

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

Loans and advances to customers (net)	19,333	20,492	20,996	19,659	19,924	23,136
Customer accounts	24,882	25,811	23,953	23,922	21,637	28,237

Latin America - Wealth and Personal Banking

Reported (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Net operating income before change in expected credit losses and other credit impairment charges	450	420	500	550	427	2,179
<i>of which: net interest income</i>	<i>326</i>	<i>306</i>	<i>385</i>	<i>396</i>	<i>369</i>	<i>1,552</i>
Change in expected credit losses and other credit impairment charges	(136)	(207)	(234)	(230)	(163)	(590)
Total operating expenses	(296)	(280)	(324)	(365)	(295)	(1,338)
<i>of which: staff expenses</i>	<i>(90)</i>	<i>(78)</i>	<i>(97)</i>	<i>(110)</i>	<i>(97)</i>	<i>(403)</i>
Share of profit in associates and joint ventures	1	1	1	2	2	11
Profit/(loss) before tax	19	(66)	(57)	(43)	(29)	262

Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(12)	(1)	—	(16)	(2)	(22)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	450	432	449	470	351	2,179
<i>of which: net interest income</i>	<i>326</i>	<i>315</i>	<i>344</i>	<i>340</i>	<i>299</i>	<i>1,552</i>
Change in expected credit losses and other credit impairment charges	(136)	(217)	(209)	(195)	(132)	(590)
Total operating expenses	(284)	(285)	(290)	(298)	(232)	(1,316)
Share of profit in associates and joint ventures	1	1	1	1	2	11
Profit/(loss) before tax	31	(69)	(49)	(22)	(11)	284

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	7,333	6,994	6,914	8,457	7,794	8,457
Loans and advances to customers (net)	6,592	6,324	6,355	7,838	7,236	7,838
Total external assets	14,579	14,238	13,794	16,043	16,489	16,043
Customer accounts	11,631	11,560	10,819	13,614	12,190	13,614
Risk-weighted assets	10,294	9,875	9,290	11,335	(n/a)	11,335

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

Loans and advances to customers (net)	6,592	6,568	6,687	6,662	6,393	7,838
Customer accounts	11,631	11,874	11,203	11,526	10,661	13,614

HSBC Latin America

Latin America - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	149	145	164	194	145	718
<i>of which: net interest income</i>	127	122	135	160	127	582
Change in expected credit losses and other credit impairment charges	(42)	(71)	(53)	(37)	(48)	(125)
Total operating expenses	(82)	(78)	(88)	(444)	(74)	(696)
<i>of which: staff expenses</i>	(18)	(17)	(22)	(23)	(22)	(88)
Share of profit in associates and joint ventures	—	(1)	—	—	—	1
Profit/(loss) before tax	25	(5)	23	(287)	23	(102)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	(337)	—	(337)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	149	145	145	162	107	718
<i>of which: net interest income</i>	127	123	119	135	94	582
Change in expected credit losses and other credit impairment charges	(42)	(75)	(47)	(31)	(35)	(127)
Total operating expenses	(82)	(79)	(78)	(89)	(55)	(359)
Share of profit in associates and joint ventures	—	(1)	—	—	—	1
Profit/(loss) before tax	25	(10)	20	42	17	235
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	6,451	6,614	6,636	7,739	7,527	7,739
Loans and advances to customers (net)	6,111	6,314	6,398	7,506	7,290	7,506
Total external assets	9,532	9,531	9,516	10,971	11,304	10,971
Customer accounts	7,779	8,086	7,580	8,261	7,690	8,261
Risk-weighted assets	9,390	9,549	9,325	10,720	(n/a)	10,720
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	6,111	6,501	6,667	6,366	6,383	7,506
Customer accounts	7,779	8,337	7,889	7,005	6,733	8,261

HSBC Latin America

Latin America - Corporate Centre

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	7	(2)	44	6	(2)	—
<i>of which: net interest expense</i>	<i>(43)</i>	<i>(46)</i>	<i>(85)</i>	<i>(136)</i>	<i>(92)</i>	<i>(397)</i>
Change in expected credit losses and other credit impairment charges	—	(4)	—	(3)	—	(3)
Total operating expenses	(14)	(19)	(5)	(52)	(15)	(86)
<i>of which: staff expenses</i>	<i>(43)</i>	<i>(40)</i>	<i>(54)</i>	<i>(47)</i>	<i>(54)</i>	<i>(224)</i>
Share of profit in associates and joint ventures	—	1	—	—	—	—
Profit/(loss) before tax	(7)	(24)	39	(49)	(17)	(89)
Reported Significant items - Totals (\$m)						
Revenue	—	—	1	1	—	—
ECL	—	—	—	—	—	—
Operating expenses	(7)	(10)	—	(5)	(2)	(13)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	7	(1)	39	1	—	—
<i>of which: net interest expense</i>	<i>(43)</i>	<i>(49)</i>	<i>(73)</i>	<i>(113)</i>	<i>(73)</i>	<i>(397)</i>
Change in expected credit losses and other credit impairment charges	—	(4)	—	(2)	—	(3)
Total operating expenses	(7)	(9)	(7)	(46)	(12)	(73)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	—	(14)	32	(47)	(12)	(76)
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	244	276	227	515	466	515
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	558	808	797	(626)	(n/a)	626
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

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Latin America

SIGNIFICANT ITEMS

Latin America - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	(1)
Fair value movements on financial instruments	(1)	(7)	16	(2)	2	(9)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	(337)	—	(337)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(19)	(11)	—	(22)	(4)	(38)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(12)	(1)	—	(16)	(2)	(22)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Latin America

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	(337)	—	(337)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(7)	15	(3)	2	(10)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

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

HSBC

Latin America

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(7)	(10)	—	(5)	(2)	(13)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Latin America - TOTAL

Revenue		15	(93)	(145)	(133)	
ECL		(16)	34	45	50	
Operating expenses		(6)	49	84	96	
Share of profit in associates and joint ventures		—	—	(1)	—	
Revenue significant items		(1)	(2)	—	—	
Operating expense significant items		1	—	3	1	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		707	956	(3,477)	(2,687)	
Customer accounts		694	779	(4,315)	(3,123)	

HSBC

Latin America

Latin America - Wealth and Personal Banking

Revenue	12	(51)	(80)	(76)
ECL	(10)	25	35	31
Operating expenses	(6)	34	54	62
Share of profit in associates and joint ventures	—	—	(1)	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	3	1
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	244	332	(1,176)	(843)
Customer accounts	314	384	(2,088)	(1,529)

Latin America - Commercial Banking

Revenue	—	(19)	(32)	(38)
ECL	(4)	6	6	13
Operating expenses	(1)	10	17	19
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	(1)	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	187	269	(1,140)	(907)
Customer accounts	251	309	(1,256)	(957)

Latin America - Global Banking and Markets

Revenue	1	(18)	(29)	(22)
ECL	(3)	3	2	6
Operating expenses	(1)	7	11	14
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(1)	(1)	1	—
Operating expense significant items	—	—	1	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	276	354	(1,162)	(938)
Customer accounts	128	86	(972)	(637)

HSBC

Latin America

Latin America - Corporate Centre

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

1 Losses due to the impacts of hyperinflation on monetary items in Argentina. The total impact of applying IAS 29 and the hyperinflation provisions of IAS 21 in the current quarter is a decrease in the Group's profit before tax of \$32m, comprising a decrease in revenue of \$32m, an increase in ECL of \$1m and a decrease in operating expenses of \$1m.

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

HSBC
Mexico

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Mexico - TOTAL						
Reported (\$m)						
Net interest income	341	313	376	366	356	1,463
Net fee income	93	87	102	116	124	441
Other operating income	105	101	160	155	167	651
Net operating income before change in expected credit losses and other credit impairment charges	539	501	638	637	647	2,555
Change in expected credit losses and other credit impairment charges	(220)	(315)	(259)	(145)	(148)	(491)
Total operating expenses	(317)	(304)	(343)	(362)	(342)	(1,390)
<i>of which: staff expenses</i>	(110)	(102)	(133)	(145)	(131)	(551)
Share of profit in associates and joint ventures	1	1	1	2	2	13
Profit/(loss) before tax	3	(117)	37	132	159	687
Reported Significant items - Totals (\$m)						
Revenue	—	(6)	12	(2)	2	(7)
ECL	—	—	—	—	—	—
Operating expenses	(6)	(2)	—	(11)	(3)	(19)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	539	535	568	557	568	2,562
<i>of which: net interest income</i>	341	331	341	319	313	1,463
Change in expected credit losses and other credit impairment charges	(220)	(332)	(235)	(126)	(130)	(491)
Total operating expenses	(311)	(319)	(311)	(305)	(299)	(1,371)
Share of profit in associates and joint ventures	1	1	1	1	2	13
Profit/(loss) before tax	9	(115)	23	127	141	713
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	17,926	18,130	18,108	21,172	20,543	21,172
Loans and advances to customers (net)	16,870	17,220	17,395	20,426	19,853	20,426
Total external assets	33,605	35,043	34,731	40,907	39,723	40,907
Customer accounts	19,530	19,759	18,046	23,051	19,938	23,051
Risk-weighted assets	24,387	24,773	24,159	28,960	29,353	28,960

HSBC
Mexico

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

Loans and advances to customers (net)	16,870	18,045	18,581	17,428	17,720	20,426
Customer accounts	19,530	20,705	19,275	19,667	17,795	23,051

Mexico - Wealth and Personal Banking

Reported (\$m)

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

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
<i>of which: net interest income</i>	373	342	429	431	444	1,735
Change in expected credit losses and other credit impairment charges	270	247	318	325	308	1,227
Total operating expenses	(166)	(199)	(183)	(137)	(123)	(437)
<i>of which: staff expenses</i>	(220)	(213)	(247)	(253)	(245)	(998)
Share of profit in associates and joint ventures	(58)	(54)	(70)	(78)	(68)	(286)
Share of profit in associates and joint ventures	1	1	1	2	2	11
Profit/(loss) before tax	(12)	(69)	—	43	78	311

Reported Significant items - Totals (\$m)

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

Adjusted (\$m)

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

<i>of which: net interest income</i>	373	361	389	375	390	1,735
Change in expected credit losses and other credit impairment charges	270	260	288	284	271	1,227
Total operating expenses	(166)	(210)	(166)	(119)	(109)	(437)
Share of profit in associates and joint ventures	(220)	(224)	(224)	(212)	(215)	(988)
Share of profit in associates and joint ventures	1	1	1	1	2	11
Profit/(loss) before tax	(12)	(72)	—	45	68	321

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	6,688	6,357	6,261	7,736	7,101	7,736
Loans and advances to customers (net)	5,983	5,728	5,736	7,154	6,579	7,154
Total external assets	11,577	11,207	11,159	13,659	14,199	13,659
Customer accounts	9,584	9,316	8,815	11,665	10,197	11,665
Risk-weighted assets	7,979	7,763	7,196	9,079	(n/a)	9,079

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

Loans and advances to customers (net)	5,983	6,002	6,127	6,103	5,873	7,154
Customer accounts	9,584	9,762	9,415	9,953	9,101	11,665

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Mexico

Mexico - Commercial Banking

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	92	85	101	102	101	441
<i>of which: net interest income</i>	<i>73</i>	<i>72</i>	<i>80</i>	<i>85</i>	<i>82</i>	<i>340</i>
Change in expected credit losses and other credit impairment charges	(39)	(64)	(49)	(12)	(19)	(55)
Total operating expenses	(53)	(49)	(55)	(58)	(51)	(211)
<i>of which: staff expenses</i>	<i>(11)</i>	<i>(10)</i>	<i>(13)</i>	<i>(14)</i>	<i>(13)</i>	<i>(53)</i>
Share of profit in associates and joint ventures	—	(1)	—	—	—	1
Profit/(loss) before tax	—	(29)	(3)	32	31	176
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	92	90	92	89	89	441
<i>of which: net interest income</i>	<i>73</i>	<i>76</i>	<i>73</i>	<i>74</i>	<i>72</i>	<i>340</i>
Change in expected credit losses and other credit impairment charges	(39)	(68)	(44)	(11)	(16)	(55)
Total operating expenses	(53)	(51)	(50)	(51)	(45)	(211)
Share of profit/(loss) in associates and joint ventures	—	(1)	—	—	—	1
Profit/(loss) before tax	—	(30)	(2)	27	28	176
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	5,240	5,332	5,435	6,480	6,178	6,480
Loans and advances to customers (net)	4,994	5,129	5,289	6,341	6,038	6,341
Total external assets	7,267	7,201	7,514	9,343	9,305	9,343
Customer accounts	6,464	6,747	6,262	7,032	6,398	7,032
Risk-weighted assets	6,891	6,976	6,974	(8251)	(n/a)	8,251
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	4,994	5,374	5,650	5,411	5,389	6,341
Customer accounts	6,464	7,070	6,689	6,000	5,710	7,032

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Mexico

Mexico - Global Banking and Markets

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	77	75	62	98	98	365
<i>of which: net interest income</i>	<i>39</i>	<i>36</i>	<i>23</i>	<i>19</i>	<i>21</i>	<i>113</i>
Change in expected credit losses and other credit impairment (charges)/recoveries	(16)	(51)	(27)	4	(6)	1
Total operating expenses	(30)	(29)	(34)	(34)	(35)	(138)
<i>of which: staff expenses</i>	<i>(4)</i>	<i>(6)</i>	<i>(7)</i>	<i>(6)</i>	<i>(7)</i>	<i>(30)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	1
Profit/(loss) before tax	31	(5)	1	68	57	229
Reported Significant items - Totals (\$m)						
Revenue	—	(6)	11	(2)	2	(7)
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	(1)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	77	85	47	87	85	372
<i>of which: net interest income</i>	<i>39</i>	<i>38</i>	<i>21</i>	<i>17</i>	<i>19</i>	<i>113</i>
Change in expected credit losses and other credit impairment (charges)/recoveries	(16)	(54)	(25)	4	(6)	1
Total operating expenses	(30)	(31)	(31)	(30)	(31)	(137)
Share of profit in associates and joint ventures	—	—	—	—	—	1
Profit/(loss) before tax	31	—	(9)	61	48	237
	Balance sheet date					Balance sheet date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	5,997	6,441	6,412	6,956	7,264	6,956
Loans and advances to customers (net)	5,893	6,363	6,370	6,931	7,236	6,931
Total external assets	14,609	16,509	15,915	17,723	16,030	17,723
Customer accounts	3,482	3,696	2,969	4,354	3,343	4,354
Risk-weighted assets	9,357	9,767	9,633	11,294	(n/a)	11,294
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	5,893	6,668	6,805	5,914	6,459	6,931
Customer accounts	3,482	3,873	3,171	3,715	2,984	4,354

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Mexico - Corporate Centre

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(3)	—	46	6	4	14
<i>of which: net interest expense</i>	<i>(41)</i>	<i>(42)</i>	<i>(45)</i>	<i>(63)</i>	<i>(55)</i>	<i>(217)</i>
Change in expected credit losses and other credit impairment charges	1	—	—	—	—	—
Total operating expenses	(14)	(14)	(7)	(17)	(11)	(43)
<i>of which: staff expenses</i>	<i>(37)</i>	<i>(32)</i>	<i>(43)</i>	<i>(47)</i>	<i>(43)</i>	<i>(182)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(16)	(14)	39	(11)	(7)	(29)
Reported Significant items - Totals (\$m)						
Revenue	—	—	1	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(6)	(2)	—	(2)	(2)	(8)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(3)	—	41	5	4	14
<i>of which: net interest expense</i>	<i>(41)</i>	<i>(43)</i>	<i>(41)</i>	<i>(56)</i>	<i>(49)</i>	<i>(217)</i>
Change in expected credit losses and other credit impairment charges	1	—	—	—	—	—
Total operating expenses	(8)	(13)	(7)	(12)	(8)	(35)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(10)	(13)	34	(7)	(4)	(21)
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Loans and advances to customers (gross)	1	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	152	126	143	182	189	182
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	160	267	356	(336)	(n/a)	336
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	1	(1)	—	(1)	—
Customer accounts	—	—	—	(1)	—	—

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SIGNIFICANT ITEMS

	Quarter ended					Year to date
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	30-Sep-19	31-Dec-19
Mexico - TOTAL						
Reported revenue significant items (\$m)						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(6)	12	(2)	2	(7)
Restructuring and other related costs	—	—	—	—	—	—
Reported cost significant items (\$m)						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(6)	(2)	—	(11)	(3)	(19)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—
Share of profit in associates and joint ventures significant items (\$m)						
Impairment of goodwill	—	—	—	—	—	—
Mexico - Wealth and Personal Banking						
Reported revenue significant items (\$m)						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
Reported cost significant items (\$m)						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	(9)	(1)	(10)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Mexico

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	(6)	11	(2)	2	(7)
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(6)	(2)	—	(2)	(2)	(8)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Mexico - TOTAL

Revenue		28	(60)	(82)	(78)
ECL		(17)	24	19	18
Operating expenses		(17)	32	47	41
Share of profit in associates and joint ventures		—	—	(1)	—
Revenue significant items		—	(2)	—	(1)
Operating expense significant items		—	—	1	1
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		825	1,186	(2,998)	(2,133)
Customer accounts		946	1,229	(3,384)	(2,143)

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Mexico - Wealth and Personal Banking

Revenue	19	(40)	(56)	(54)
ECL	(11)	17	18	14
Operating expenses	(11)	23	33	29
Share of profit in associates and joint ventures	—	—	(1)	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	1	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	274	391	(1,051)	(706)
Customer accounts	446	600	(1,712)	(1,096)

Mexico - Commercial Banking

Revenue	5	(9)	(13)	(12)
ECL	(4)	5	1	3
Operating expenses	(2)	5	7	6
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	245	361	(930)	(649)
Customer accounts	323	427	(1,032)	(688)

Mexico - Global Banking and Markets

Revenue	4	(5)	(13)	(12)
ECL	(3)	2	—	—
Operating expenses	(2)	3	4	4
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	(1)	—	(1)
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	305	435	(1,017)	(777)
Customer accounts	177	202	(639)	(359)

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Mexico

Mexico - Corporate Centre

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

Summary of credit risk (excluding debt instruments measured at FVOCI) by stage distribution and ECL coverage by industry sector at 30 September 2020

	Gross carrying/nominal amount ¹				Total \$m	Allowance for ECL				Total \$m	ECL coverage %				Total %
	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI ² \$m		Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI ² \$m		Stage 1 %	Stage 2 %	Stage 3 %	POCI ² %	
Loans and advances to customers at amortised cost	878,558	157,804	18,391	289	1,055,042	(2,020)	(4,607)	(6,962)	(113)	(13,702)	0.2 %	2.9 %	37.9 %	39.1 %	1.3 %
– personal	418,670	28,005	5,426	—	452,101	(906)	(2,179)	(1,455)	—	(4,540)	0.2 %	7.8 %	26.8 %	— %	1.0 %
– corporate and commercial	401,032	119,269	12,253	288	532,842	(1,057)	(2,293)	(5,344)	(112)	(8,806)	0.3 %	1.9 %	43.6 %	38.9 %	1.7 %
– non-bank financial institutions	58,856	10,530	712	1	70,099	(57)	(135)	(163)	(1)	(356)	0.1 %	1.3 %	22.9 %	100.0 %	0.5 %
Loans and advances to banks at amortised cost	81,277	2,627	—	—	83,904	(37)	(13)	—	—	(50)	— %	0.5 %	— %	— %	0.1 %
Other financial assets measured at amortised cost	765,993	9,818	254	2	776,067	(105)	(51)	(95)	—	(251)	— %	0.5 %	37.4 %	— %	— %
Loans and other credit-related commitments	606,231	54,185	1,193	2	661,611	(242)	(324)	(88)	—	(654)	— %	0.6 %	7.4 %	— %	0.1 %
– personal	230,909	2,634	254	—	233,797	(40)	(3)	—	—	(43)	— %	0.1 %	— %	— %	— %
– corporate and commercial	241,445	46,595	937	2	288,979	(182)	(306)	(88)	—	(576)	0.1 %	0.7 %	9.4 %	— %	0.2 %
– financial	133,877	4,956	2	—	138,835	(20)	(15)	—	—	(35)	— %	0.3 %	— %	— %	— %
Financial guarantees	13,471	4,926	276	1	18,674	(20)	(64)	(41)	—	(125)	0.1 %	1.3 %	14.9 %	— %	0.7 %
– personal	732	12	1	—	745	—	(1)	—	—	(1)	— %	8.3 %	— %	— %	0.1 %
– corporate and commercial	9,288	4,060	274	1	13,623	(18)	(57)	(40)	—	(115)	0.2 %	1.4 %	14.6 %	— %	0.8 %
– financial	3,451	854	1	—	4,306	(2)	(6)	(1)	—	(9)	0.1 %	0.7 %	100.0 %	— %	0.2 %
At 30 Sep 2020	2,345,530	229,360	20,114	294	2,595,298	(2,424)	(5,059)	(7,186)	(113)	(14,782)	0.1 %	2.2 %	35.7 %	38.4 %	0.6 %

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

Stage 2 days past due analysis at 30 September 2020

	Gross carrying amount			Allowance for ECL			ECL coverage %		
	Stage 2 \$m	Of which: 1 to 29 DPD ¹ \$m	Of which: 30 and > DPD ¹ \$m	Stage 2 \$m	Of which: 1 to 29 DPD ¹ \$m	Of which: 30 and > DPD ¹ \$m	Stage 2 %	Of which: 1 to 29 DPD ¹ %	Of which: 30 and > DPD ¹ %
Loans and advances to customers at amortised cost	157,804	2,312	1,740	(4,607)	(280)	(286)	2.9 %	12.1 %	16.4 %
– personal	28,005	1,540	1,211	(2,179)	(236)	(254)	7.8 %	15.3 %	21.0 %
– corporate and commercial	119,269	743	432	(2,293)	(44)	(32)	1.9 %	5.9 %	7.4 %
– non-bank financial institutions	10,530	29	97	(135)	—	—	1.3 %	— %	— %
Loans and advances to banks at amortised cost	2,627	—	—	(13)	—	—	0.5 %	— %	— %
Other financial assets measured at amortised cost	9,818	—	8	(51)	—	—	0.5 %	— %	— %

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

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

By portfolio	Gross carrying amount				Allowance for ECL			
	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	Total \$m	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	Total \$m
First lien residential mortgages	314,755	15,595	3,255	333,605	(118)	(253)	(414)	(785)
– of which:								
– interest only (including offset)	29,363	1,563	350	31,276	(11)	(20)	(81)	(112)
– affordability (including US adjustable rate mortgages)	12,336	2,872	635	15,843	(12)	(9)	(4)	(25)
Other personal lending	103,915	12,410	2,171	118,496	(788)	(1,926)	(1,041)	(3,755)
– other	85,337	7,128	1,417	93,882	(366)	(786)	(657)	(1,809)
– credit cards	16,494	5,139	690	22,323	(408)	(1,122)	(367)	(1,897)
– second lien residential mortgages	616	112	53	781	(2)	(9)	(10)	(21)
– motor vehicle finance	1,468	31	11	1,510	(12)	(9)	(7)	(28)
At 30 Sep 2020	418,670	28,005	5,426	452,101	(906)	(2,179)	(1,455)	(4,540)
By geography								
Europe	189,065	8,848	2,576	200,489	(277)	(1,130)	(808)	(2,215)
– of which: UK	153,112	7,603	1,760	162,475	(257)	(1,032)	(537)	(1,826)
Asia	181,399	11,620	867	193,886	(284)	(412)	(222)	(918)
– of which: Hong Kong	127,785	5,363	210	133,358	(73)	(266)	(58)	(397)
MENA	4,998	418	272	5,688	(53)	(115)	(173)	(341)
North America	38,059	5,594	1,456	45,109	(103)	(181)	(139)	(423)
Latin America	5,149	1,525	255	6,929	(189)	(341)	(113)	(643)
At 30 Sep 2020	418,670	28,005	5,426	452,101	(906)	(2,179)	(1,455)	(4,540)

HSBC
Credit risk

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

	Gross carrying amount					Allowance for ECL				
	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI \$m	Total \$m	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI \$m	Total \$m
Corporate and commercial	401,032	119,269	12,253	288	532,842	(1,057)	(2,293)	(5,344)	(112)	(8,806)
– agriculture, forestry and fishing	5,915	739	315	2	6,971	(15)	(24)	(148)	(1)	(188)
– mining and quarrying	8,659	3,735	1,306	12	13,712	(46)	(106)	(432)	(12)	(596)
– manufacturing	71,291	23,223	1,620	80	96,214	(158)	(332)	(761)	(39)	(1,290)
– electricity, gas, steam and air-conditioning supply	12,426	2,294	116	—	14,836	(33)	(32)	(17)	—	(82)
– water supply, sewerage, waste management and remediation	2,300	699	43	—	3,042	(9)	(15)	(22)	—	(46)
– construction	9,358	5,153	693	33	15,237	(29)	(109)	(390)	(32)	(560)
– wholesale and retail trade, repair of motor vehicles and motorcycles	66,500	21,778	3,119	12	91,409	(144)	(271)	(1,856)	(3)	(2,274)
– transportation and storage	20,303	7,209	823	12	28,347	(80)	(172)	(222)	—	(474)
– accommodation and food	13,899	11,321	473	1	25,694	(60)	(232)	(111)	(1)	(404)
– publishing, audiovisual and broadcasting	17,041	3,437	161	31	20,670	(47)	(99)	(33)	(5)	(184)
– real estate	109,113	17,510	1,367	1	127,991	(183)	(322)	(525)	—	(1,030)
– professional, scientific and technical activities	16,317	8,206	501	31	25,055	(51)	(107)	(157)	(7)	(322)
– administrative and support services	18,390	7,746	813	73	27,022	(49)	(164)	(244)	(12)	(469)
– public administration and defence, compulsory social security	1,890	465	3	—	2,358	(2)	(10)	(1)	—	(13)
– education	1,530	552	37	—	2,119	(9)	(20)	(11)	—	(40)
– health and care	4,772	1,268	254	—	6,294	(20)	(37)	(119)	—	(176)
– arts, entertainment and recreation	1,368	1,182	182	—	2,732	(9)	(48)	(65)	—	(122)
– other services	11,136	1,471	426	—	13,033	(107)	(175)	(229)	—	(511)
– activities of households	625	153	—	—	778	—	(3)	—	—	(3)
– extra-territorial organisations and bodies	7	—	—	—	7	—	—	—	—	—
– government	7,613	1,114	1	—	8,728	(6)	(2)	(1)	—	(9)
– asset-backed securities	579	14	—	—	593	—	(13)	—	—	(13)
Non-bank financial institutions	58,856	10,530	712	1	70,099	(57)	(135)	(163)	(1)	(356)
Loans and advances to banks	81,277	2,627	—	—	83,904	(37)	(13)	—	—	(50)
At 30 Sep 2020	541,165	132,426	12,965	289	686,845	(1,151)	(2,441)	(5,507)	(113)	(9,212)
By geography										
Europe	169,448	39,595	7,013	126	216,182	(553)	(1,209)	(2,044)	(53)	(3,859)
– of which: UK	116,881	26,386	5,104	78	150,449	(443)	(971)	(1,362)	(38)	(2,814)
Asia	289,156	58,792	2,729	116	350,793	(327)	(447)	(1,741)	(43)	(2,558)
– of which: Hong Kong	173,104	35,238	990	47	209,379	(177)	(272)	(521)	(24)	(984)
MENA	21,929	10,176	1,879	17	34,001	(76)	(232)	(1,162)	(12)	(1,482)
North America	49,681	18,790	935	—	69,406	(89)	(315)	(332)	—	(736)
Latin America	10,951	5,073	409	30	16,463	(106)	(238)	(228)	(5)	(577)
At 30 Sep 2020	541,165	132,426	12,965	289	686,845	(1,151)	(2,441)	(5,507)	(113)	(9,212)
Corporate and commercial										
Europe	137,197	36,346	6,373	122	180,038	(512)	(1,122)	(1,914)	(50)	(3,598)
– of which: UK	98,268	25,917	4,585	77	128,847	(412)	(899)	(1,298)	(39)	(2,648)
Asia	204,470	51,700	2,705	117	258,992	(296)	(408)	(1,735)	(44)	(2,483)
– of which: Hong Kong	132,798	30,935	990	48	164,771	(167)	(256)	(520)	(24)	(967)
MENA	13,334	9,842	1,848	19	25,043	(70)	(229)	(1,149)	(13)	(1,461)
North America	37,400	17,978	918	—	56,296	(84)	(310)	(318)	—	(712)
Latin America	8,631	3,403	409	30	12,473	(95)	(224)	(228)	(5)	(552)
At 30 Sep 2020	401,032	119,269	12,253	288	532,842	(1,057)	(2,293)	(5,344)	(112)	(8,806)

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